Provider Portal Help Guide

Sign up for the Secure Provider Portal

Click on the “For Providers” link on www.ct.gov/husky.
You will be directed to the “Welcome HUSKY Health Providers” page. Select the “Provider Login” button.

HUSKY Health Secure Provider Login:

If you do not have a Provider Portal login, click on “New User? Register Here.” Otherwise, enter your “Username” and “Password” and click “Submit.”
New User:

Choose the “AGREE” button at the bottom of the License Agreement page to proceed to step 2.
Create a User account. When completed, choose “Next.”

The “Personal Information” fields reflect the information of the User that will be logging into the website. This is not necessarily the provider.

The “First Name” and “Last Name” fields are required to proceed. This is the person completing the user sign up.

“Address Line 1” is required, but “Address Line 2” is optional. Please list your office location.

“City”, “State”, and “Zip” are required fields. “Country” is also required, but is defaulted to “United States.”

“Contact Phone” is required and must be in ###-###-#### format.

“Department” is not a required field to proceed, however “Practice Name” is required.
To view the list of providers associated by Tax ID, first enter a valid Provider Tax ID Number (TIN) and choose “Search.”

Choose the provider(s) you would like to add to your account by clicking in the box next to their name(s). Alternatively clicking the “Select All Providers” button selects all providers associated to the Tax ID. Confirm the selected providers by choosing “Add Providers.”

Provider confirmation page will be displayed showing the selected providers. Review the list to ensure all appropriate providers have been selected. Once reviewed, click “Add Providers.”
You will see the providers you have chosen to add to your account listed beneath “Added Providers.”

Add another provider by entering another Tax ID and repeat the steps outlined above or choose “Next” to continue.

Identify the role of the person who is completing the sign up process by selecting the appropriate value from the drop-down. Then choose “Next” to continue.
Create a “Username” and “Password”

The “Username” will become the Account ID that is used to identify this Provider Portal Account.

The “Email Address” is the email of the person setting up the account.

“Password” must be at least 8 characters in length, at least 1 letter, at least 1 digit, at least 1 character --- _.!#$%&*@~^\?/+.

“Secret Question” is a drop down list that is associated with a “Secret Answer” for password recovery.

Choose “Next” to continue.

***NOTE***

If you are a primary care practitioner, be sure to request access to view reports online. Upon completing this registration form click the “Patient Reports” link from the left-hand navigation menu of the “Provider Main Page.” (See page 9 of this “How to Guide” for more information about online report registration.)
Verify your information is correct and choose “Finish” to complete the sign up process for your account set up. At this point, you have successfully set up your user account. If the information is incorrect, choose previous and correct your information.

If you should have any questions or concerns completing this information, please contact the Web Support Help Desk at 877.606.5172 during the hours of 9:00 a.m. – 4:00 p.m. EST, Monday through Friday.
Welcome to Your HUSKY Health Secure Provider Portal!

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From this page, you can view Patient Reports, submit and view Authorizations, check eligibility on the State of Connecticut Automated Eligibility Verification System (AEVS), Find a Doctor, and access the public HUSKY Health Provider Homepage. You can also visit the CultureVision™ website, your free access to an easy to use database that gives you information on culturally competent patient care.

Note: To return to this page at any time, click the “Portal Home” button in the menu navigation.
Patient Reports:

PCPs can view their patient-based reports, which provide valuable information to assist with the management of attributed HUSKY Health patients. Before you can access these reports for the first time, we need to verify your information. To get access, click the "Subscribe to Reports" button or contact the Web Support Help Desk by phone at 1.877.606.5172 Monday – Friday, 9:00 a.m. to 4:00 p.m.

Please note, it may take up to 10 business days to verify your information.
Patient Reports:

Once your information has been verified, you will have access to view and download the patient-based reports. You can access these reports by selecting the desired report from the “Report Type” dropdown list. “Report Help Guides” are also available for each report.
Report Type Drop Down Menu:

Report Help Guide Dropdown Menu:
Prior Authorization Portal:

To access the Medical or Radiology Authorization Portals, click the Authorizations tab. Then select the button for the type of authorization you are requesting.

You can also request access to Authorization Units Used by clicking the "Request Authorization Units Used" button. Before you can access these reports for the first time, we need to verify your information. To get access, click the “Request Authorization Units Used” button or contact the Web Support Help Desk by phone.

Please note, it may take up to 10 business days to verify your information.
Once your information has been verified, you will be able to view Authorization Units Used for your HUSKY Health patients. To view this information, you will need to enter the authorization number, client ID number, patient date of birth, and date of authorization.
Contact Us:
For questions related to the HUSKY Health programs and services, click the “Contact Us” menu item.

Quick Links:
The Quick Links tab is visible on every screen throughout the Provider Portal. This tab provides quick links to Eligibility Verification, Find a Doctor, HUSKY Health Provider Home Page, and CultureVision™.
Eligibility Verification:

The Eligibility Verification link will bring you to the State of Connecticut AEVS secure website.
Find a Doctor:

The Find a Doctor link will direct you to the “Find a Doctor” web page.
HUSKY Health Provider Homepage:

The HUSKY Health Provider Homepage link will bring you to the public HUSKY Health Provider Homepage website.
CultureVision™:

The CultureVision™ link will give you access to the CultureVision™ website.