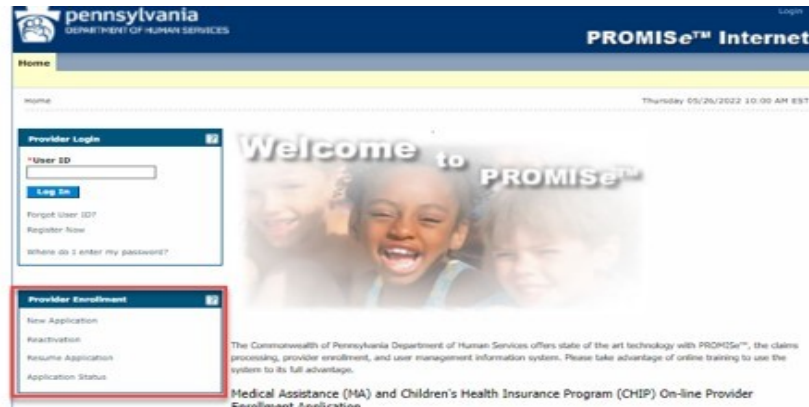




## Provider Electronic Portal Update

### **New Providers or Providers Reactivating After Being Closed for Two Years or Longer:**

New providers and those providers reactivating a service location that has been closed for 2 years or longer can now access the Electronic Provider Enrollment Application from the PROMISe™ Provider Portal landing page (<https://promise.dpw.state.pa.us/>) in the Provider Enrollment section on the left (which does not require a login to the Provider Portal).



### **Existing Providers:**

Existing providers who want to take one of the following actions, must first logon to the PROMISe™ Provider Portal using their existing registered login to access the Electronic Provider Enrollment Application, which is available from “My Home” page - in the Provider Services section. The reason for this requirement is that certain information is now pre-populated on the application from the existing record in PROMISe™, making the enrollment process much faster and easier.

- Enroll a new service location for an existing provider
- Revalidate an existing service location
- Reactivate a service location that has been closed less than 2 years
- Make a change to an existing service location (change request)
- Terminate Enrollment

\*From the Provider Services Section providers may also access their Enrollment Summary information and download a PDF of that information if desired.



# PROVIDER QUICK TIPS

#260

If you do not have an existing portal login, please register a new provider account by following the instructions below:

## Register Account:

### **To Register a New Provider Account/Service Location:**

- Go to: <https://promise.dpw.state.pa.us/>
- Click on **Register Now**
- Click on the **Provider Picture**
- Enter the Information: **First Name and Last Name of the PROVIDER** (if registering a business, split the name of the business between the two fields); **13-Digit Medical Assistance Provider ID Number**; and **FEIN** (Tax ID Number of the business) or **SSN** (of the individual provider)
- Click on **Continue**
- You will then be prompted to create the account: **USER ID, PASSWORD, Contact Information (enter your contact information), Site Key and Challenge Questions**
- Once you have completed these steps the account is **active** and you have successfully registered as the **Account Administrator**
- Use the **USER ID, Challenge Questions and Password** you created to access the account

## Logon to Portal:

- **To Logon to a PROMISE™ Portal Account:**
- Go to: <https://promise.dpw.state.pa.us/>
- Enter the **USER ID**
- Click on **Log In**
- Enter the answer to the **Challenge Question**
- Click on **Continue**
- Enter the **Password**
- Click **Sign In**

Additional instructions and details about how to register a new account, how to create Alternate User IDs and their functionality are available in the Internet Help Manual available on the PROMISE™ Portal landing page under Quick Links: <https://promise.dpw.state.pa.us/>.

Note: For information about how to complete a provider enrollment application, please see the Electronic Provider Enrollment User Manual available here:

<https://www.dhs.pa.gov/providers/Providers/Documents/Enrollment%20Info/Electronic%20Provider%20Enrollment%20User%20Manual.pdf>

Thank you for your service to our MA recipients.  
We value your participation.  
Check the Department's website often at: [www.dhs.pa.gov](http://www.dhs.pa.gov).

