

FAQ

Use this list to quickly find answers to commonly asked questions about registering for the secure Provider website. You'll find another Frequently Asked Questions document on our secure Provider website that addresses common questions for those who have access.

If you have questions during your registration process, [email Web Support](#).

Registration Questions

We have access to the Midlands Choice and HealthPartners secure websites. Do we have to register with CoOpportunity Health, too?

To access benefits, eligibility, and claims information for CoOpportunity Health members, you must register for access to [CoOpportunity Health's secure Provider website](#).

Do we have to be a Midlands Choice contracting provider to have access to the secure Provider website?

No. Both contracting and non-contracting providers can register, as can third-party billing agencies.

What is a site delegate/administrator?

The site delegate is the employee/s your organization appoints to create and maintain accounts for all staff members.

If you cannot fulfill the role of site delegate, do not self-register. Instead, have the correct contact at your organization complete the registration. The first person to register is automatically the site delegate for your organization.

Can more than one person register as a site delegate/administrator?

Yes. Your organization can decide to have more than one delegate/administrator. To establish additional delegates, [email Web Support](#) or call 1.855.699.6694.

Will other users in our facility need to register and wait for a PIN like I did?

As the site delegate:

If you registered using a check number for validation for instant activation, you can immediately begin creating accounts for your organization and they will have instant access.

If you registered using the PIN validation, after you activate your account with the PIN mailed to your location you can create accounts for other users and their access will be instant. The ability to create additional accounts is available only after you activate your account with the PIN.