

TASKS REQUIRED TO OBTAIN A PROVIDER DIRECT LOGIN

INSTRUCTIONS: The following tasks must be completed by providers to obtain Provider Direct logins, which are needed to submit authorization requests and claims to Cardinal Innovations. **Logins will be given to providers within 5 business days, once all tasks have been completed and requirements have been fully satisfied.** The TPA and Provider Direct Training may be completed at any time during this process; tasks 1 – 4 must be completed in succession. Please note that providers may be referred back to this checklist during the contracting process. Existing providers with a current contract may only need to complete steps 5 - 6.

	REQUIRED TASKS	PROVIDER COMPLETION DATE	CONTACT FOR ASSISTANCE
1	Access Provider Enrollment Information on our website via the following LINK . There are links to different types of applications: New Agencies, Hospital/Emergency Department, and LIP (Group and Single Licensed Independent Practitioners). Additionally, to review information about requesting an Additional Service or Site review the information on the Contracting Tab on our website via the following LINK		NetworkMgt@cardinalinnovations.org or 855-270-3327
2	Complete the application materials online, for those available, or mail a hard copy for downloaded applications to Cardinal Innovations with any required attachments. If approved for contracting, a Contract Coordinator will reach out to you to assist you with the contracting process. Upon receipt of a full application which meets all requirements, Cardinal Innovations will send a contract to the officer of the provider agency/practice via DocuSign.		RETURN CONTRACT TO: Cardinal Innovations Healthcare Attn: Network Management 550 S. Caldwell St., Suite 1500 Charlotte, NC 28202
3	Sign and return the contract to Cardinal Innovations via DocuSign.		
4	Complete a Trading Partner Agreement (TPA) online at LINK The TPA must be completed by the Provider agency's/practice's CEO, President, CIO, or executive designee. The TPA must be completed in its entirety.		If you have any questions, please call the Provider Line at 855-270-3327 and select option 3.
5	Every Provider must identify at least one System Administrator that will be responsible for assigning and managing logins for their respective agency/practice. An executive level authorized officer (Director-level or above) for the agency or practice must sign the System Administrator Designee Request Form (ITPD-SYSADM) that can be printed by selecting the link below: https://www.cardinalinnovations.org/Cardinal.Innovations/media/Documents/ResourceLibrary/Form/system-administrator-designee-request-form-itpd-sysadm.pdf NOTE: The System Administrator must be a direct employee of the organization and have an email address that is not shared. They may not be a third party biller or contractor. The System Administrator Designee Form (ITPD-SYSADM) must be completed, signed, and emailed to pdsystemadmin@sp.cardinalinnovations.org .		If you have any questions, please call the Provider Line at 855-270-3327 and select option 3.
6	The System Administrator(s) identified on the System Administrator Designee Request Form (ITPD-SYSADM) must complete the System Administrator training before they will be assigned login credentials. The System Administrator will receive the training information once the System Administrator Designee Form is approved by internal staff. System Administrators will not receive login credentials until they have completed the System Administrator training.		If you have any questions, please call the Provider Line at 855-270-3327 and select option 3.