HealthTeam Advantage Provider Portal User Guide

Last Updated: November 2026

You can access all your provider information through the Provider Portal.
To begin, please click htaprd-provider.nirvanahealth.com to login.

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LOG IN PROCESS

Activating Your Provider Portal Account

Providers must first activate their Provider Portal account before they can access the Provider Portal.

1. You will receive two emails about the Provider Portal. The first email (example below) contains information about the Provider Portal login process.

Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.

From:

donotreply@nirvanahealth.com

Subject: HealthTeam Advantage

Provider Portal Access

Hi <Provider Name>,

This e-mail includes important information you will need to access <Health Plan Name> Provider Portal.

You will be receiving a separate email from nirvanahca.microsoft.com with an invitation link, once you accept the invitation on that email you will be able to access your Provider Portal.

Please use <provider email> as the sign in email once you have accepted the invitation.

If you have any concerns or problems accessing your account, please contact provider support at 1-844-806-8217.

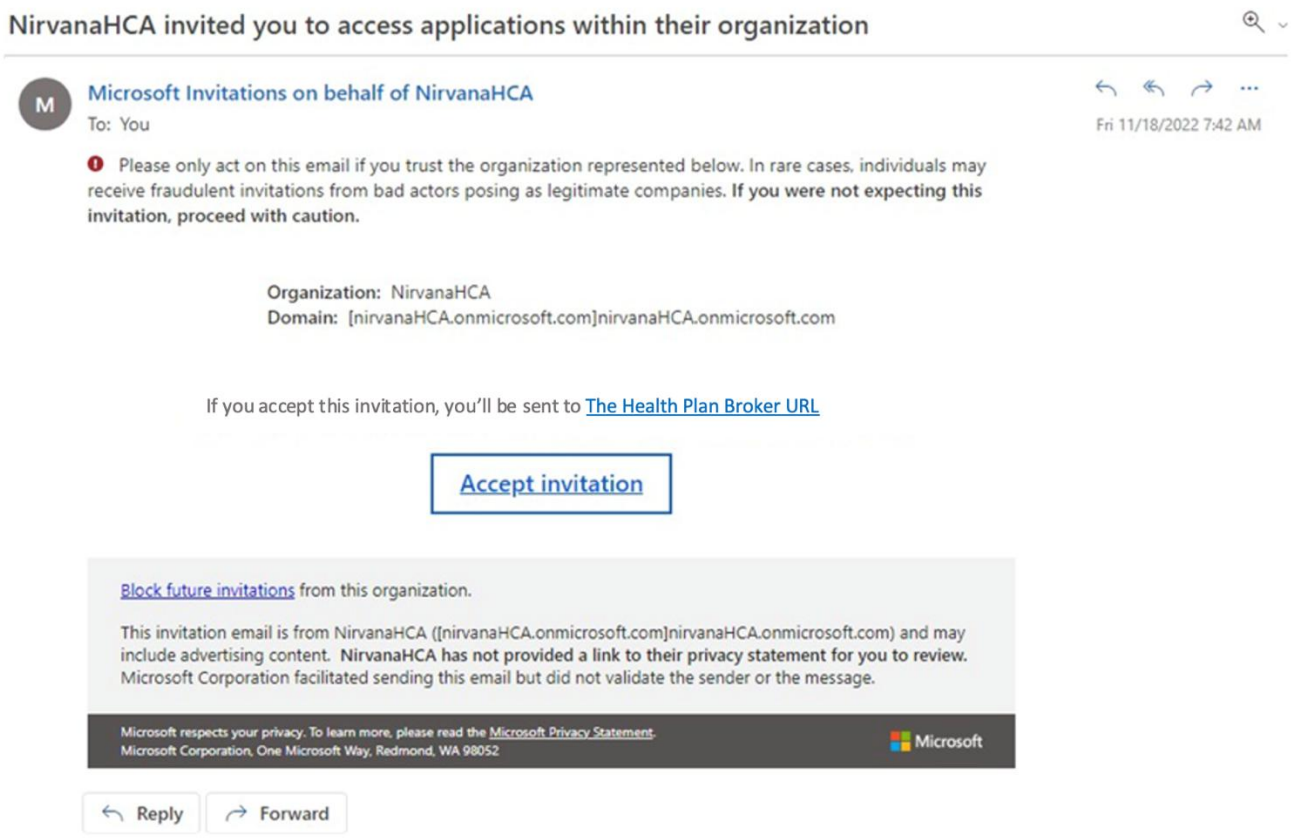
Thank you!

HealthTeam Advantage

2. The next email will be an invitation from Microsoft on behalf of Nirvana HCA.

   Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.

3. Click the '**Accept invitation'** button to activate your Provider Portal account.



4. You may now log into the Provider Portal.

Logging Into the Provider Portal

- The Provider Portal uses Microsoft to give providers a simple and secure way to log in.
- All providers will be able to log into their Provider Portal account using a One Time Password (OTP) that is sent to their registered email. A new OTP will be sent each time a provider logs in. They will need to enter that new OTP to access their Provider Portal account.
- If the provider's registered email is a Microsoft account (office365.com, outlook.com, live.com, or hotmail.com) or is connected to a Microsoft Azure account, they will also be able to log in using their email credentials.

Login Instructions

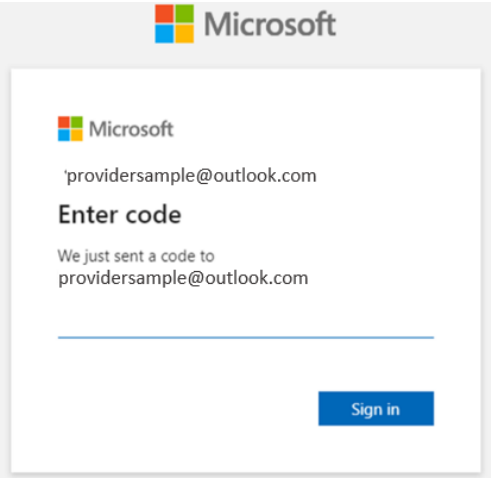
1. Your username will be your registered email you activated the Provider Portal with.
2. **If the registered email is not a Microsoft account or is not connected to a Microsoft Azure account,** a One Time Password (OTP) will be automatically sent to your registered email. A new OTP will be sent each time you log in. Follow the instructions to **log in with OTP** on pages 3-5.
3. **If the registered email is a Microsoft Account or is connected to a Microsoft Azure account,** you will have the option to log in using OTP or log in using your email password.
    a. To log in using an OTP, click the "Send Code" button, and follow the instructions to **log in with OTP** on pages 3-5.
    b. To log in using the email password instead, click "Use your password instead" and follow the instructions to **log in with password** on pages 6-7.



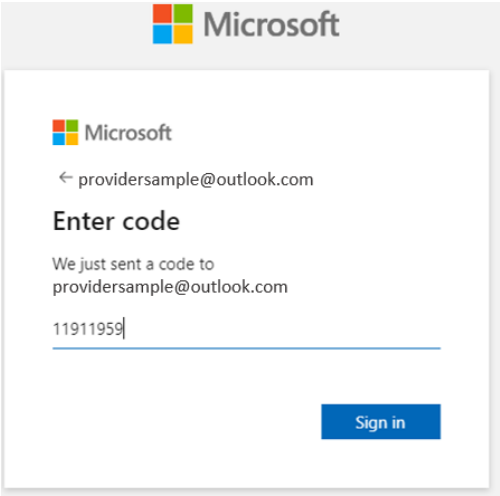
Logging in with OTP

All providers will be able to log in using a One Time Password (OTP). A new OTP will be sent every time a provider logs in.

1. A new OTP will be sent to your email.



2. In a different window, open your email to get your OTP code.



3. Once you have received your OTP code, return to the login window, and enter the code that was sent to you.
4. Click the “Sign in” button.
5. If it is your first-time logging in, a Permissions screen will pop up.



6. Click the “Accept” button to access the Provider Portal.

7. You have successfully logged in and will be taken to the Provider Portal homepage. You will remain logged in for 7 days, or until you sign out.

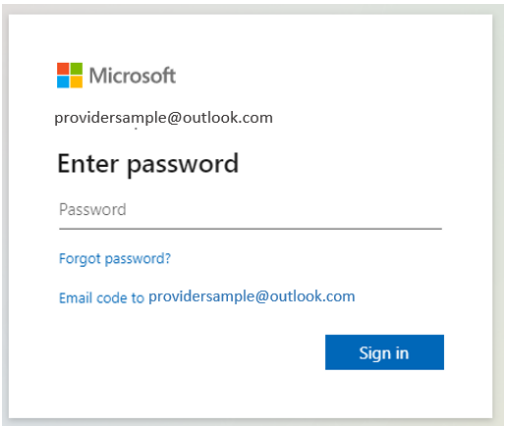
8. To log in again, you will have to complete the login process again.

Logging in with Email Password

If your registered email is a Microsoft (office365.com, outlook.com, live.com or hotmail.com) email and/or is connected to a Microsoft Azure account, you can choose to log in using your email password.

1. After clicking “Use your password instead”, you will be able to enter your password. This should be the same password you use to log into your registered email account.

2. Enter your registered email account’s password.



3. Click the “Sign in” button.

4. If it is your first-time logging in, a Permissions screen will pop



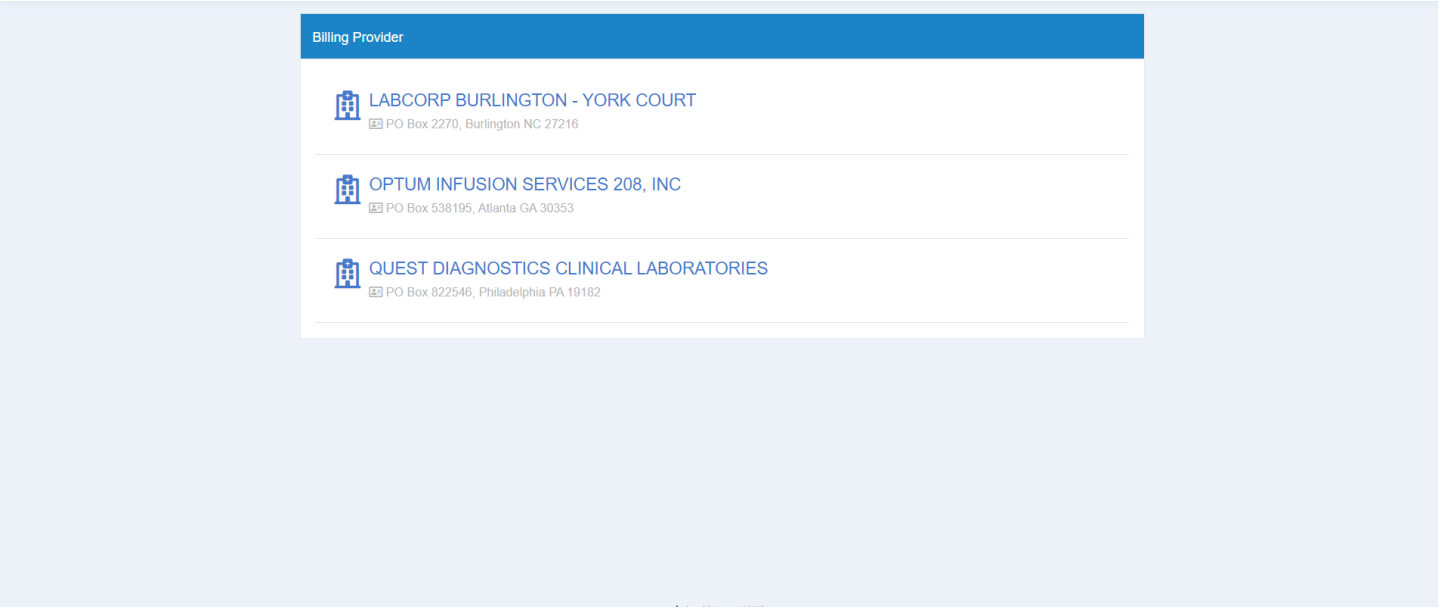
5. Click the “Accept” button to access the Provider Portal.

6. You have successfully logged in and will be taken to the Provider Portal homepage. You will remain logged in for 7 days, or until you sign out.

7. To log in again, you will have to complete the login process again and select whether you want to log in with OTP or with your password instead.

HOME PAGE

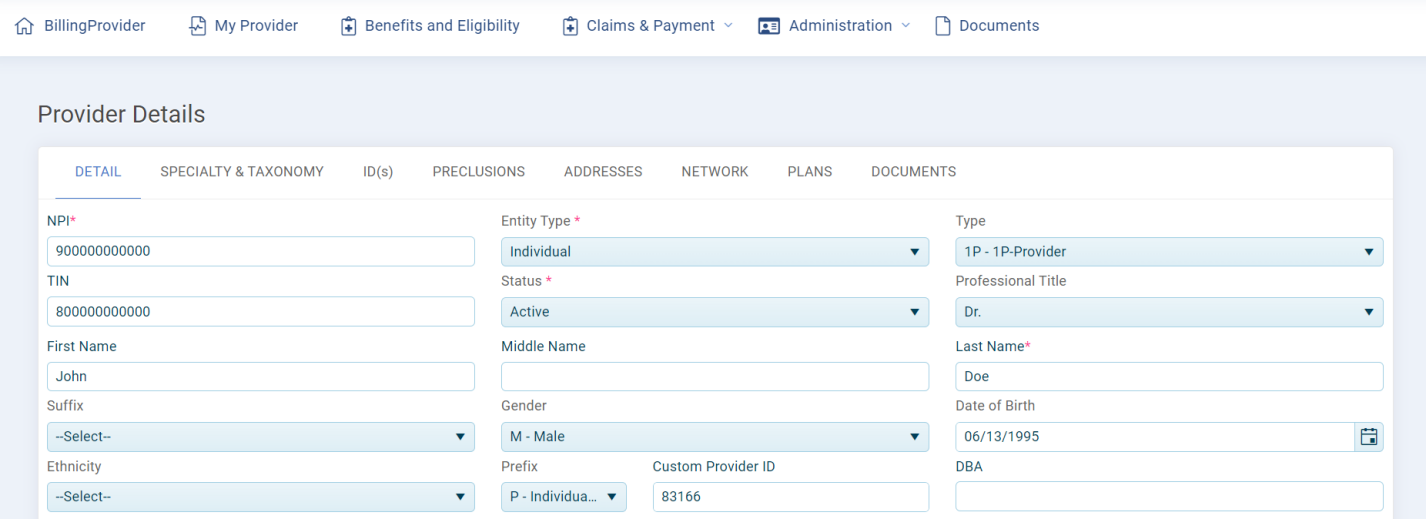
Upon logging on to the provider portal, users will be able to view all facilities associated with the account.



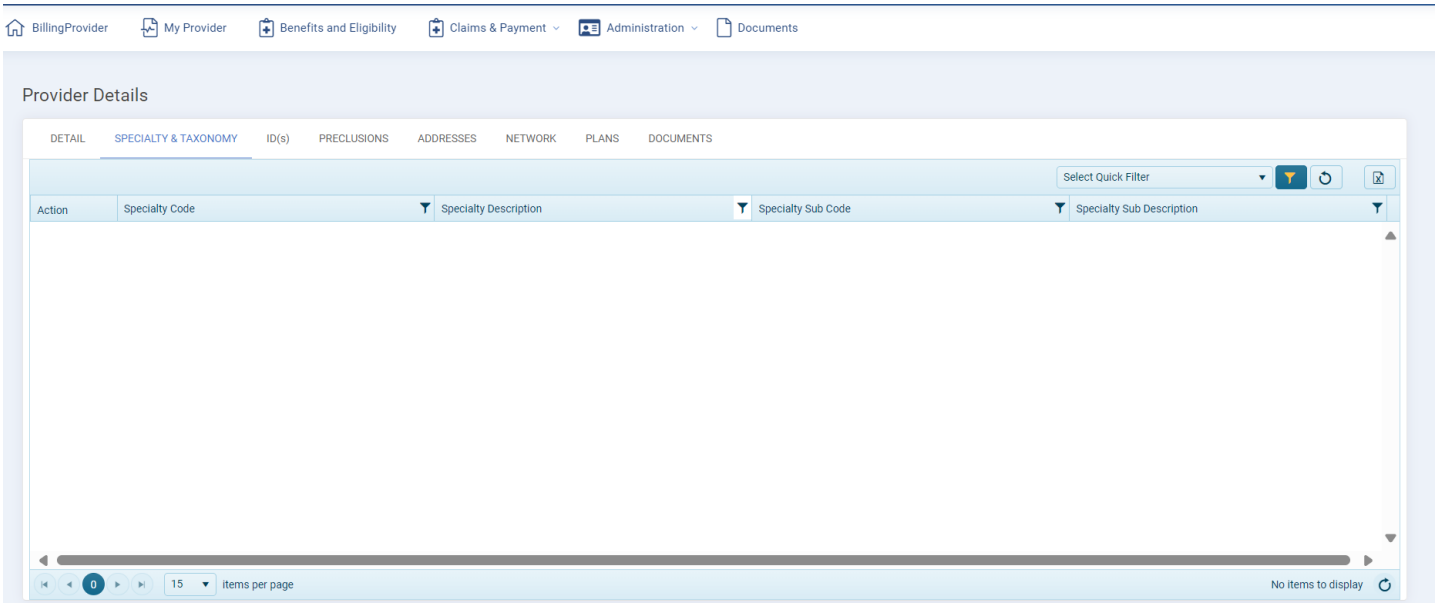
MY INFORMATION

Users can view provider information under the “My Information” tab.

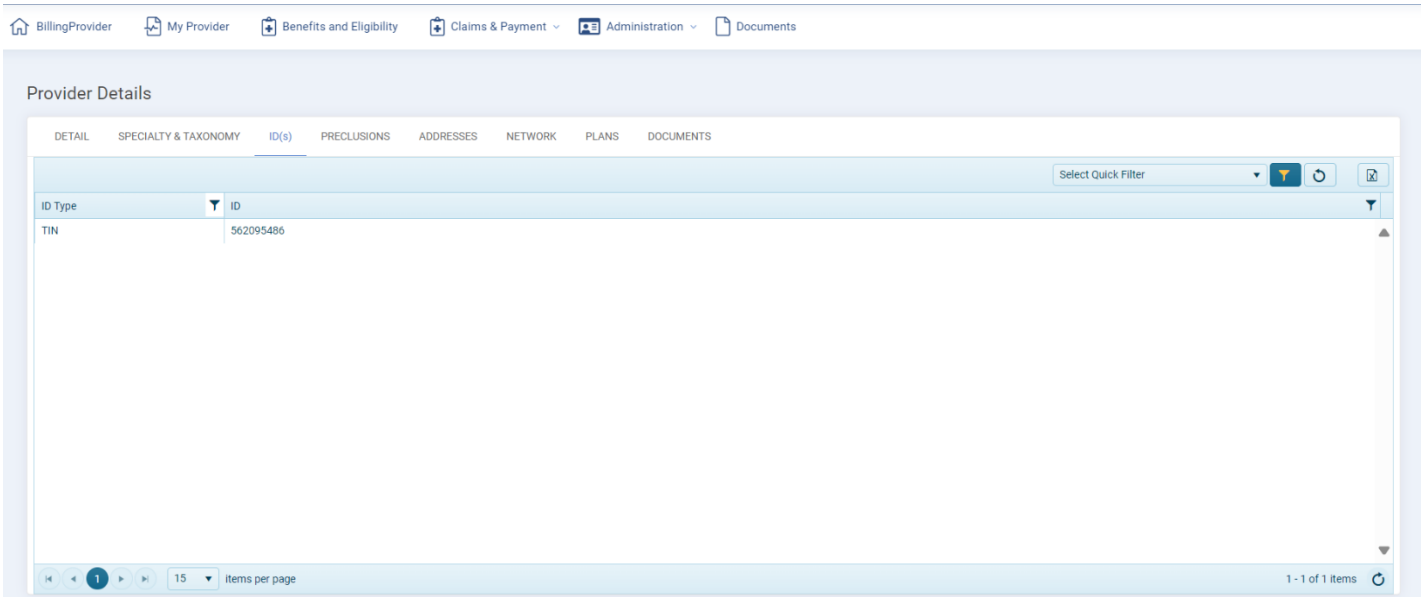
- **Provider Details**
  - NPI
  - TIN
  - Provider First, Middle, Last Name and Suffix
  - Gender
  - Date of Birth
  - Entity Type (Individual or Organization)
  - Type (Hospital, Skilled Nursing, etc)
  - Status (Active, Inactive, In Review)
  - Professional Title
  - Entity Name
  - Languages
  - Ethnicity



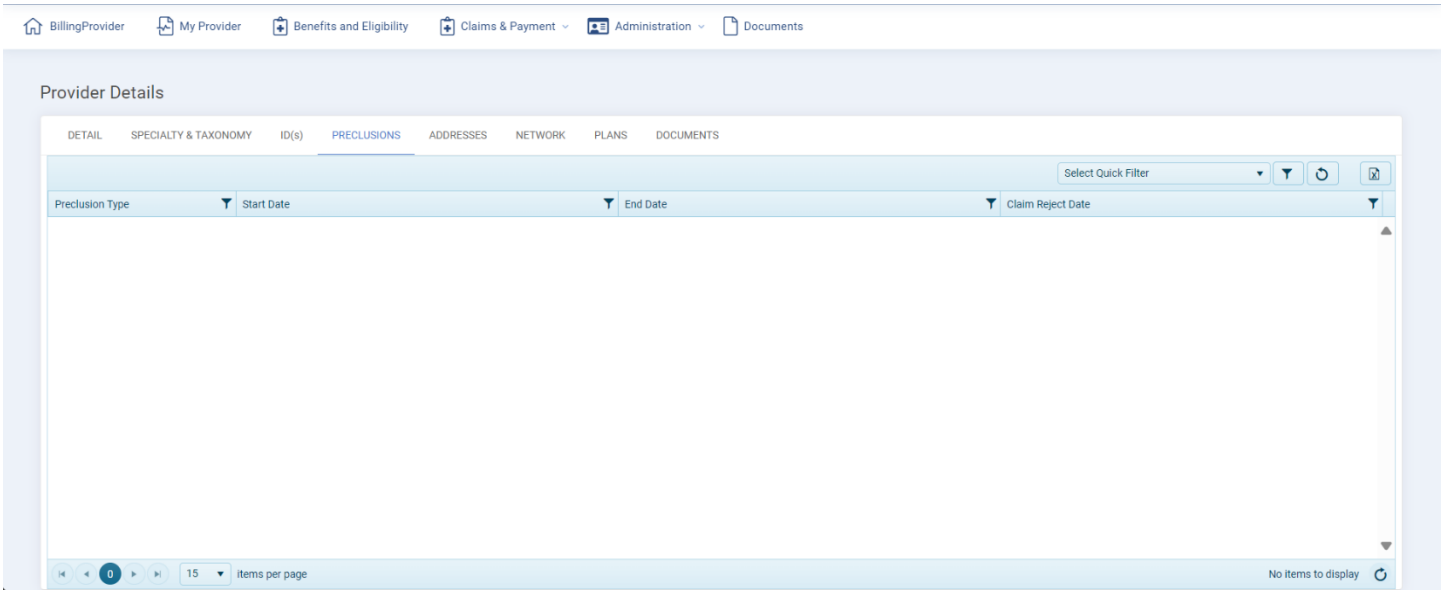
- **Taxonomy Information**
  - Taxonomy Code
  - Description (i.e. what provider office)



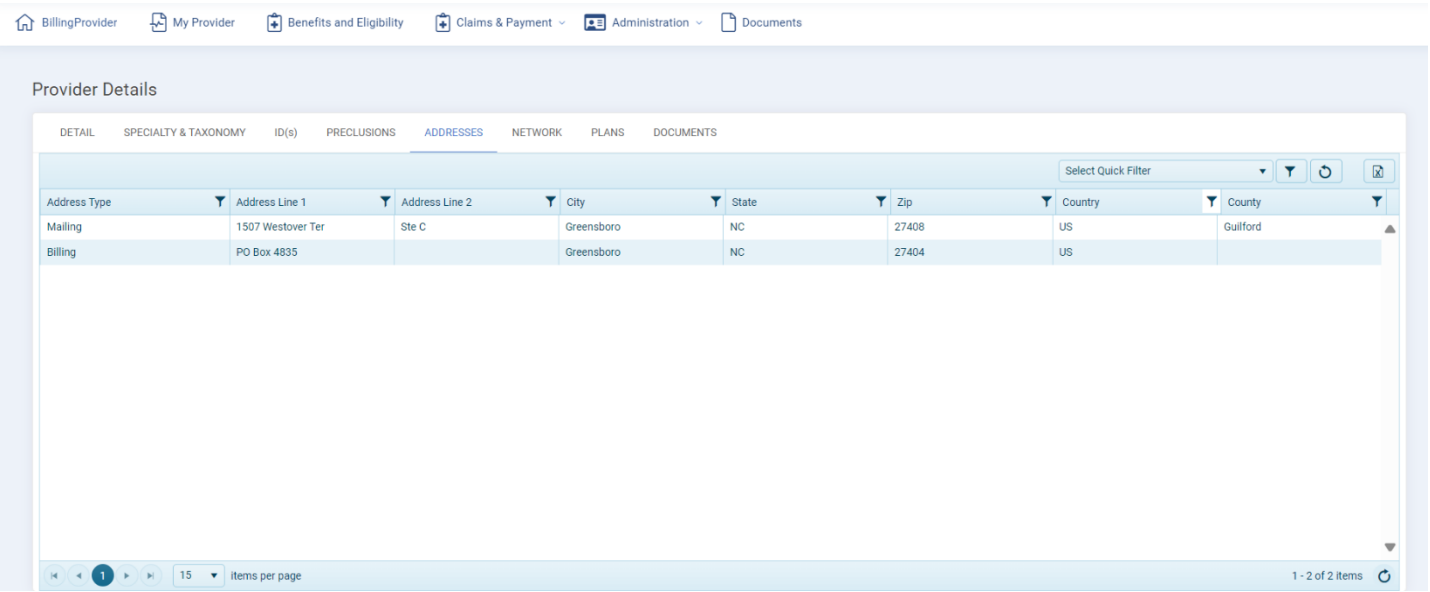
- **Provider IDs** (e.g. TIN etc.)



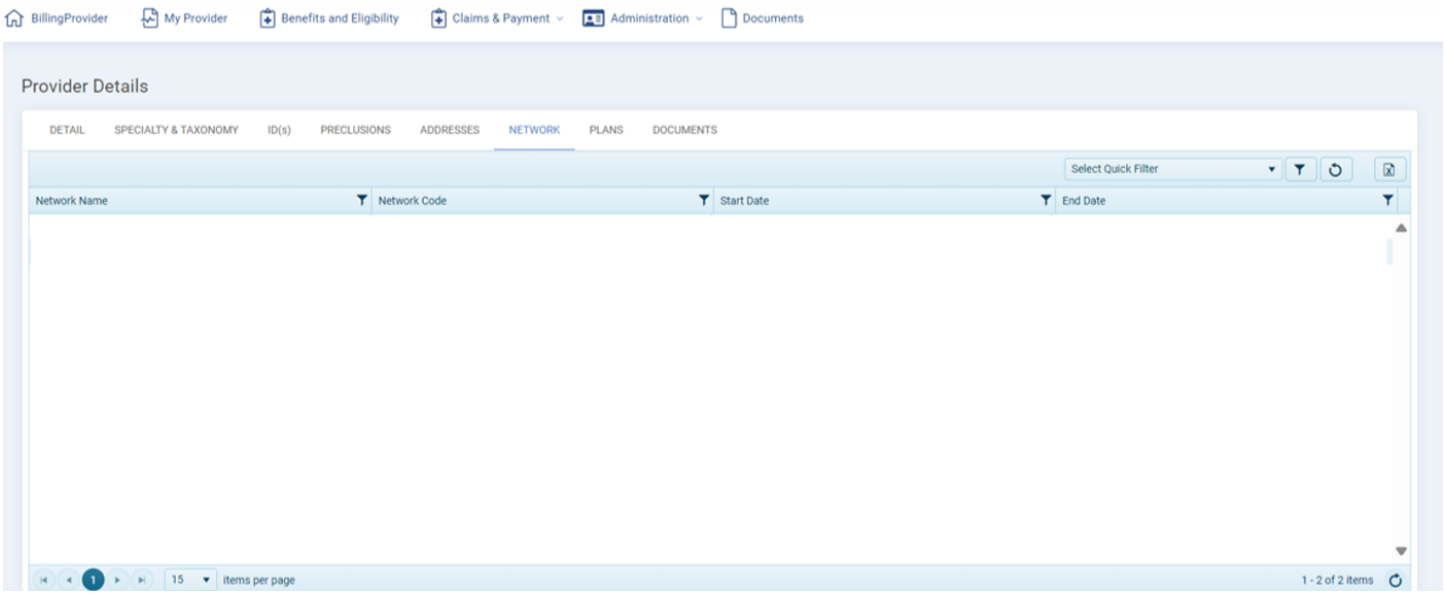
- **Preclusions**



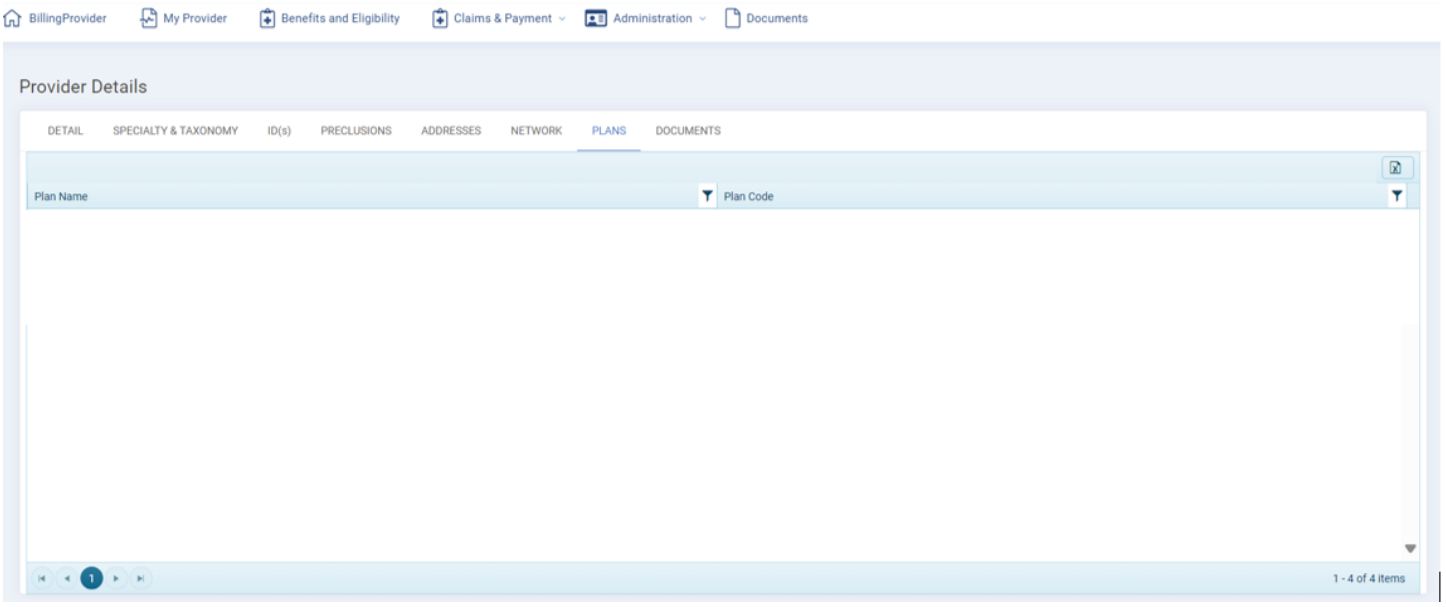
- **Provider Addresses** (e.g. billing, mailing etc.)



- **Network Information**
  - Network Name
  - Network Code
  - Start Date
  - End Date

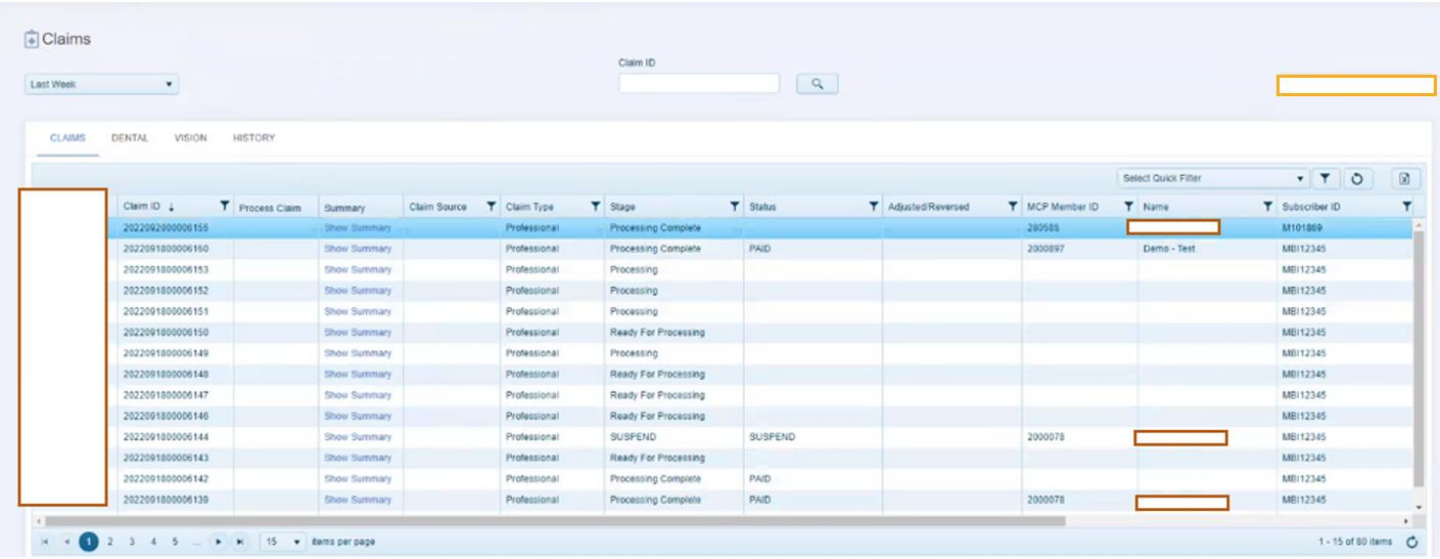


- **Plans**
  - Plan Names
  - Plan Codes



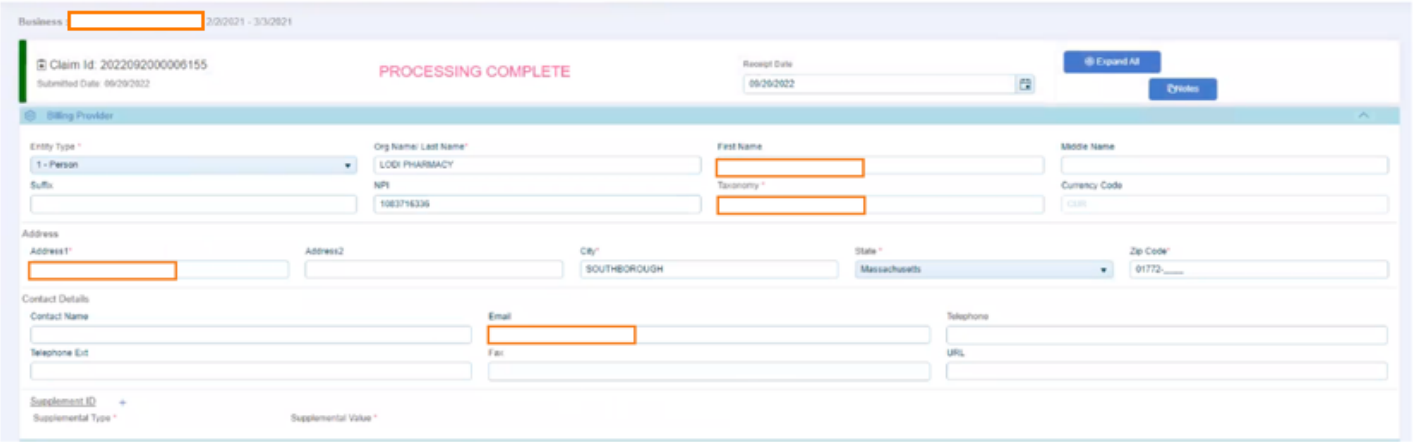
CLAIMS & PAYMENTS

Users can view their claims submission history on the “Claims & Payments”. This includes Claim ID, Claim Source, Claim Type, Subscriber ID, Stage of the Claim (e.g. submitted, draft), Total Payment, and Member Payment.

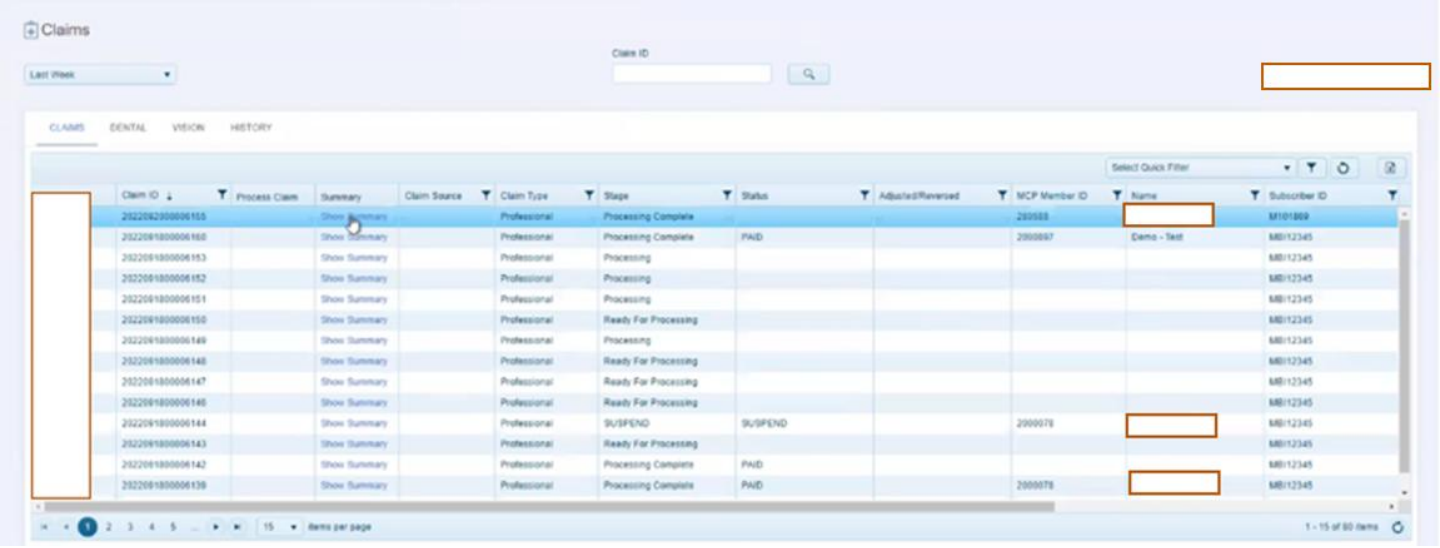


Claims Information

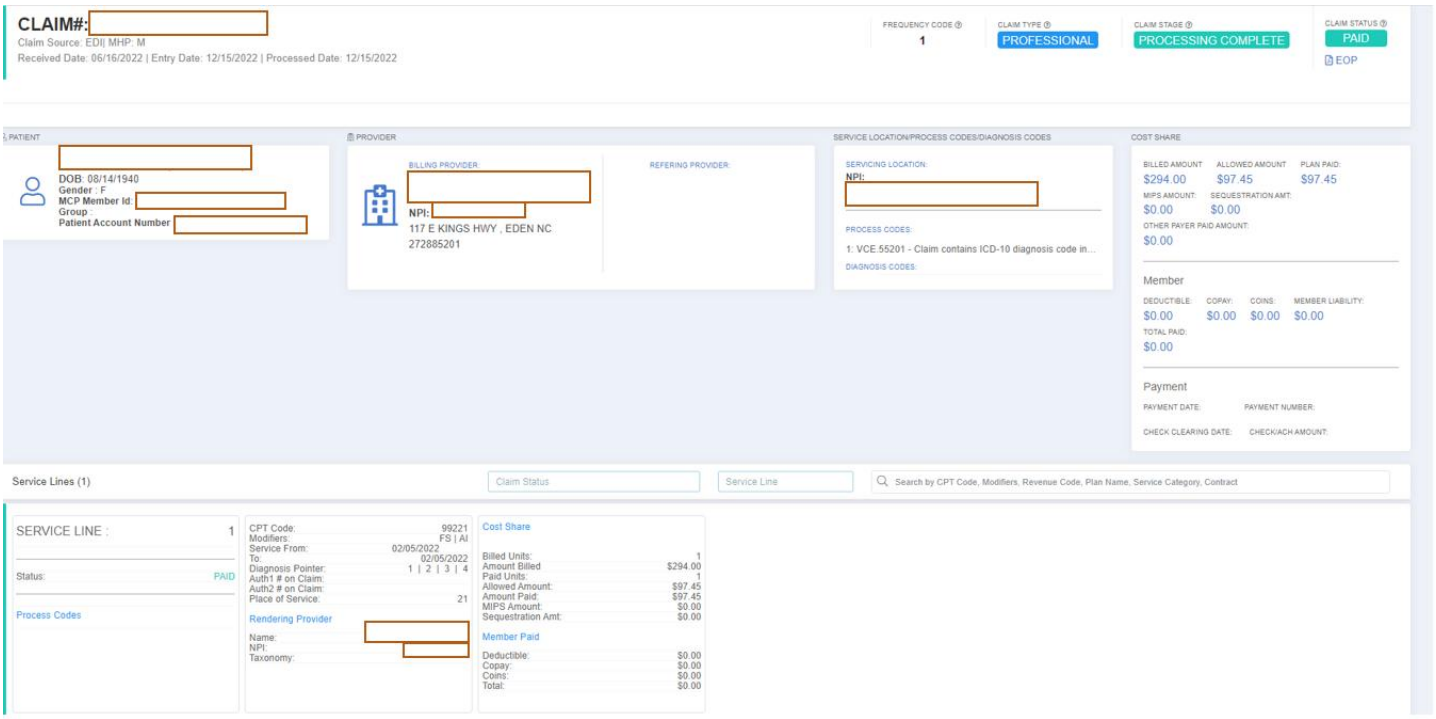
After users click on the button under “Action”, they are able to view all the information that has been submitted for that claim.



When clicking the “Show Summary” button, users are able to view each claim at a detailed level.



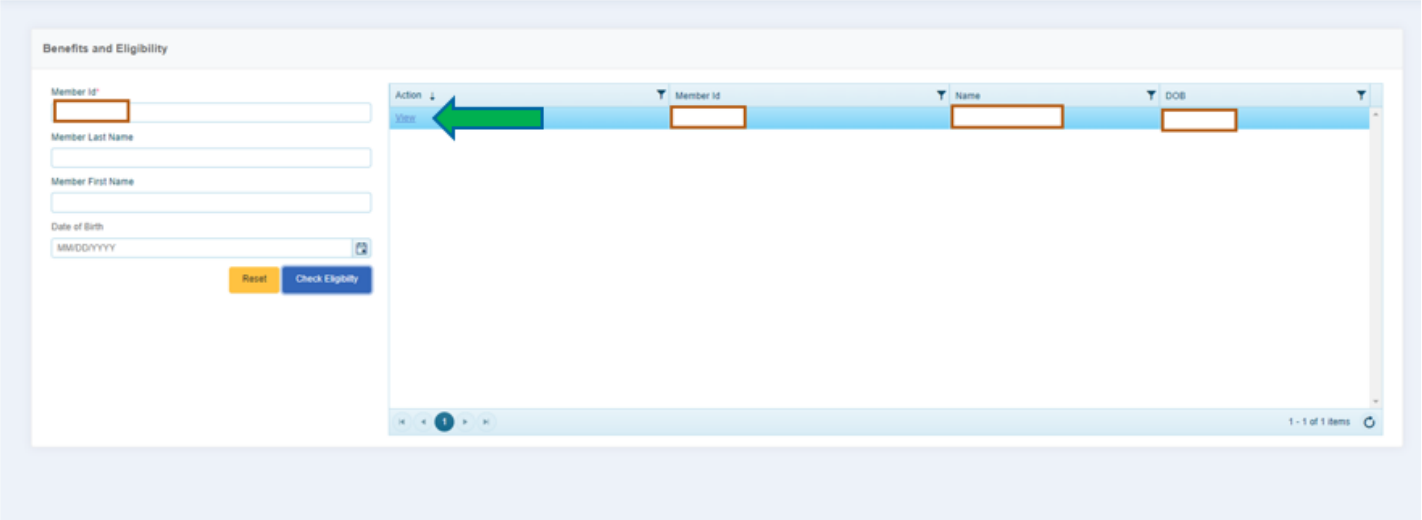
After clicking “Show Summary”, the top of the page includes the billing and rendering provider details, as well as cost share information.



BENEFITS AND ELIGIBILITY

The “Benefits and Eligibility” tab is available so users can search specific member details.

Once a user has entered the member information, they can click the “View” button next to their member ID.



This will bring the user to a page where the member details, current coverage details, Accumulators and Plan Benefits are listed.

Member Details

The member details include the member ID, Medicare ID, Primary Language, Date of Birth, Age, Address etc. This will also include the member’s Primary Care Physician information.

Current Coverage Details

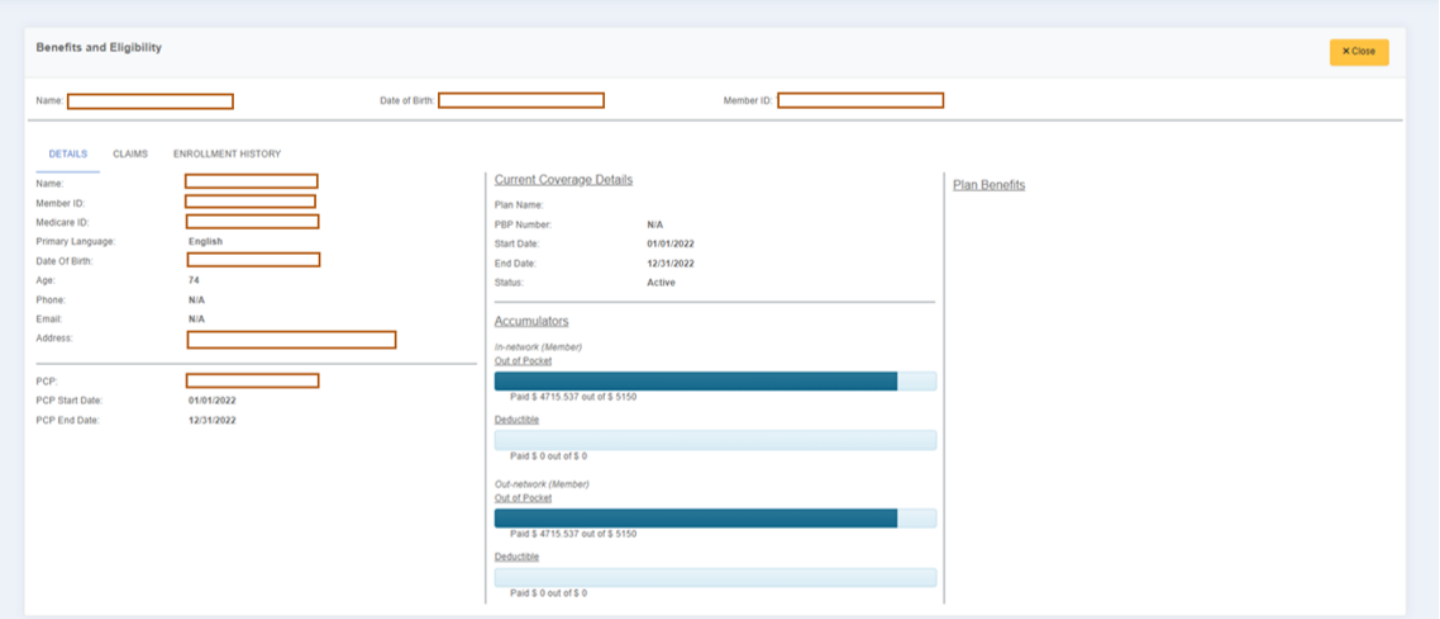
The current coverage details include the Plan name along with the start and end date of coverage.

Accumulators

The accumulators include the members out of pocket details, for both in network and out of network. It will also list how much the member has paid towards their maximum out of pocket.

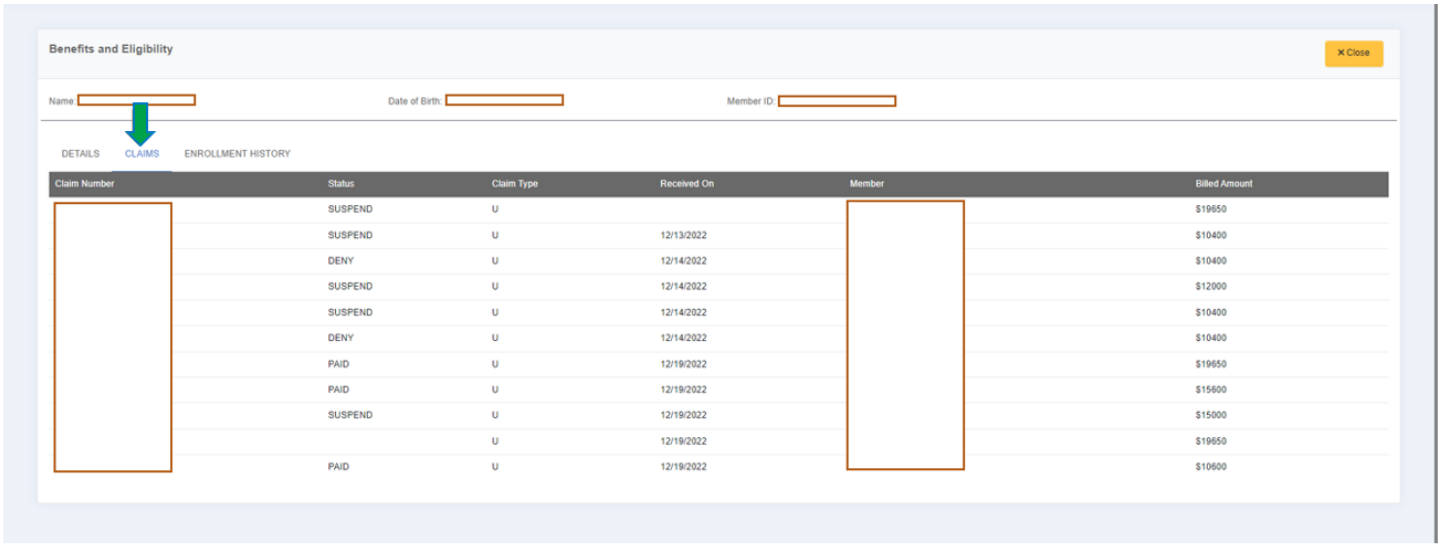
Plan Benefits

The plan benefits section has information that has been saved from our Customer Service Representative module.



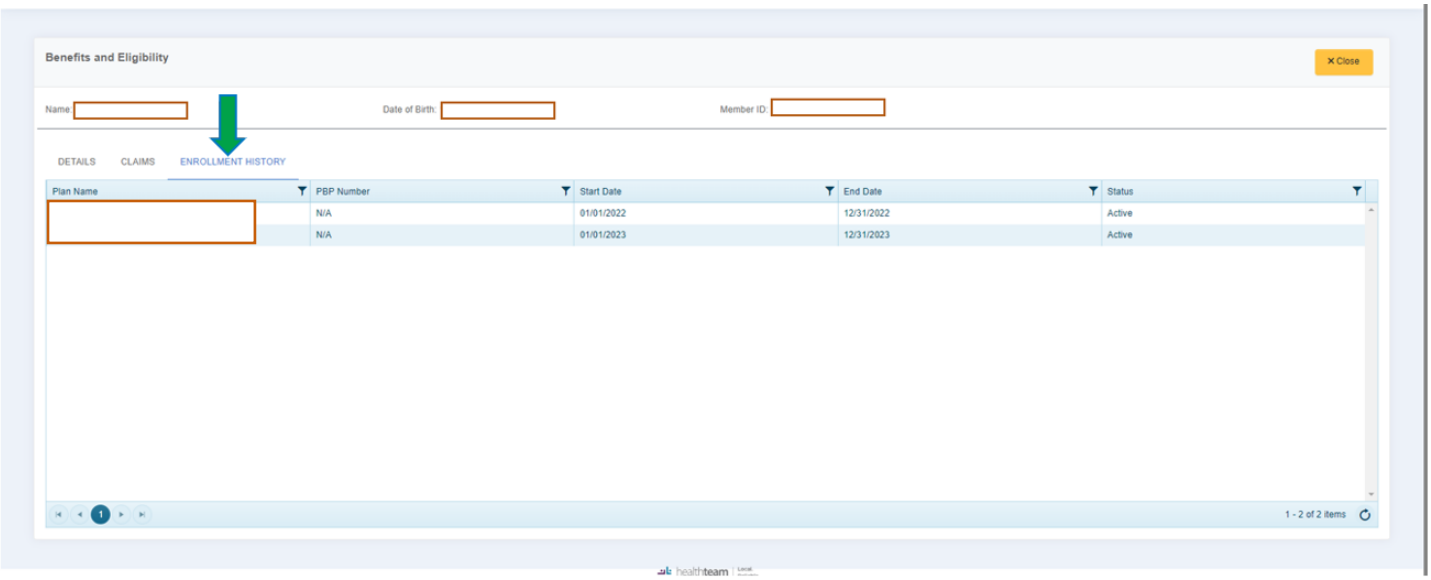
Claims

When clicking the “Claims” button, users can view the members claims for the active year.



Enrollment History

When clicking the “Enrollment History" button, users can view all plans the searched member has been enrolled in.

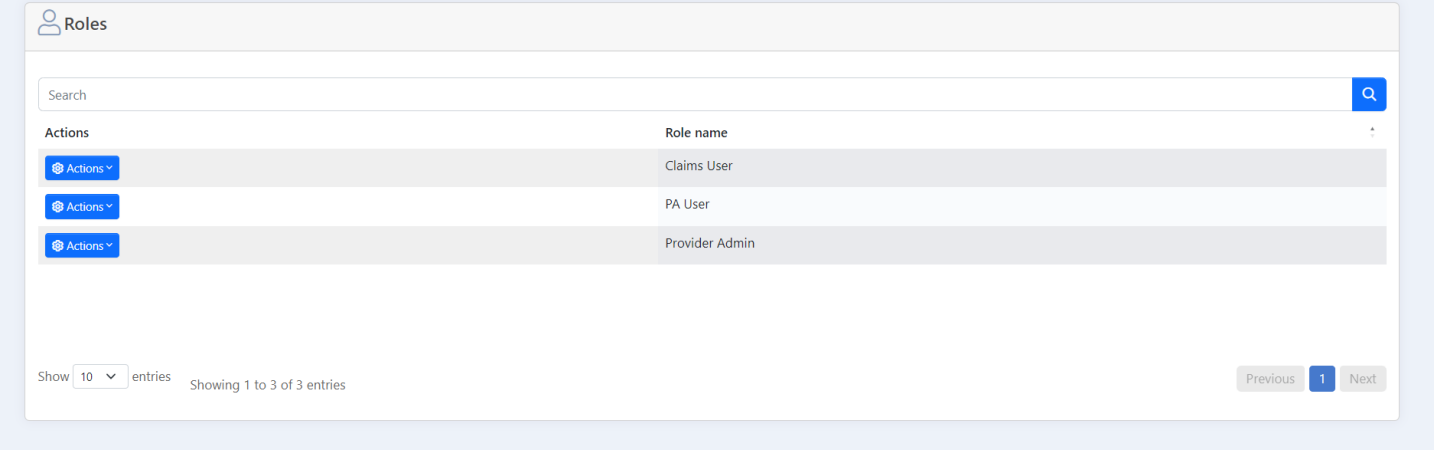


ADMINISTRATION

The “Administration” tab will only be visible to admin roles. Hover over the tab to see the two options of “Roles” and “Users”.

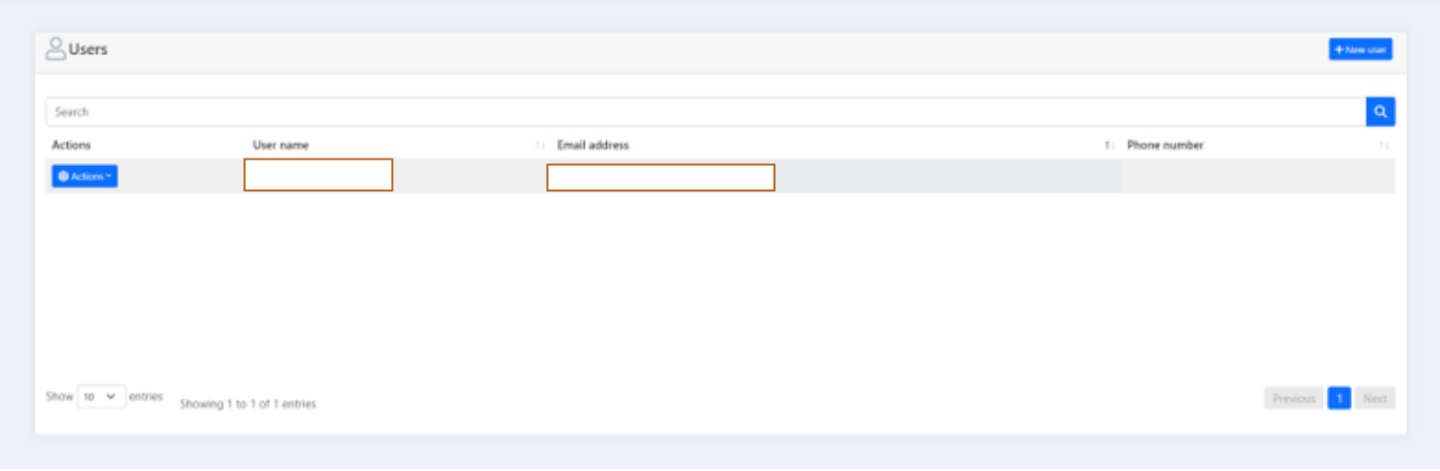
Roles

Under the “Roles” tab, admins will be able to view all roles that are currently available for that plan.



Users

Under the “Users” tab, admins will be able to view all users currently registered on the portal under the same NPI.



DOCUMENTS

When the “Document” tab is selected, it redirects to the https://healthteamadvantage.com/members/2026-plan-documents/ which contains all the resources and documents for providers.

