

Provider Portal FAQs

Credentials Verification Office

"Timed Out" message when trying to get into the Provider Portal:

Your session has timed out. Please close the Practitioner Portal browser window.

Have you completely closed your internet browser and then retried to enter? Sometimes when there is a long period of inactivity, you get locked out. Closing the browser is necessary to reset it.

Email address and password:

This is the email address that the Portal invitation was sent to; the password is in the second email you received. (The password is NOT your UnityPoint Health password, nor your password from when you originally requested an application.)

Below are examples of the emails you would have received:

Dear <Provider>:
The password for your UnityPoint Health Provider Application Portal is: -----

Dear <Delegate>:
Your Delegated User Practitioner Portal Password: -----

Reset or update provider or credentialing contact email address:

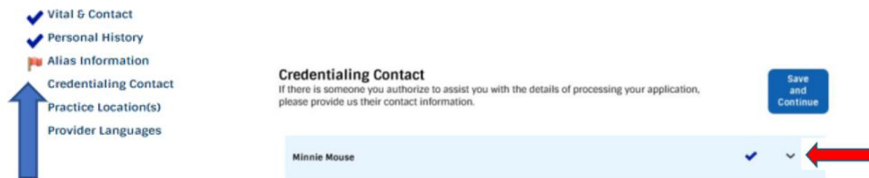
If you request a mid-process change to your provider email or your credentialing contact and their email, be aware that doing so will **completely remove all data you may have submitted** thus far in your application in the portal.

Copy of the completed application:

Your completed application must be printed **before** you submit your application.

"Red Flag" persisting with all information entered:

If a "Red Flag" is still showing (blue arrow) even though you have entered all information and each of the lines has a blue checkmark (red arrow), select the "Save and Close" button again and see if that clears the flag.



Portal links:

If you are a delegate, use this link: [Delegate Portal Entry](#)

If you are a physician/provider, use this link: [Provider Portal Entry](#)

