

Access to the provider portal or ProAuth

A side-by-side comparison

Provider portal

Access for CONTRACTED provider groups to:

- **View** referrals/authorizations
- **Check** member eligibility
- **View** claims
- **Submit** CMS 1500 claims

Users are given access through their approved SUPER USER only at their practice, not through Fallon Health.

Non-contracted and vendored providers

are NOT allowed access to the portal (i.e., Carelon, EyeMed, ASH).

Password issues/resets

should be directed to mPulse at 1-877-814-9999.

All other portal questions can be directed to:

askfchp@fallonhealth.org.

ProAuth

Access for CONTRACTED providers to **ENTER/SUBMIT** referrals and authorizations only.

There are exceptions to who can be given access to ProAuth

Excluded provider types include: Vendored providers, non-contracted providers, SNF, acute rehab, long term acute care hospital, home health, and adult foster care.

Users can enroll for ProAuth access

at: [Contact Information – Fallon Health - ProAuth Registration](#).

Password issues for ProAuth

can go to the Fallon Health IT Helpdesk, 1-866-275-3247, prompt 7, then prompt 1.

All other questions can be directed to:

askfchp@fallonhealth.org.

Non-contracted providers will not be given access to either system.

Should they express interest in becoming contracted they can submit a [Letter of Intent form](#).