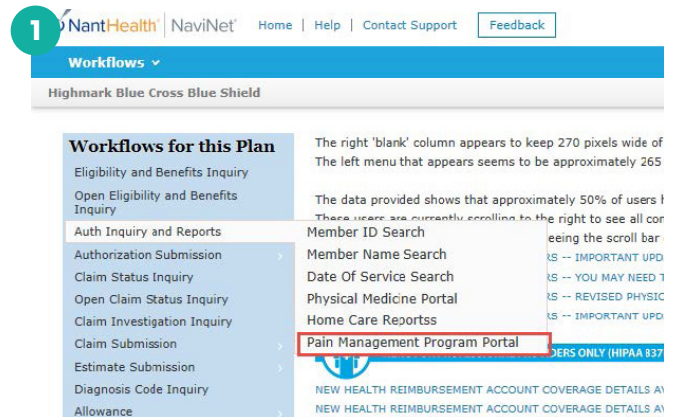


## Provider Portal Access

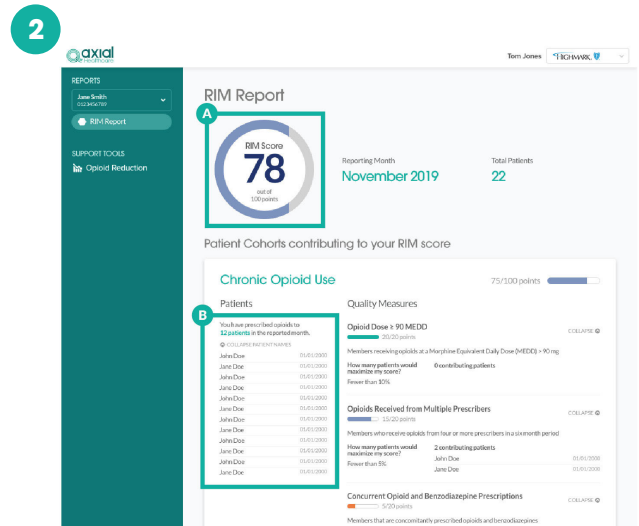
Highmark DE has partnered with Wayspring, an independent company, to offer their axialHealthcare Risk Mitigation Solution to provide analytics and evidence-based support that may reduce opioid misuse. One key resource available to providers through this partnership is the "Pain Management Program Portal," which you can access through NaviNet or via authenticated email access.

- 1 To access via NaviNet follow these steps:  
From your Highmark NaviNet® portal under **Workflows for this Plan**, select **Auth Inquiry and Reports** then **Pain Management Program Portal**. From there, select the appropriate **Billing Provider and Service Provider** and click **Submit**.



- 2 This will bring up the Dashboard View – The dashboard provides different components that bring awareness to your opioid prescribing patterns and opportunities to improve patient care and safety, including:

- A RIM Score Preview** – This section previews your Risk Identification and Mitigation (RIM) score and the two patient cohorts (Chronic Opioid Use and Acute Opioid Use) that contribute to your score.
- B Patient Notifications** – This section provides a preview of the number of patients in your patient panel who may have opioid and polypharmacy-related risk factors.



This data is intended to help you identify areas for improved patient care. If you have questions about the axialHealthcare program or the data provided, by calling 412-679-6127 or emailing providersupport@axialHealthcare.com.

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Highmark Blue Cross Blue Shield Delaware is an independent licensee of the Blue Cross and Blue Shield Association.

## Authenticated User Direct Log In Process

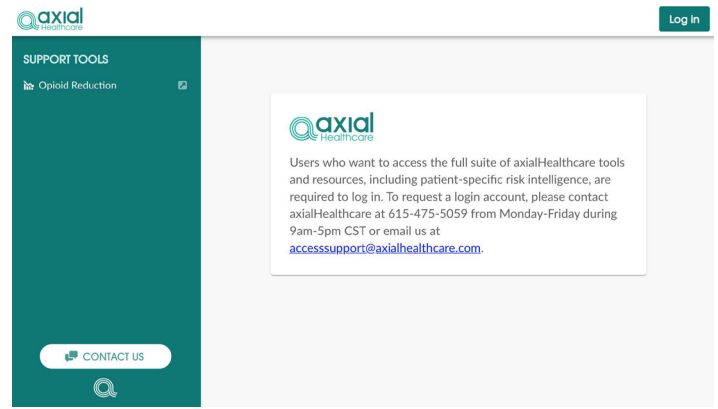
Users with validated email addresses can directly access the Provider Portal by clicking the link below. To have your email address validated, please contact axialHealthcare at 412-679-6127 or email us at [accesssupport@axialhealthcare.com](mailto:accesssupport@axialhealthcare.com).

**Click here** to access the portal  
Or visit **[practice.axialhealthcare.com](https://practice.axialhealthcare.com)**

### Step 1.

Once your email address has been validated, you can access the portal by clicking the link to the right or visiting **[practice.axialhealthcare.com](https://practice.axialhealthcare.com)**.

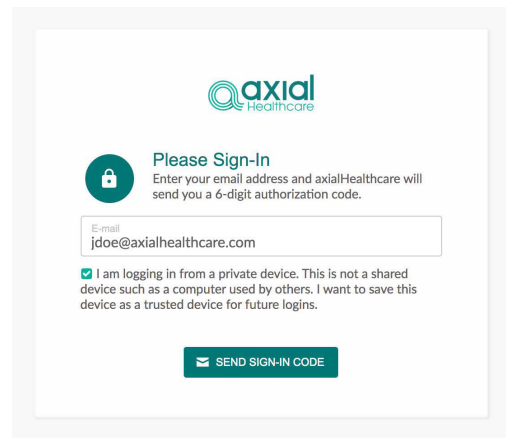
This will take you to the screen shown on the right.



### Step 2.

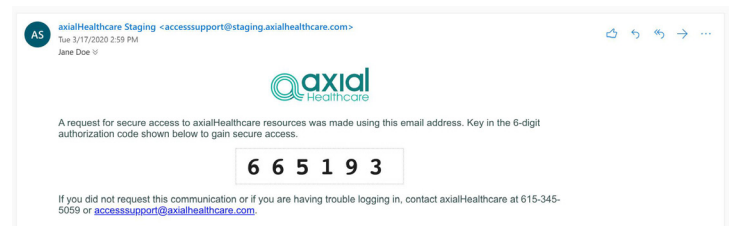
If you have already created a login account, select "Log In" in the right hand corner.

You will be prompted to enter your email address, which will trigger email delivery of your unique authorization sign in code.



### Step 3.

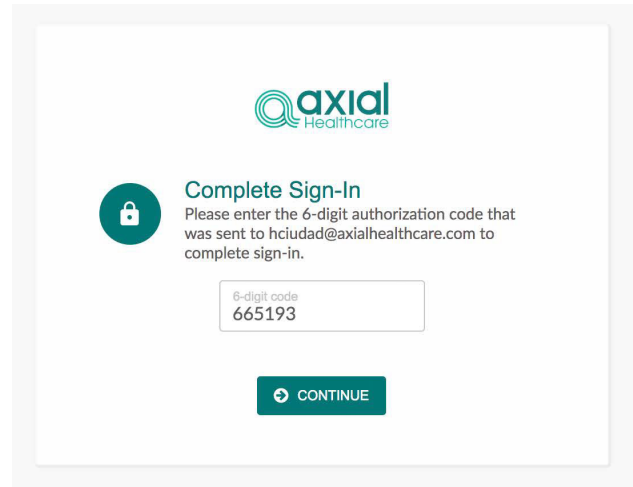
An email containing a secure 6-digit authorization code will be delivered to the email you provided.



## Authenticated User Direct Log In Process

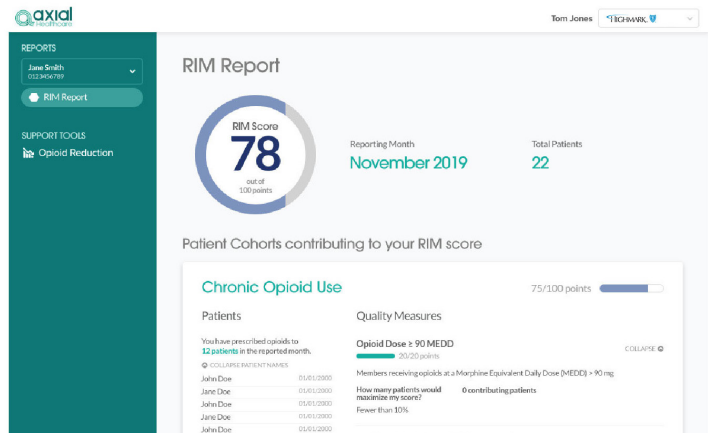
### Step 4.

Key in the authorization code you received via email on the sign in page.



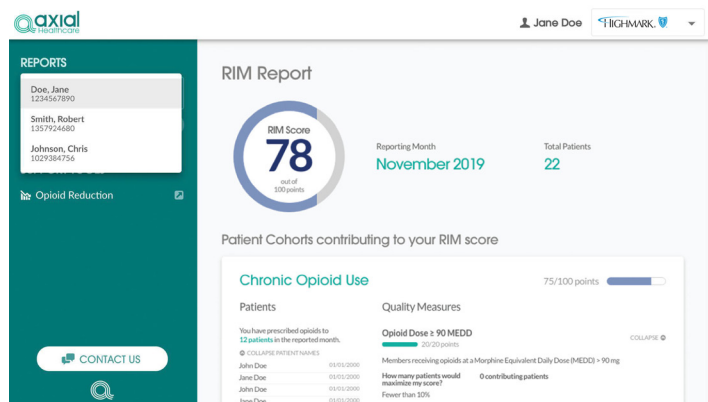
### Step 5.

Keying in your authorization code will direct you to the provider dashboard.



### Step 6.

If your office is associated with multiple providers, you can select the provider whose patient panel notifications you wish to review from the drop-down on the left hand side.



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