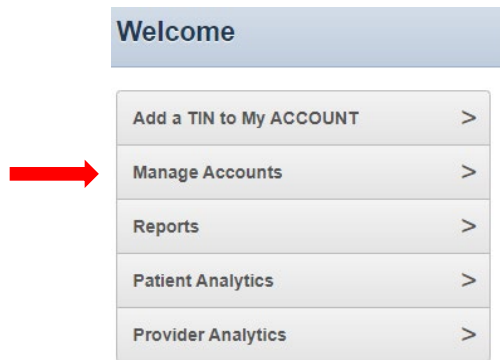


**Attention Account Managers and Portal Users:**

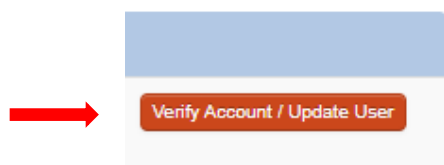
SilverSummit Healthplan is working with all providers to decrease the number of pending users for the Secure Provider Portal. We are requesting all account managers assigned to the registered TIN to take a moment to review your pending users and enable/disable the accounts for current or past users within your group as applicable. It is imperative that all TINs have an account manager. If no account manager has been registered to the TIN, please send an email to [NVSS\\_ProviderRelations@SilverSummithealthplan.com](mailto:NVSS_ProviderRelations@SilverSummithealthplan.com), provide the TIN and the name of the individual that will assume the responsibility of account manager. The individual listed as the account manager should have an active status in the portal at all times.

Please note: Once assigned the account manager is responsible for enabling/disabling users associated with their office for data integrity purposes, as the plan is not always aware of organizational changes within the office. Below are three easy steps to view and enable/disable the pending users.

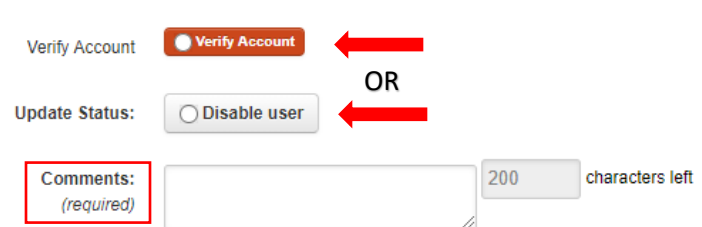
**Step 1.**



**Step 2.**



**Step 3.**



If require additional assistance please reach out directly to your assigned Provider Relations Representative or email [NVSS\\_ProviderRelations@SilverSummithealthplan.com](mailto:NVSS_ProviderRelations@SilverSummithealthplan.com).

Thank you,  
Provider Relations