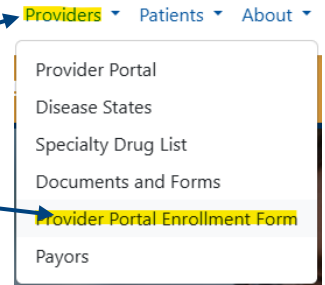


### How do I sign up for the Provider Portal?

#### ➤ Part 1: Enrollment

1. Navigate to <https://www.relianceroxsp.com/>
2. Select the **Providers** tab.
3. Click **Provider Portal Enrollment Form**.
4. Follow the registration instructions included on the first page of the form.
5. Once completed, email the form to [rxinfo@relianceroxsp.com](mailto:rxinfo@relianceroxsp.com).
6. Go to Part 2.



#### ➤ Part 2: Registration

1. Go to <https://portal.relianceroxsp.com/>
2. Under **Partner Collaboration**, select **Physician Login**.
3. Click **Register** under **New Partner Registration**.
4. Fill in your first name, last name, email and password. Please ensure all fields are completed before submitting.

\*Please allow 24 business hours for a member of our team to authenticate and activate your account.

#### ➤ Access Granted

1. Once both Part 1 and Part 2 of the process have been successfully completed, you will receive a *Provider Portal Access Granted* email confirming that you can login and view your Provider Portal

### What information can I access in the Provider Portal?

- The Provider Portal allows access to:
  - A list of your patients whose prescriptions are actively being filled at Reliance Rx
  - Active patient referrals
  - Insurance information
  - Diagnostic information
  - Prior authorizations



### Why is my account not active yet?

- Account activation takes about 3 business days while registration information is reviewed and verified. If we are unable to validate all information, activation may be delayed 2-3 days. If this situation occurs, we will reach out to the office for clarification.

Please ensure that both of the steps below have been completed:

1. Your enrollment form has been submitted
2. All required registration information for each provider is complete

### I forgot my password. What should I do?

- On the Provider Portal login page:
  1. Select **Reset Password**.
  2. Follow the prompts to reset your password.

**Who should register for portal access?**

- Each provider or authorized staff member who needs access to patient referrals and prior authorization details must register individually. Access is granted only after the provider signs the enrollment form.

**Can our medical group use one email address for everyone?**

- No. Each provider must register using their own individual email address. However, you may create an **office manager account** that can be linked to multiple providers within the medical group. All providers must first complete their individual online registration.

**I'm a provider. Can I access other providers' patients?**

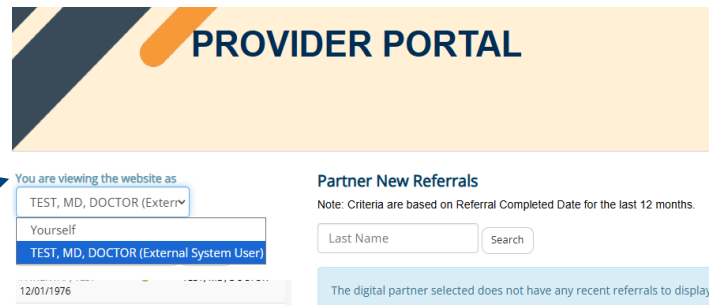
- No, each provider can only see their own patient list.

**Can an office manager view multiple providers' patient lists?**

- Yes, any office manager account associated with an office can see the entire office's patients from all the included providers. However, this will only work if the provider grants them access.

**I'm an office manager. Why can't I see any patients?**

- Patients are only linked to the physician who prescribed the medication. To view patients, after logging in:
  1. Select the **"You are viewing the website as"** dropdown menu.
  2. Choose the provider whose patient list you want to view.



**What should I do if I cannot access a patient record?**

- Please verify:
  - You are logged into the correct account
  - You selected the correct provider from the viewing dropdown
  - The patient is associated with your office/provider
 If the issue continues, email [rxinfo@relianceroxsp.com](mailto:rxinfo@relianceroxsp.com) for assistance.

**How do I contact Reliance regarding patient specific questions?**

- The provider portal does not support bidirectional messaging between providers and Reliance Rx. If you need assistance with something not available in the portal, such as a specific patient question, please email us securely at [providers@relianceroxsp.com](mailto:providers@relianceroxsp.com) or call in to talk to one of our representatives at **1-800-809-4763**.

**Is portal access removed when an employee leaves our office?**

- Please notify Reliance Rx immediately when staff members leave your organization so their access can be disabled promptly for security purposes.

If you have any further questions or need assistance enrolling in the portal, please email us at [rxinfo@relianceroxsp.com](mailto:rxinfo@relianceroxsp.com) and we would be happy to assist you.