



MORE BENEFITS. FEWER ASTERISKS.

Provider Portal Account Creation Instructions

Step 1

Navigate to <https://www.gravie.com/providers> and click on the CLAIMS button under *Claims Information & Process*

A screenshot of the Gravie Provider Portal homepage. The page has a dark blue header with the Gravie logo on the left and navigation links (BROKERS, EMPLOYERS, OFFERINGS, MEMBERS & PROVIDERS, RESOURCES, ABOUT, TESTIMONIALS) in the center. A "LOG IN" button is on the right. The main content area has a dark blue background with the heading "Healthcare providers, meet Gravie." and a paragraph of text. Below this, there are two light blue boxes. The left box is titled "Eligibility & Benefit Search" and contains a "BEGIN SEARCH" button. The right box is titled "Claims Information & Process" and contains a "CLAIMS" button with a circular orange highlight around it.

gravie BROKERS EMPLOYERS OFFERINGS MEMBERS & PROVIDERS RESOURCES ABOUT TESTIMONIALS LOG IN

Healthcare providers, meet Gravie.

Gravie is a licensed, third-party administrator (TPA) that administers level-funded health plans for employers. We're committed to removing barriers that prevent our members from accessing care, which also means eliminating obstacles for the providers who serve them. *With our self-service tools, you can quickly check your patients' eligibility, review their benefits, and track the status of your claims and payments.*

Eligibility & Benefit Search

Quickly verify your patient's eligibility and review their benefits summary.

BEGIN SEARCH

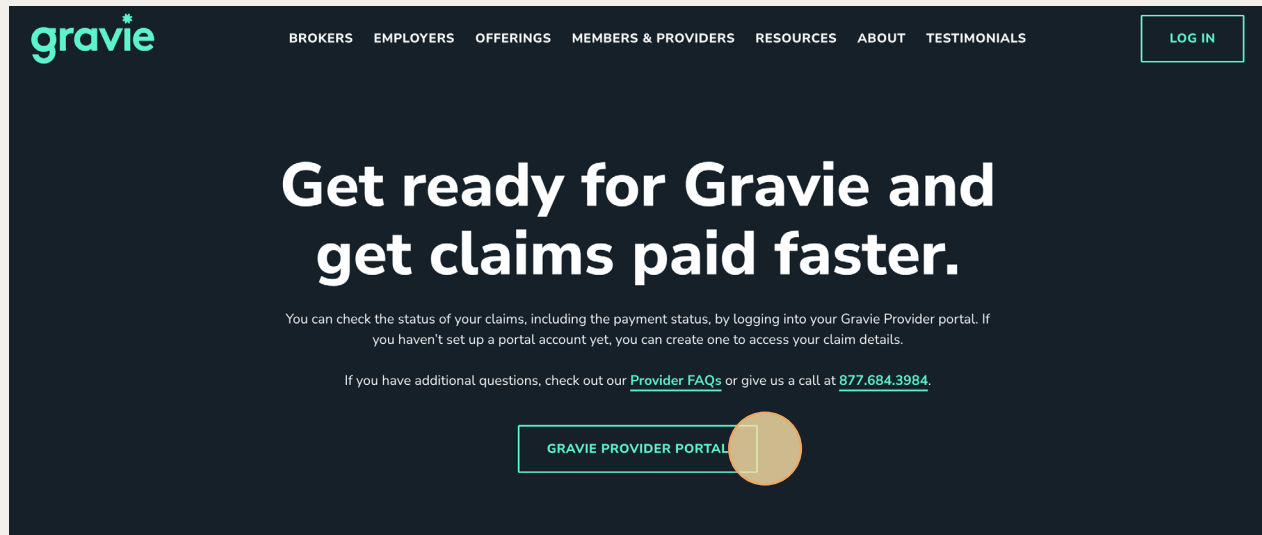
Claims Information & Process

Check the current status of your claims and payment history.

CLAIMS

Step 2

Click the PROVIDER PORTAL button located near the top of the page.



The screenshot shows the Gravie website homepage. At the top left is the "gravie" logo. To its right is a navigation menu with links: BROKERS, EMPLOYERS, OFFERINGS, MEMBERS & PROVIDERS, RESOURCES, ABOUT, and TESTIMONIALS. In the top right corner is a "LOG IN" button. The main content area has a dark background with the heading "Get ready for Gravie and get claims paid faster." Below this is a paragraph: "You can check the status of your claims, including the payment status, by logging into your Gravie Provider portal. If you haven't set up a portal account yet, you can create one to access your claim details." Below that is another line: "If you have additional questions, check out our [Provider FAQs](#) or give us a call at [877.684.3984](tel:877.684.3984)." At the bottom of this section is a button labeled "GRAVIE PROVIDER PORTAL" next to a circular orange icon.

Getting set up

STEP 1

For faster eligibility and benefits verification, add Gravie to your patient billing system today.

Add Gravie to your EHR/EMR systems

STEP 2

Make sure your clearinghouse has listed our Payer IDs.

If Gravie isn't listed, please request that they update their payer ID list. This can

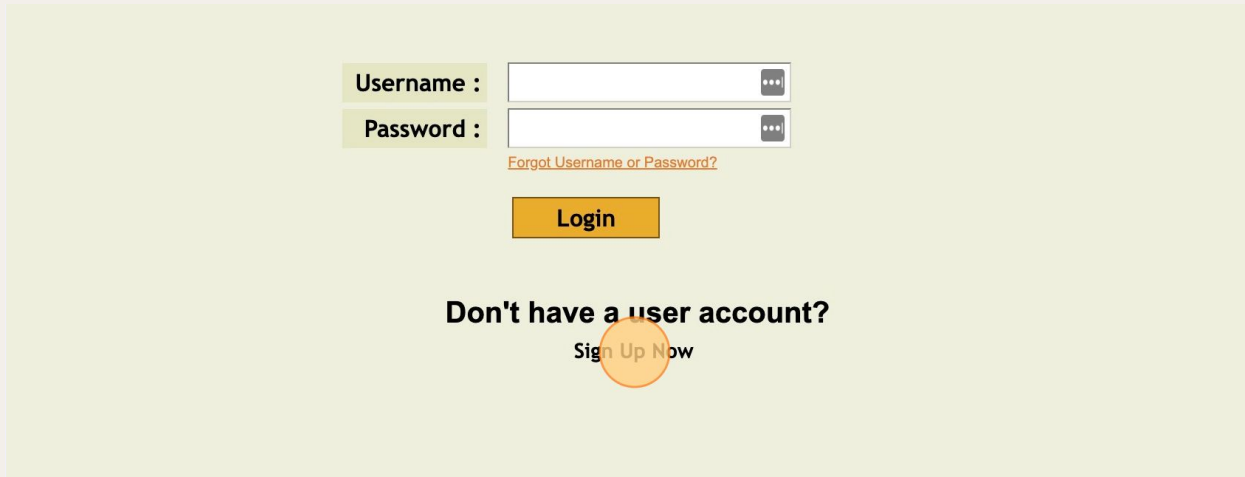
STEP 3

Register for our provider portal.

In order to register as a new provider in the portal, you must have at least one paid claim already on file.

Step 3

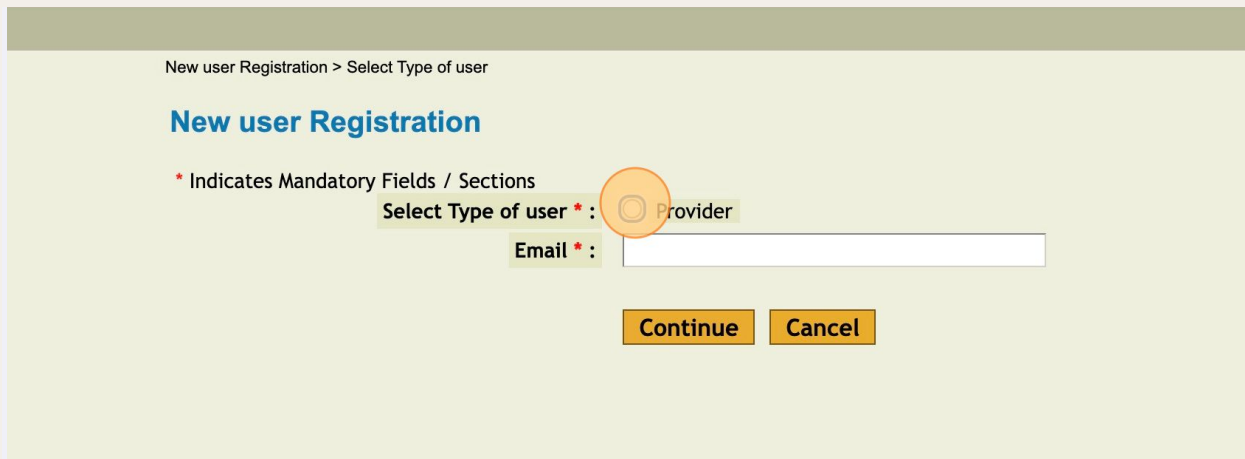
You will be taken to <https://gravie-mesa.javelinaweb.com/>.
On that page, click “Sign Up Now”.



A screenshot of a login page with a light green background. It features two input fields: "Username :" and "Password :". Below the password field is a link that says "Forgot Username or Password?". A yellow "Login" button is centered below the fields. At the bottom, the text "Don't have a user account?" is displayed, with a yellow "Sign Up Now" button highlighted by an orange circle.

Step 4

Click the “Provider” field.



A screenshot of a registration page titled "New user Registration > Select Type of user". The page has a light green background. It includes a legend: "* Indicates Mandatory Fields / Sections". There are two main fields: "Select Type of user * :" and "Email * :". The "Select Type of user" field has two radio buttons; the first one, labeled "Provider", is highlighted with an orange circle. The "Email" field is an empty text box. At the bottom, there are two yellow buttons: "Continue" and "Cancel".

Step 5

Type in your email and click “continue”.

New user Registration > Select Type of user

New user Registration

* Indicates Mandatory Fields / Sections

Select Type of user * : ☒ Provider

Email * :

Step 6

Correctly enter information into the user credential fields and then click “continue”.
Not all fields need to be filled out.

Provider Type * : ☐ Physician ☒ Facility

Credentials

Facility Tax ID :

Physician NPI :

Facility Name :

Facility Address Line1 :

Facility Address Line2 :

Facility Address Line3 :

Facility City :

Facility State : --Select--

Facility Postal Code :

Physician's First Name :

Physician's Last Name :

License Number :

License State :

Physician's Social Security Number :

Physician's Date of Birth :

Physician's Email Address :

Last Name :

First Name :

Title : --Select--

User Email Address :

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Javelina © by Eldorado, a division of MphasIS | Instance ID: 26278c41-5a0c-4571-a9b6-76bc6203828f

Step 7

If you are found in the system, a facility will populate.
Select the button next to your facility.

New user Registration - Facility Matching Records

Information

System has found one record. If this is the correct one, please click "Continue"

Facility ID(s)	Facility Name	Contact Name	Service Address
<div><div></div><div>Tax ID:</div></div>			Phoenix AZ 8505

Continue

Search Again

Cancel

Step 8

Then click Continue.

Information

System has found one record. If this is the correct one, please click "Continue"

Facility ID(s)	Facility Name	Contact Name	Service Address
<div><div></div><div>Tax ID:</div></div>			Phoenix AZ 8505

Continue

Search Again

Cancel

Step 9

Create your username and password, then select a security question and answer. Click Continue when finished.

* Indicates Mandatory Fields

Username & Password

Username * : sampleprovider

Password * :

Confirm Password * :

Password Guidelines

- Password should have a minimum of 2 characters
- Password should be less than or equal to 32 characters
- Password should have a minimum of 1 characters in uppercase
- Password should have a minimum of 1 numbers or special characters

Security Question *

Security Question * : Select Question Here

Security Answer * : Type Answer Here

[Continue](#) [Cancel](#)

Step 10

Ensure the information is correct. Next, type your first and last name along with the date to sign the form electronically. Then click continue.

* Indicates Mandatory Fields

Credentials

Provider Type : Facility

Facility Tax ID :

Facility Name :

Physician's First Name :

Physician's Last Name :

License State :

[Edit](#)

Security Question

Security Question : Select Question Here

Security Answer : Type Answer Here

[Edit](#)

Electronic Authorization Signature

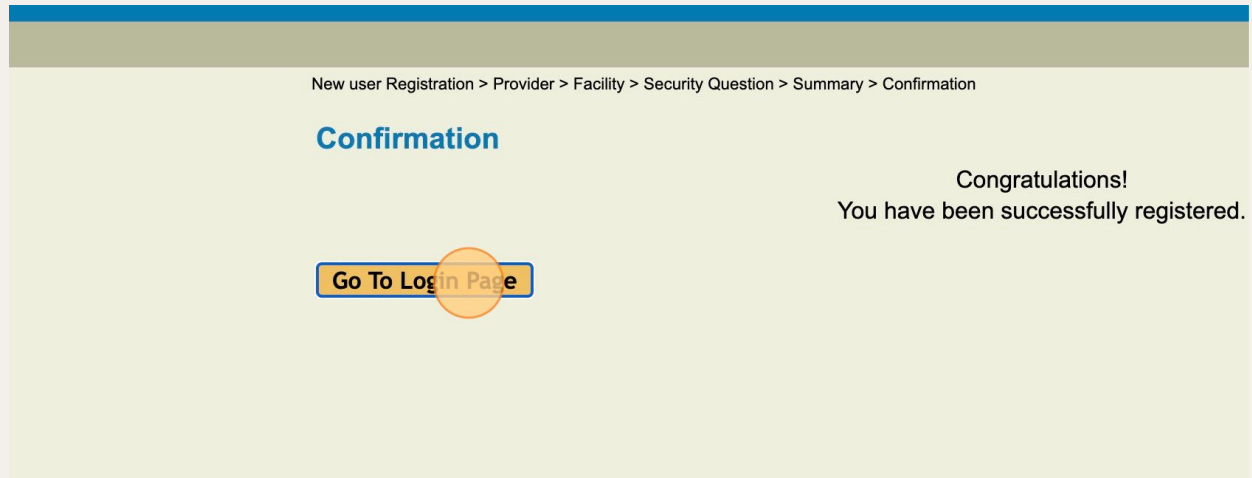
First and Last Name * :

Date * :

[Continue](#) [Cancel](#)

Step 11

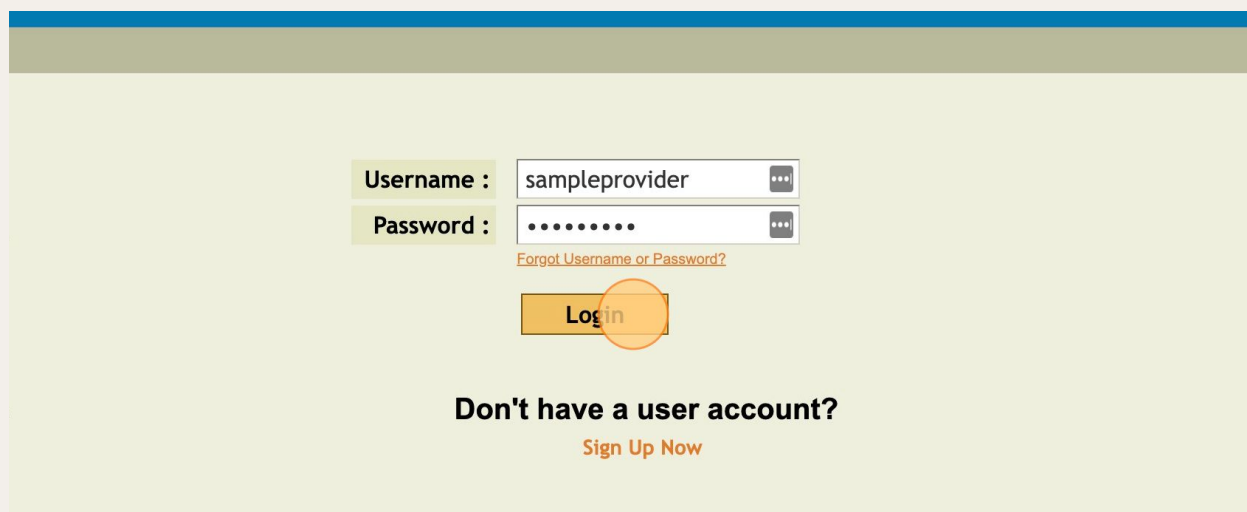
You are now registered. Click “Go To Login Page” and you will be taken back to the original login page.



The screenshot shows a confirmation page with a breadcrumb trail at the top: "New user Registration > Provider > Facility > Security Question > Summary > Confirmation". Below this, the word "Confirmation" is displayed in blue. On the right side, a message reads "Congratulations! You have been successfully registered." At the bottom center, there is a yellow button with a black border labeled "Go To Login Page". An orange circle highlights this button.

Step 12

Type your newly created credentials, hit “Login”, and you will be given access to the portal.



The screenshot shows a login page with a breadcrumb trail at the top: "New user Registration > Provider > Facility > Security Question > Summary > Confirmation". Below this, there are two input fields: "Username :" with the value "sampleprovider" and "Password :" with masked characters ".....". Both fields have a three-dot menu icon to their right. Below the password field is a link that says "Forgot Username or Password?". At the bottom center, there is a yellow button with a black border labeled "Login". An orange circle highlights this button. Below the login button, the text "Don't have a user account?" is displayed, followed by a link that says "Sign Up Now".