Tip Sheet

Epic Care Link New Site Request

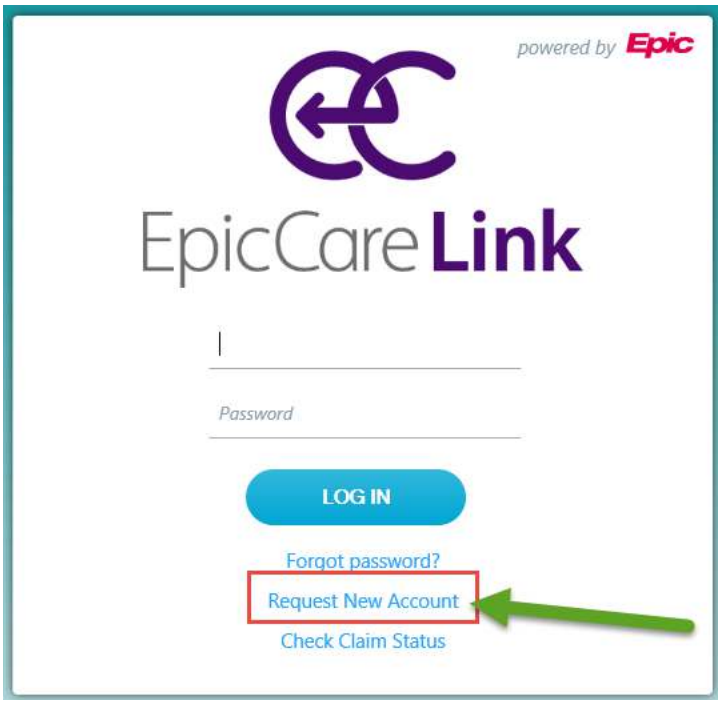
In order to gain access to Link, Hometown Health's Provider Portal, a Site Administrator will need to follow the steps below. If your site already has an EpicCareLInk account through Renown and a Site Administrator in place you do not need to re-register in order to gain the additional healthplan features; they will automatically be available to your effective January 1, 2022.

It's important to note users requesting access will be considered the Site Adminstrator. As a Site Administrator, you will want to request access for your staff prior to January 1, 2022 in order for your staff to be ready to view member eligibility and benefits, enter referrals, and view claim information. For more information on Link including training sessions and tip sheets, visit https://www.hometownhealth.com/link/

Although you can use Link prior to January 1, 2022 to request access for additional users, please DO NOT use any of the other insurance functions until January 1st as HealthConnect is the appropriate portal to use through the end 2021.

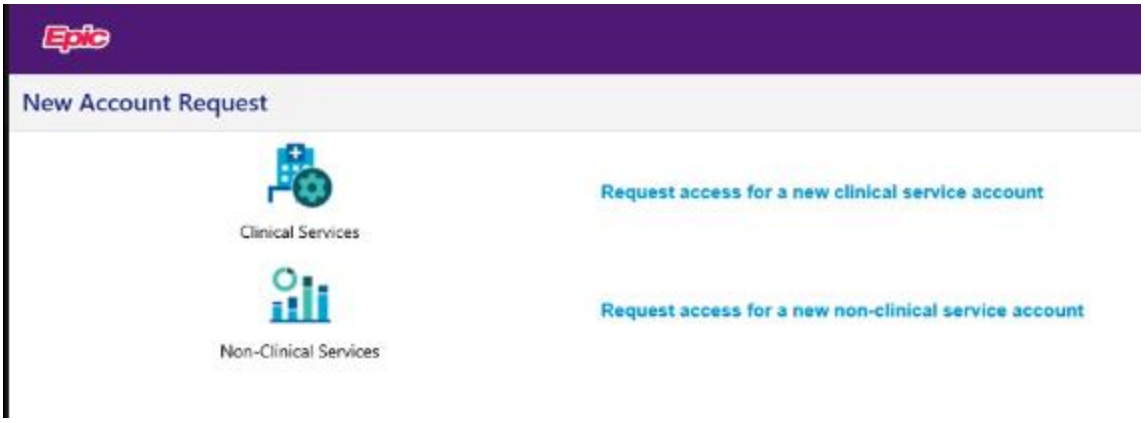
Try It Out

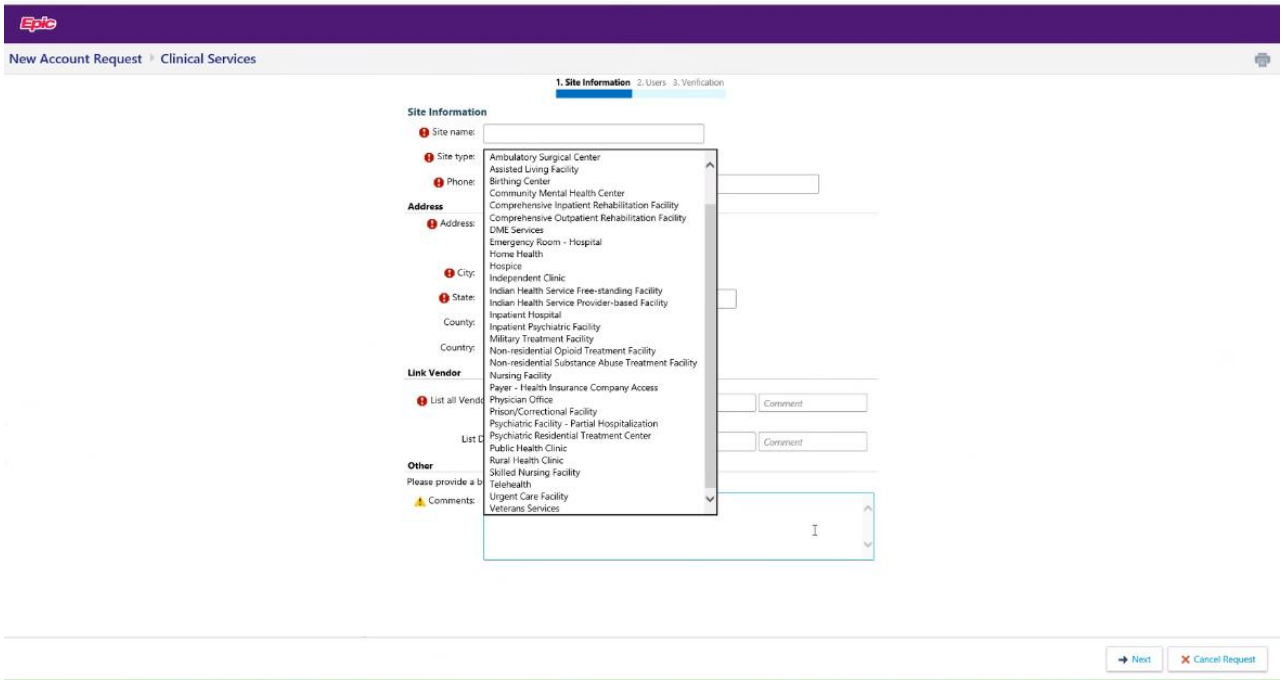
1. The Site Owner or the Site Administrator will go to the EpicCare Link https://ecl.renown.org and select **Request New Account**.



Continued on next page.

2. In the New Account Request section, click on Request access for a new clinical serves or non-clinical services.





- Choose from the list to select Site Type.
- List all Vendor and Vendor Tax ID information. Option to Add mulitiple.
- List Direct address if one exsisits.

3. For non clinical services, fill in the required information indicated by the red exclamation point.

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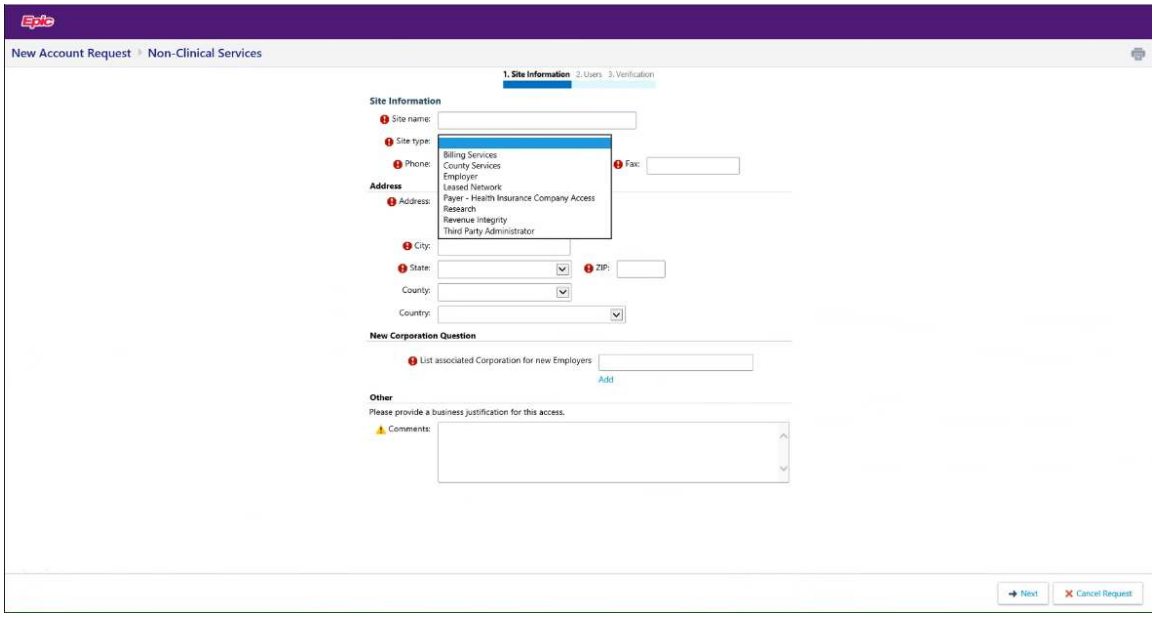
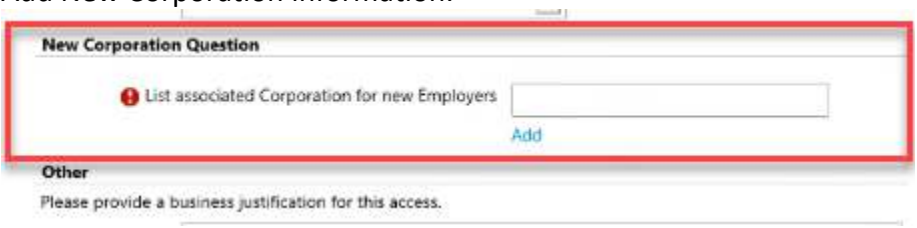
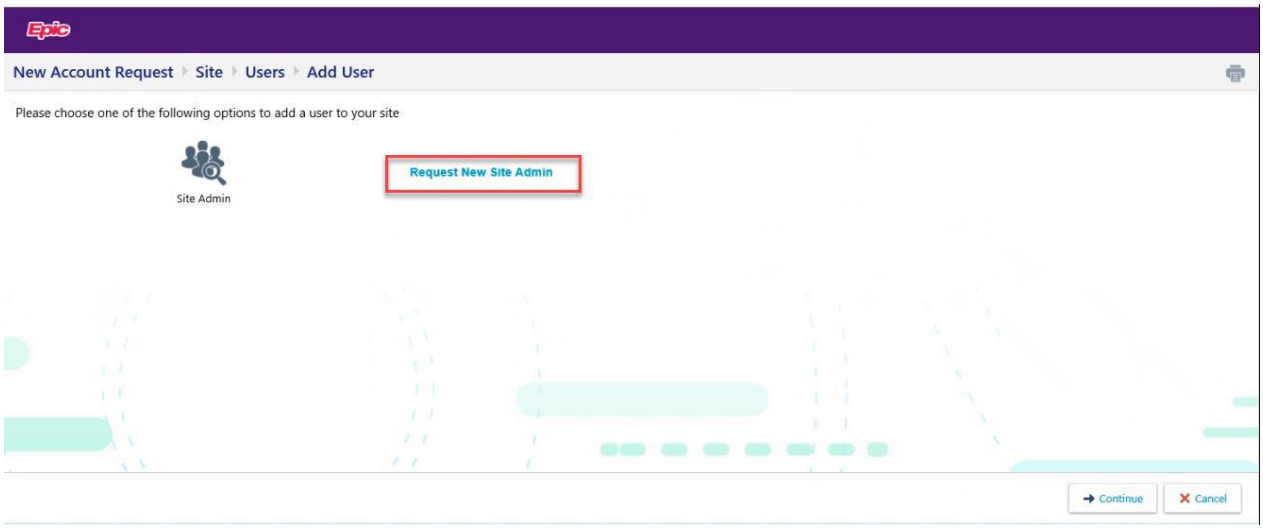


- Choose from the list to select Site Type.
- Add New Corporation information.



4. Next, from the New Account Request section, you'll need to click the link to Request a New Site Admin.



5. Fill in the required information indicated by the red exclamation point.

   a. You MUST check the box Make this User a site administrator or you will receive an error.

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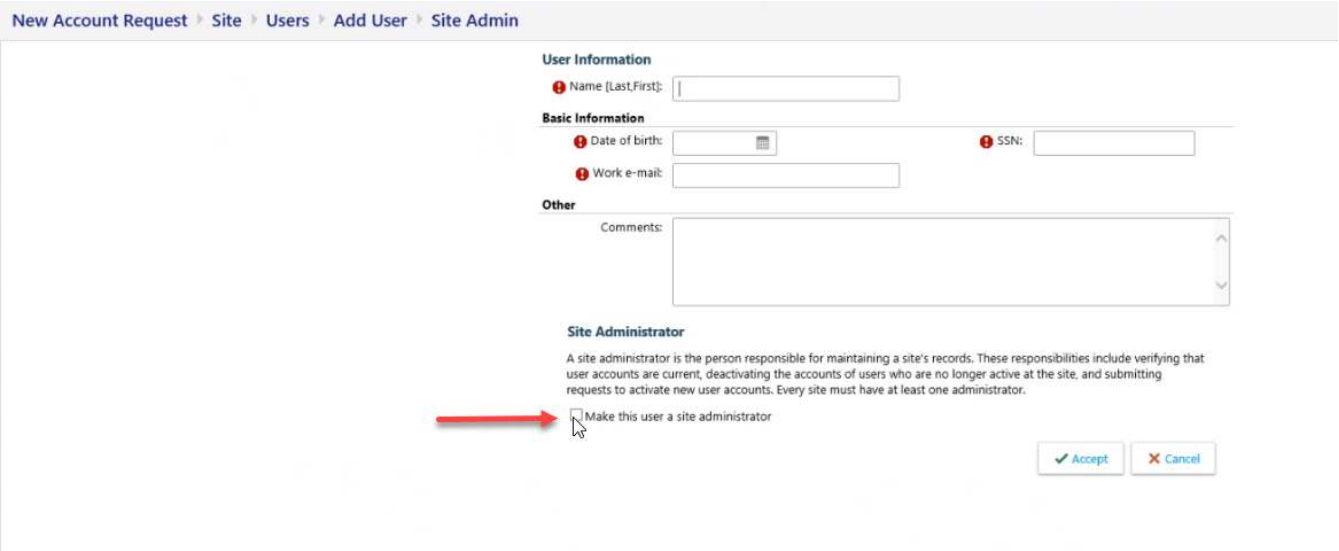
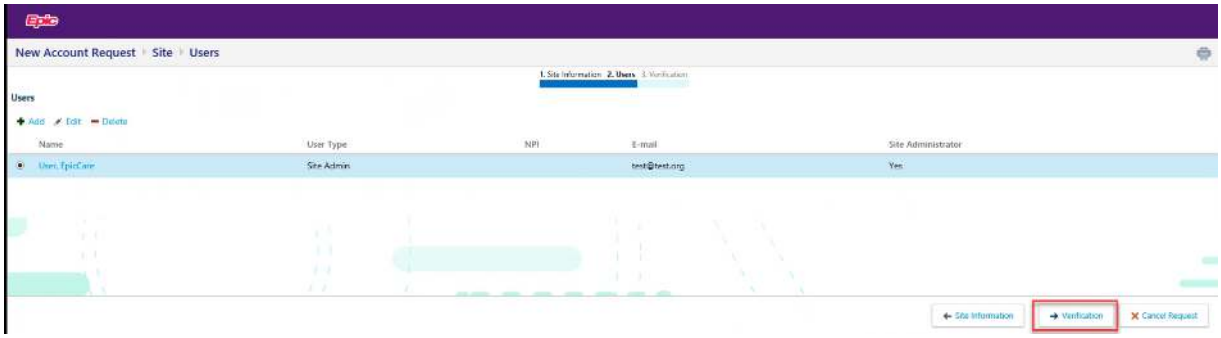
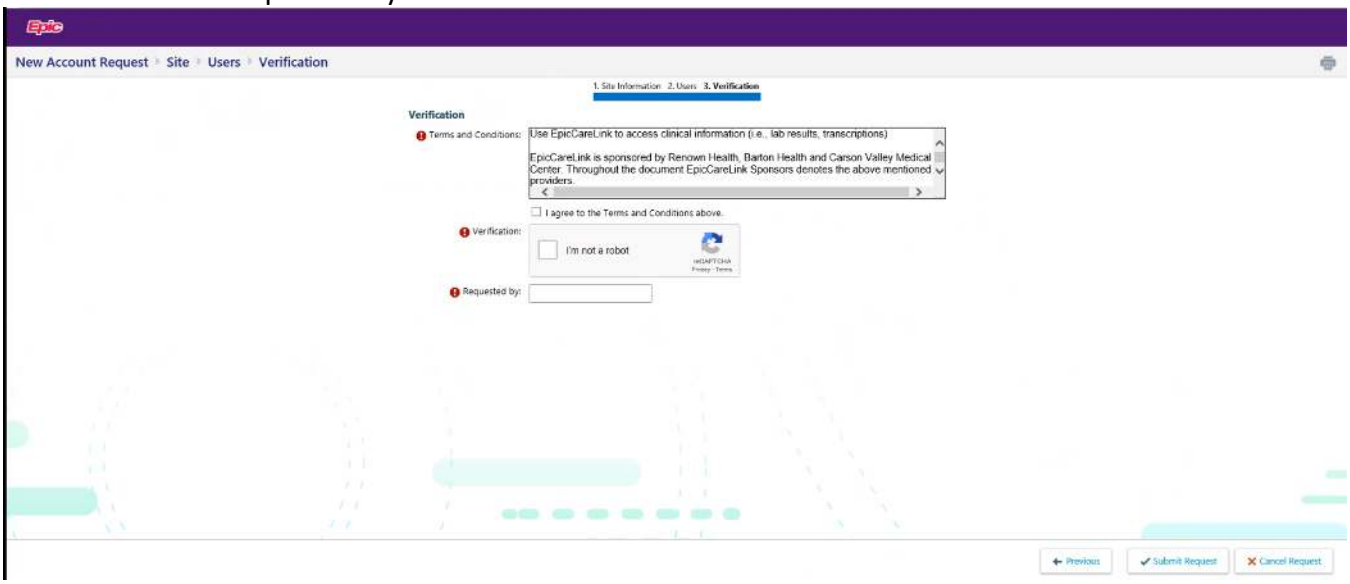


6. Make sure the information is correct and click Verification to continue.



7. From the Verification screen, agree to the terms and conditions, check the box for I'm not a robot, and fill in the requested by information.



- When you click I'm not a robot, select the images requested from the Captcha screen, and verify.

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8. Site Admins will get a confirmation with a Reference number when request is complete.

For questions regarding registration, please reach out to the Health Desk 775-982-4042.

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