

How to Find Your Group Number in Customer Portal



Medical Services Branch



Claims Replacement Project

Group Number in Customer Portal

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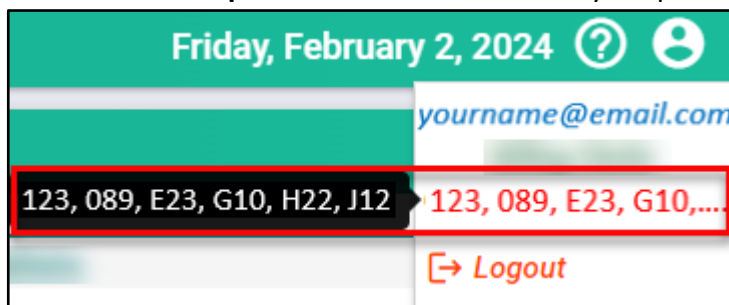
Once logged into Customer Portal ensure the correct group number(s) are set up on your profile by doing the following steps:

The group number(s) indicated should only be the group(s) you are billing for.

1. Click on the **Profile icon** in the top-right corner.



2. View the **Group Number(s)** listed. If several group numbers are listed, hover over the red font to view all the **Group Numbers** associated with your profile.



3. If the correct **Group Number(s)** are listed, no further action is required.
4. If any of the **Group Number(s)** listed are **NOT** correct, please contact 1-800-605-2965 immediately and provide the representative with:
 - Your Name
 - Contact phone number
 - Customer Portal account Email address (Important)
 - Request to remove the Group Number(s) that shouldn't be associated with your account.
5. If not all the **Group Number(s)** are listed, please contact 1-800-605-2965 and provide the representative with:
 - Your Name
 - Contact phone number
 - Customer Portal account Email address (Important)
 - Request to add Group Number(s) to your account with the following additional information:
 - Group Number(s) missing
 - Provide details of at least one practitioner belonging to the group including the practitioner's name, MSB billing and clinic numbers.