Lucet™

How do I log in to Provider Portal?

Logging In

Log into the Provider Portal to update your demographic information, access documents and forms, submit and track support cases, and connect to WebPass for authorizations and eligibility checks. If you forget your username or password, use the reset options on the login page.

Forgot Your Username

- If you forget your username to the Lucet Provider Portal, you can go to the login page.
- There is a 'Forgot your username?' link on the page.
- Clicking this link will open a page in a new tab, here you can enter your email address.

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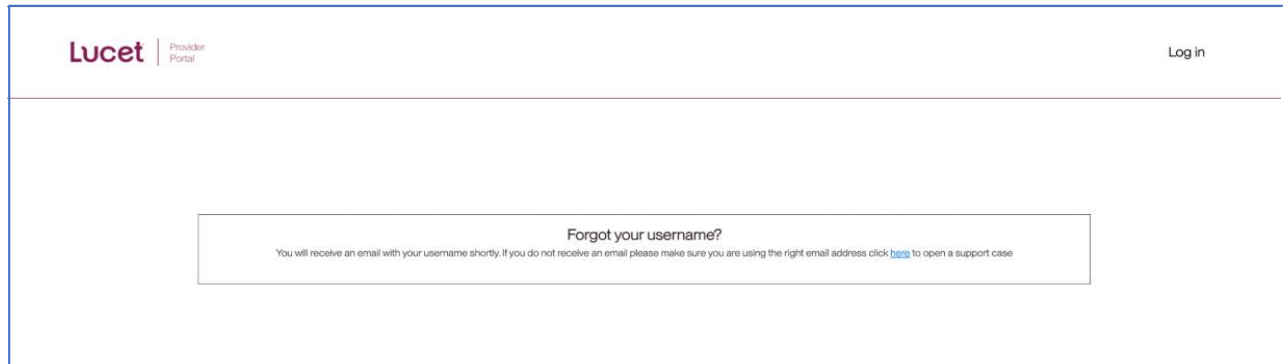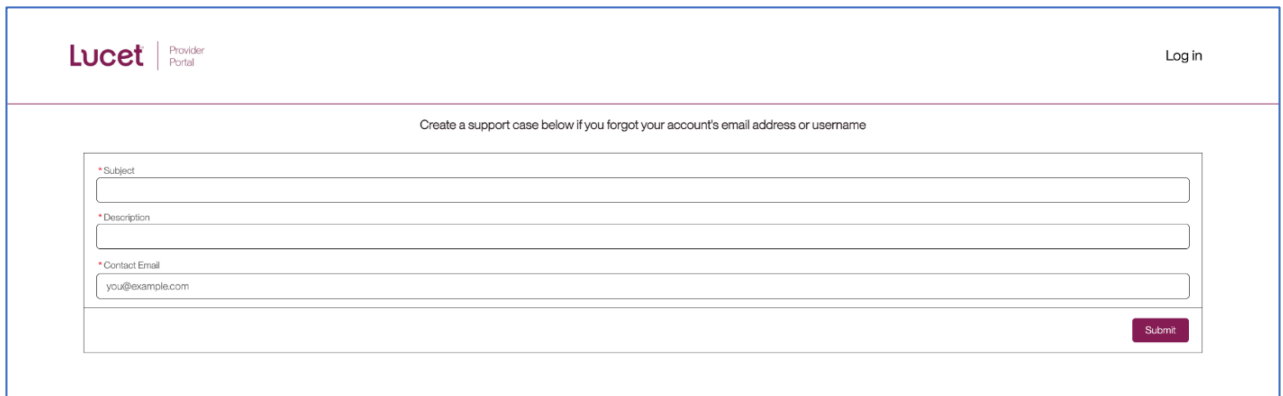- If the email address you entered is associated with an active provider portal user, you will receive an email with your username.

- If you do not receive an email, you can click the 'here' in 'click here to open a support case', this will open a new page where you can open a support case with a Subject, Description, and your Email Address
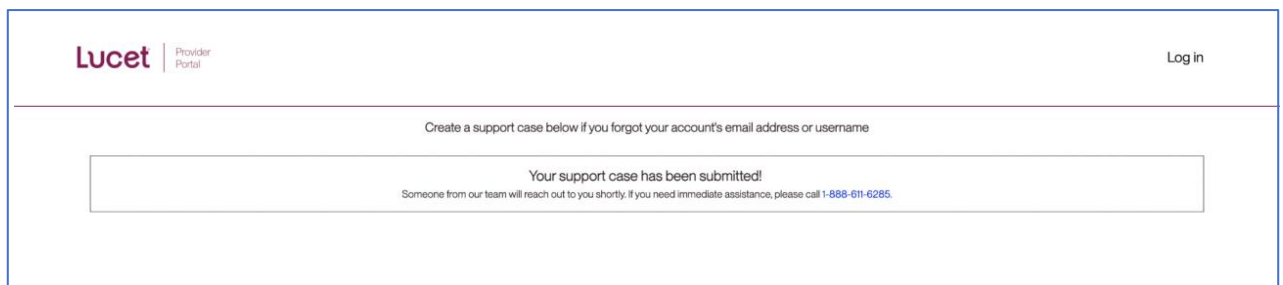

- After clicking 'Submit' the final screen will be a confirmation screen with the support phone number if you need to call for immediate assistance

Running Into Issues?

- Update your browser
- Clear your cache