



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.

Lucet™ | Provider Portal

Log in

[Forgot your username?](#) [Forgot your password?](#)

The Lucet Provider Portal allows you to:

- Maintain your demographic data
- Access helpful documents and forms
- Submit and track Support cases

To submit an authorization request or verify member eligibility:
Login to WebPass [here](#).

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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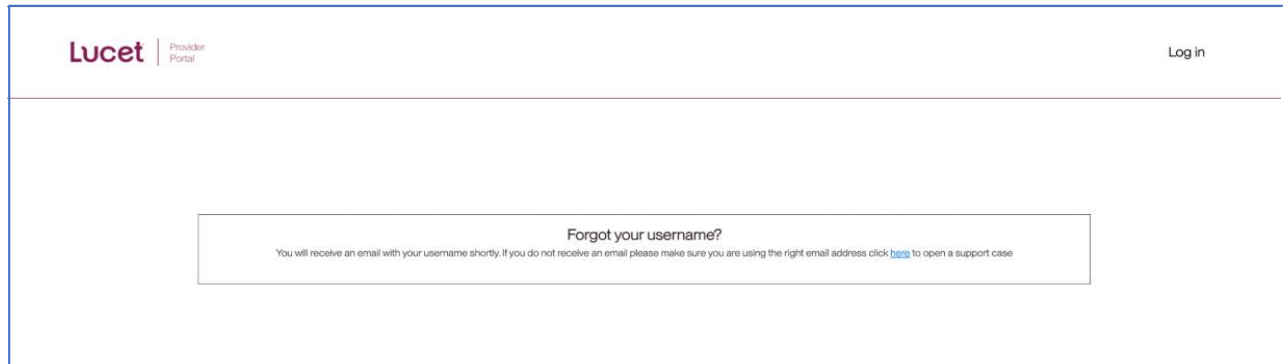
Home 🔍 Log in

Forgot your username?
Enter the email address associated with your account to retrieve your username.

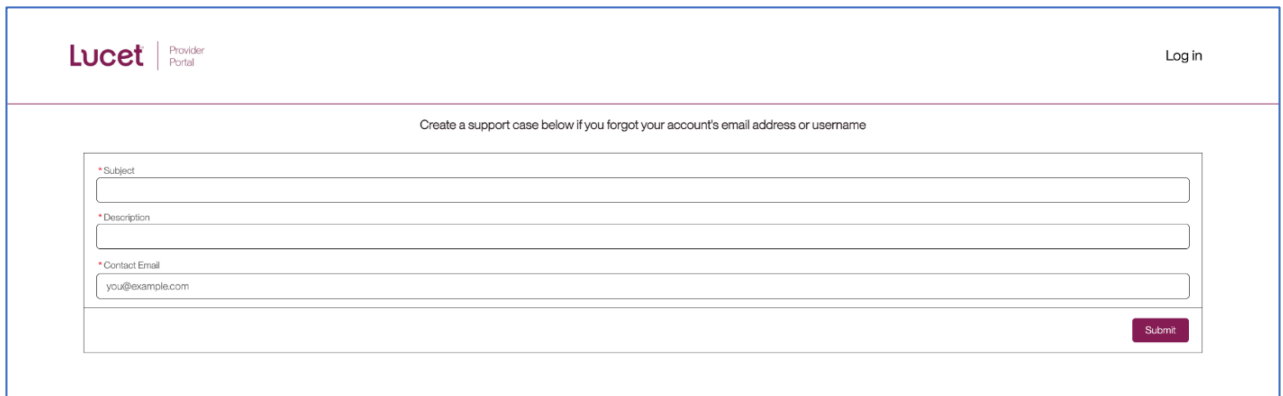
Search

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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

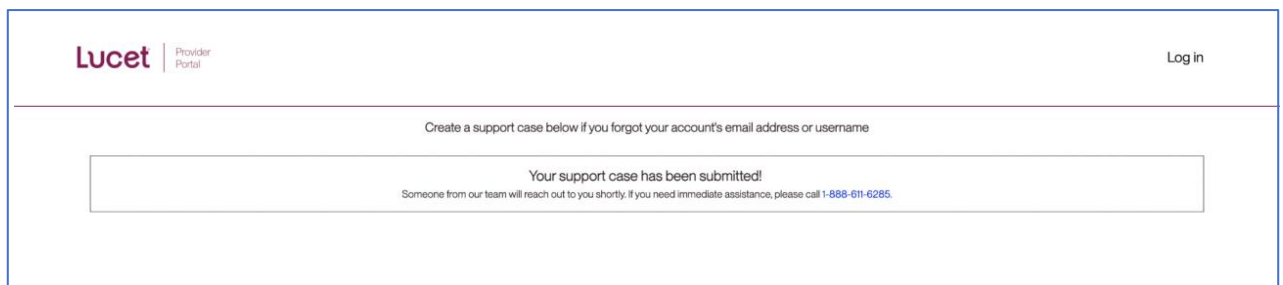


The screenshot shows the Lucet Provider Portal header with the Lucet logo and 'Provider Portal' text on the left, and a 'Log in' link on the right. The main content area features a centered box with the heading 'Forgot your username?'. Below the heading, a message states: 'You will receive an email with your username shortly. If you do not receive an email please make sure you are using the right email address click [here](#) to open a support case'.



The screenshot shows the Lucet Provider Portal header. The main content area has a heading 'Create a support case below if you forgot your account's email address or username'. Below this is a form with three input fields: 'Subject', 'Description', and 'Contact Email'. The 'Contact Email' field contains the text 'you@example.com'. A 'Submit' button is located at the bottom right of the form.

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



The screenshot shows the Lucet Provider Portal header. The main content area has a heading 'Create a support case below if you forgot your account's email address or username'. Below this is a confirmation box with the text: 'Your support case has been submitted! Someone from our team will reach out to you shortly. If you need immediate assistance, please call 1-888-611-6285.'

Running Into Issues?

- Update your browser
- Clear your cache