

# Single Sign On (SSO) with Cohere

When using **single sign on (SSO)** to access the Cohere portal for the first time, you will need to follow these simple steps to get started:

## Step 1:

Sign our EULA agreement

Our end user license agreement essentially states that it is the ordering provider's responsibility to regularly check the Cohere platform to view authorization decisions.

[Click here](#) to view the full EULA agreement.

## Step 2:

Create or join an organization

We *highly recommend* that you either join an existing organization, or if your organization is not listed, create a new one.

Although you are not required to complete this step, it will greatly improve your experience in the portal.

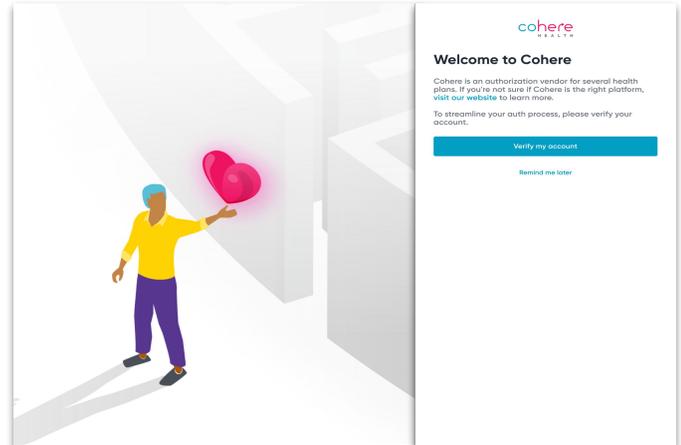
## Step 3:

Login

Once you have joined an organization, you will be verified and will be able to sign in and start submitting requests in the Cohere portal.

## Joining an Organization

- 1 Once you have navigated to the Cohere platform from the SSO entity, you will be prompted to verify your account.
- 2 Next, you be prompted to either join an existing organization or create a new organization.
  - If you join an existing organization, the portal will ask you to provide more information about yourself (i.e., your name and contact information).



**Join an existing organization**

Showing 3 results

Ortho Tennessee 76-427913, 34-003663, 32-3329367	Join
Ortho Tennessee 01-6573829	Join
Ortho Tennessee other location 12-3456789 98-7654321	Join

Not seeing your organization? Try adding another TIN associated with your organization.

Add another TIN:  X

OR

If your organization hasn't been created yet, and you will be the account administrator you can create a new organization here:

Don't see your organization listed?

**cohere HEALTH**

**Tell us more about yourself.**

Help us learn more about you.

Name and title

First name:  Last name:

Your title:

Contact information

Phone number:  Ext.:  Fax number (optional):

2 → If your organization isn't listed, then you need to create a new one.

- ◆ If you choose to create a new organization, the portal will ask you a few questions to make sure that Cohere is the right portal for you.
- ◆ If Cohere is your delegated prior authorization portal, you will then be prompted to enter in more details about your organization.

Welcome! To start, let's check that Cohere is the right portal for you.

Do you plan on submitting prior authorizations with any of these health plans?

SELECT ALL THAT APPLY

Humana  
 Oscar Health  
 None of the above

Does your organization currently (or plan to) provide the following categories of services?

- Decompression of peripheral nerve
- Epidural injections (outpatient only)
- Face injections
- Foot surgeries, bunionectomy and hammertoe
- Neuromuscular stimulators
- Orthopedic Surgeries: Hip, Knee and Shoulder Arthroscopy

Yes  No

Cohere is delegated for prior authorization for the following categories of services. Do you want to provide clinical care for these categories?

Tell us more about you and your organization.

Help us learn more about you.

Name and title

First name:  Last name:

Your title:

Contact information

Phone number:  Ext.:  Fax number (optional):

Would you like to make it faster for other people at your organization to set up accounts by enabling auto-verification based on email domain?

email@orthotennessee.com

Yes  No

Important information

By selecting yes, you are confirming that other members from your organization using the same email domain (email@orthotennessee.com) can join your account. Anyone who requests an account with this email domain will be able to automatically join your organization.

Help us learn more about your organization.

Organization contact information

Organization Name:  Organization TIN:

Phone number:  Ext.:  Fax number (optional):

Website (optional):

Organization NPI

If you do not have an organization NPI, please enter the NPI of one of your providers.

Organization NPI:

Primary address

Street address 1:  Street address 2 (optional):

City:  State:  Zip code:

Which of the following best describes your organizational structure?

Organization type:

Do you plan to submit authorizations for any other TINs? If so, please list them below.

3 → Your account will be **auto-verified** if your organization admin has set up your organization to verify based on email address.

cohere HEALTH My account

Filter by status

- All (232)
- Pending review (0)
- Approved (64)
- Denied (7)
- Draft (3)
- Archived (189)

Filter by date of service

- All time (232)
- Tomorrow (2)
- Next 7 days (68)
- Next 14 days (26)
- Next 30 days (189)

Filter by user

Filter by health plan

Search (Patient name, Member ID, Auth ID)

Sort by: Most recent 232 Procedures

Bania, Kenny OOB: 06/09/1965 Member ID: 876387632 Health plan: Humana

Procedure	Procedure code(s)	Submission date	Dates of service
Corticosteroid injection	12345, 12346, 12347, 12348	06/02/2020 3:12 PM	04/02/2021 - 04/04/2021

Approved Authorization #03200607

Dairymple, Russell OOB: 06/09/1965 Member ID: 876387632 Health plan: Humana

Procedure	Procedure code(s)	Submission date	Dates of service
Corticosteroid injection	12345, 12346, 12347, 12348	06/02/2020 3:12 PM	04/02/2021 - 04/04/2021

Warning banner Use this banner when providing a warning

Davola, Joe OOB: 06/09/1965 Member ID: 876387632 Health plan: Humana

Procedure	Procedure code(s)	Submission date	Dates of service
Corticosteroid injection	12345, 12346, 12347, 12348	06/02/2020 3:12 PM	04/02/2021 - 04/04/2021

Error banner Use this banner when indicating an error

Your account has been verified

Bania, Kenny OOB: 06/09/1965 Member ID: 876387632 Health plan: Humana

→ Your account will **not** be **auto-verified** if your organization's admin has not set up your organization to auto-verify by email address.

- ◆ In this case, you will see a **purple banner** at the top of your dashboard view until your admin has verified your account.
- ◆ Until your account is verified, you **will not** be able to see authorizations submitted by other members of your organization.
- ◆ However, you **CAN** start submitting authorization requests in the Cohere portal!

cohere HEALTH My account

Pending Ortho Tennessee admin approval for full access  
Contact your admin or Cohere will reach out on your behalf in 1-2 business days

Filter by status

- All (0)
- Pending review (0)
- Approved (0)
- Denied (0)
- Draft (0)
- Archived (0)

Filter by date of service

- All time (0)
- Tomorrow (0)
- Next 7 days (0)
- Next 14 days (0)
- Next 30 days (0)

Filter by user

Filter by health plan

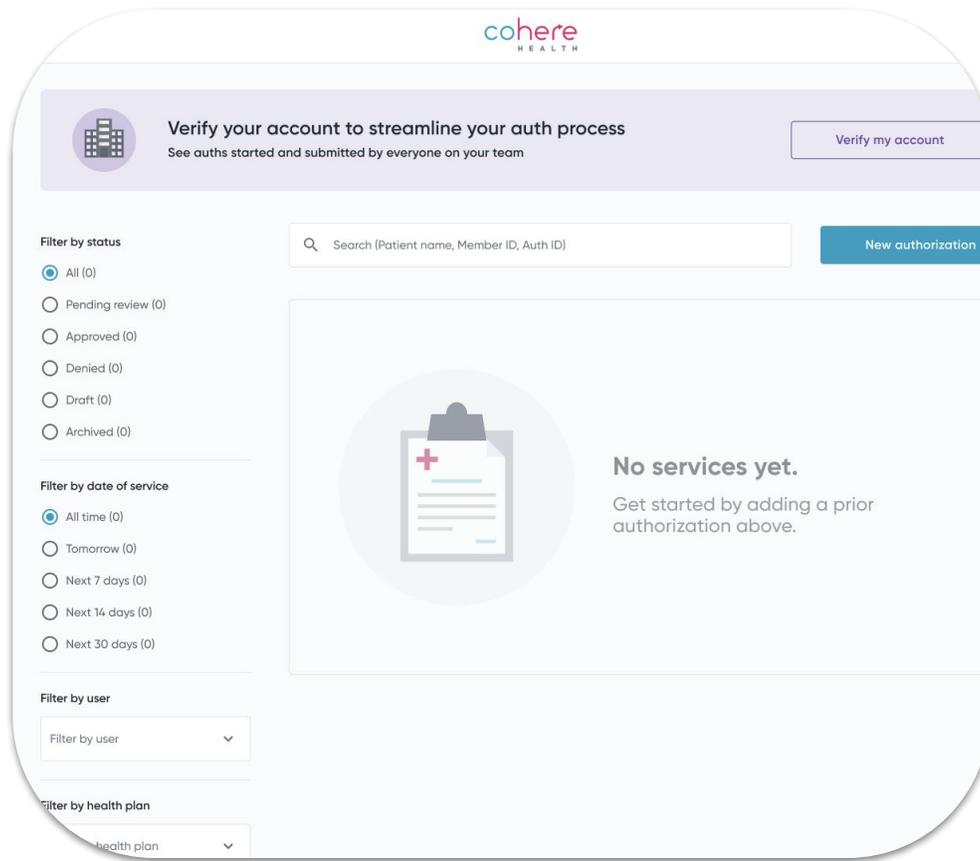
Search (Patient name, Member ID, Auth ID)

No services yet.  
Get started by adding a prior authorization above.

## What happens if I don't join an organization?

As mentioned on the first page, you are **not required** to verify your account and join an organization in order to submit authorization requests with Cohere. However, we do highly recommend doing so.

- If you bypass account verification and do not join an authorization, you will still be able to submit authorization requests.
- However, you will only be able to view the requests that *you* have submitted. You **will not** be able to see authorizations submitted by *other* users at your organization (even for the same patient).
- ◆ You will continue to see the **purple banner** at the top of your dashboard, prompting you to verify your account to streamline your authorization process.



- Bypassing account verification will also **prevent** you from using the search bar at the top of the dashboard to search for a specific tracking ID.