The Rural Health Care (RHC) Program recommends having more than one account holder for each health care provider (HCP). This guide will show you how to add a secondary account holder to your HCP. Please note that only the Primary Account Holder (PAH) has the ability to add additional account holders in the “My Account Settings” tab.

Step 1: Log in
Log into My Portal with your Username (email address) and password.

Step 2: Select Telecommunications Program
Select “Telecommunications Program (Forms 465, 466, 467)”.
Step 3: Select My Account Settings
After selecting the Telecommunications Program, you will be directed to a page with three tabs. Select the “My Account Settings” tab. Please note that only the PAH has the ability to add additional account holders in the “My Account Settings” tab.

Step 4: Add New Account Holder
Click on the “Add New Account Holder” button to assign additional account holders.

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Step 5: Assign Additional Account Holder to HCP

Manually enter the new account holder’s contact information in the required fields.

To add the additional account holder to an HCP, select the correct rights in the “Rights” column of the HCP number. You can add the additional account holder to one or multiple HCPs at the same time.

- Full Access: Account holder will be able to take any action on behalf of the HCP.
- Partial Access: Account holder will be able to draft forms, but not certify and submit forms on behalf of the HCP.

Please note, all additional account holders that are not the PAH are considered Secondary Account Holders in the Telecom Program.
Once the correct rights are assigned, click the “Submit Request” button to add the additional account holder to the HCP(s).

Once you have added the additional account holder to the HCP, the person will have the ability to access and make changes to the HCP by logging into their personal My Portal account.

Step 6: Confirm Successful Addition

Select the “My Account Settings” tab, as mentioned in Step 3. The additional account holder will appear in the list of account holders. Any new account holders will receive an automatically generated email notification with information on accessing their personal My Portal account.