



+

State of North Carolina

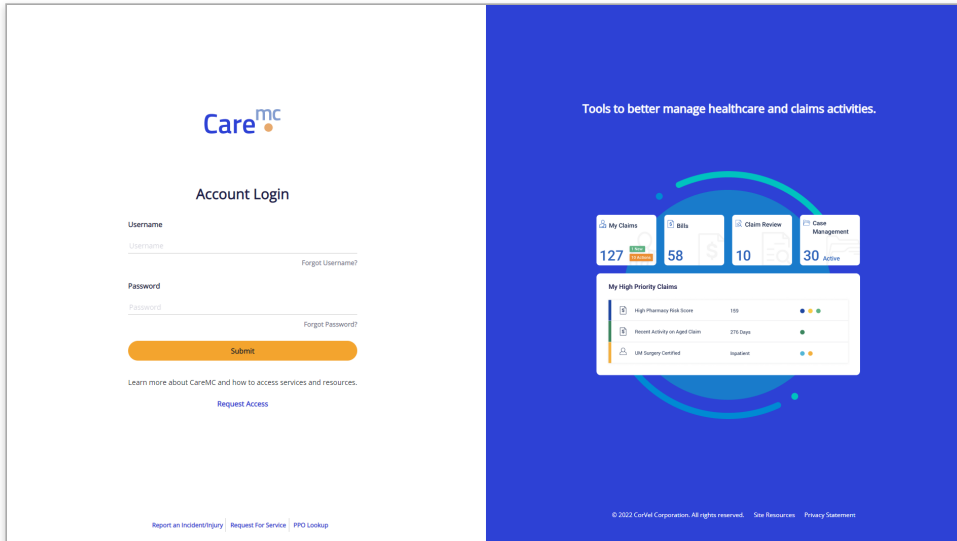


Getting Started in Care^{MC}

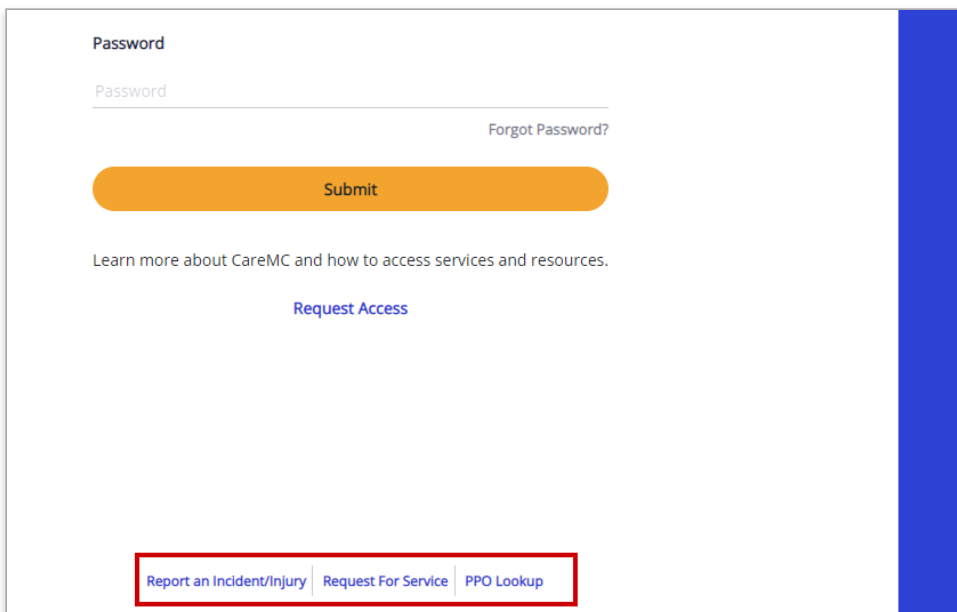
Log In

To log in, open your web browser (Microsoft Internet Explorer), type www.caremc.com in the Address bar, and press Enter.

The Care^{mc} login page has a new, sleek and modern look! If you do not see the login page as reflected below, you may resolve this issue by clicking CTRL + F5 or CTRL-Shift-R to clear your cache. Put your credentials and password where requested and click the orange Submit button.



Don't worry, you still have quick access to the Report an Incident/Injury, Request For Service and the PPO Lookup at the bottom of the page.





Request Access

Please take a moment and fill out the short form below. Fields mark with asterisk (*) are required.

* First Name	* Last Name
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
Title	* Company
<input type="text" value="Title"/>	<input type="text" value="Company"/>
Address 1	Address 2
<input type="text" value="Address1"/>	<input type="text" value="Address2"/>
City	State
<input type="text" value="City"/>	<input type="text" value="State"/>
Zip Code	Phone
<input type="text" value="Zip"/>	<input type="text" value="Phone"/>
* Email	Corvel Contact Name
<input type="text" value="Email"/>	<input type="text" value="Corvel Contact"/>
Comments	
<input type="text" value="Comments"/>	

[Back to Login Page](#)

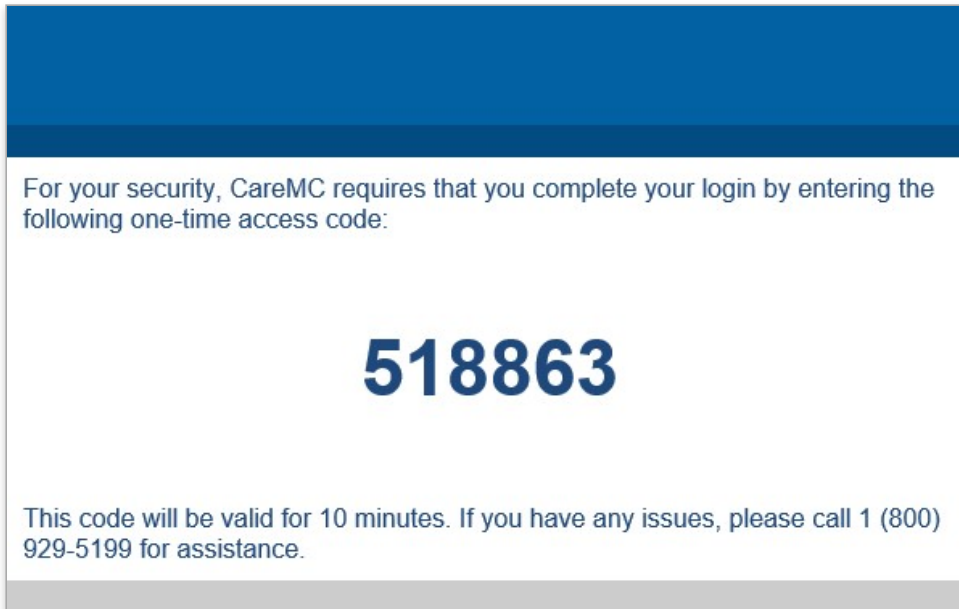
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Enter your Username or Care^{mc} registered e-mail address, Password and click Submit

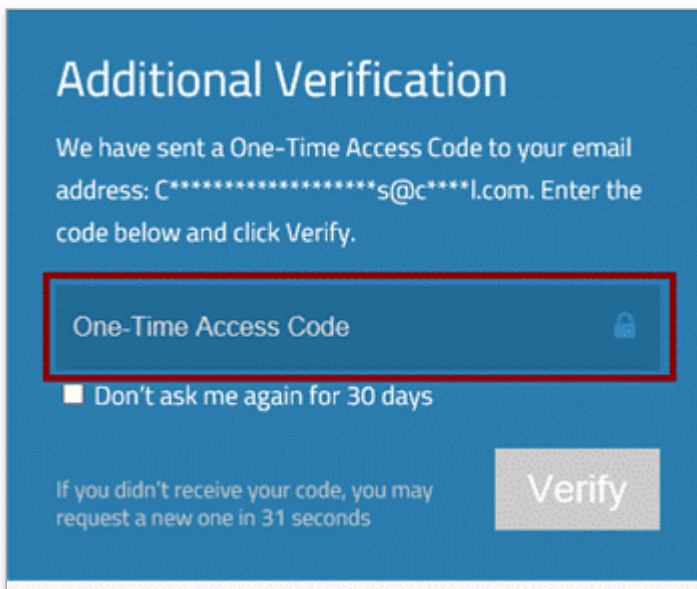
Multi-Factor Authentication

To protect you and our clients' information, an extra security measure is required for anyone who logs into Care^{mc} from a computer outside of the CorVel network.

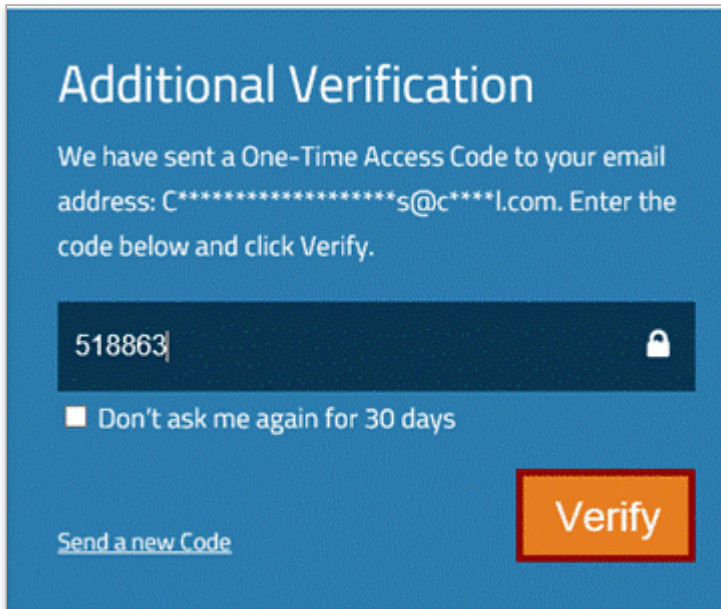
1. After you successfully enter your Username and Password, you will receive a message from donotreply.mfa@corvel.com containing a one-time use secure access code sent to the e-mail address on record in Care^{mc}.



2. Enter the secure access code on the screen that appears after you entered your Username and Password.

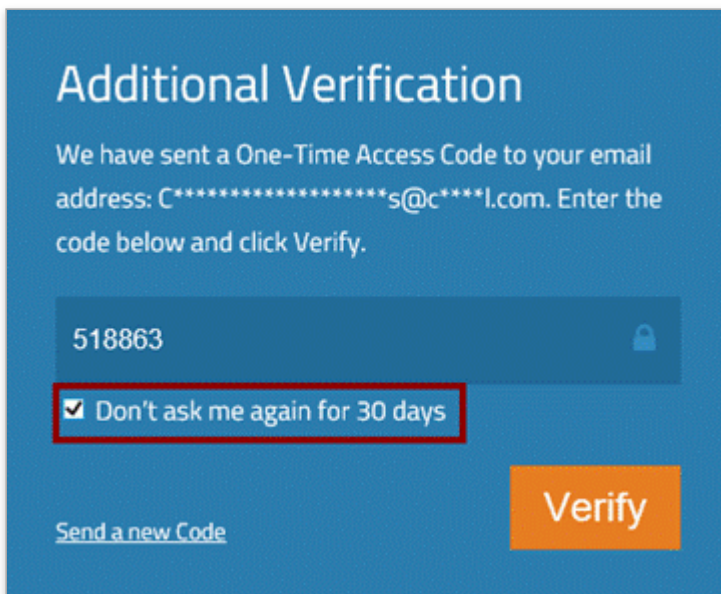


3. Once you type the code (all digits) the Verify button is enabled and turns orange. Click Verify to proceed to the main menu.



The screenshot shows a blue background with the title "Additional Verification" in white. Below the title, it says "We have sent a One-Time Access Code to your email address: C*****s@c****l.com. Enter the code below and click Verify." There is a dark grey input field containing the code "518863" and a lock icon on the right. Below the input field is a checkbox labeled "Don't ask me again for 30 days" which is currently unchecked. At the bottom left is a link "Send a new Code" and at the bottom right is an orange "Verify" button with a red border.

4. Click Don't ask me again for 30 days and you won't be prompted for the access code again for 30 days if you login using the same computer and browser. Do not click the checkbox if you are using a publicly accessible computer.



This screenshot is identical to the previous one, but the checkbox "Don't ask me again for 30 days" is now checked and highlighted with a red border. The "Verify" button remains orange.

5. If you do not receive the One-Time Access Code or cannot access your e-mail, call 1-800-929-5199 for assistance. The Help Desk will ask for the Support ID shown on the verification screen and ask additional questions to establish your identity.

FAQs

Q: What is Multi-Factor Authentication?

A: Multi-Factor Authentication (MFA) is a method to confirm your identity and grant access to Care^{mc}. Only after you present two pieces of information (or factors) – namely your User ID / password combination, and a secure access code sent to your e-mail address – will you be granted access to Care^{mc}.

Q: Why is CorVel implementing Multi-Factor Authentication?

A: The number and severity of data breaches has increased significantly in recent years. CorVel takes our responsibility to protect information with the utmost seriousness. We want to ensure that the information we safeguard in our systems is thoroughly protected. Multi-Factor Authentication helps protect you and our clients by making it more difficult for someone else to sign in to your Care^{mc} account.

Q: Who will be impacted by Multi-Factor Authentication?

A: Anyone logging on to www.caremc.com from outside the CorVel network.

Q: When will I be prompted for Multi-Factor Authentication?

A: After you successfully enter your Care^{mc} Username and password, you will be prompted to enter a secure access code sent to the e-mail address we have on record in Care^{mc}.

Q: Who will send the e-mail message with the secure access code?

A: The message will be sent from donotreply@corvel.com. Be sure to add this address to your safe senders list.

Q: How long is the secure access code valid?

A: The secure access code is valid for 10 minutes. If you can't enter the code within 10 minutes, click the link on the entry screen to request a new code.

Q: How often will I be prompted for a new secure access code?

A: You will be prompted for a new secure access code every 30 days if you click Remember this device for 30 days. If you login from a different computer, or browser, or clear your browser history, you will be prompted to enter a new secure access code.

Q: What if I forgot my Username?

A: Click "Forgot Username or password?" on the Care^{mc} login screen. Then click "Forgot Username" on the Password Reset Request screen. Enter the e-mail address associated with your account and click Submit. You will receive an e-mail message with your username momentarily.

Q: What if I don't have access to e-mail?

Call Care^{mc} Support at 1-800-929-5199.

Q: What if I don't receive the Multi-Factor Authentication e-mail?

Call Care^{mc} Support at 1-800-929-5199.

Q:What if I need to update my e-mail address on record in Care^{mc}?

A: Contact your CorVel account representative.

Q:What if my password is expired?

Care^{mc} shows a message when your password is expired and requires you to create a new one before allowing you to log in. Password rules:

- Passwords must be at least 8 characters long.
- Passwords may consist of any combination of characters from A through Z (case sensitive), or 0 through 9.
- Characters that are not alphanumeric – such as \$, ?, or < – are not allowed.
- Passwords must be changed every 90 days.
- Password changes are checked against previous passwords to ensure the new password does not match a previous one.

Q: Where can I find the Care^{mc} Support number?

A:On the screen that prompts you for the secure access code, after you enter your Username and password. The number is 1-800929-5199.

Q: How long will it take to receive the e-mail message with my secure access code?

A:You should receive the message with your secure access code immediately. It may take a few moments to appear depending on your e-mail provider.

Q: How long should I wait to call support if I haven't received the e-mail message with the secure access code?

A:At least 10 minutes.

Q: Does it matter what browser I use?

A:Care^{mc} requires Microsoft Internet Explorer, version 11.

Q: Is Multi-Factor Authentication required if I use Single Sign-On (SSO)?

Yes. If you login with SSO, you will also be prompted to enter a secure access code.

Q:Why am I still getting prompted for the one-time secure access code when I checked the box?

A: You need to set your browser to save cookies.

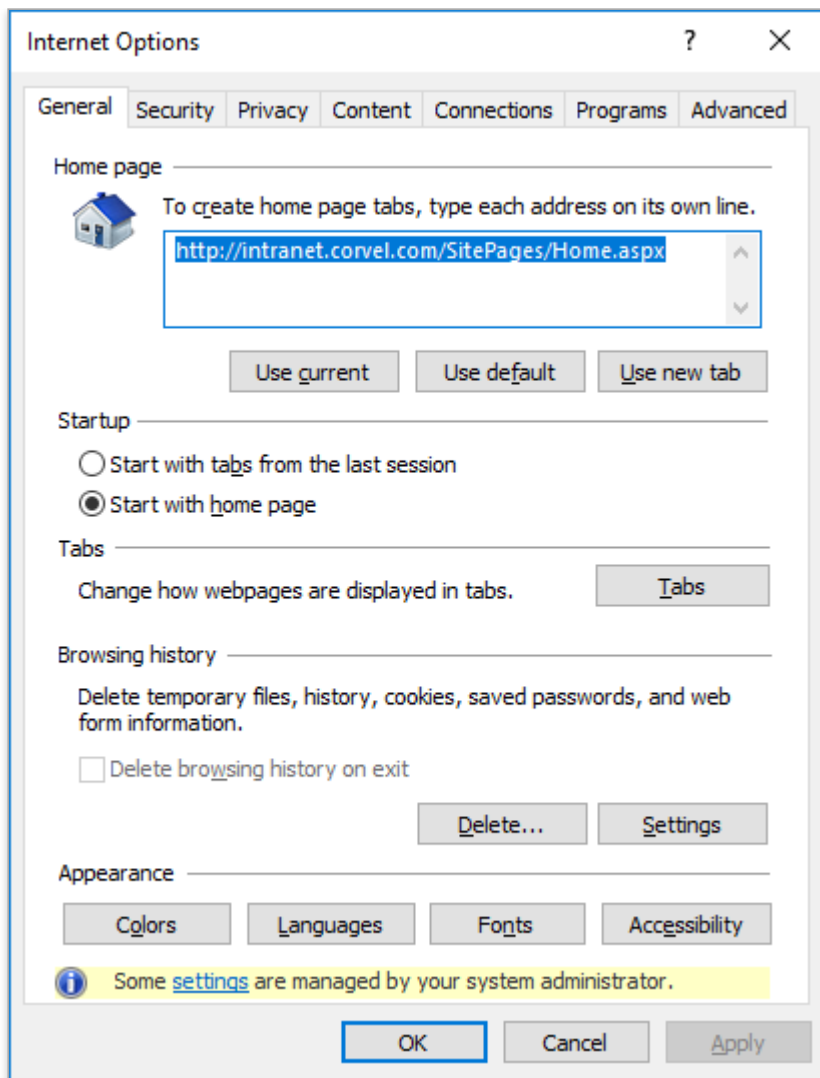
Q:What length of time is the Care^{mc} inactivity period before I am logged out and have to log back into the system again?

A: You are automatically logged out of Care^{mc} after 60 minutes of inactivity.

Internet Explorer

Internet options > General > Browsing History > Delete browsing history

Be sure that Delete browsing history on exit is not selected.



Chrome

Select Allow sites to save and read cookie data.

Settings > Advanced > Privacy and security > Content Settings > Cookies

Privacy and security

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

Use a web service to help resolve navigation errors

Use a prediction service to help complete searches and URLs typed in the address bar

Use a prediction service to load pages more quickly


Automatically send some system information and page content to Google to help detect dangerous apps and sites

Protect you and your device from dangerous sites

Automatically send usage statistics and crash reports to Google

Send a "Do Not Track" request with your browsing traffic

Use a web service to help resolve spelling errors
Smarter spell-checking by sending what you type in the browser to Google

Manage certificates
Manage HTTPS/SSL certificates and settings 

Content settings
Control what information websites can use and what content they can show you ▶

Clear browsing data
Clear history, cookies, cache, and more ▶

Important Notes

Make sure you turn Clear off

Be sure to select Cached data and files

and Tabs I've set aside or recently closed

Settings > Clear browsing data > Choose

what to clear > Clear

← Cookies

Allow sites to save and read cookie data (recommended)

Keep local data only until you quit your browser

Block third-party cookies
Prevent third-party websites from saving and reading cookie data

See all cookies and site data ▶

Block ADD

No sites added

Clear on exit ADD

No sites added

Allow ADD

No sites added

<< Clear browsing data



- Browsing history
- Cookies and saved website data
- Cached data and files
- Tabs I've set aside or recently closed
- Download history
- Form data
- Passwords

Show more ▾

Clear

Always clear this when I close the browser

Off

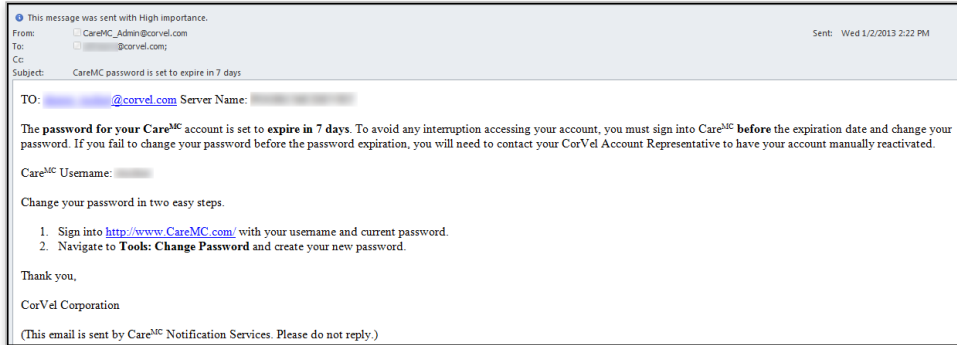
[Change what Microsoft Edge knows about me in the cloud](#)

[Clear Bing search history](#)

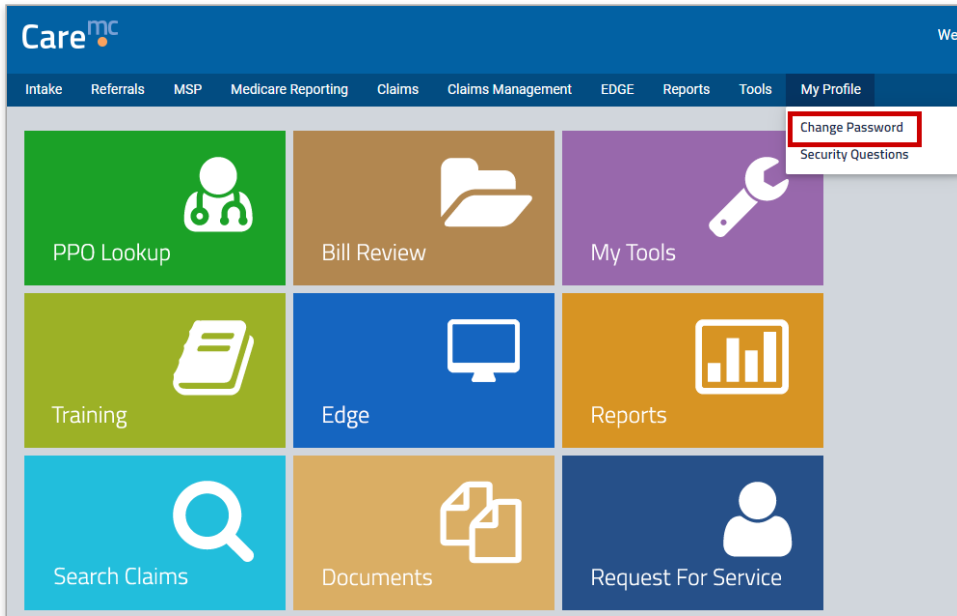
[Learn more](#)

Changing Your Password

Your password must be changed every 90 days. E-mail reminders are sent to the e-mail listed in your Care^{mc} account 14 days, 7 days, and 2 days before your password expires.



To change your password click **My Profile > Change Password**.



Type your current password and new password twice, and click Submit

Change Password

Please change more than the case of your password (e.g. changing "aaa" to "AAA" will not be allowed).

Current Password * [password field]

New Password * [password field]

Confirm New Password * [password field]

You will receive a confirmation if the new password is accepted. If your new password is not accepted, be sure that it conforms to the [password rules](#).

 **Change Password**

Your password has been changed. It will be good for 90 days.

Resetting Forgotten or Expired Password

Security questions protect your Care^{mc} account. The first time you login to Care^{mc} you will be prompted to provide answers to three security questions. Security questions are designed to be memorable to you but hard for others to guess. The security questions will be used to verify your identity if you need to reset a forgotten or expired password.

Password Rules

- Passwords must be at least 8 characters long and include...
 - ...at least one uppercase letter
 - ...at least two lowercase letters
 - ...at least one number
 - ...at least one special character such as \$, ?, or < –
- Passwords must be changed every 90 days.
- Passwords cannot match the previous 5 passwords.

To set up your three security questions, simply select each question and type at least a four character answer in the spaces provided.

Care^{mc}

Modify your Security Questions

Your login profile is missing security questions. Please setup your questions now or click "skip for now" to complete this later. On August 01, 2016, this will become required to access CareMC.

Answers must be at least 4 characters long and are not case sensitive. Be sure to choose answers you can remember. Information you enter will be used to verify your identity if you forget your password.

* Question 1 What was the make and model of your first car?

* Answer

* Question 2 Please select a question

* Answer


* Question 3 Please select a question


* Answer

Capture screenshot

Your Answer is obscured, but if you would like to see what you have typed, click and hold the eye on the right side of the space to reveal your answer. Release the mouse button to obscure your answer again.

* Question 1 What was the make and model of your first car?

* Answer 



Click Submit when you are done.

* Question 3 What is the first name of your oldest niece?

* Answer

Or you can click Skip for now if you would like to setup your questions later. You will be required to setup your security questions starting August 1, 2016.

* Question 3 Please select a question

* Answer

Password Reset

After you setup the answers to your security questions, you can reset your own password in case you forget your password or your password expires from the Care^{mc} login screen.

Note

After five incorrect login attempts, you will be locked out of Care^{mc} and prompted to change your password.

To reset your password, click Forgot Username or Password?



Account Login

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

Submit

[Request Access](#)

Type the e-mail address associated with your Care^{mc} account and click Submit.



Password Reset Request

Enter your email address and we'll send you instructions for resetting your password.

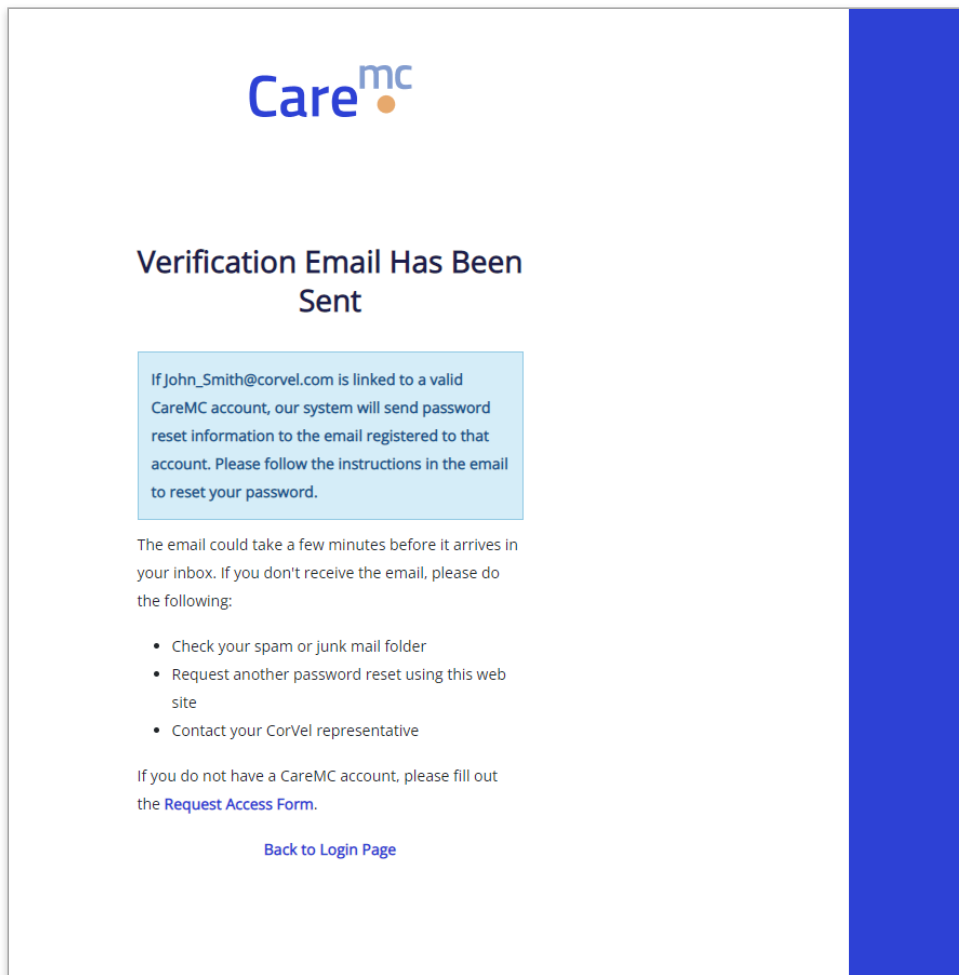
* Email

[Forgot username?](#)

Reset Password

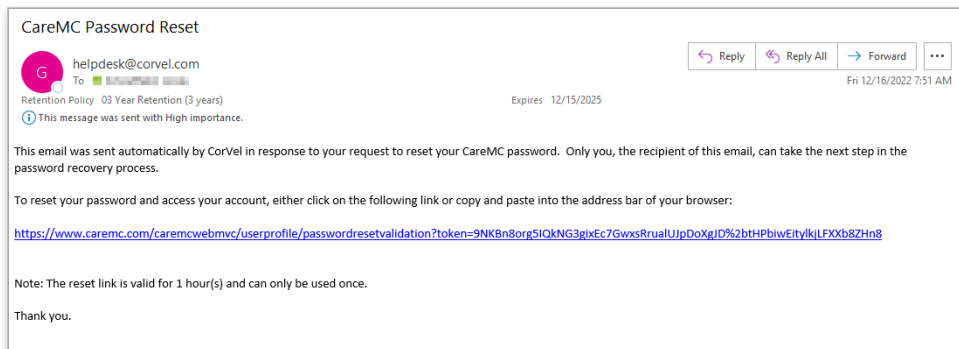
[Back to Login Page](#)

You will see a confirmation message with additional instructions.




The screenshot shows a confirmation page for a CareMC account. At the top left is the CareMC logo. The main heading is "Verification Email Has Been Sent". Below this is a light blue box containing the text: "If John_Smith@corvel.com is linked to a valid CareMC account, our system will send password reset information to the email registered to that account. Please follow the instructions in the email to reset your password." Below the box, it states: "The email could take a few minutes before it arrives in your inbox. If you don't receive the email, please do the following:" followed by a bulleted list: "• Check your spam or junk mail folder", "• Request another password reset using this web site", and "• Contact your CorVel representative". It then says: "If you do not have a CareMC account, please fill out the Request Access Form." At the bottom, there is a link: "Back to Login Page".

When you receive the e-mail message, click the link in the e-mail body. The link is valid for one hour and can be used only once.



The screenshot shows an email titled "CareMC Password Reset" from helpdesk@corvel.com. The email body contains the following text: "This email was sent automatically by CorVel in response to your request to reset your CareMC password. Only you, the recipient of this email, can take the next step in the password recovery process. To reset your password and access your account, either click on the following link or copy and paste into the address bar of your browser: <https://www.caremc.com/caremcwebmvc/userprofile/passwordresetvalidation?token=9NKbN8org5IQkNG3gixEc7GwxsRruaUjDpDoXgJD%2bTHPblwEitykLFXxb8ZHn8> Note: The reset link is valid for 1 hour(s) and can only be used once. Thank you." The email header includes a "G" icon, the sender "helpdesk@corvel.com", and a retention policy of "03 Year Retention (3 years)". It also shows "Expires: 12/15/2025" and the date "Fri 12/16/2022 7:51 AM". Action buttons for "Reply", "Reply All", "Forward", and a menu icon are visible at the top right.

Provide the answers to your three security questions and click Submit.



Password Reset Authentication

Before we can allow you to proceed with password reset, please provide answers to your security questions.

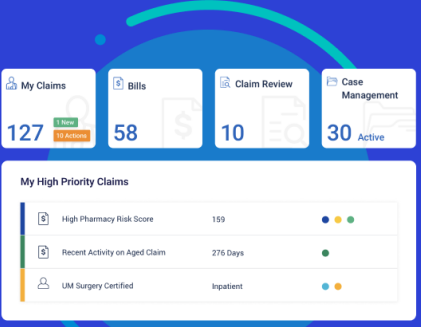
Question 1 In what city were you born?
*
Answer

Question 2 What is the name of the street you grew up on?
*
Answer

Question 3 What was the color of your first car?
*
Answer


[Back to Login Page](#)

Tools to better manage healthcare and claims activities.



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Type your current password, and then type a new password. Confirm your new password and then click Submit.



Password Reset Authentication

The password must be at least 8 characters and contain at least 1 digit, 1 upper case letter, 2 lower case letters and 1 symbol.

Important: Do not use your user ID, name or other personal information. Do not store your password in physical or in electronic format and remember to change it frequently.

Email Address

* Password

* Password

Confirmation

[Back to Login Page](#)

Click Back to Login Page.

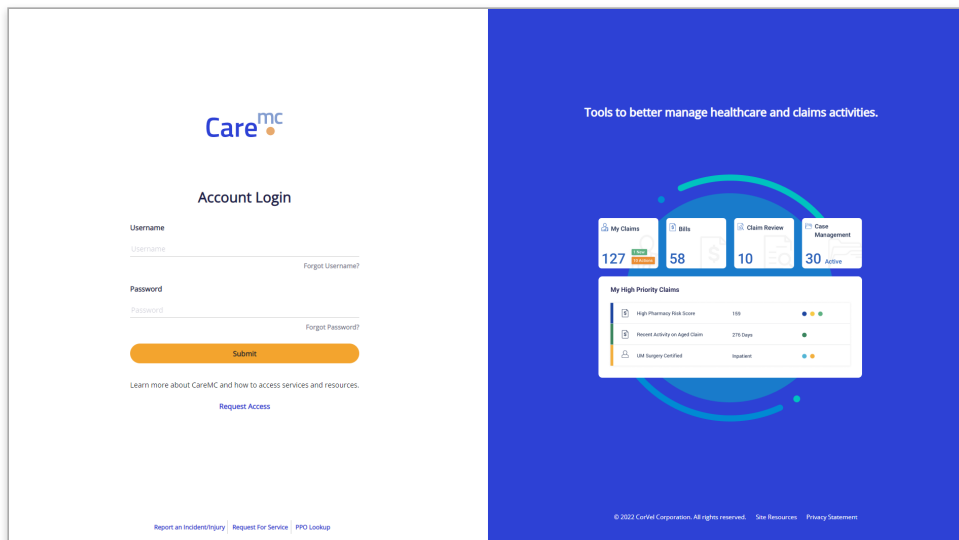


Password Reset

Your password has been changed. It will be good for 90 days.

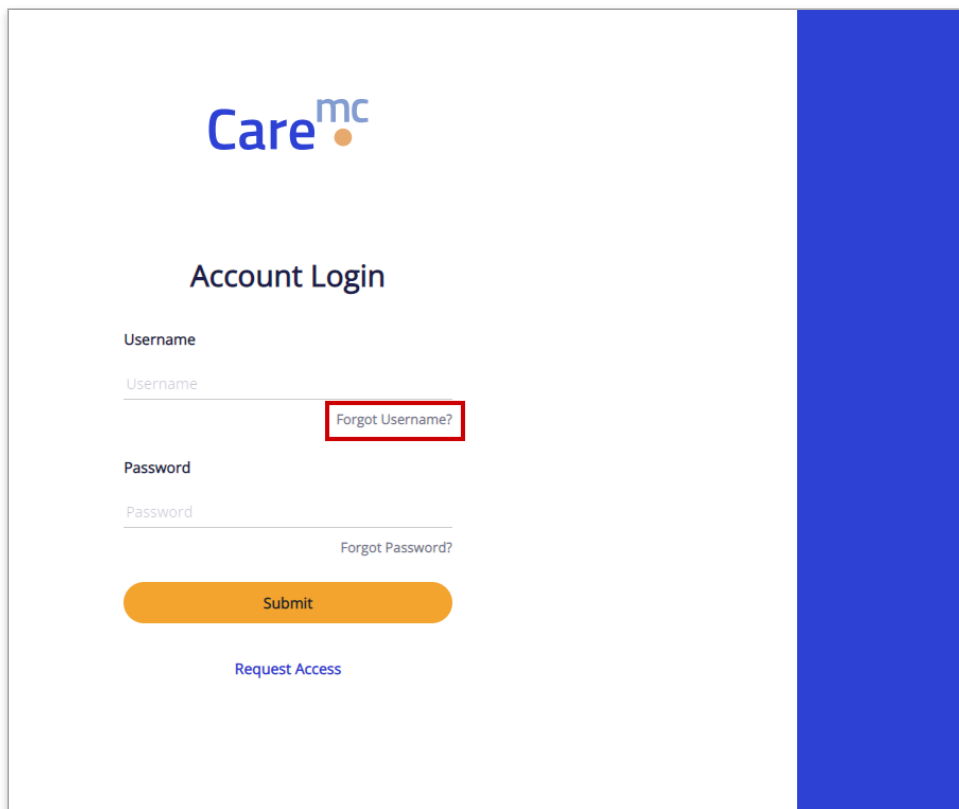
[Back to Login Page](#)

Type your username and your new password and click Submit.



Forgotten Username

If you forget your Care^{mc} Username you can request it via e-mail. Click Forgot Username to open the Reset Username request form.



Enter the e-mail address associated with your account and click **Retrieve Username**. You will receive an e-mail message with your username momentarily.



Username Lookup

Enter the e-mail address associated with your Care^{MC} account to retrieve your username.

* Email

Enter e-mail here

[Forgot password?](#)

Retrieve Username

[Back to Login Page](#)

Note

You must have a CorVel e-mail address or CorVel customer e-mail address. Product Support will not reset passwords if the e-mail address provided is a webmail or non-CorVel customer ISP, like Yahoo!, Hotmail, or Comcast.

Expired Passwords

Care^{mc} will remind you when your password is about to expire and allow you to change it.

Change Password Close

Your password is about to expire in 8 days. You may change it now if you like.

* indicates required information
Please change more than the case of your password. For example changing the password aaa to AAA will not be allowed

Login Name *	<input type="text" value="pmill"/>
Current Password *	<input type="password"/>
New Password *	<input type="password"/>
Confirm New Password *	<input type="password"/>

Change Password

You can create a new password, or close the window and proceed. If you do not change your password, you will be prompted again the next time you log in.

Care^{mc} also tells you when your password is expired and requires you to create a new one before allowing you to log in.

Change Password Close

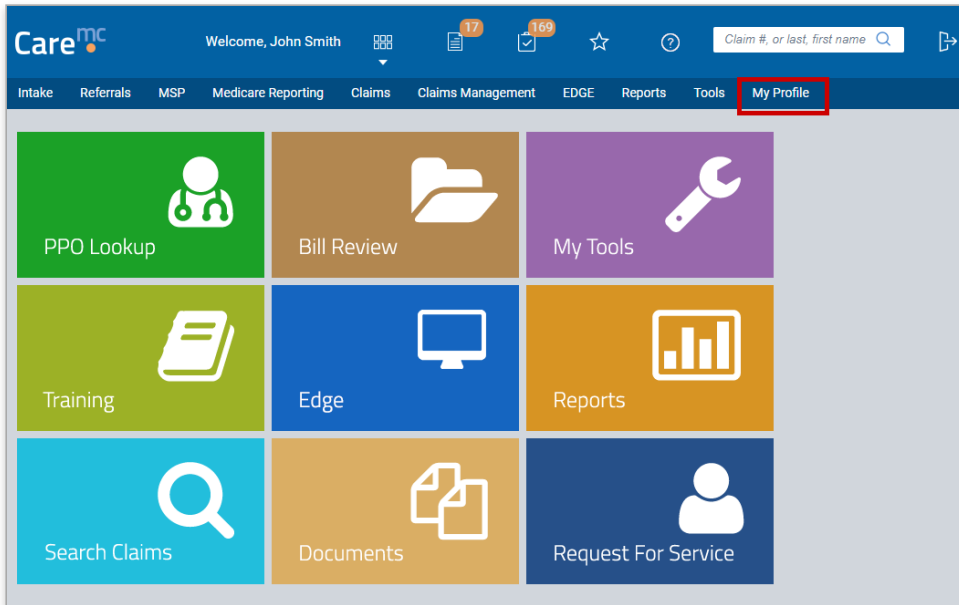
Your password has expired. You must change your password before you can log in.
* indicates required information
Please change more than the case of your password. For example changing the password aaa to AAA will not be allowed

Login Name *	<input type="text" value="pmill"/>
Current Password *	<input type="password"/>
New Password *	<input type="password"/>
Confirm New Password *	<input type="password"/>

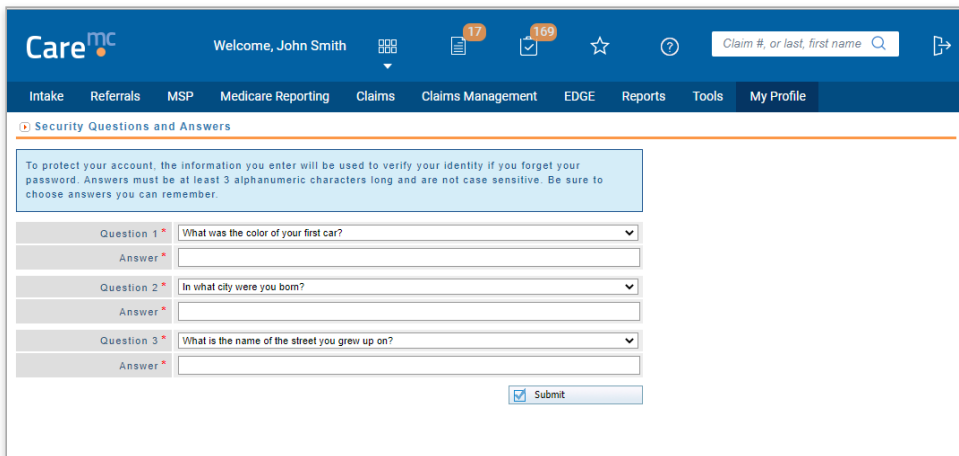
Change Password

My Profile

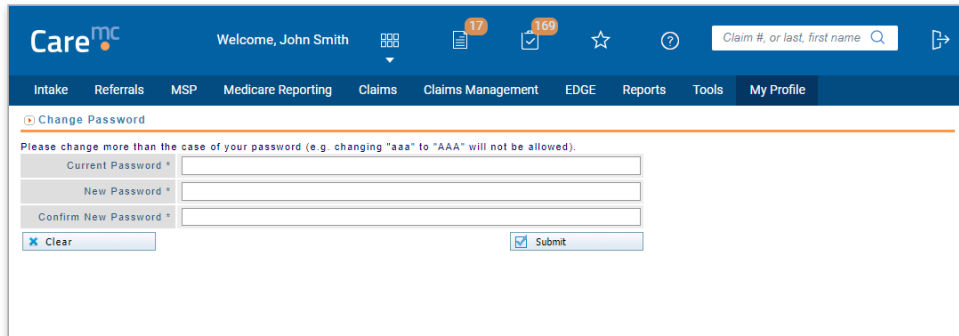
To setup or change your security questions, or to reset your password at anytime, click My Profile.



To update your security questions, click My Profile>Security Questions. You can select each question and type at least a four character answer in the spaces provided. Click Submit when you are done.



To reset your password, click My Profile>Change Password. Type your current password, and then type a new password. Confirm your new password and then click Submit.



The screenshot shows the Caremc user interface. At the top, there is a navigation bar with the Caremc logo, a welcome message for John Smith, and several icons including a grid, a document with '17', a checkmark with '169', a star, and a refresh icon. A search bar contains the text 'Claim #, or last, first name'. Below the navigation bar is a menu with options: Intake, Referrals, MSP, Medicare Reporting, Claims, Claims Management, EDGE, Reports, Tools, and My Profile. The 'Change Password' form is displayed, featuring a title bar, a warning message, three input fields for 'Current Password', 'New Password', and 'Confirm New Password', and two buttons: 'Clear' and 'Submit'.

Care^{mc} Welcome, John Smith

Intake Referrals MSP Medicare Reporting Claims Claims Management EDGE Reports Tools My Profile

Change Password

Please change more than the case of your password (e.g. changing "aaa" to "AAA" will not be allowed).

Current Password *

New Password *

Confirm New Password *

Clear Submit

Tip

Reminder that if your company e-mail address changes, to notify your CorVel Representative to update it in Care^{mc}.

Care^{mc} System Requirements

System requirements for using www.caremc.com:

System Requirements	
Browser	Microsoft Edge Google Chrome
Software	E-mail - address must be associated with your Care ^{mc} account and from a company rather than personal or social domain such as Hotmail or Gmail. Microsoft Office 2010 or 2013 to view Word or Excel documents. Secure Transfer to upload documents securely Adobe Acrobat Reader to view documents and reports
Site Access	Add *.caremc.com to your trusted sites. Depending on your security settings, this may need to be done by a company administrator. Browser settings (Internet Options) for Security Zone should be enabled to allow pop-ups and other controls for file downloads.
Cookies	Care ^{mc} requires that the browser allows cookies. Cookies are small files that provide additional security during the session. Although most corporate browsers are configured to allow cookies, personal or home computers may be setup to disallow cookies.