

The All Star Provider Portal

Frequently Asked Questions

Find answers to common questions about logging in, navigating the portal, completing tasks, and more.

I forgot my password. What should I do?

Select **Forgot Password** on the login screen and follow the prompts to reset your password.

What is the new Provider Portal URL?

You can access the portal login page at <https://provider.allstarhealthcaresolutions.com/s/login/>

What happens if I did not work a scheduled shift?

Open the applicable timesheet and select **Did Not Work** from the Shift dropdown menu before submitting.

How do I log a 24-hour call?

If you were on a 24-hour call assignment, log your time using two separate **Shift** types.

- **Daily OnCall (24 hr):** Enter the full 24 hours you were on call (for example, 7 a.m. to 7 a.m. the following day).
- **Hourly CallBack Rate:** If you were called back into the facility during your on-call period, create a separate entry using your actual **Time In** and **Time Out**. Only record the hours you were actively working during the callback.

This means you'll have one Daily OnCall entry for the full on-call period and a separate Hourly CallBack entry for any time you were called in to provide patient care.

How long does credentialing take?

Credentialing timelines vary by assignment and facility. Your All Star credentialing specialist will keep you informed throughout the process.

You can help keep the process moving by completing credentialing requirements as soon as possible and regularly monitoring the portal for any outstanding documents or action items.

What if I didn't receive my welcome email?

If you can't locate your welcome email, please check your spam or junk folder. If you still can't find it, contact your consultant or email

PortalSupport@asrlocums.com for assistance.

Can I access the Portal on my mobile device?

Yes. The Provider Portal is accessible from most mobile devices and modern web browsers.

What happens if I work later than my scheduled time?

Update the **Time In** and **Time Out** fields on your timesheet to reflect the hours actually worked before submitting.

How long do providers have to submit their timesheets?

Providers should submit their timesheets within 24 hours of completing their last shift for the week. Submitting your timesheet on time helps ensure accurate and timely payment.

What expenses qualify for reimbursement

Approved expenses may include:

- **Flights**
- **Lodging**
- **Rental Cars**
- **Fuel**

Other assignment-related expenses approved by All Star.

Actual expenses that qualify for reimbursement will be communicated to you by your consultant. Expenses submitted outside approved guidelines may be rejected and returned for correction.



Need additional help? PortalSupport@asrlocums.com. Or reach out to your All Star consultant for assistance.

