

MACSIS Update

ODADAS/ODMH Provider Web Portal

Sent on: Dec. 9, 2011

Background:

The ODADAS/ODMH Provider Web Portal went “live” on November 1, 2011. The web portal allows provider staff to access “real time” data to determine the allocated benefits, benefit usage and remaining benefits for a client.

All current Medicaid providers were pre-loaded with a primary user setup. This primary user could then setup their secondary users. Once a secondary user was setup, an e-mail notification was to be generated and sent to the secondary user that would contain their Username and their initial password.

This piece was not functioning and e-mail notifications were not being sent to secondary users. The problem has been resolved and the programming changes will need to be moved to the production environment.

It will be necessary to take the ODADAS/ODMH Provider Web Portal off-line today from 10 PM to 11 PM.

If you forget your User ID or your password, you can request your password be reset, or have your User ID sent to you. To do this you need to click the “I can’t access my account” link that is found on the web portal login page. This will bring up a screen where you enter your email address and indicate the problem you are experiencing. Once you enter your email address, select either “I forgot my password” or “I forgot my User ID”, enter the special characters and select the submit button, you will then receive an email with the requested information. If you receive an error that says, “Your email entry didn’t match our records”, an email address is not on file.

When setting up secondary users, an email address is required to complete the process of adding a secondary user. Primary users were not setup with email addresses; providers were required to assign their primary users once the web portal went “live”.

Board Action Required:

None.

Provider Action Required:

Do not try to access the ODADAS/ODMH Provider Web Portal from 10 PM to 11 PM today. All primary users should update their account information and make sure they enter an e-mail address.

If you get the above error message that your email entry does not match, email the OIS Resource Center at HelpDesk@mh.ohio.gov. Be sure to provide them with your User ID and your contact information.

Thank you for your continued support and patience. If you have any questions, please contact the [MACSIS Support Desk](#).