Provider Web Portal

User Guide

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Table of Contents

What is the ODADAS/ODMH Provider Web Portal? ................................................................. 2
Requirements .................................................................................................................................. 2
How do I access the ODADAS/ODMH Provider Web Portal? .................................................. 2
How are Username(s) and initial passwords assigned? ............................................................... 2
Logging into the web portal for the first time. ........................................................................... 3
  Web portal login page .................................................................................................................. 3
Returning Users ............................................................................................................................ 4
  Web portal login page .................................................................................................................. 4
How do I access client eligibility and benefit information? ....................................................... 4
  Client Eligibility and Benefit Information screen ...................................................................... 5
Change your password .................................................................................................................... 9
  Change your ODMH and ODADAS Medicaid Provider Portal Password Screen .................. 9
I forgot my password or User ID. .................................................................................................... 9
  Password Recovery Page .......................................................................................................... 10
I am locked out of the system ........................................................................................................ 10
Account information screen .......................................................................................................... 10
  Primary Users will be directed to the Administrator Account Information screen .................. 11
    Primary User Account Information Screen .............................................................................. 11
  Secondary Users will be directed to their Account Information screen .................................. 13
    Secondary User Account Information Screen ......................................................................... 13
How do I access the ODJFS web portal? .................................................................................... 13
ODADAS/ODMH
PROVIDER WEB PORTAL

USER DOCUMENTATION

What is the ODADAS/ODMH Provider Web Portal?

The ODADAS/ODMH Provider¹ Web Portal allows provider staff to access “real time” data to determine the allocated benefit limits, benefit usage and remaining benefits for a client. “Real time” data refers to services that have already been billed to MACSIS, and does not represent services that have been provided but not billed.

“Remaining units” does not guarantee payment.

All units have been converted to hourly units (except for day services) and the allocated benefit amount, benefit usage and remaining benefit displayed in the web portal will be displayed as hourly units, except for services that are billed by the day.

Requirements

This application is to be used by authorized persons who will be designated as either a Primary User or Secondary User and requires the use of either IE 8 (or higher), or Firefox.

How do I access the ODADAS/ODMH Provider Web Portal?

The ODADAS/ODMH Provider Web Portal can be accessed via your internet browser at: https://bhbenefits.ohio.gov/BBJ/signIn.jsp

How are Username(s) and initial passwords assigned?

Each Medicaid provider will have a Primary Username that will be the same as their ODJFS Medicaid 7-digit ID number. Dual MH/AoD providers are assigned separate Medicaid provider numbers by ODJFS. Dual providers will have an AoD Primary Username and a MH Primary Username.

Each Primary Username will be assigned an initial password. The initial password will be A0000xxxx; where xxxx = the last four digits of the provider’s Federal tax ID number. It will be the responsibility of the primary user, similar as with the ODJFS provider portal, to assign additional (secondary) users. There can be up to 99 secondary users.

¹ Provider refers to the agency; not the individual clinician.
The **Secondary Username(s)** will be the ODJFS Medicaid 7-digit ID number followed by a sequence number starting with “-1”. Example: 1234567-1, 1234567-2, etc. The initial password for the **Secondary Username(s)** will be `S0000xxxx`, where `xxxx` = last four digits of the Federal Tax ID number.

All current Medicaid providers have been pre-loaded and the Primary User for each has been setup. Each Primary User can verify the information that was pre-loaded.

When a new Medicaid provider submits a **MACSIS Provider Request/Modification Form**, and that provider has been setup in MACSIS, their Primary User will automatically be created for access to the ODADAS/ODMH Provider Web Portal.

### Logging into the web portal for the first time.

**Web portal login page.**

Instructions for first time users:

- Enter your **Username** and **Password**.
- Type the characters that appear in the highlighted box in the space provided.
- The ODMH and ODADAS Medicaid Provider Portal radio button is checked by default.
- Click the **Login** button.
- After the initial login, users will be taken to the **Change your ODMH and ODADAS Medicaid Provider Portal Password** to change their password.

**Passwords must be reset every 60 days.**

The portal will allow six failed password attempts before the user is locked out of the system.
Returning Users

Web portal login page.

- Enter your **Username** and **Password**.
- Type the characters that appear in the highlighted box in the space provided.
  - The ODMH and ODADAS Medicaid Provider Portal option is checked by default.
- Click the **Login** button.

How do I access client eligibility and benefit information?

The **Client Eligibility and Benefit Information** screen is where a provider views a client’s allocated benefit, usage and remaining allocation (in hours).

Provider staff can look up a client’s benefit information using a primary or secondary search.

- The primary search requires either a client’s UCI number or their Medicaid ID.
- The secondary search can be used when the UCI number or Medicaid ID is not available. A secondary search must include either the client’s first name or last name and must include both the client’s date-of-birth and social security number.
Client Eligibility and Benefit Information screen.

**Primary Search**

- Enter the client’s UCI or Medicaid ID in the first box.
- The As of Date will default to today’s date; this can be changed by manually entering the desired date.
- Enter a Y or N in response to the whether you have a current and legally compliant authorization for the release of information.
  - If you leave this blank, you will receive the error message below.
  - If you enter an N, you will not be able to view any client information.
- Enter a Y or N in response to the 42 C.F.R. disclaimer.
  - To view Mental Health only benefit information, enter N. To view both Mental Health and Drug and Alcohol benefit information enter a Y (provided you have a release form).
  - If you do not enter an N or Y, you will receive the error message below.
• Click the **Submit** button.
  o The benefit, allocation and usage will be populated for the member.
  o If there is no client with the UCI number or Medicaid ID entered, you will receive the error message below.

**Secondary Search**

• Enter the either the client’s **Last Name** or **First Name** in the appropriate box.
• Enter the client’s **DOB** (date-of-birth).
• Enter the client’s **SSN** (social security number).
• The **As of Date** will default to today’s date; this can be changed by manually entering the desired date.
• Click on the **Find Client** button.

• Clients matching the search criteria will be displayed in the box to the right.
If no clients were found that meets the input criteria you will receive the following error message.

Select the client whose benefits you wish to display.

Enter a Y or N in response to the whether you have a current and legally compliant authorization for the release of information.
  - If you leave this blank, you will receive the error message below.

If you enter an N, you will not be able to view any client information.

Enter a Y or N in response to the 42 C.F.R. disclaimer.
  - To view Mental Health only benefit information, enter N. To view both Mental Health and Drug and Alcohol benefit information enter a Y (provided you have a release form).
  - If you do not enter an N or Y, you will receive the error message below.

Click the Submit button.
  - The benefit, allocation and usage will be populated for the member.

This screen shot shows the page that provides benefit allocation, usage and remaining allocation information. Instructions for navigating through this screen are found below the image.
• Use the scroll bar on the right to view all of the benefits associated with the client.
• To search on another client, click the **New Search** button and enter the information as before.
• Once you are finished, click the **Logout** button and you will be taken back to the login screen.
• If the member does not have a current eligibility span, you will receive the following error message.
Change your password.

Change your ODMH and ODADAS Medicaid Provider Portal Password Screen.

Change password:

- Enter your current/expired password.
- Choose a new password making sure it contains the minimum requirements and note that passwords are case sensitive.
  - Minimum of 9 characters.
  - Maximum of 15 characters.
  - The password should not start with an A or an S depending on whether you are a primary or secondary user.
  - Password must contain at least one uppercase letter.
  - Password must contain at least one number.
  - Maximum number of times a specific character can be repeated sequentially is four (4).
  - Password is case sensitive.
- Re-enter your new password in the Confirm your new password box.
- Click the Save button.
  - A confirmation message will appear indicating your new password has been saved and you will be returned to the login screen.

I forgot my password or User ID.

If you have forgotten your password or User ID:

- Click I can’t access my account link on the Login screen to be directed to the Password/User ID Recovery Page.
Password Recovery Page.

- Enter your e-mail address.
- Type the characters you see in the highlighted box in the space provided.
- Check the radio button next to I forgot my password, or I forgot my User ID.
- Click the Submit button.
- An e-mail will be sent to the user:
  - **I forgot my password** – the e-mail will contain a randomly generated password.
    - The user will be required to change their password once they login with the randomly generated password (see: Change your password.).
  - **I forgot my User ID** – the e-mail will contain the User ID. The user will be required to login with the default password.
    - The user will be required to change their password once they login with the default password (see: Change your password.).
      - **Primary User** default password is A0000XXXX where XXXX=last four digits of the provider’s Federal Tax ID.
      - **Secondary User** default password is 50000XXXX where XXXX=last four digits of the provider’s Federal Tax ID.

I am locked out of the system.

A user will be locked out of the system after 6 (six) failed password attempts.

If you have been locked out of the system, follow the process as outlined in the section I forgot my password or User ID.

Account information screen.

The Account Information screen is used to update personal account information, change your password, and add/delete secondary users. Only a Primary User can add or delete a Secondary User.
To access the **Account Information** screen, complete the login information, click the radio button next to **Account Information** and then click the **Login** button.

The screen you see will depend on whether you are a Primary User or a Secondary User.

**Primary Users will be directed to the Administrator Account Information screen.**

**Primary User Account Information Screen.**
The **Account Information** screen will open and the **Personal Information** fields will be populated with your information. Any Secondary User information will also be populated.

**Primary Users can:**
- **Update personal information.**
  - Make the appropriate changes in the fields provided and click the **Save** button.
  - The following popup appears:
    - If the information is correct, click the **OK** button; if not click the **Cancel** button, make the appropriate changes, and follow the above procedure to save the change.
    - You will receive a message that says the information was successfully updated.
- **Change password**
  - Click on the **change your password** link and you will be taken to the **Change your ODMH and ODADAS Medicaid Provider Portal Password** screen.
  - Follow the instructions outlined in the section **Change your password**.
- **To add a secondary user:**
  - Enter the **User ID**
    - The User ID is the ODJFS Medicaid number followed by a hyphen and a sequence number (first secondary user will have a sequence number of 1) Example: 1234567-1
    - Deleted Secondary User ID’s will be reused and automatically generated by the system.
  - Enter the initial **password**
    - The initial password will be S0000XXXX where XXXX is the last four digits of the provider’s Federal Tax ID.
    - An e-mail will be generated and sent to the secondary user to notify them their account has been setup and to contact the Primary User for the User ID and initial password.
  - Enter the secondary user’s e-mail address.
  - Enter the secondary user’s **Last Name**.
    - First Name, phone number, Street, City and zip code are optional.
  - Click the **Save** button.
    - A message will appear that says, “user is successfully created”.
    - Primary User will be responsible for sharing the User ID and initial password with the Secondary User.
    - The new user will need to change their password after the initial login.
• **To delete a secondary user:**
  - Check the box next to the Secondary User you want to delete
  - Click the Delete button
    - A message will appear that asks if you are sure you want to delete the user – click Okay to delete, or Cancel if you do not want to delete the user.
  - A message will appear that says, “user is successfully deleted”.

Secondary Users will be directed to their Account Information screen.

**Secondary User Account Information Screen.**

![Account Information Screen](image)

The **Account Information** screen will open and the **Personal Information** fields will be populated with your information.

Secondary Users can:

- **Update personal information**
  - Make the appropriate changes in the fields provided and click the Save button.
  - You will receive a message that says the information was successfully updated.
- **Change password**
  - Click on the change your password link and you will be taken to the Change your ODMH and ODADAS Medicaid Provider Portal Password screen.
  - Follow the instructions outlined in the section Change your password.

**How do I access the ODJFS web portal?**

To access the ODJFS Medicaid Provider Web Portal for Medicaid eligibility verification, click the [https://portal.ohmits.com/public/Providers/tabid/43/Default.aspx](https://portal.ohmits.com/public/Providers/tabid/43/Default.aspx) link at the bottom of the login screen.
14 | Provider Web Portal User Guide

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