



## Table of Contents

What is the Medicaid Portal? .....	2
Are providers required to use the Portal? .....	2
Who can use the Portal?.....	2
What information do I need to register in the Portal? .....	2
Where do I find my SD MEDX ID Number? .....	2
How do I register for access to the Portal?.....	2
Is there a limit to the number of Billing NPIs for which I can request in my account registration?.....	3
What happens if I forget or lose my username and/or password? .....	3
Why is my Temporary Password expired?.....	3
How long are my reports available to view in the Portal?.....	3
Is this Portal the same as the Provider Enrollment Portal? .....	4
How do I know if I have access to the Medicaid Portal? .....	4
Is there a fee to use the Portal?.....	4
Does the Portal protect Personal Health Information (PHI)? .....	4
Why am I still receiving paper remittance advices? .....	4
Why do I receive the “User already exists with this email” error when adding a user, even though the user is not in my user list? .....	5
Why haven’t I received my Temporary Password to login? .....	5
Who do I contact to request a new Temporary Password? .....	5
Why am I not receiving my Portal emails? .....	5
How do we have a newly enrolled Servicing provider added to our Portal account access? .....	5
How often does SD MEDX sync provider enrollment records with the Portal? .....	6
Why can’t I add a valid MEDX ID, Tax ID, and Billing NPI to my registration request?.....	6
Why did I receive an email notification that there are pending requests in my Work Queue?.....	6
Where can I find user documentation for the Online Portal? .....	6
Are there other documents or training resources available for the Portal? .....	7



## **South Dakota Provider Medicaid Portal FAQs**

### **What is the Medicaid Portal?**

The South Dakota Medicaid Portal (Portal) allows individual providers and provider groups to register an account for one or multiple Billing NPIs to electronically access, view, print and save, their organization's Medicaid Remittance Advices (RAs). The Online Portal functionality will expand to additional Medicaid related reports, such as Health Homes, Managed Care and Cost Settlement Reports. An Administrator for a Billing NPI's Medicaid Portal account will be able to control access for their Billing NPIs, through administrative functions to add, inactivate, and update user access and permissions.

### **Are providers required to use the Portal?**

Yes. All providers are expected to register and utilize the Portal.

### **Who can use the Portal?**

Users of the Portal are all enrolled South Dakota Medicaid Providers. SD Medicaid Providers with administrative permissions can grant other internal and business partners user permissions from within their administrative functions.

### **What information do I need to register in the Portal?**

Enrolled South Dakota Medicaid Providers will need their unique combination of Tax ID (FEIN), SD MEDX ID and Billing NPI, for *each* Billing NPI being requested. After registering for an organization's Billing NPI(s), the account administrator will receive all additional Portal user account requests, for their Billing NPI(s).

### **Where do I find my SD MEDX ID Number?**

Please login to [MEDX](#) to find your ID number. This number will start with a one or two and is not the seven digit provider number found on your remittance advice.

### **How do I register for access to the Portal?**

To register, the user designated by their organization to be their Medicaid Portal administrator can register for a Provider Admin user account for the Billing NPI(s):



1. Navigate to the DSS Medicaid Portal webpage:  
<https://dss.sd.gov/medicaid/portal.aspx>
2. Click on the "Medicaid Portal" logo to be directed to the Portal Login screen
3. Click the "Register" link to complete and submit the registration request form

### **Is there a limit to the number of Billing NPIs for which I can request in my account registration?**

No, there is not a limit for the number of Billing NPIs that can be added to a Registration request.

### **What happens if I forget or lose my username and/or password?**

Your username is your email address. If you have forgotten your password then click the Forgot Password Link on the Log In page. You will be required to enter your username and the responses to your three security questions to receive a new Temporary Password via email. Temporary Passwords are only valid for 3 days (72 hours).

### **Why is my Temporary Password expired?**

The Temporary Password you receive via email is only active for 3 days (72 hours). If you do not login with the temporary password within that timeframe, it will expire. If this happens, you must contact your Portal administrator to reset your password, which will prompt the system to send a new Temporary Password.

### **How long are my reports available to view in the Portal?**

The availability of prior weekly, monthly or quarterly reports is dependent upon the report.

1. Medicaid Remittance Advice reports are accessible in the Portal for 52 weeks.
2. Health Home reports
  - a. Remittance Advice
  - b. Caseload
  - c. Paid Claims
  - d. Core Services
3. Primary Care Provider (PCP) reports
  - a. Remittance Advice
  - b. Caseload
  - c. Paid Claims



- d. Core Services
- 4. ASA Census reports
- 5. Cost Settlement reports
- 6. EHR reports

### **Is this Portal the same as the Provider Enrollment Portal?**

No. At this time there are two (2) separate and distinct Portals. The Provider Enrollment SDMEDX portal is for enrollment of providers into the SD Medicaid program only. The Medicaid Portal is for other functions related to billing and claims processing.

### **How do I know if I have access to the Medicaid Portal?**

Access to the Portal will be granted by your Billing NPI portal Point of Contact (POC) who has assumed responsibility as the user maintenance and portal permissions administrator. If you would like administration access to the portal please register as an admin user and your POC will receive your request. If you would like user (non-admin) access, please contact your portal POC to add your account. You will receive an email confirmation with temporary login credentials, after your account is added. If you do not know who your portal administrator POC is, please ask your supervisor.

### **Is there a fee to use the Portal?**

There is no fee for use of the Portal. This is a free service created for the convenience of our SD Medicaid Providers.

### **Does the Portal protect Personal Health Information (PHI)?**

Yes. Access to the secure website requires entry of unique login credentials. Providers are responsible to protect PHI within their organization.

### **Why am I still receiving paper remittance advices?**

As part of the Portal Registration process, the account administrator for your Billing NPI(s) must complete an acknowledgment that remittance advices will no longer be received through the mail, in paper form. If your organization is still receiving paper remittance advices and would prefer to receive them electronically, please have the appropriate user register as your account administrator.



## **Why do I receive the “User already exists with this email” error when adding a user, even though the user is not in my user list?**

There cannot be two “Active” Portal accounts with the same email address. If you are attempting to add a user, but receive this error, there is an existing “Active” account with that email. You will not be able to add the user as long as their account remains “Active”. It is important to check your Work Queue frequently. It is possible that the user submitted a Registration form which will remain in your Work Queue until reviewed and either approved or rejected.

## **Why haven’t I received my Temporary Password to login?**

If you submitted a Registration request for review to the existing Portal account Admin(s) for your Billing NPI(s), you will not receive a Temporary Password unless it is “Approved.” Once it has been approved, you will receive an email containing your temporary password, which will only be valid for three days (72 hours).

## **Who do I contact to request a new Temporary Password?**

If your Temporary Password expires, you will need to contact your Portal account administrator to request that they reset your password. After being reset, your new Temporary Password is only valid for three days (72 hours).

## **Why am I not receiving my Portal emails?**

If you do not receive emails from [DSSOnlinePortal@state.sd.us](mailto:DSSOnlinePortal@state.sd.us) at the email address your account is registered with, please check your junk or spam email folders and add the email address to your “Safe Senders” list. If the Portal emails are not being sent to any of your email folders, please contact your Portal administrator to verify the email address for which your account is registered. If your email address was entered incorrectly or contains typos, your administrator must “Inactivate” your account and create a new account, using the correct email address.

## **How do we have a newly enrolled Servicing provider added to our Portal account access?**

Upon completing the SD Medicaid Provider Enrollment or Revalidation process the provider’s record is updated and activated in the SD MEDX system. At that time, the provider’s Billing/Servicing NPI combination is available to be retrieved by the Portal’s nightly sync with the SD MEDX system. After the Portal syncs and retrieves the updated



provider enrollment record, the Billing/Serviceing NPI combination will be available to the Provider Admin users which already have access to that Billing NPI. Provider Admins will be able to view reports for that Billing/Serviceing NPI and to add Provider User accounts with access to the Billing/Serviceing NPI combination. Provider Admins must update existing Provider User accounts which require access to the Serviceing NPI, in order to add the Serviceing NPI to their available access.

### **How often does SD MEDX sync provider enrollment records with the Portal?**

The Portal is synced nightly with the SD MEDX Provider Enrollment system.

### **Why can't I add a valid MEDX ID, Tax ID, and Billing NPI to my registration request?**

The Portal verifies the MEDX ID, Tax ID and Billing NPI combination in "real time" against the Provider Enrollment MEDX system to ensure that it is valid. If you enter a valid combination and receive an error, the Billing NPI record may not have been updated in MEDX to reflect the provider's updated enrollment status. This may be due in part to the revalidation efforts currently underway.

### **Why did I receive an email notification that there are pending requests in my Work Queue?**

Provider Admin users will receive an email notification when they have pending Registration requests in their Work Queue for more than three days. This is to ensure that Registration requests are not being missed by the Portal account administrators.

### **Where can I find user documentation for the Online Portal?**

The User Guide and FAQ are linked directly within your Portal account in the upper right hand corner of the screen. To view a PDF version without logging out of your account, click on the document link. A new browser tab will open and display the document in PDF format. All Portal documentation can also be found on the DSS Medicaid Portal webpage at <https://dss.sd.gov/medicaid/portal.aspx>.



## **Are there other documents or training resources available for the Portal?**

Yes, the [DSS Medicaid Portal](#) website is dedicated to Portal related announcements, State Portal staff Contact email and phone number, and additional user resources including:

1. Provider Training Webinar – Recorded Training Video
2. User Guide
3. Frequently Asked Questions (FAQ)
4. Provider Training Presentations:
  - a. Claims Remittance Advice PDF
  - b. Health Home and Primary Care Provider Program PDF
5. Compatibility View Setting Resolution