Dental Providers / Medicaid Portal
Registration and Eligibility Inquiry

October 2017
Agenda

- Overview
- Registration
- Administration
- Eligibility Inquiry
Overview

- Online Portal live on November 18, 2016 for Medicaid Remittance Advices.
- Since this time additional reports have been migrated to the portal.
  - PCP Remits
  - Health Home and PCP Caseload
  - Health Home and PCP Paid Claims Reports
  - Census Status
  - Cost Settlement
- Eligibility Inquiry - August 2017
Accessing the Online Portal

- Click on the logo located on the DSS Online Portal webpage:

- Below is the direct link for the Online Portal login:
  - https://dss.sd.gov/ocp/Account/Login
Profile Types and Abilities

 ➢ Provider Admin
   - Can add and update Provider Admins and Provider Users
   - Access to one or more BNPI and all SNPI associated with them
   - Can Update existing user accounts to add or remove BNPI & SNPI access and their account permissions

 ➢ Provider User
   - Able to View or Print
   - Access to customized BNPI/SNPI combinations
   - Cannot register - must be added by a Provider Admin
New Registration Requests

Be Prepared. Ensure you have the following information to sign up:

- MEDX ID
  - Contact YOUR internal Provider Credentialing Specialist
  - This is unique to each Billing NPI
- FEIN (or SSN if sole proprietorship)
  - Federal Employer Identification Number
- BNPI
  - Billing NPI for Facility, Group, or Individual (if no facility or Group)
Adding Admin Users

Add Provider Admin

- Sally *Sanders
- (605) 123-4567
- sally.sanders@test.test
- 1234 Testing Lane
- South Dakota
- PIERRE
- 57501

Please select User Type to get started

Provider Admin

Please fill up the contact details to proceed to next screen

* indicates required fields

Next  Cancel
Adding Provider Admin Screen 2
Adding Provider User Screen 2
Profile Update Instructions

➢ To set up your USERS with permission for Eligibility Inquiry please follow the instructions below:
  – Log into the Online Portal
  – Hover on Administration and click on User Maintenance
  – Choose the USER and select Update (blue button)
  – Click Next
  – Add permissions that you wish to allow and click Update

See example on next slide
Updating User Accounts

Update Provider User

- Bob
- Tester
- (605) 321-6547
- Bob.Taster@test.testing
- 1234 Testing Lane
- South Dakota
- PIERRE
- 57501

Please select User Type to get started
- Provider User
- InActive

Please fill up the contact details to proceed to next screen

* indicates required fields

Next  Cancel
Update Provider Admin User Screen 2
Eligibility Inquiry

 Two Search Options
  – Search by Recipient Id Number
  – Search by 3 of the 4 following fields
    • Recipient’s First Name
    • Recipient’s Last Name
    • Last 4 of SSN
    • Date of Birth
  – Provider will need to select the appropriate BNPI

 Providers are able to search for up to 5 recipients at one time.

 Click Check Eligibility

 Click View to open results
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/02/2017</td>
<td>Recipient Eligibility Inquiry</td>
<td>Name: Hospital, NPI: 0000000001</td>
</tr>
<tr>
<td>07/01/2017</td>
<td>Inquiry Date From</td>
<td>07/01/2017</td>
</tr>
<tr>
<td></td>
<td>Inquiry Date To</td>
<td>07/31/2017</td>
</tr>
<tr>
<td></td>
<td>Transaction ID</td>
<td>123456-1</td>
</tr>
<tr>
<td></td>
<td>Insured Information</td>
<td>Recipient ID: 001234567, Recipient Name: Joe Samuel</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gender: M, Date of Birth: 01/01/1982</td>
</tr>
<tr>
<td></td>
<td>Eligibility</td>
<td>Dates are valid for current query.</td>
</tr>
<tr>
<td></td>
<td>31-Active Coverage: Medicaid - Full Coverage</td>
<td>Eligibility: 7/1/2017 - 7/31/2017</td>
</tr>
<tr>
<td></td>
<td>Co-Payment Required</td>
<td>Amount: $50.00</td>
</tr>
<tr>
<td></td>
<td>Coordination of benefits</td>
<td>MEDICARE-A, Eligibility: 7/1/2017 - 7/31/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Policy: 00001234C1</td>
</tr>
</tbody>
</table>
Eligibility Results - Supplemental Information

- Retroactive Eligibility Information noted at end of results page:

```
On 06/07/2017 this individual became retroactively eligible for services on or after 03/01/2017. You may submit claims with dates of service on or after 03/01/2017 through the end of 12/31/2017. Print this page and submit with claim as proof of timely filing.

This is not a guarantee of benefits or payment. The data shown is the latest information available. All payments are subject to any limitation or exclusions that are in effect at the time the patient receives services.

https://dss.sd.gov/ocp/
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- Recipients eligible for IHS Care Coordination are also noted at the bottom of the results page:

```
* Recipient is eligible for IHS/Tribal Care Coordination.

This is not a guarantee of benefits or payment. The data shown is the latest information available. All payments are subject to any limitation or exclusions that are in effect at the time the patient receives services.

https://dss.sd.gov/ocp/
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Coming Soon….

- Expanded Date Span Search
  - multiple months for one recipient
- Death Dates
  - Displayed on results page
Resources & Contact Information

- **Portal Website**
  - [http://dss.sd.gov/medicaid/portal.aspx](http://dss.sd.gov/medicaid/portal.aspx)

- **How to create a Profile**
  - [https://www.youtube.com/watch?v=ESJI5R0E-pk&feature=youtu.be](https://www.youtube.com/watch?v=ESJI5R0E-pk&feature=youtu.be)
  - [https://dss.sd.gov/docs/medicaid/portal/training_presentation.pdf](https://dss.sd.gov/docs/medicaid/portal/training_presentation.pdf)

- **User Guide**
  - [https://dss.sd.gov/docs/medicaid/portal/user_guide_portal.pdf](https://dss.sd.gov/docs/medicaid/portal/user_guide_portal.pdf)

- **Contact us**
  - dssonlineportal@state.sd.us