Online Portal Provider Training

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Agenda

➢ What is the Portal?

➢ Registration

➢ Login

➢ Remittance Advices

➢ Demonstration

➢ Q & A

What is the Portal?

➢ The Online Portal initiative is meant to streamline communications between South Dakota Medicaid and our providers.

➢ The initial implementation of the Online Portal includes two key components: Administration and Reports

– Future functionality is planned to include Eligibility Status Inquiries

➢ The Portal allows an organization to create and establish appropriate account access and permissions to their providers and staff.

➢ Ability to view and download copies of Remittance Advices (RAs)

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New Registration

➤ The Portal account administrator should be designated by your facility to oversee Portal access and permissions for your users within your Billing NPI(s)

➤ This individual must complete and submit a New Registration request that includes all Billing NPIs for which a facility has administrative oversight.

– There is no limitation to the number of Billing NPIs that can be submitted in a New Registration request

➤ There are three required components for a New Registration:

– Tax ID (FEIN,TIN) – Federal Employer Tax ID. If you do not have a Tax ID, you may be registered with your SSN, as a sole ownership

– Billing NPI – Billing National Provider Identification number, if registered as a sole ownership, this may be your Type 1 Servicing NPI.

– SD MEDX ID – South Dakota Medicaid Provider Enrollment Identification Number.

Preparing to Register – SD MEDX ID

➢ Login to MEDX and search by the Tax ID (FEIN, TIN). This will populate a list of each Billing NPI and SD MEDX ID under that individual Tax ID

➢ The SD MEDX ID is **not** your Payment Control Number, found on your Remittance Advice

 – Each SD Medicaid Provider Enrollment record is assigned a unique SD MEDX ID, which begins with a '1' or '2'

➢ If the user does not have the unique SD MEDX ID for each Billing NPI, they must contact the Provider Enrollment Credentialing Specialist within their organization

New Registration Cont.

- ➢ New Registration requests are submitted to, reviewed and approved by, the Portal administrator.
  - – First time registration requests for a Billing NPI are submitted to SD Medicaid for review. Subsequent registration requests will be received by an approved administrator.
  - – The Requestor may be contacted directly by the reviewer with questions or to confirm account details, prior to approval.
- ➢ Upon approval, the Requestor will receive an email confirmation with their Temporary Password and initial login details.
  - – Only an administrator can submit a New Registration request.
  - – Provider Admin users can designate additional Provider Admin users within the facility to assist with administrative functions.
  - – Provider Admins can add, approve, update and manage additional users, their access, and permissions, within their facility's Portal account.

Registration

New Registration for Provider Administration (you can request access to one or more Billing NPI's)

❋ indicates required fields

Contact First Name ❓ *	Contact Last Name ❓ *	SDMEDX ID ❓ *
Contact Phone ❓ *	Ext	Tax Id ❓ *
Contact Email ❓ *		Billing NPI ❓ * [ADD]

Billing NPI's that you are requesting access to:

Enter Billing NPI to search from the list below. 🔍

Contact Address ❓ *

State ▼ *

City ▼ *

Zip ▼ *

☐ **IMPORTANT: Once you are registered within this Portal your organization will no longer receive paper remittance advices. Remittance advices will be accessible immediately upon logging in.**

[Submit] [Cancel]

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Initial Portal Login

- ➢ Your Username is your email address.
  - – An email address cannot be duplicated or associated with more than one active user account.
  - – If a user's email address changes, the Admin will need to inactivate the user's outdated account and create a new account
- ➢ Your Temporary Password will be sent to you by email when your registration request is approved by the Medicaid Online Portal Team or your Portal Admin.
  - – Temporary passwords will expire after 3 days (72 hours)
  - – If it expires, the user must complete and submit another new registration request
- ➢ Users will be required to create a new password and to select three security questions and responses at the time of their first initial login.

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Login

Welcome to the DSS Online Portal

Use a valid username and password to gain access to the portal

For assistance with username and password, contact your administrator.

For more help contact the State at DSSOnlinePortal@state.sd.us

LOGIN

Username

(Note: This is your login email)

Password

Login   Register | Forgot Password

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Change Password

User Administration

➢ After logging into your Portal account, you will be at the Dashboard of your user account.

- – Approved Permissions will be displayed as half-moon menus along the top of the page
- – Provider Users will not have Administration permissions, and will not have access to that menu
- – The User's Account Profile details are available in the upper right-hand corner under their name, in a dropdown menu
  - • This is where users can access My Profile, Change Password and Logout sub-menu options

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Dashboard – Provider Admin

Administration

➢ Users

– View a list of all existing Portal user accounts

– Update a user's existing account access or permissions

➢ Add Users

– Create a new Provider Admin or Provider User account

➢ Work Queue

– In the Work Queue the Provider Admin can Approve/Reject New Registration requests

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Administration

Add Provider Admin User Screen 1

Administration – Add Provider Admin Screen 2

Administration - Add Provider User

➢ The Provider User role can only be created by a Provider Admin user.

– This role can be considered Read Only as they will not be allowed Administration permissions

➢ The Provider User access can be limited by the Servicing NPI(s) associated to the organization's Billing NPI(s).

– The second screen to Add Provider User is where the administrator will need to choose which Billing/Servicing NPI combinations, that user's access should be restricted to.

Add Provider User – Billing & Servicing NPI

Add Provider Admin Confirmation Message
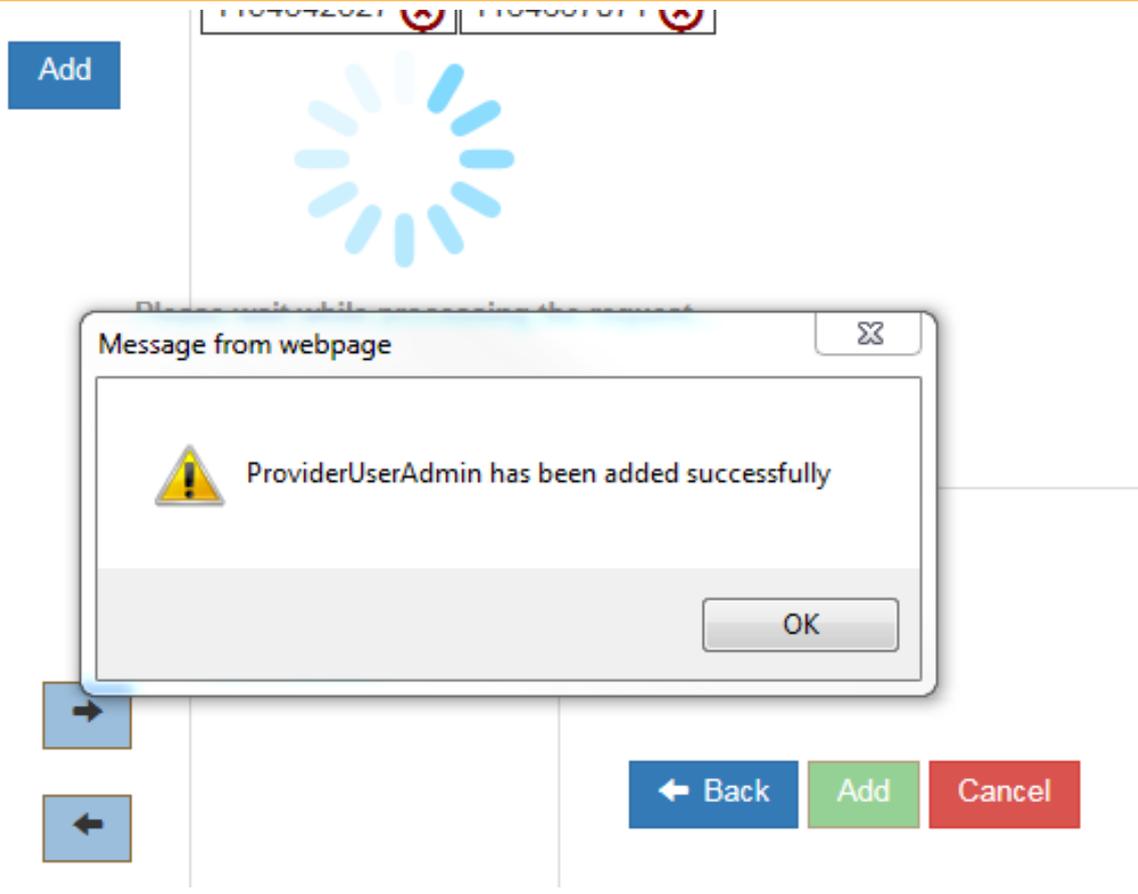
Paper Remits

➢ Once a Billing NPI is registered within the Portal, paper remittance advices will no longer be mailed. The facility's Portal administrator must provide access to all internal users as necessary.

IMPORTANT: This includes all associated Servicing NPIs.

Remittance Advice – Combined by BNPI

Remittance Advice

Medicaid Remittance Advice

- Only 90 days of reports can be viewed at one time.
- Only 52 weeks of previous reports from today's date can be searched.

Enter a date range (MM/DD/YYYY) to view your organization's information.

From: 09/01/2016   To: 11/09/2016

Please select whether you want to view all servicing NPI's in one file or individual files.

☉ Combined Remittance by BNPI
○ Separate Remittances by BNPI/SNPI

Billing NPI:
Selected: 1659410009
1659410009

Lookup Billing NPI

Create Report

Medicaid Remittance Advice from 09/01/2016 through 11/09/2016

Remittance Date	Billing NPI	
09/07/2016	1659410009	View
09/15/2016	1659410009	View
09/21/2016	1659410009	View
09/28/2016	1659410009	View
10/05/2016	1659410009	View
10/12/2016	1659410009	View
10/19/2016	1659410009	View

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Remittance Advice – Separate by BNPI/SNPI

Online Portal Website & Information

https://dss.sd.gov/medicaid/portal.aspx

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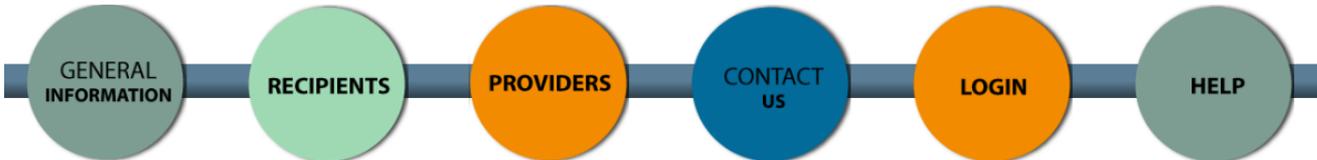
South Dakota Medicaid - Provider Online Portal

Provider Webinar - Availabe 11/16/2016

Live Q & A - November 18th, 11 am - 12 noon CST

The SD Medicaid Provider Online Portal allows providers to view and download copies of their Remittance Advices (RA/Remit) in concert with payments so that providers need not wait a week for RAs to arrive via paper mail. With this new portal also comes the flexibility of reviewing previous RAs as needed, printing RAs on demand and managing who has access to your organization's RA information.

The following resources are provided to assist users with finding and using the new online portal and some answers to frequently asked questions. For additional assistance using or accessing the online portal, send an email to DSSonlineportal@state.sd.us.

Providers
- Become a Provider
- Cost Reports
- Electronic Health Records
- Frequently Asked Questions
- Fee Schedules
- Home and Community Based Services
- Health Homes
- Join our Listserv
- Managed Care Program
- National Correct Coding Initiative
- Optical Character Recognition (OCR)
- Pharmacy
- Phone Listing
- Prior Authorization
- Provider Communication

Q&A

- ➢ Portal Website
  - – FAQ and User Guide
  - – These documents will be updated regularly
  - – https://dss.sd.gov/medicaid/portal.aspx
- ➢ More Information and Assistance
  - – Email: DSSonlineportal@state.sd.us