



COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

Web Portal Provider Portal Secure Email Users Guide

Version 4.0
Updated: 07/06/2015

HIPAA Privacy Rules

The Health Insurance Portability and Accountability Act of 1996 (HIPAA – Public Law 104-191) and the HIPAA Privacy Final Rule¹ provides protection for personal health information. The regulations became effective April 14, 2003. Conduent developed HIPAA Privacy Policies and Procedures to ensure operations are in compliance with the legislative mandate.

Protected health information (PHI) includes any health information whether verbal, written, or electronic, that is created, received, or maintained by Conduent. It is health care data, plus identifying information that allows someone using the data to tie the medical information to a particular person. PHI relates to the past, present, and future physical or mental health of any individual or recipient; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual. Claims data, prior authorization information, and attachments such as medical records and consent forms are all PHI.

The Privacy Rule permits a covered entity to use and disclose PHI, within certain limits and providing certain protections, for treatment, payment, and health care operations activities. It also permits covered entities to disclose PHI without authorization for certain public health and workers' compensation purposes, and other specifically identified activities.

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¹ 45 CFR Parts 160 and 164, Standards for Privacy of Individually Identifiable Health Information; Final Rule

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0.0 Introduction

The Commonwealth of Virginia’s Medicaid Web Portal is a web based system that gives providers and their user organizations access to secured provider services.

The Portal extends the business capabilities of Virginia providers by offering user-friendly tools and resources. You will have access to the secured interactive features of the portal including:

- Claims Status Inquiry
- Claims Direct Data Entry
- Member Eligibility, Co-Pay Amounts and Member Service Limits
- Service Authorization Log and Pharmacy Web PA Request
- Provider Payment History
- EHR Incentive Program
- Remittance Advice (RA) Messages
- Provider Maintenance
- Provider Enrollment
- Level of Care Review
- Pre-Admission Screening
- Provider Portal Secure Email

In order to take advantage of the Portal and its functions, users must be part of the security structure.

For the sake of this document, a ‘user’ is defined as any person that will access and use the Web Portal.

If at any time during the registration process you have questions or issues, please contact the Virginia Medicaid Helpdesk toll free at 866-352-0496.

0.1 Security Structure

The security structure of the Web Portal is provider centric versus user centric.

Security access for the Web Portal is based upon a provider organization. A 'provider organization' is defined as either an individual billing or servicing provider or group provider (and the user community in support of them).

The provider organization can be associated with either a NPI (National Provider Identifier) or an API (Atypical Provider Identifier – assigned by the Commonwealth of Virginia for providers that are not eligible for a NPI, such as a transportation provider).

A unique User ID will need to be established for each provider organization a user supports. Any users added to the organization will have the ability to access services based on the role they are assigned.

0.2 User Roles

There is a three-tiered security structure associated with each provider organization. Additional roles will be provided as new services are added.

Primary Account Holder – A Primary Account Holder is the person who will perform the initial web registration. He/she will establish the security needed for the services accessed.

Each provider organization can have only one Primary Account Holder. To change a Primary Account Holder, the Provider will need to notify Conduent, in writing. Please contact the Virginia Medicaid Help Desk (toll free) at 866-352-0496 for additional information and forms.

The Primary Account Holder can

- Establish Organization Administrators and/or Authorized Users for their organization
- Change roles for any user
- Reset passwords for any user
- Activate and/or deactivate any user
- Unlock any User ID
- Access to all secured provider functionality

Organization Administrator – An Organization Administrator is established by the Primary Account Holder.

An Organization Administrator is not required for a provider organization - some organizations may only have a Primary Account Holder and associated Authorized Users. A provider organization can have one-to-many Organization Administrators, if so desired. Organization Administrators tier up to the Primary Account Holder.

The Organization Administrator has the following capabilities associated with only Authorized Users:

- Can establish Authorized Users for their organization
- Can change roles for any Authorized User
- Can reset passwords for any Authorized User
- Can activate and/or deactivate any Authorized User
- Can unlock any Authorized User ID
- Has access to all secured provider functionality

Authorized User - The Authorized User is responsible for performing provider support functions.

Authorized Users are not required for a provider organization, but an organization can have one-to-many Authorized Users, if so desired. Authorized Users tier up to the Organization Administrators.

The Authorized User has the following capabilities:

- Has access to all secured provider functionality

Authorized User – Claims – The Authorized User – Claims role is established by either the Primary Account Holder or Organization administrator for performing claims submission on behalf of the provider organization.

The Authorized User - Claims role is not required for a provider organization, but an organization can have one-to-many Authorized User - Claims, if so desired. Authorized User - Claims tier up to the Organization Administrators.

The Authorized User – Claims has the following capabilities:

- Can submit claims through the Claims Direct Data Entry (DDE)
- Has access to all secured provider functionality

Authorized User – Provider – The Authorized User – Provider role is established by either the Primary Account Holder or Organization administrator for performing demographic, disclosure and revalidation updates on behalf of the provider organization, using the Provider Maintenance functionality.

The Authorized User - Provider role is not required for a provider organization, but an organization can have one-to-many Authorized User – Provider roles, if so desired. The Authorized User - Provider tier up to the Organization Administrators.

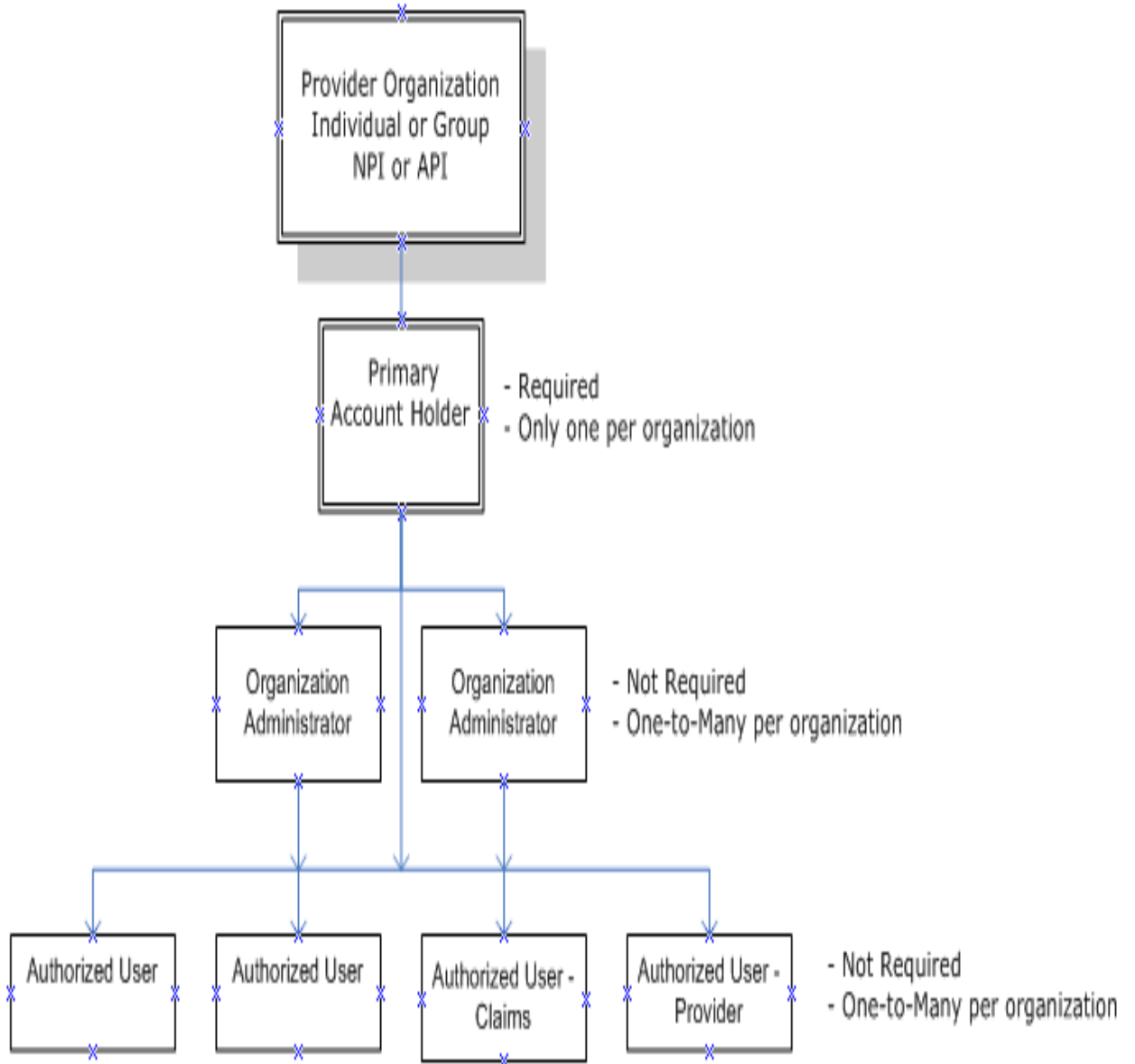
The Authorized User – Provider has the following capabilities:

- Can make updates to the provider's demographic information, including:
 - Updates to correspondence information
 - Updates to remittance information
 - Updates to pay-to information
 - Note: updates to service information for most provider types will still be submitted via the enrollment process
 - Updates to disclosure information
 - Revalidation verification (when due)
- Has access to all secured provider functionality

Within the provider organization's security structure, the users within each tier are accessible within the system to all users in the tiers above. All Authorized Users can be accessed and user maintenance performed for them by all Organization Administrators and the Primary Account Holder.

The following reflects the security structure for each provider organization.

Provider Organization's Security Structure



0.3 Overall Registration Process

The Web Registration process for new provider organizations must be completed by the Primary Account Holder.

The registration process involves the following five steps:

1. Establish a User ID, Password and security profile
2. Request secured access for your organization
3. Successfully complete a one-time verification process of 3 questions
4. Upon receipt of confirmation email, click link within email
5. Sign in to the secured portal

For more details, please see the Provider Registration Users Guide.

1.0 Web Portal Access & Navigation

The Virginia Medicaid Web Portal can be accessed through the following link:
www.viriniamedicaid.dmas.virginia.gov

The screenshot shows the Virginia Medicaid Web Portal interface. At the top right, the date 'Jun 22, 2015' and links for 'Home' and 'Contact Us' are visible. The navigation menu includes: Home, Provider Services, Provider Resources, EDI Support, Documentation, EHR Incentive Program, FAQ, and Provider Enrollment. The main content area is divided into several sections:

- Welcome:** A message for new and returning users, directing them to the 'Login' section.
- Revalidation Schedule:** Information about the 5-year revalidation requirement for Medicaid providers.
- Physician Primary Care Increase:** Information regarding increased payments for primary care services effective January 1, 2013, through December 31, 2014.
- Web Announcements:**
 - Delayed Remittance Scheduled for June 26, 2015:** A notice about a change in the remittance date for 2015.
 - NEW - Managed Long Term Services and Supports (MLTSS) Stakeholder Notice:** An announcement regarding Virginia's proposed MLTSS initiatives.
 - Managed Long Term Services and Supports (MLTSS) - Opportunity for Public Comment:** A notice seeking public input on the proposed MLTSS transition.
 - ICD-10 Testing with Providers:** Information about the second phase of ICD-10 testing.
- Quick Links:** A list of frequently used links such as Provider Services, EDI Support, and Documentation.
- Login:** A section for users to log in to the system, with options for Providers and Internal Users.

The Web Portal is available daily 24 x 7 with the exception of routine maintenance which will be posted in advance.

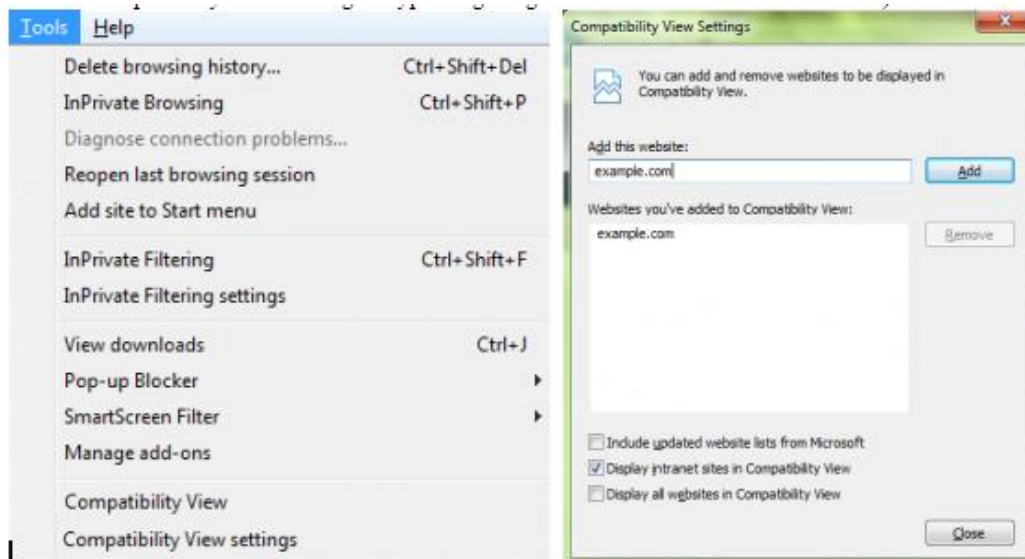
The Web Portal currently only supports Internet Explorer browser version 6 and higher. Versions 9 and above may need to utilize the following:

Note for Internet Explorer 9 and above users:

In order to use IE9 or above for the Web Portal the following settings are suggested:

- 1) Security settings set to Medium-High
 - a. Open an IE9 browser session

- b. Click Tools->Internet Options.
 - c. Click the Security Tab
 - d. Verify/change to Medium-High
- 2) Verify Java is installed
- a. Go to www.java.com
 - b. Press the option that says “Do I have Java?”
 - c. Once the page refreshes, if Java is installed, the Java version will be displayed.
 - d. If Java is not installed, press the free java download button.
- 3) Add Virginia.gov to Compatibility View Settings
- a. Open an IE9 browser session
 - b. Click Tools->Compatibility View settings.
 - c. Type 'virginia.gov' and click 'Add'.
 - d. Click 'Close'



If you have any questions, please contact the Virginia Medicaid helpdesk at 866-352-0496.

The following sections will outline the basic functionality of the portal.

1.1 Medicaid Web Portal – Home Page

The Commonwealth of Virginia Medicaid Web Portal’s home page contains various portlets (sections within a portal page) and navigational tabs.

The Web Portal’s Home Page is reflected below:

The screenshot shows the Virginia Medicaid Web Portal Home Page as of January 7, 2013. The page features a navigation bar with tabs for Home, Provider Services, Provider Resources, EDI Support, Documentation, EHR Incentive Program, and FAQ. Below the navigation bar is a banner image with several portlets. Annotations with red boxes and arrows point to specific elements:

- Navigation Tabs:** A red box labeled "Navigation Tabs" points to the top navigation bar.
- Web Announcements:** A red box labeled "Web Announcements will reflect any information for portal users, such as portal maintenance, etc." points to the "Web Announcements" portlet.
- Quick Links:** A red box labeled "Quick Links to documentation and other supporting websites" points to the "Quick Links" portlet.
- Login:** A red box labeled "Login for access to registration and secured provider services" points to the "Login" portlet.
- Physician Primary Care Increase:** A red box labeled "Physician Primary Care Increase information and forms" points to the "Physician Primary Care Increase" portlet.

The "Physician Primary Care Increase" portlet contains the following text: "Welcome to the Virginia Web Portal. For log in or first time user registration, please go to the 'Login' section to the far right." Below this, it lists "Information regarding increased payments for physician primary care services effective January 1, 2013 through December 31, 2014 are below:" followed by links for "Medicaid Memo", "Physician Primary Care Attestation Form", "FAQs", and "Provider Attestation Report".

The "Web Announcements" portlet contains the following text: "SERVICE AUTHORIZATIONS BEING END DATED 12/31/2012. Service Authorizations with no claims activity since 11-1-2011 will be end dated as of 12-31-2012. For questions, please contact the Provider 'HELPLINE' at 1-800-552-8627 Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. Please remember that the 'HELPLINE' is for provider use only. Please have your Medicaid Provider ID # available when you call. The Virginia Medicaid EHR Incentive Program launches on August 1, 2012. Please visit the EHR Incentive Program tab at the top of this page for more information."

The "Quick Links" portlet contains a list of links: Provider Services, Provider Resources, EDI Support, Documentation, EHR Incentive Program, FAQ, Search for Providers, Provider Forms Search, Web Registration Reference Material, and DMAS Web Site.

The "Login" portlet contains the text: "Log in to the system or register by selecting your role below:" followed by radio buttons for "Providers" and "Internal Users".

1.1.1 Navigation Tabs

Provider Services – This tab provides access to the following:

- Provider Enrollment – access to provider enrollment applications for downloading
- Provider Manuals – access to provider manuals, service center user manuals, dental manuals and forms
- Provider Forms Search – access to provider related forms
- Medicaid Memos to Providers – Medicaid Memorandums from DMAS to the provider community
- DMAS Provider Services – link to Provider Services on the Department of Medical Assistance Services web site
- DMAS Pharmacy Services – link to Pharmacy Services on the Department of Medical Assistance Services web site

Provider Resources – This tab provides access to the following:

- Provider Manuals – access to provider manuals, service center user manuals, dental manuals and forms
- Provider Links – links to Center of Medicare and Medicaid Services, DMAS and Virginia.gov websites
- Provider Training – access to the provider training library
- Web Registration – access to Registration FAQ, a Registration Quick Reference Guide, this Registration User’s Guide and access to the Registration tutorial
- Automated Response System (ARS) – access to the ARS Users Guide, ARS FAQ and ARS tutorials
- Claims DDE – access to the Claims DDE Users Guide, Claims DDE FAQ and Claims DDE tutorial
- Provider Maintenance – access to the Provider Maintenance Users Guide, Provider Maintenance FAQ and Provider Maintenance tutorial
- Search for Provider – access to the VA MMIS Search for Providers to search for providers by provider type, location, etc.
- Level of Care Review Instrument (LOCERI) – access to the LOCERI User Guide, LOCERI FAQ and the LOCERI tutorial
- Provider Enrollment Resources – access to the Provider Enrollment Users Guide, Provider Enrollment FAQ and Provider Enrollment tutorial
- Provider Screening and Fee Rpt – access to the report for State Medicaid Agencies that want to verify screenings and fees.
- ICD-10 – access to the Information and Frequently Asked Questions and the Testing Procedures
- Pre-Admission Screening – access to the Pre-Admission Screening User Guides, Pre-Admission Screening FAQ and Pre-Admission Screening tutorial
- Provider Secure Portal Email – access to the Provider Portal Secure Email User Guide, Provider Portal Secure Email FAQ and Provider Portal Secure Email tutorial

EDI Support – This tab provides access to the following:

- EDI Companion Guides – links to the EDI companion guides for support of EDI transactions
- EDI FAQ – Frequently Asked Questions on EDI transactions
- EDI Testing – Guidelines for EDI testing
- EDI Forms and Links – access to EDI forms and links
- EDI HIPAA Changes – access to the VAMMIS HIPAA Operating Rules Trading Partner Notification

Documentation – This tab provides access to the following:

- Provider Forms – access to various forms in support of provider services
- Paper Claim Forms – access to various claims forms for download

EHR Incentive Program - This tab furnishes providers with information regarding the Electronic Health Records provider incentive program

FAQ – This tab provides access to the following:

- ARS FAQ
- Claims DDE FAQ
- Provider Profile Maintenance
- EDI FAQ
- Web Registration FAQ
- VAMMIS File Transfer System FAQ
- Search for Providers FAQ
- Level of Care Review Instrument FAQ
- ORP FAQ
- Pre-Admission Screening FAQ
- Provider Portal Secure Email FAQ

Provider Enrollment - This tab furnishes providers access to the online provider enrollment applications, once logged in, or a link to the paper version of the applications.

1.1.2 Home Page Portlets – Physician Primary Care Increase

Physician Primary Care Increase Attestation – this portlet contains information regarding the Physician Primary Care Increase attestation, including reference links, forms for filing, etc.

1.1.3 Home Page Portlets – Web Announcements

Web Announcements – this portlet contains any information that is applicable to all portal users such as maintenance down time, new policies, etc.

1.1.4 Home Page Portlets – Quick Links

Quick Links – this portlet list links to documents or websites that are applicable to the audience viewing this portal page. Quick Links will be located on various portal pages. For consistency and availability to common information, the first six (6) links will always be the same as the navigation tabs:

- Provider Services
- Provider Resources
- EDI Support
- Documentation
- EHR Incentive Program
- FAQ

In addition there are links that are applicable to that portal page.

For the Home Page, the additional quick links are the following:

- **Search for Providers** – access to the VA MMIS Search for Providers to search for providers by provider type, location, etc.
- **Provider Forms Search** – access to the provider forms with the capability to limit searches by category, form type, etc.
- **Web Registration Reference Material** - access to Registration FAQ, a Registration Quick Reference Guide, this Registration User's Guide and access to the Registration tutorial
- **DMAS Web Site** – link to the website for the Department for Medical Assistance Services
- **ICD-10** – access to the Information and Frequently Asked Questions and the Testing Procedures
- **DME and Pharmacy Audits** – access to information associated with DME and pharmacy audits and reports

1.1.5 Home Page Portlets – Login

This portlet is used for logging in to the pages needed for secured login. The login choice is based upon the user's role. For registration and access to secured provider functionality, select the 'Provider' role.

1.2 Medicaid Web Portal – Provider Login Page

After selecting the 'Provider' role in the Web Portal Home Page, the provider and the supporting user community are directed to the Provider Login Page.

The Provider Login Page is reflected below:

Jan 7, 2013
Home | Contact Us

Home Provider Services Provider Resources EDI Support Documentation EHR Incentive Program FAQ

Welcome

Welcome to the Virginia Medicaid Web Portal. This page allows registered provider organizations to log in. If you need to register, you can do so by clicking on the 'Web Registration' link in the 'First Time User Registration' box.

If you have any issues with registering or logging in, please see the Web Registration Reference Material (located through the Quick Links to the right) or contact the Virginia Medicaid Web Support Help Desk (toll free) at 866-352-0496.

First Time User Registration

By registering you will be designated as the Primary Account Holder for your organization. As the designated Primary Account Holder, you can add, delete or modify user access.

If you are currently a user supporting an organization associated with a Medicaid provider enrolled with the Department of Medical Assistance Services, then as a new Primary Account Holder registrant, you must complete the following steps:

1. Establish a User ID, Password and security profile
2. Initiate the authentication process
3. Complete identity authentication with the Security ID generated and mailed to the provider

If you are a user supporting an organization associated with a provider who is registering in order to submit a Medicaid enrollment application, then as a new Primary Account Holder registrant, you need only complete the following step:

1. Establish a User ID, Password and security profile

After the enrollment application is approved, you must then complete the remaining registration steps noted below:

2. Initiate the authentication process
3. Complete identity authentication with the Security ID generated and mailed to the provider

If you are not the Primary Account Holder for your organization then you should not register. If your organization already has a Primary Account Holder, please see them for your User ID and Password to log in.

[Web Registration](#)

Quick Links

- Provider Services
- Provider Resources
- EDI Support
- Documentation
- EHR Incentive Program
- FAQ
- Search for Providers
- Provider Forms Search
- Web Registration Reference Material
- DMAS Web Site

Existing User Login

To access secure areas of the portal, please log in by entering your User ID and Password.

* User ID:

* Password:

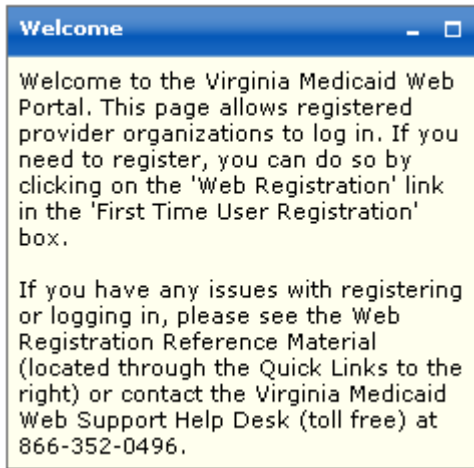
Forgot User ID?
Forgot Password?

There are three portlets on this page different from the Web Portal Home Page.

- Welcome portlet
- First Time User Registration portlet
- Existing User Login portlet

1.2.1 Welcome Portlet

The Welcome portlet is reflected below:

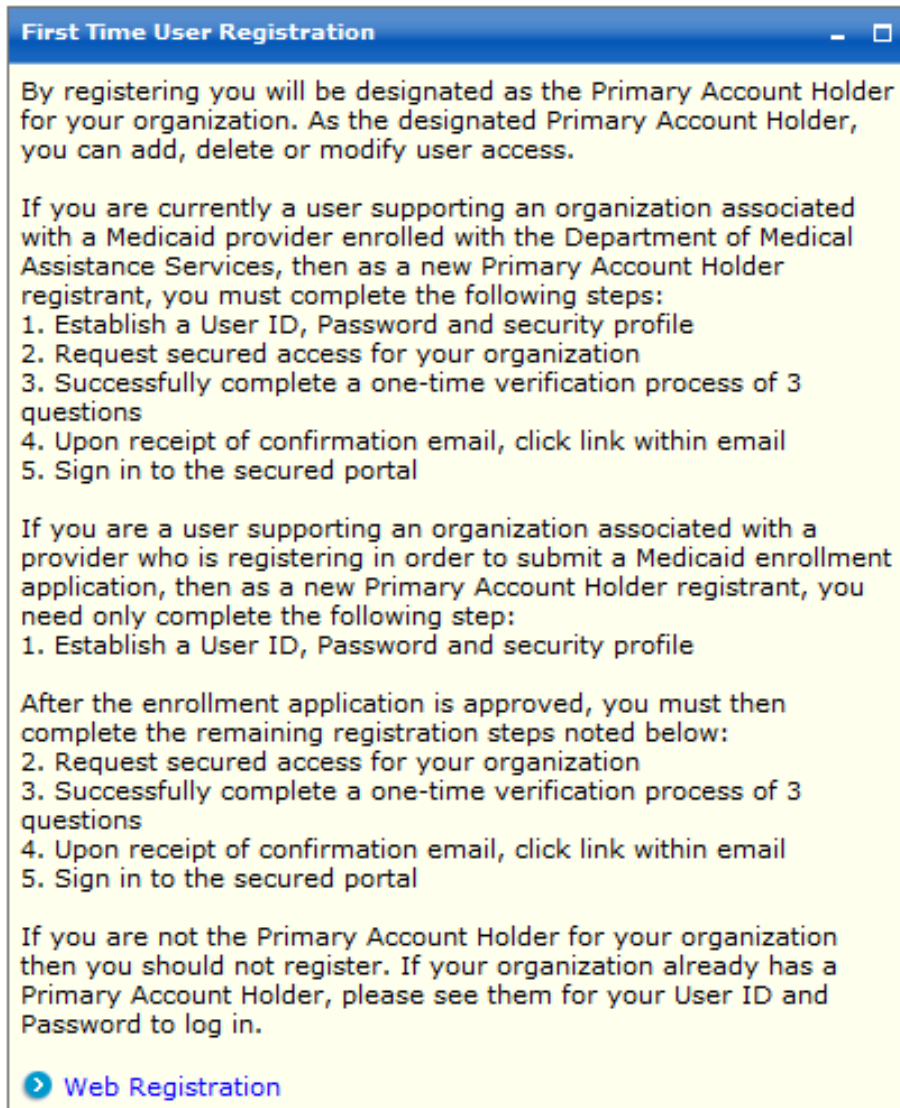


This portlet contains general instructions as well as mechanisms to handling issues or questions:

- Web Registration Reference Material – from the quick links
- Virginia Medicaid Help Desk – toll free number

1.2.2 First Time User Registration Portlet

The First Time User Registration portlet is reflected below:



This portlet outlines the steps needed for completing the registration process. Only the user designated as the Primary Account Holder should complete the registration process.


Users that are not designated as the Primary Account Holder should contact their Primary Account Holder or Organization Administrator for their User ID and temporary password.

As the Primary Account Holder, not previously registered, you'd select 'Web Registration' link on this portlet.

1.2.3 Existing User Login Portlet

Once you have established your User and Security Profiles, you will have access to the public portal functionality for such things as access to online provider enrollment or requesting secured access to other portal functionality.

The Existing User Login portlet is reflected below:



Existing User Login

To access secure areas of the portal, please log in by entering your User ID and Password.

[First Time User?](#)

* User ID:

* Password:

[Forgot User ID?](#)
[Forgot Password?](#)

First Time User? – For users that have not registered for the portal, this link will take you to the start of the registration process.

This portlet is used for applying a registered user's User ID and password. Both are required fields (indicated with a red asterisk *) for the login process.

User ID – this is the User ID created during the registration process when establishing your User Profile (see Registration Users Guide).

Password – this is the Password created during the registration process when establishing your User Profile.

Enter your User ID and Password and click 'Submit'

The Forgot User ID and Forgot Password are addressed in further detail below

1.3 Forgot User ID

Once you've completed your User and Security Profiles, you are able to leverage the user self-help capabilities of the portal. Authorized Users who forget their User ID can get with their Primary Account Holder or any Organization Administrator associated with this provider organization. They have the capability to look up the User IDs. An Organization Administrator can check with the Primary Account Holder.

All roles have the ability to also request their User ID be emailed to them.

On the Provider Login Page, in the Existing Users Login portlet there is an option for Forgot User ID?

The screenshot displays the Virginia Medicaid Web Portal interface. At the top left is the Virginia Medicaid logo. To the right, the date 'Dec 19, 2014' and links for 'Home' and 'Contact Us' are visible. A blue navigation bar contains the following menu items: Home, Provider Services, Provider Resources, EDI Support, Documentation, EHR Incentive Program, FAQ, and Provider Enrollment. Below the navigation bar is a banner image featuring a collage of medical-related photos: a hand with a bandage, a stethoscope, a group of healthcare professionals, a nurse, and a doctor with a child. The main content area is divided into four portlets: 'Welcome', 'First Time User Registration', 'Quick Links', and 'Existing User Login'. The 'Existing User Login' portlet is highlighted with a red border and contains the text: 'To access secure areas of the portal, please log in by entering your User ID and Password.' Below this text are two radio buttons for 'First Time User?' and 'Existing User?'. There are input fields for 'User ID:' and 'Password:'. A red box highlights the 'Forgot User ID?' link, and another red box highlights the 'Forgot Password?' link. At the bottom of the portlet are 'Submit' and 'Reset' buttons.

Select 'Forgot User ID?'

A screenshot of a web browser window titled "Forgot User ID". The window has a blue header bar with the title and standard window controls. Below the header is a light blue banner with the text "You must enter your Email Address before proceeding:". Underneath, there are two input fields: "Enter your Email Address :" followed by a text box, and "Provider ID(NPI/API) :" followed by a text box. To the right of the second input field is a blue button with the text "Continue". At the bottom of the form area, there is a paragraph of text: "To find out Email Address, Contact Organization Administrator or Contact Help desk. To get Help desk Contact, Click on the Contact us link placed at the right corner of the page."

Enter your Email Address: - this must be the preferred email that was entered in your User Profile at the time of initial entry (or the last update to your User Profile).

Provider ID (NPI/API): - enter the NPI or API associated with your User ID

Click 'Continue' and you will be routed to the portlet below.

This portlet will display the three questions you chose when establishing your Security Profile.

You must complete all three of these questions, giving the same answers (case-sensitive) as you established in your Security Profile.

Upon completing the answers, click 'Continue' to invoke the validation of answers to your Security Profile.

After successful validation you will receive the following portlet:

Your User ID will be emailed to the email address entered in your User Profile.

The following is a sample email with the User ID removed:

Your Forgot User ID request has been processed.

Your User ID is :



Please use this to log in to the Virginia Medicaid Web Portal at

<https://www.virginiamedicaid.dmas.virginia.gov> Please contact the ACS Web Support Call Center, toll free, at 1-866-352-0496 if you have any questions or problems regarding your web portal registration.

Note: This is an auto-generated email, please do not reply.

1.4 Forgot Password

Once you've completed your User and Security Profiles, you are able to leverage the user self-help capabilities of the portal. Authorized Users who forget their password can get with their Primary Account Holder or any Organization Administrator associated with this provider organization. They have the capability to generate a temporary password. An Organization Administrator can check with the Primary Account Holder.

All roles have the ability to also request their password be emailed to them.

On the Provider Login Page, in the Existing Users Login portlet there is an option for Forgot Password?

The screenshot displays the Virginia Medicaid Web Portal interface. At the top right, the date 'Dec 19, 2014' and links for 'Home' and 'Contact Us' are visible. A blue navigation bar contains the following menu items: Home, Provider Services, Provider Resources, EDI Support, Documentation, EHR Incentive Program, FAQ, and Provider Enrollment. Below the navigation bar is a banner image showing medical professionals. The main content area consists of four portlets:

- Welcome:** Provides a general introduction to the portal and instructions for logging in.
- First Time User Registration:** Contains detailed instructions for new users, including steps for establishing a user ID, password, and security profile.
- Quick Links:** A list of frequently used services such as Provider Services, Provider Resources, EDI Support, and Documentation.
- Existing User Login:** A login form with fields for 'User ID' and 'Password'. It includes a 'Forgot User ID?' link and a 'Forgot Password?' link, which is highlighted with a red box. 'Submit' and 'Reset' buttons are also present.

Select 'Forgot Password?'



- Home
- Provider Services ▶
- Provider Resources ▶
- EDI Support ▶
- Documentation ▶
- FAQ

Forgot Password

You must enter your User ID correctly before proceeding:

Enter your User ID :

Forgot User ID, [Click here](#)

User ID is Case sensitive. Response will be sent through email. To get Help desk Contact, Click on Contact us link placed at right corner of the Page

Enter your User ID: - enter your User ID created in your User Profile

Click 'Continue' and you will be routed to the following portlet:



- Home
- Provider Services ▶
- Provider Resources ▶
- EDI Support ▶
- Documentation ▶
- FAQ

Forgot Password

You must answer all the following questions correctly before proceeding:

What is your Pet's Name?

Who was your childhood hero?

Where did you meet your spouse?

User ID is Case sensitive. Response will be sent through email. To get Help desk Contact, Click on Contact us link placed at right corner of the Page
To find out User ID, Contact Organization Administrator or Contact Help desk.
To get Help desk Contact, Click on the Contact us link placed at the right corner of the page.

This portlet will display the three questions you chose when establishing your Security Profile.

You must complete all three of these questions, giving the same answers (case- sensitive) as you established in your Security Profile.

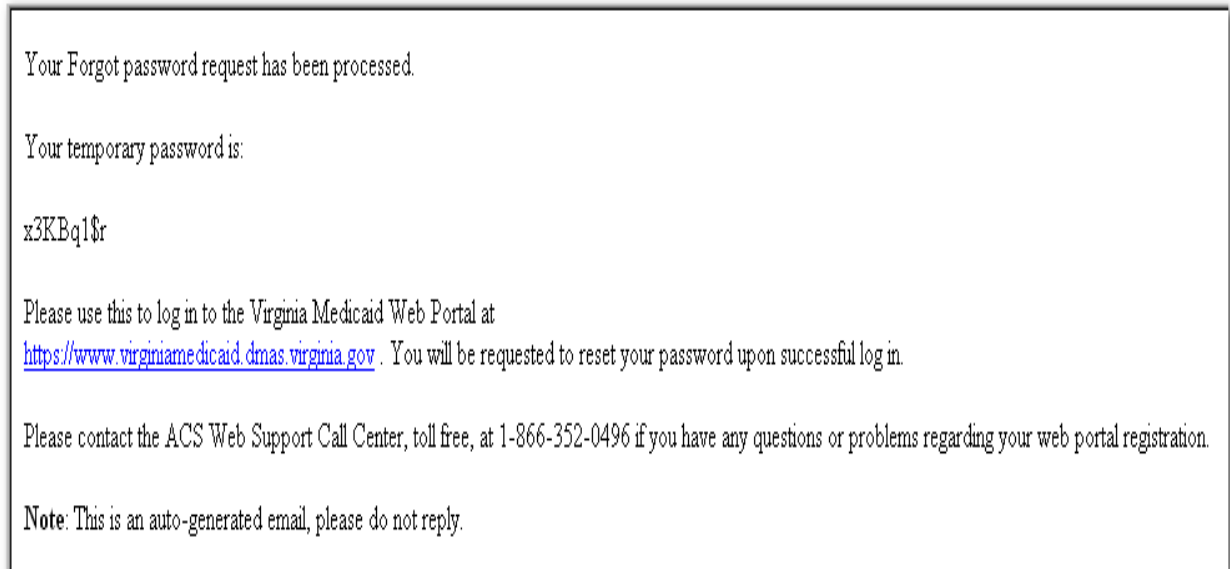
Upon completing the answers, click 'Continue' to invoke the validation of answers to your Security Profile.

After successful validation you will receive the following portlet:



A temporary/one-time use password will be emailed to the email address entered in your User Profile.

The following is a sample email:



This temporary password will be used for login. You will immediately be taken to your User Profile and will be required to enter another password.

1.5 Log Out

The log out functionality is available on any secured web portal page. The Log Out link is reflected below:

The screenshot displays the Virginia Medicaid Web Portal interface. At the top right, the date 'Jan 7, 2013' is shown. Below the date, there are links for 'Home', 'Claims', 'Member', 'Service Authorization', 'Payment History', 'EHR Incentive Program', and 'Profile Maintenance'. In the upper right corner, there are links for 'Contact Us' and 'Log out'. A red box highlights the 'Log out' link, and a red arrow points to it from a text box that reads: 'Logout capability is always located in the upper right hand corner of the web page.' Another red box highlights the 'Log out' link with the text: 'If you are not logged in, this option is not available on the page.' The main content area includes a 'Welcome to the Virginia DMAS Medicaid Web Portal' message, a 'Quick Links' sidebar, and several sections of text providing instructions for registration and authentication.

If you are not logged in and are still on public pages, this link is not available as it's not applicable until you've accessed secured portal pages.

2.0 Accessing the Provider Portal Secure Email

Upon successful login you will be directed to the secured Provider Welcome Page.

The screenshot shows the Virginia Medicaid Web Portal interface. At the top right, the date 'Jun 25, 2015' and links for 'Home', 'Contact Us', and 'Log out' are visible. Below the header is a navigation bar with several tabs: 'Home', 'Claims', 'Member', 'Service Authorization', 'Payment History', 'EHR Incentive Program', 'Provider Maintenance', 'Provider Enrollment', 'RA Messages', 'Level of Care Review', 'Pre-Admission Screening', and 'Provider Portal Secure Email'. The 'Provider Portal Secure Email' tab is highlighted with a red box. On the left side, there is a 'Quick Links' menu with items like 'Provider Services', 'Provider Resources', 'EDI Support', 'Documentation', 'FAQ', 'Newborn E-213', 'Hospital Presumptive Eligibility', 'Search for Providers', 'Provider Forms Search', 'DMAS Web Site', 'Change Password', 'Request Secured Access', 'Add Users', and 'View/Edit Users'. Below the Quick Links is a 'News' section with a welcome message and instructions. The main content area is titled 'Welcome to the Virginia DMAS Medicaid Web Portal' and contains several paragraphs of text and five numbered steps for registration and access.

Jun 25, 2015
| Home | Contact Us | Log out

Home Claims Member Service Authorization Payment History EHR Incentive Program Provider Maintenance Provider Enrollment RA Messages
Level of Care Review Pre-Admission Screening **Provider Portal Secure Email**

Quick Links

- Provider Services
- Provider Resources
- EDI Support
- Documentation
- FAQ
- Newborn E-213
- Hospital Presumptive Eligibility
- Search for Providers
- Provider Forms Search
- DMAS Web Site
- Change Password
- Request Secured Access
- Add Users
- View/Edit Users

News

Welcome to the Virginia Medicaid Web Portal. This page will let users access secured provider services. If you have any issues with the functionality on this page, please see the Automated Response System (ARS) Reference Material located at the Provider Resources Quick Link (above) or contact the Virginia Medicaid Web Support Help Desk (toll free) at 866-352-0496.

Welcome to the Virginia DMAS Medicaid Web Portal

Thank you for registering for access to the Virginia Medicaid Web Portal. You've successfully completed the first step in the registration process.

If registering in order to enroll as Medicaid provider, please click here to be routed to the online application functionality: Provider Enrollment Application

As the Primary Account Holder for your organization, you will need to initiate and complete the authentication process for access to secured functionality. For more complete instructions, please refer to the [Web Registration Quick Reference](#)

After the enrollment application is approved, you must then complete the remaining registration steps below. While waiting for completion of the enrollment process, you may begin to establish your organization. To begin creating (or modifying) a user organization, click 'Add New Users' or 'View/Edit Users' from the Quick Links on the left. For more complete instructions, please refer to the Quick Reference for [Establishing a Provider Organization](#). Once secured access is gained, all users associated with the provider organization will have the secured access associated to their security role.

If you are a new user associated with a provider not currently enrolled in the Virginia Medicaid Program, you will need to wait for Provider Enrollment Services to approve your application before you can request secured access.

Step 2 - Request secured access for your organization - click here to [Request Secured Access](#) or on the Request secured access link in the Quick Links on the left. Your security profile will be displayed along with three validation questions.

Step 3 - Successfully complete a one-time verification process of 3 questions - select three unique questions from the provider related questions. Complete answers as they relate to the NPI associated to the organization. After clicking 'Submit' the answers will be validated against the information on the Medicaid provider files. If validation is unsuccessful, you will need to contact the provider for accurate answers and re-request secured access. If validation is successful, you will receive a confirmation message and an email will be generated and sent to your email address.

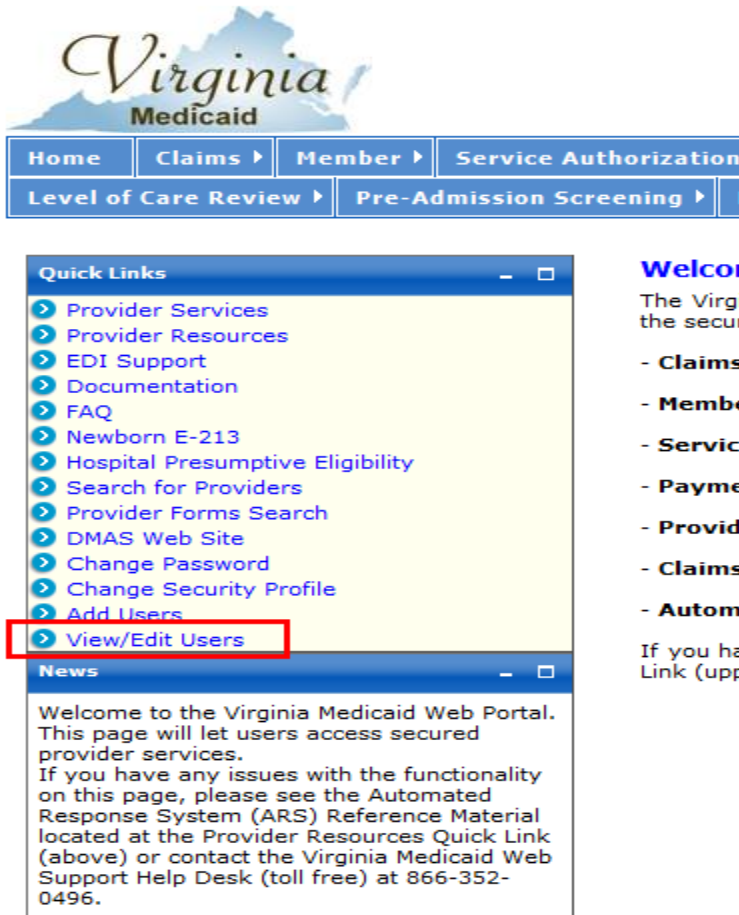
Step 4 - Upon receipt of confirmation email, click link within email - upon receipt of the confirmation email, click on the link within it. This link will navigate you to the web portal sign in screen.

Step 5 - Sign in to the secured portal - signing in to the web portal will activate the secured access for you and the rest of the provider's organization. You should now see all secured functionality (i.e. Claims Status, Member Eligibility, etc.). If not, please contact the Web Portal Support help desk at 866-352-0496.

If you haven't done so already, you can begin/continue creating (or modifying) your user organization. Click 'Add New Users' or 'View/Edit Users' from the Quick Links on the left. For more complete instructions, please refer to the Quick Reference for [Establishing a Provider Organization](#).

The Provider Welcome page consists of navigation tabs that are the menu to the various different provider functions. The Provider Portal Secure Email tab is the user's access to their mail boxes.

All users, regardless of role, will see this tab and have access to the provider's mail. If a user should NOT have, or does not need, access to the provider's mail, the Primary Account Holder (PAH) or Organization Administrator (OrgAdmin) can prohibit a user's access via the 'View Edit Users' function in the Quick Links.



Clicking this link will open the list of users associated with the NPI/API organization. Select the user who needs to have the Provider Portal Secure Email tab restricted.

From the View /Edit User portlet for the specific user, click the 'Restrict Access to Provider's Mail' check box. Click the 'Save' button to update the user's profile.

The next time that user signs in to the portal, the Provider Portal Secure Email tab will not be available to them for selection.

ViewEditUsers

*** Required Field**

View / Edit User

Please enter the following information about the user you would like to edit.

User ID: user-1
User Status: Active
NPI: [REDACTED]
Last Login: 05/29/2015
Password Expires: 05/31/2015

Prefix * Last Name * First Name MI Suffix
[Dropdown] [REDACTED] [REDACTED] [Dropdown] [Dropdown]

* Phone / Ext * Email
1234567890 [REDACTED]

Restrict Access to Provider's Mail

* What roles will this user have in the organization?

Available		Selected
AuthorizedStaff - PAS	->>	OrganizationAdministrator
AuthorizedStaff	->	
AuthorizedStaff - Provider	<	
AuthorizedStaff - Claims	<<	

Cancel **Reset** **Deactivate** **Reset Password** **Save**

3.0 Provider Portal Secure Email Views

3.1 Provider Portal Secure Email – Non-Primary Account Holder View

Organization Administrators (OrgAdmin) and all Authorized Staff (AuthStaff) roles will see the following Provider Portal Secure Email view. The Primary Account Holder (PAH) will see a slightly different view (see 3.2 Provider Portal Secure Email – Primary Account Holder View).

Jun 25, 2015
| Home | Contact Us | Log out

Home	Claims ▶	Member ▶	Service Authorization ▶	Payment History	EHR Incentive Program	Provider Maintenance	Provider Enrollment	RA Messages
Level of Care Review ▶	Pre-Admission Screening ▶	Provider Portal Secure Email						

Provider Messages

Provider Messages :

Description : Click description hyperlink to retrieve letter. Letter will open in a new window and be available for viewing, saving or printing.

Mail Display Start Date : To begin mail display as of a certain date, enter desired start date in MM/DD/YYYY format or use calendar widget and Refresh. Display will start from the first date equal to or older than entered Start Date and display in descending order. If no date is entered default is current date.

Mail Display Start Date :

Date	Description
2015-08-03	NON -INPATIENT PRE-AUTH NOTIFICATION BY PROVIDER

Showing 1 - 1 of 1

The following is a list of the fields and associated functionality found on the screen.

Mail Display Start Date – This is an optional field that allows the user to limit the mail displayed on the screen. The Mail Display Start Date will be in the format MM/DD/YYYY or leverage the calendar widget. Entering a date in this field will serve as the starting point for the listed mail. Any electronic mail equal to or prior to that date will display.

The default (with no entry) is the current date.

Display examples

The provider has electronic mail for the following dates:

06/02/2015
05/21/2015
05/02/2015
04/25/2015
03/14/2015

If there is no entry in the Mail Display Start Date, then all mail will display in descending order, as displayed above.

If there is a date entered (i.e. 05/02/2015) then all electronic mail prior to and including that date will display. With the mail dates above the display would be as follows:

05/02/2015
04/25/2015
03/14/2015

This can be used to find older mail while limiting the number of pages the user needs to scroll through.

Clicking the 'Refresh' button will reset the display starting with the first date meeting the start date criteria.

Date – the date associated with the correspondence. This is a sortable field and will change the sort order from descending to ascending (and vice-a-versa) for all available electronic mail.

Description – a brief description of the correspondence. This field is a hyperlink used to retrieve the letter. By clicking on the hyperlink the letter will open up in another window. After opening in another window the user can save to their local machine or print the document.

This is also a sortable field and will change the sort order from descending to ascending (and vice-a-versa) for all available electronic mail.

Page Navigation – to navigate to additional pages, the user can click on the desired page number or the Next (or Previous) link, as noted below.

Showing 1 - 20 of 23

[12 Next](#)

3.2 Provider Portal Secure Email – Primary Account Holder View

Jun 25, 2015
[Home](#) | [Contact Us](#) | [Log out](#)

Home Claims Member Service Authorization Payment History EHR Incentive Program Provider Maintenance Provider Enrollment RA Messages
 Level of Care Review Pre-Admission Screening Provider Portal Secure Email

Provider Messages For SuperUser

Provider Messages :
Description : Click description hyperlink to retrieve letter. Letter will open in a new window and be available for viewing, saving or printing.
Delete Checkbox : Check the box at the beginning of the mail line and click the 'Delete' button. Confirm deletion to remove letter from the mailbox. To remove all mail on the page, click the 'Delete All' box in the column heading and click the 'Delete' button.
Mail Display Start Date : To begin mail display as of a certain date, enter desired start date in MM/DD/YYYY format or use calendar widget and Refresh. Display will start from the first date equal to or older than entered Start Date and display in descending order. If no date is entered default is current date.

Mail Display Start Date :

<input type="checkbox"/> Delete All	Date	Description
<input type="checkbox"/>	2015-08-03	NON -INPATIENT PRE-AUTH NOTIFICATION BY PROVIDER

Showing 1 - 1 of 1

The Primary Account Holder (PAH) view is slightly different from the mail screen other user roles see.

The following is a list of the fields and associated functionality found on the screen.

Delete Checkbox (PAH only) – In order to aid in mail box clean up, the PAH will have the capability to delete a single or page of mail.

To delete a single mail – the user will need to click on the check box preceding the mail to be deleted. Click the 'Delete' button to the right of the Mail Display Start Date to remove the mail.

To delete a page of mail – the user can click the 'Delete All' check box at the top of the column. Click the 'Delete' button on the right of the Mail Display Start Date to remove all mail currently displayed on the page.

Mail Display Start Date – This is an optional field that allows the user to limit the mail displayed on the screen. The Mail Display Start Date will be in the format MM/DD/YYYY or leverage the calendar widget. Entering a date in this field will serve as the starting point for the listed mail. Any electronic mail equal to or prior to that date will display.

The default (with no entry) is the current date.

Display examples

The provider has mail for the following dates:

06/02/2015
05/21/2015
05/02/2015
04/25/2015
03/14/2015

If there is no entry in the Mail Display Start Date, then all mail will display in descending order, as displayed above.

If there is a date entered (i.e. 05/02/2015) then all mail prior to and including that date will display. With the mail dates above the display would be as follows:

05/02/2015
04/25/2015
03/14/2015

This can be used to find older mail while limiting the number of pages the user needs to scroll through.

Clicking the 'Refresh' button will reset the display starting with the first date meeting the start date criteria.

Date – the date associated with the correspondence. This is a sortable field and will change the sort order from descending to ascending (and vice-versa) for all available electronic mail.

Description – a brief description of the correspondence. This field is a hyperlink used to retrieve the letter. By clicking on the hyperlink the letter will open up in another window (see example 3.2.1 below). After opening in another window the user can save to their local machine or print the document.

Web Portal – Provider Portal Secure Email Users Guide

CPR545
AS OF:08/03/2015
RUN DATE: 04/17/2015 15:56

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
PRE-AUTHORIZATION NOTIFICATION

REPORT NO: CP-O-448-01
PAGE NUMBER: 1

ATTN: PATIENT ACCOUNTS

[REDACTED]

FOR PROVIDER NUMBER [REDACTED]

PA REQUEST ACTIVITY FOR: 04/17/2015

Preauthorization does not guarantee that payment will be made for the items or services authorized in this report. Reimbursement is contingent upon both the enrollee's eligibility status at the time the service is rendered as well as the provider's enrollment status with DMAS at the time the service is rendered. Reimbursement amounts are subject to change based on federal and state fee adjustments. If no dollar amount is shown, payment will be made in accordance with EMAS established reimbursement policies.

PA#: [REDACTED] ENROLLEE NAME: [REDACTED] ENROLLEE#: [REDACTED]

The following request(s) for preauthorization were approved and may be billed to DMAS.

PROCEDURE/ MODIFIER	DESCRIPTION	REQ UNITS/PER	REQ DATES FR/THRU	AUTH UNITS/PER	AUTH DATES FR/THRU	APPROVED COST/UNIT
SCLSH 00		70	12/26/2014 03/05/2015	70	12/26/2014 03/05/2015	0.00
REASON CODES 1030: SERVICE IS MEDICALLY NECESSARY; DATES OF SERVICE AND/OR UNITS CHANGED; HOWEVER SERVICES WERE NOT REDUCED.						
SCLSH 00		29	03/09/2015 04/06/2015	29	03/09/2015 04/06/2015	0.00
1030: SERVICE IS MEDICALLY NECESSARY; DATES OF SERVICE AND/OR UNITS CHANGED; HOWEVER SERVICES WERE NOT REDUCED.						

***** CONFIDENTIAL INFORMATION *****



VMMIS_IMC_043015_Run1_1 - 25 0 - 25 CP044801 1 of 2

Appendix A – Glossary of Terms

Term	Definition
Authorized User	The staff that is responsible for performing provider support functions
Navigational Tabs	Tabs on a portal page that will take the user to other sections in the portal or bring up documents.
NPI	National Provider Identifier
Organization Administrator (OrgAdmin)	The person/people who can also establish the Authorized User role and can reset the passwords, activate and deactivate users and lock and unlock user IDs for Authorized Users.
Portlets	Sections or 'boxes' that comprise a web portal page
Primary Account Holder	The person who will perform the initial web registration and will establish the security needed to allow the access to secured provider functionality
User	Any person that will access the Web Portal and leverage the functionality within it

Appendix B – Provider Portal Secure Email FAQ

Provider Portal Secure Email Virginia Medicaid Web Portal Frequently Asked Questions Revised 07/06/2015

General Questions

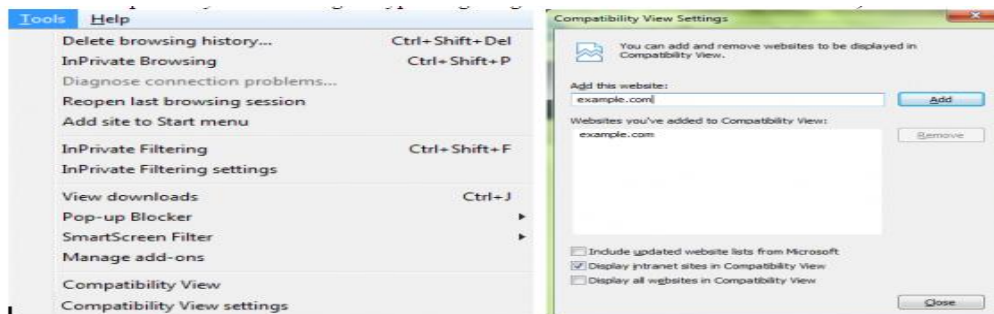
How do I access the new Virginia Medicaid Web Portal?

The new Virginia Medicaid Web Portal can be accessed through the following link:
www.virginiamedicaid.dmas.virginia.gov

My computer has Windows 7 operating system with IE9 and I am having trouble accessing the portal. Is there something I can do?

In order to use IE9 for the Web Portal the following settings are suggested:

- 1) Security settings set to Medium-High
 - Open an IE9 browser session
 - Click Tools->Internet Options.
 - Click the Security Tab
 - Verify/change to Medium-High
- 2) Verify Java is installed
 - Go to www.java.com
 - Press the option that says “Do I have Java?”
 - Once the page refreshes, if Java is installed, the Java version will be displayed.
 - If Java is not installed, press the free java download button.
- 3) Add Virginia.gov to Compatibility View Settings
 - Open an IE9 browser session
 - Click Tools->Compatibility View settings.
 - Type ‘virginia.gov’ and click ‘Add’.
 - Click ‘Close’



If you have any questions, please contact the Virginia Medicaid helpdesk at 866-352-0496.

Provider Portal Secure Email

Who has access to the Provider Portal Secure Email tab?

By default all users have access to Provider Portal Secure Email. The Primary Account Holder and Organization Administrators have the capability to restrict user access. If you're not seeing the Provider Portal Secure Email tab, please check with them to determine if you've been restricted.

I see a piece of correspondence that I need to view. How do I retrieve/open the document?

The description of the mail is a hyperlink used to retrieve the letter. By clicking on the hyperlink the letter will open up in another window. By opening in another window, you can save to your local machine or print the document.

I have pages of mail and am looking for a document that is older. Is there a way to avoid paging through all the correspondence?

Yes, you can utilize the ascending/descending sort at the top of the column to reverse the sort order to begin searching in reverse.

OR

If you know the approximate time frame of the letter, you can utilize the 'Mail Display Start Date'. This is an optional field that allows the user to limit the mail displayed on the screen. The Mail Display Start Date will be in the format MM/DD/YYYY or leverage the calendar widget. Entering a date in this field will serve as the starting point for the listed mail. Any electronic mail equal to or prior to that date will display.