COMMONWEALTH OF VIRGINIA

Medicaid Enterprise System (MES) Program

MES Portal ISS (Public/Secure)

MES Portal Login Procedure for External Users

Including Multi-Factor Authentication (MFA)

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1 INTRODUCTION & PURPOSE

This document describes the process where external (Non-DMAS) users login to the Secure MES web portal via links found on the new MES public-facing portal. These users should expect to see at least one menu choice on the Secure Menu page, after being fully logged-in to the MES Secure Portal.

Using a new feature called Single Sign On (SSO), this MES login procedure benefits users who will only need to complete one login procedure, once every time they visit the portal to access the module(s) they are authorized for.

Present and future menu choices on the Secure MES portal will include links to individual MES modules and Vendor applications. Initial launch will include EPS.

1.1 Audience for this Procedure

This procedure is to be used by **external** users of the MES portal and MES modules. Some external users include both individuals, health insurance companies, care providers and other non-DMAS users.

> **Note:** Internal users have login procedures which differ from the external audience, and are not included in the following instructions. A separate instruction set has been created for internal DMAS users.

1.2 Start at the new MES Portal

Begin the login process, by accessing the new MES public portal, here:
https://vamedicaid.dmas.virginia.gov/

This is a repository of publicly available information for MES users. The MES public portal will eventually have other, important, module-specific information for both internal and external users.

The public portal is also the starting place for accessing the Secure MES Landing page (also known as the "Menu" page). A secure credentialing system assures only those authorized may access the Secure MES portal.

New internal and external users will need to request access to the Secure MES portal, along with each MES module. Initially, users need to contact EDI support to gain access, via this email:
DMASEDISupport@dmas.virginia.gov

External users will complete EDI Registration Documents, found on the EPS Support page on the MES public portal (see below):
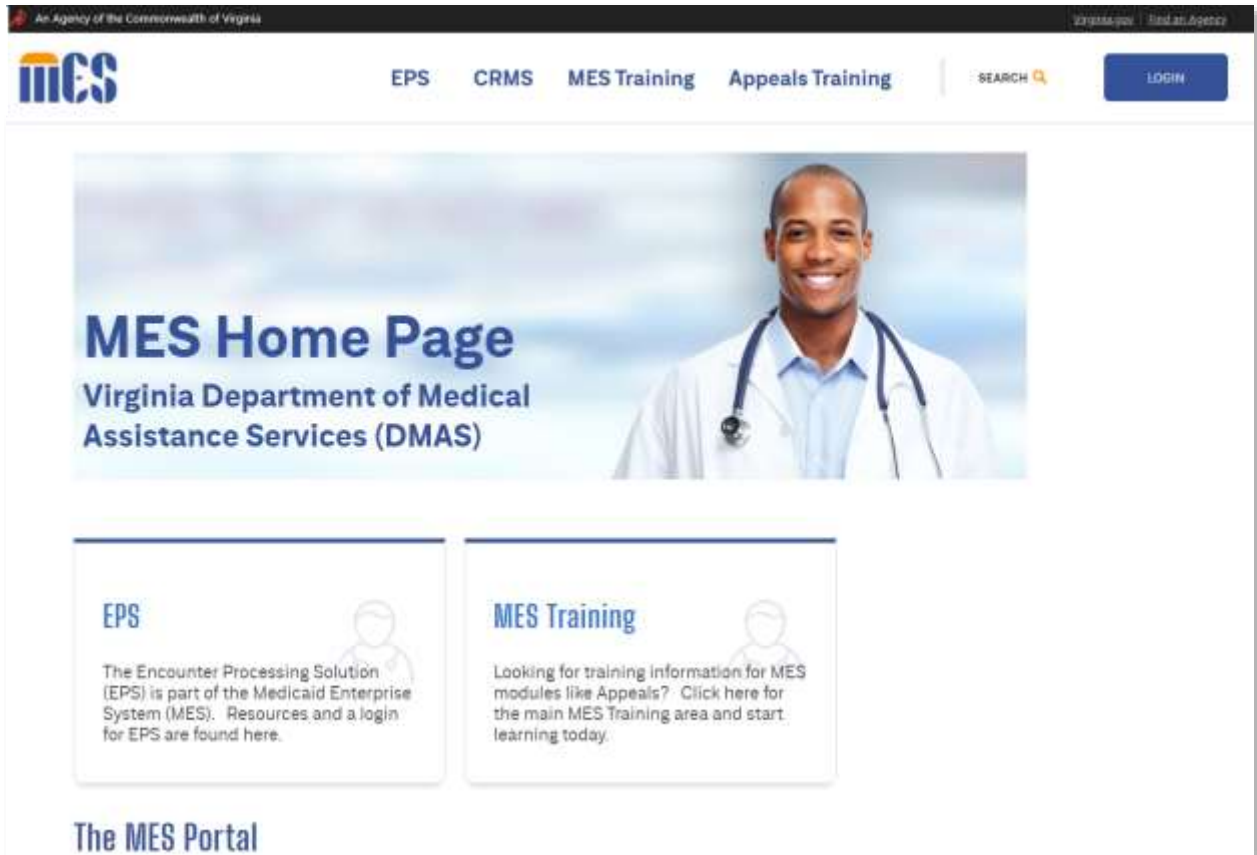

Figure 1: New MES Public Portal Landing Page

1.3   Login to the MES Secure Portal

Users start the login process, by clicking the blue LOGIN button at top-right. This login button appears on all MES Public portal pages:
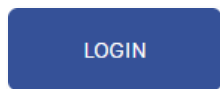

Figure 2: Blue Login Button Present on All Pages on the MES Public Portal

1.3.1   ISS MES Secure Portal Login Page

The MES Login page will load in your browser (see below). Enter your login ID (email) and password, then click the Sign-In button:
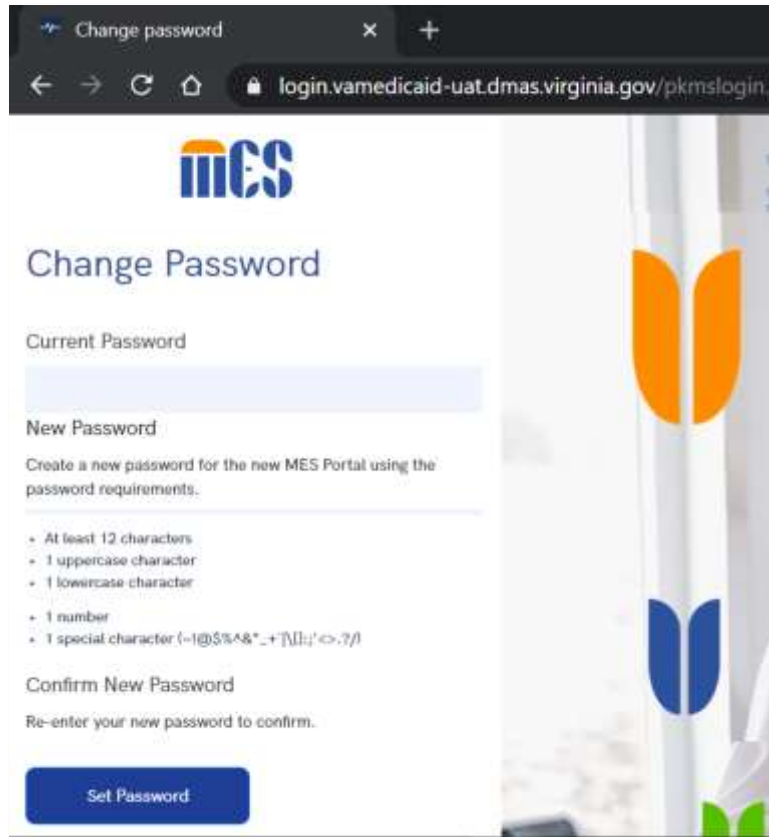

Figure 3: MES Secure Portal Login Page

> **Note:** Users attempting a login should have received login and password credentials from the ICAM system - from healthinteractive.net

1.3.1.1   First Time Login

If you're logging in for the first time, you'll be prompted to change your password, see screenshot below:

Figure 4: Change Password Page

1.3.2   Acknowledgement Page

After entering your login credentials, or changing your password, an Acknowledgement page is displayed in your browser.

To continue to login, you'll need to select the "I accept…" radio button, then click the blue **Submit** button.

Figure 5: Acknowledgement Page

1.3.3   Multi-Factor Authentication

For security reasons, non-DMAS users accessing the MES Secure portal will be prompted to perform additional authentication to verify their identity. This additional step in the login process is called Multi-factor authentication (MFA). Users will need to complete the MFA process each time they login.

MFA is similar to other web site logins, where either an email or text message is sent to the user, who can then confirm their identity.

1.3.3.1   Verify Your Identity

The Verify page loads after the you click the Accept button the authentication page.

You can choose to receive a message either by email or text to verify your identity.

After making your choice, click the Request Code button. A new page will load, with a box for you to enter your code.

Email: This option is available by default. After choosing this option, you will receive a One-time passcode via email. Once received, users enter this passcode in MES Secure portal and submit to verify your identity. Please be patient, as the email Access code confirmation may take a few minutes to reach you.

Text Message: This option is displayed when mobile number is present in your profile. After clicking on this button, you will receive a One-time passcode via text message on your mobile. Please enter this passcode in MES Secure portal and submit to verify your identity.
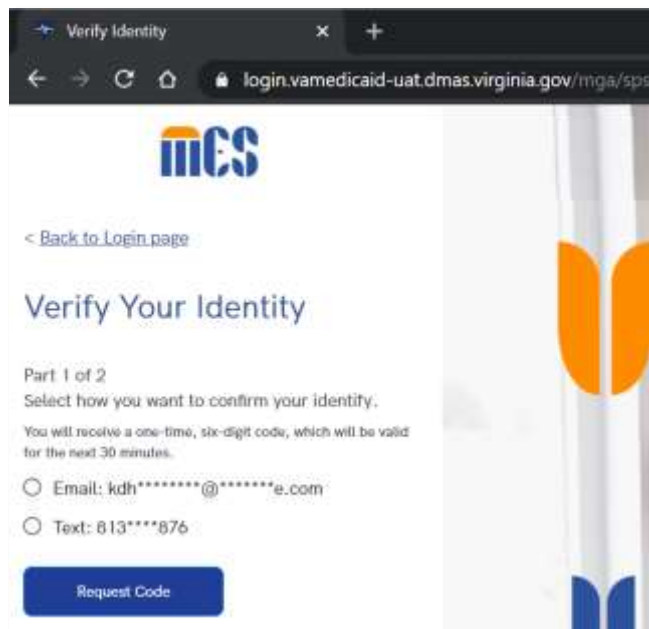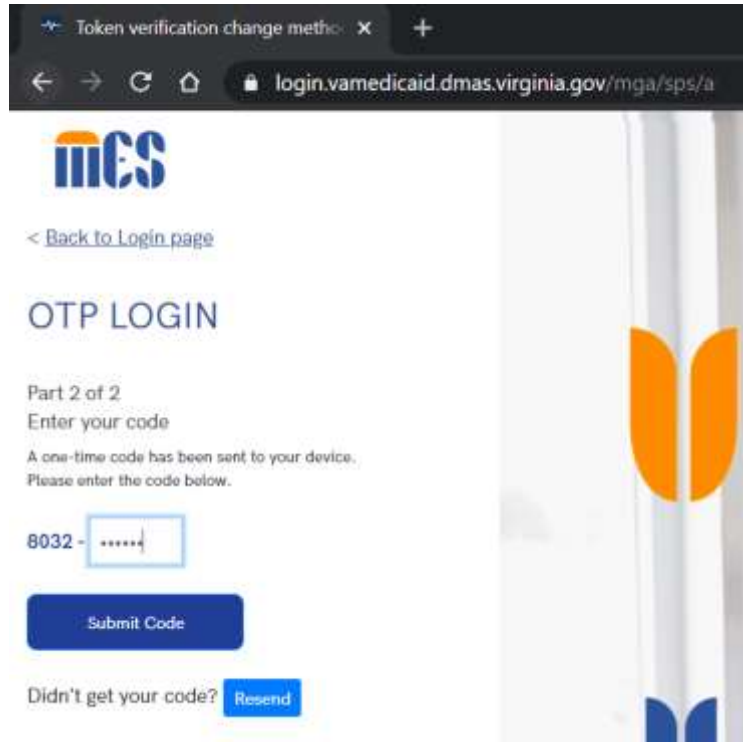

Figure 6: MFA - Verify Your Identity Screen

After receiving your code, enter it in the box, and click the blue ***Submit Code*** button.

Note: Be careful when copying the code from the email you received, as it may contain extra spaces and cause an error.

Figure 7: MFA – "Enter Your Code" Screen

The system will verify the code you entered, and you will be redirected to the portal menu page.

1.4   MES Secure Portal Menu Page

The *MES Secure Portal* Menu page includes menus for accessing MES modules, MES vendor solutions, and other important features and applications

You will only see and be able to connect to modules/applications you are already approved for. *The image below shows the MES secure portal menu page*.

1.4.1   Access Your Module Link

To access your module link, click the blue triangle to reveal the link. The complete link will be displayed:
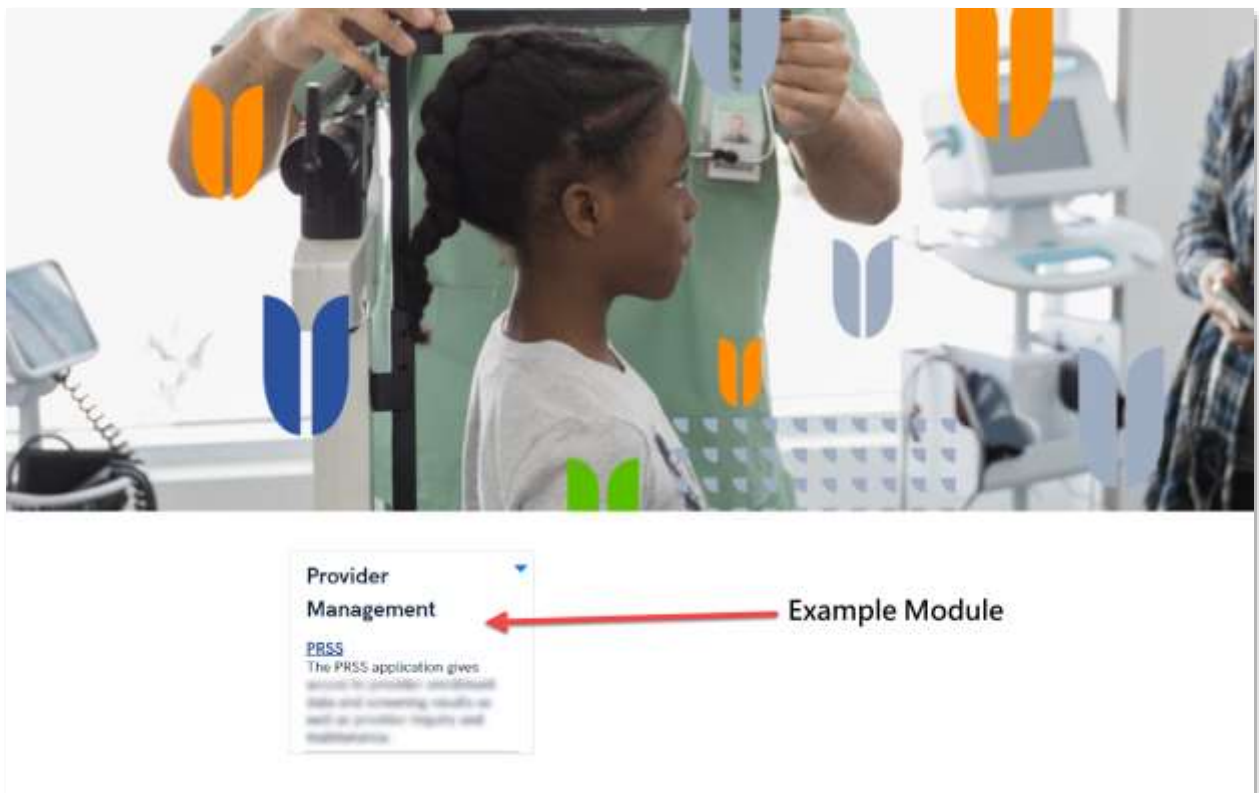
Figure 8: *Menu* Page with an Example Module Link

Click the link, and a new browser tab will open with your approved module.