

MES Module Access

This document includes important information on how to access and log into MES, reset your password, and request access to additional functions.



IMPORTANT: As an external MES user, you must be registered to access the Virginia *MES Public Portal*. After you are registered, you will receive MES access credentials in two emails – one with your username and one with a temporary password.

Logging Into MES for the First Time

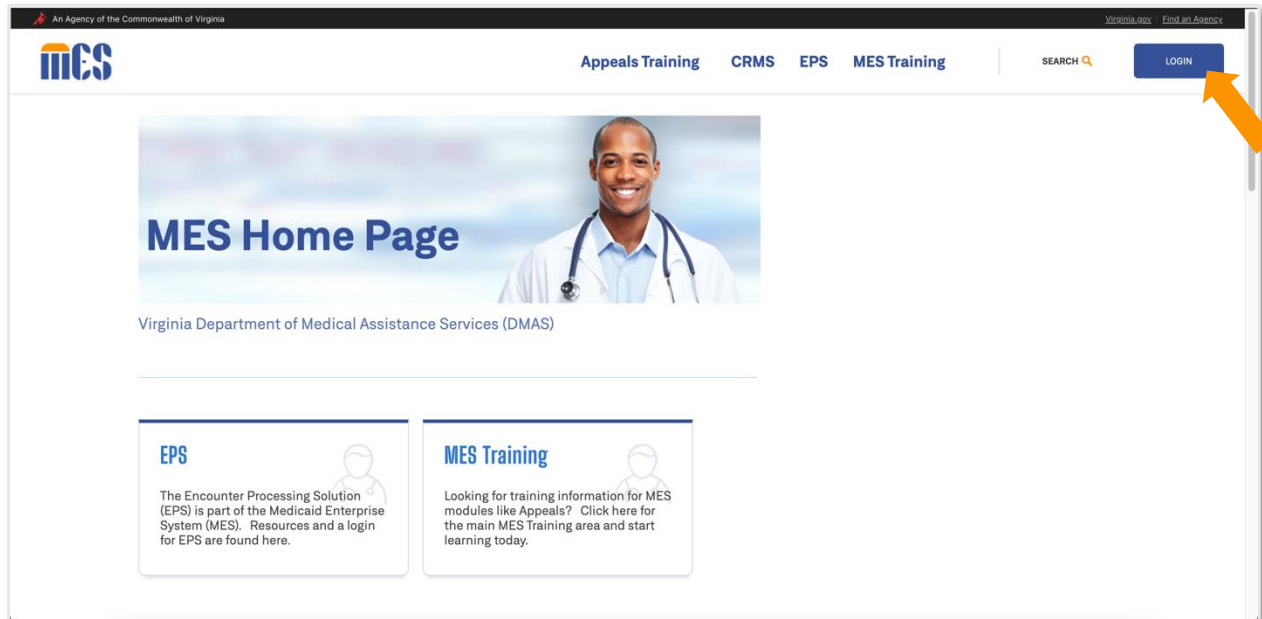


IMPORTANT: Before you can log into MES for the first time, you will need the credentials that were emailed to you after registration.

To access MES for the first time (Figure 1):

1. Navigate to the *MES Public Portal* at: <https://login.vamedicaid.dmas.virginia.gov/>.
2. Select the **LOGIN** button in the top right corner of the page.

Figure 1: MES Public Portal



PROVIDER AND MCO MES USERS: ACCESSING THE SYSTEM

From the *MES Secure Log In* page (Figure 2):

1. Enter your username.
2. Enter your temporary password.
3. Select the **SIGN-IN** button.

Figure 2: MES Secure Login Page



Next, you will be prompted to change your password (Figure 3).

4. Enter your temporary password.
5. Enter a new password using the password requirements listed on the page.
6. Select the **Change Password** button to save your changes.

Figure 3: Change Password



NOTE: You will use these credentials to log into MES no matter which MES module you need to access.

Logging Into MES

Use your MES credentials to log in and access your authorized functionality in MES.

To access MES (Figure 4):

1. Navigate to the *MES Public Portal* at: <https://login.vamedicaid.dmas.virginia.gov/>.
2. Select the **LOGIN** button in the top right corner of the page.
3. Enter your username.
4. Enter your password.
5. Select the **SIGN-IN** button.

Figure 4: MES Secure Login Page



Forgot Password/Reset Password

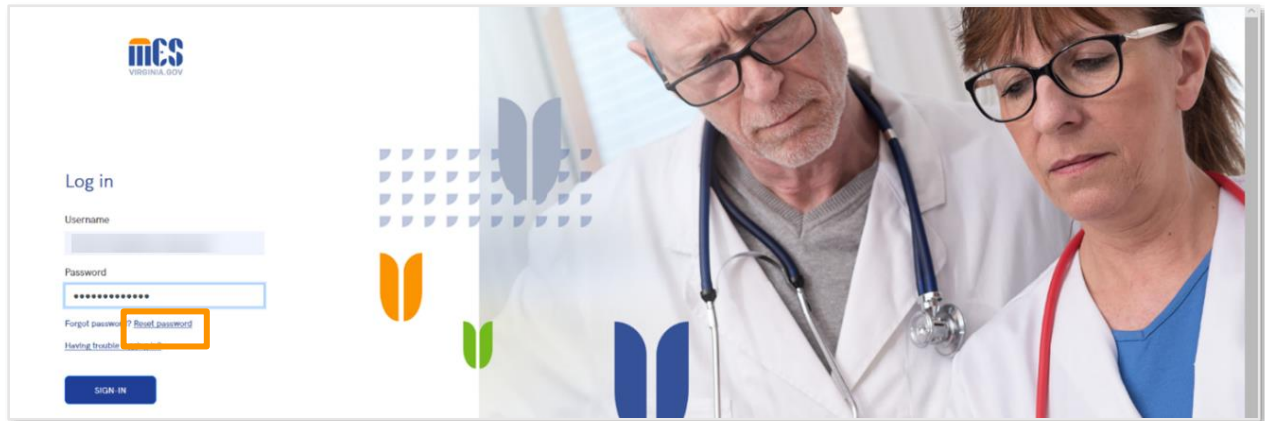


IMPORTANT: Your password will expire in accordance with the latest policy. MES will display a message to let you know you must reset your password.

To reset a forgotten password:

1. Select the *Reset Password* link on the *MES Secure Log In* page (Figure 5).

Figure 5: Reset Password Link



2. Follow the **Forgot Password** instructions (Figure 6).

Figure 6: Forgot Password



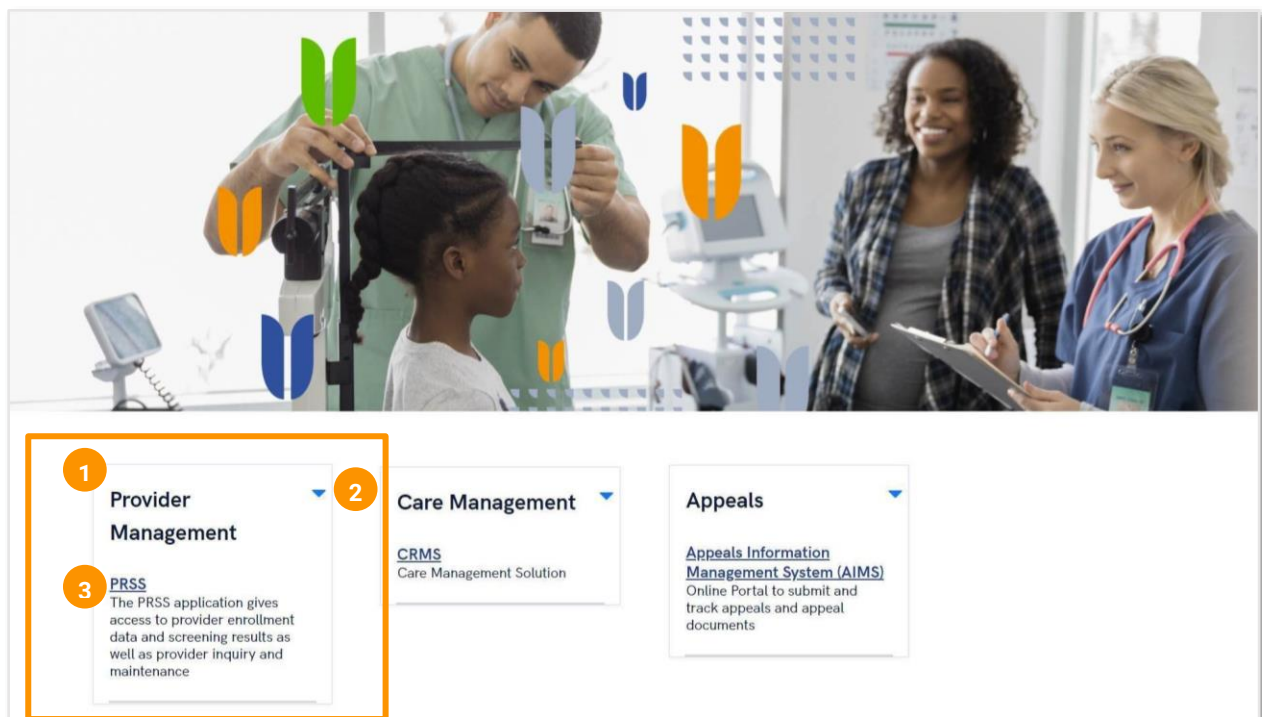
Accessing MES Modules

Once you are signed into MES, the *MES Landing Page* displays a tile for each module your role permissions allow you to access.

To access the functions within a MES module (Figure 7):

1. Locate the module tile.
2. Select the dropdown arrow.
3. Select the link to open the module in a new browser tab or window.

Figure 7: MES Landing Page/Module Tile



Receiving Additional MES Module Access and Updating Your Profile

On occasion, you may need to request access to additional MES module functions, or you may want to update information on your MES profile, such as changing your phone number.

When these types of changes are needed, discuss them with your Manager or Supervisor so they can submit the requested changes on your behalf.

MES Module Functions

Access to MES module functions is based on your user account permissions (Figure 8).

Figure 8: MES Landing Page/Module Tile Options



PROVIDER AND MCO MES USERS: ACCESSING THE SYSTEM

The following table (Table 1) identifies the MES tiles, links, and general function descriptions for external MES users. You will only see the tiles/links associated with your account permissions.

Table 1: MES Module Functions

MES Tile	Link Name	Module Function Description
Provider Management	PRSS	<ul style="list-style-type: none"> ● Access to the Provider Portal to: <ul style="list-style-type: none"> ○ Manage provider data updates for credentialing, enrollment, and revalidation. ○ Manage delegates ○ Send and receive secure messages ○ Submit, view, and manage claims (in MMIS) ○ Verify member eligibility (in MMIS) ○ View member long term care information (in MMIS) ○ View payment history and remittance advice (in MMIS) ○ Submit, view, and manage service authorizations (in MMIS) ○ View resource links ● Access to the MCO Portal to: <ul style="list-style-type: none"> ○ Manage contracts ○ Manage delegates ○ View resource links
Care Management	CRMS	<ul style="list-style-type: none"> ● Access eMLS to create, view, and manage Long Term Care screenings ● Access LOCERI to create, view, and manage Level of Care Review Instrument assessments ● Access PACE to create, view, and manage Program of All-Inclusive Care for Elderly assessments
Appeals	Appeals Information Management System (AIMS)	<ul style="list-style-type: none"> ● Submit appeals ● Track appeals ● Manage appeal documents