



# Virginia Provider Portal User Guide

## *Medicaid Management Solutions*

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*Note: This user manual is a draft document and will continue to be updated to reflect new functionality and user interface (UI) changes as a result of future releases.*

## Privacy and Security Rules

The Health Insurance Portability and Accountability Act of 1996 (HIPAA – Public Law 104-191) and the HIPAA Privacy Final Rule<sup>1</sup> and the American Recovery and Reinvestment Act (ARRA) of 2009 requires that covered entities protect the privacy and security of individually identifiable health information.

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

## Revision History

Version #	Published/ Revised	Author	Section/Nature of Change
1.0	10/2021	A. Nunan	Final Draft
2.0	01/2022	J. Montanez	Updates for end user training.

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## 1. Introduction

The purpose of this guide is to support Providers, Authorized Administrators of Providers, and Delegates of Providers with an overview of the Provider Portal and instructions to view and maintain provider information within the Provider Portal Maintenance.

Throughout this guide, you will see various notes to enhance your use of Provider Portal. Refer to Table 1-1.

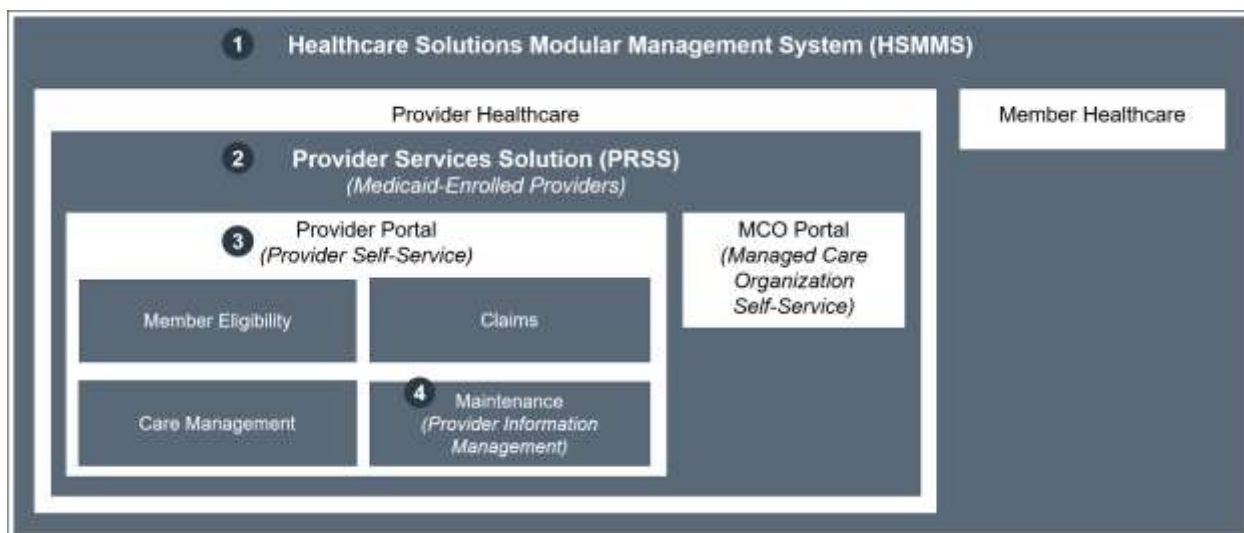
*Table 1-1: User Guide Icons*

 <p>Indicates extra tips and useful explanations.</p>	 <p>Indicates more resources are in another location, such as another document or a website.</p>	 <p>Indicates a critical step that you must take (or not take) to avoid errors.</p>
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Refer to Figure 1-1 for an overview of how the systems relevant to this guide are organized:

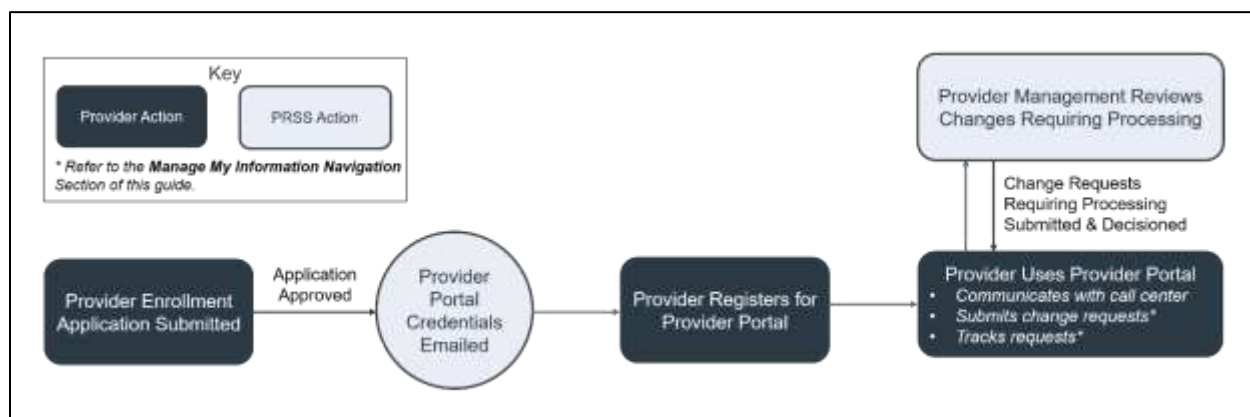
1. **Healthcare Solutions Modular Management System (HSMMS)** is a collaboration of modules that coordinate services between providers and members meeting a patient's healthcare needs. The healthcare data contained within the system must be controlled throughout its lifecycle, protected from exposure or loss, used only for the intended purpose, and accessed by only the intended users. Wherever sensitive data is present, strong key management systems are essential for the control, protection, and preservation of the underlying data.
2. **Provider Services Solution (PRSS)** maintains comprehensive information on all enrolled providers and supports the claims processing, management reporting and surveillance, and utilization review functions of the healthcare plan.
3. **Provider Portal** is a self-service tool that provides healthcare-related information to those involved in provider care. The Provider Portal is a proven time and effort saving tool that provides 24 x 7 support to answer billing questions, check member eligibility, or update personal records. Using the Provider Portal minimizes paper transactions and increases the accuracy of decision-making between provider contracts and providers.
4. **Provider Portal Maintenance** is the self-service module within Provider Portal used to view and maintain provider care information such as addresses, associations, billing information, and delegate access.

**Figure 1-1: Provider Portal System Organization**



Refer to Figure 1-2 for an overview of how a Provider accesses and uses Provider Portal.

**Figure 1-2: Provider Portal Overview**



## 2. Information You Will Need

You need to have basic knowledge of Provider information and the policies and procedures to support Virginia provider operations.

You need to have access to the Provider Portal (Username and Password). Refer to Section **4.1 - Provider Portal Registration**.

### 3. System Requirements

To successfully use all features of the Provider Portal, ensure that your computer system meets the following minimum requirements:

- Reliable online connection
- Latest version of your web browser is recommended
- Accept pop-ups from the site to view detail and attachment windows
- Adobe® Acrobat Reader

## 4. Medicaid Enterprise System (MES) Secure Provider Portal Access

Authenticated Providers, Delegates, and Authorized Administrators log in through the **MES Secure Login** page to the Provider Portal to perform business transactions supporting provider care.

- *Providers* receive credentials via email after their VA Medicaid enrollment is approved. The email is sent to the portal registration contact entered during enrollment.



*Note: Individual within a Group (IG) Providers who assign an Authorized Administrator (AA) during enrollment have the option to opt-out of creating an account for Provider Portal. IG Providers who opt-out will not have online access to view or update their own information and will be reliant on the AA.*

- *Delegates* receive credentials via email after the first Provider adds the delegate to a Service Location. Once registered, the delegate accesses all assigned Providers from Switch Providers in Provider Portal. Refer to Section 4.3 - **Switch Provider – Delegates**.
- *Authorized Administrators* receive credentials via email after the first VA Medicaid enrollment is approved either for the AA's enrollment, such as for a Group Provider, or for a Provider who has assigned the Group as an AA. Once registered, the Authorized Administrator accesses all assigned Providers from Switch Providers in Provider Portal. Refer to Section 4.4 - **Switch Provider – Authorized Administrators**.



*Note: To compare Delegate and Authorized Administrator access, refer to Section A-1 - **What is the difference between a delegate and an authorized administrator?***

### 4.1 Provider Portal Registration

Providers, Delegates, and Authorized Administrators must each complete registration for Provider Portal.

Once you receive your credentials via email for Provider Portal, you must complete your registration to view and maintain authorized provider information.

To complete registration, follow these steps:

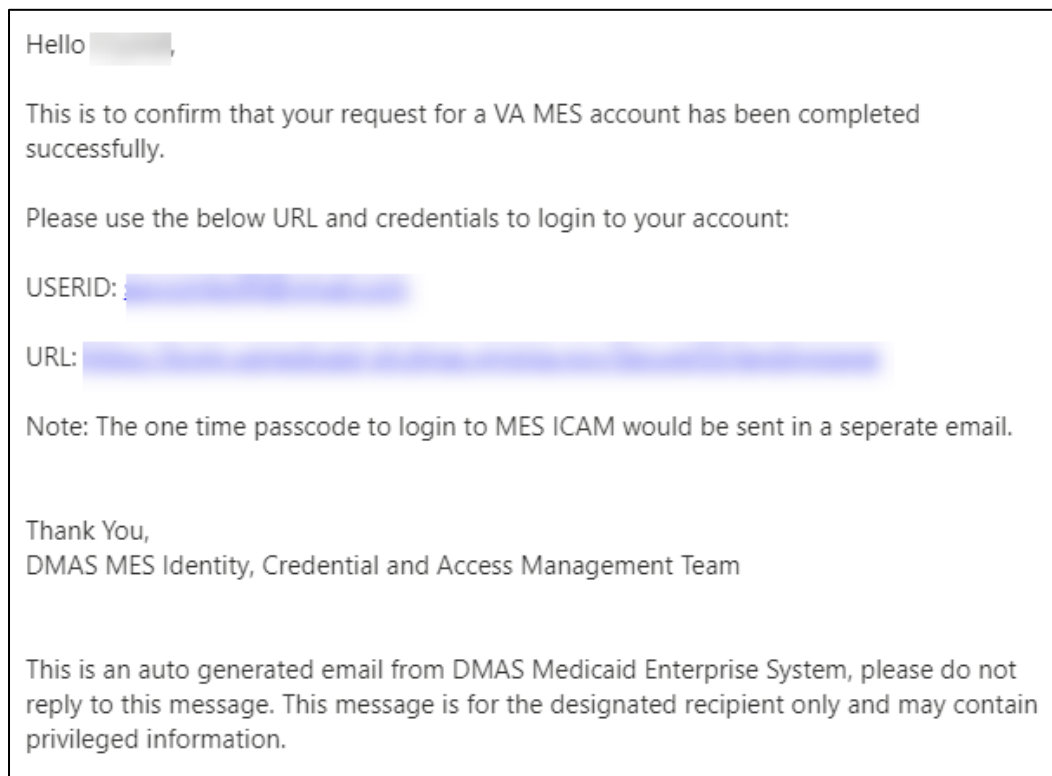
1. Access your credentials which are delivered in two distinct registration emails. The first email includes your User ID and hyperlink to access registration for Provider Portal. The second email includes your temporary password. Refer to Figure 4-1 and Figure 4-2.



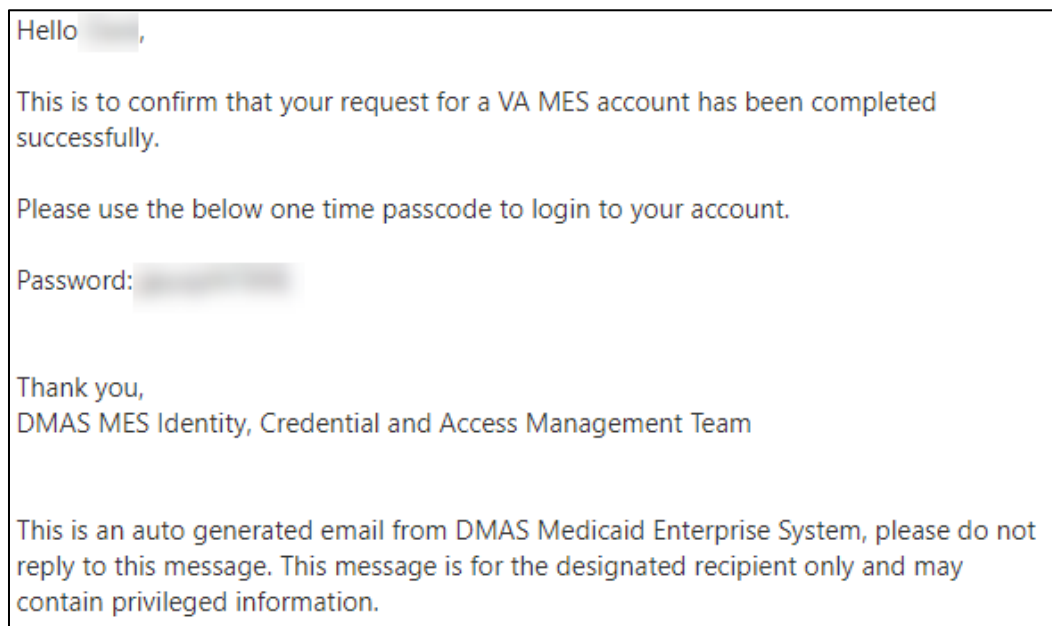
*Note: Even if you have multiple Service Locations, you will only receive email credentials for the first Service Location as registration is only completed once.*



*Figure 4-1: Provider Portal Access Email 1*



*Figure 4-2: Provider Portal Access Email 2*

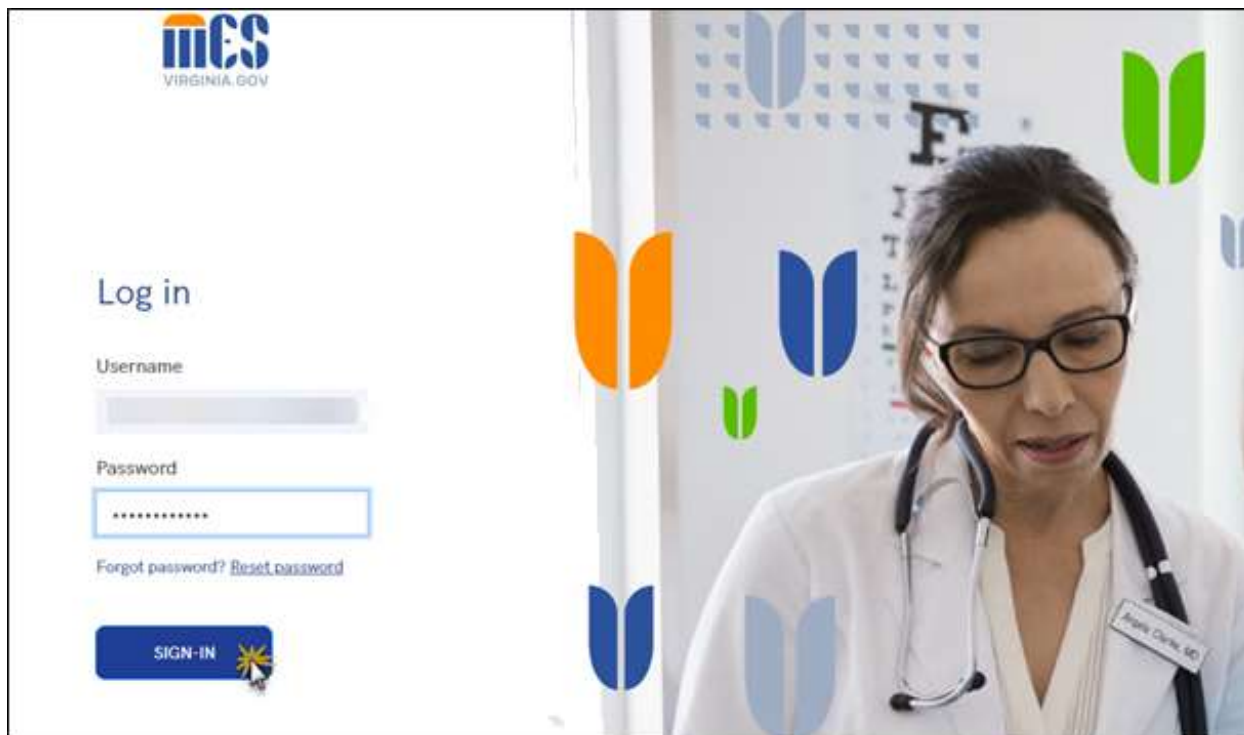




*Note: Check your spam folder for your emails before contacting provider support. The Subject line of both emails is "MES ICAM Account Creation Confirmed."*

2. Click your hyperlink in Provider Portal Access Email 1 to open the **MES Log in** page.
3. Enter the emailed User ID and temporary password, then click **SIGN-IN**. Refer to Figure 4-3.

*Figure 4-3: MES Secure Login Page*



4. The **Change Password** page appears. Enter your temporary password as your **Current Password**, then create a new password and confirm it.

5. Click **Set Password**. Refer to Figure 4-4.

*Figure 4-4: Complete Registration*



The screenshot displays a 'Change Password' web form on the left and a background image of two healthcare professionals on the right. The form includes fields for 'Current Password', 'New Password', and 'Confirm New Password', each with a yellow input area and a masked password display. Below the 'New Password' field, a list of password requirements is provided: at least 12 characters, one uppercase character, one lowercase character, one number, and one special character. A 'Set Password' button is located at the bottom of the form. The background image shows a female healthcare professional in a white lab coat and stethoscope, looking down, with another person partially visible next to her.

**Change Password**

Current Password  
[Yellow input field]  
[Masked password]

New Password  
Create a new password for the new MES Portal using the password requirements.  
[Yellow input field]  
[Masked password]

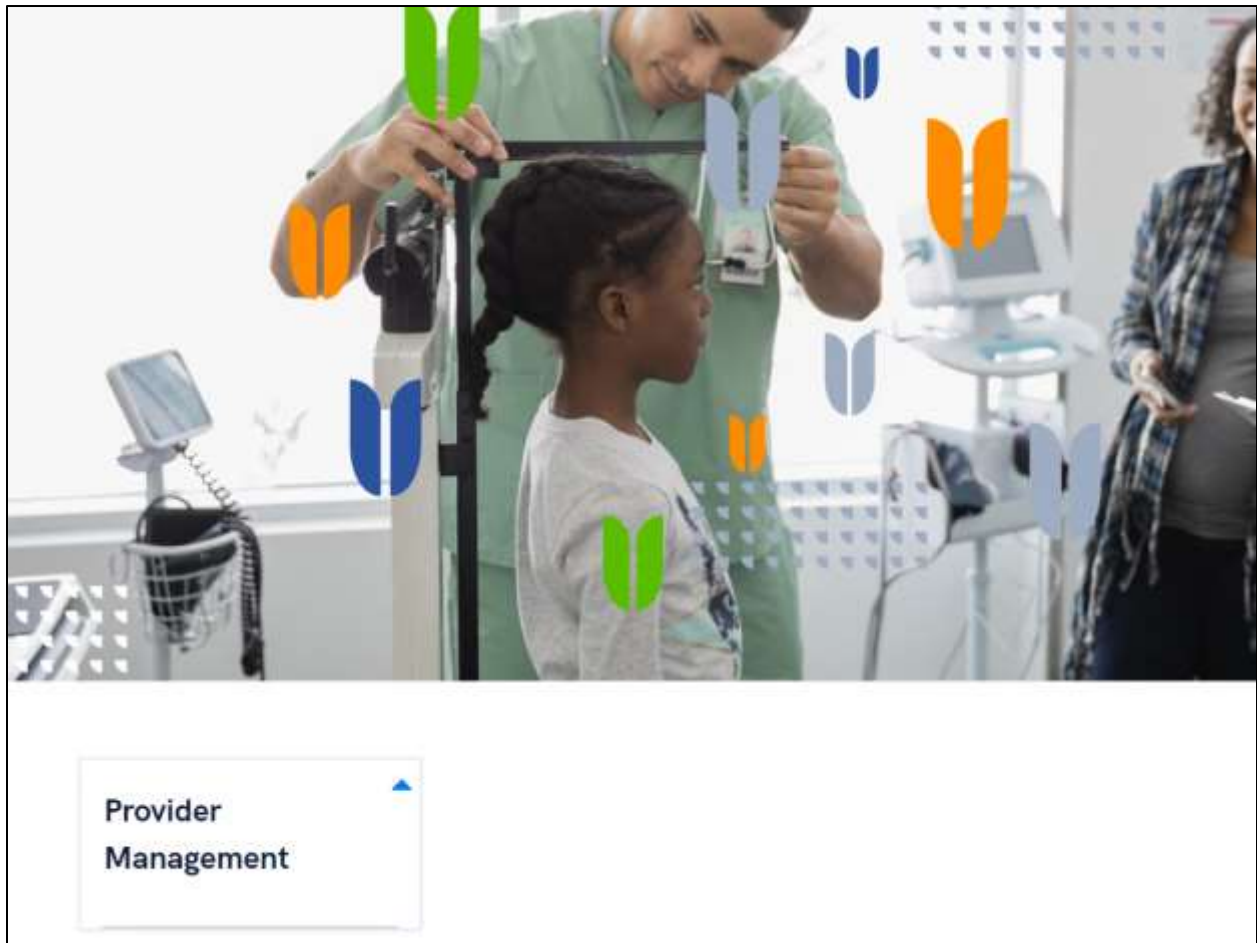
- At least 12 characters
- 1 uppercase character
- 1 lowercase character
- 1 number
- 1 special character (~!@#\$%^&\* \_+{}|;':<>.,\/?)

Confirm New Password  
Re-enter your new password to confirm.  
[Yellow input field]  
[Masked password]

**Set Password** [Sun icon]

6. The **MES Landing** page appears. Refer to Figure 4-5.

Figure 4-5: MES Landing Page



*Note: Depending on your credentials, you may have additional access tiles. This guide addresses Provider Management which includes Provider Portal.*

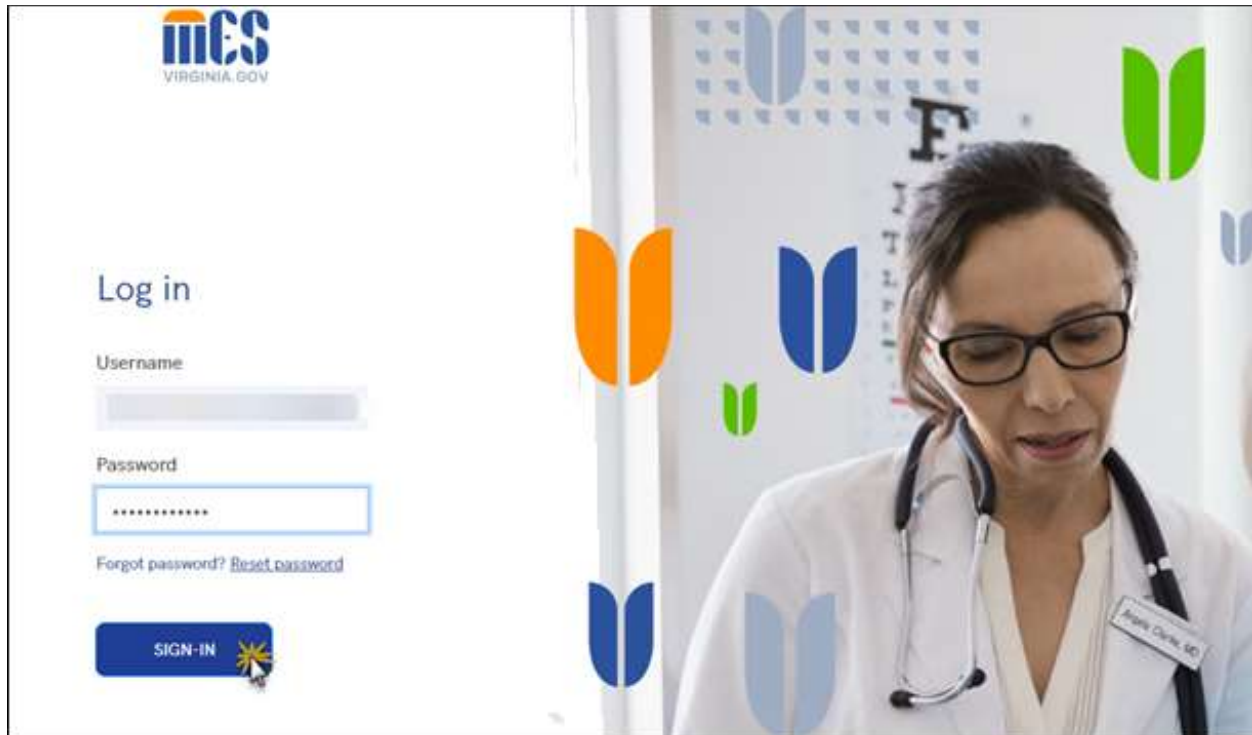
### 4.2 Provider Portal Log in

Use your MES credentials to access your authorized functionality in Provider Portal. Providers, Delegates, and Authorized Administrators log in with these steps.

1. Navigate to the **MES Secure Login** page at <https://login.vamedicaid.dmas.virginia.gov/SecureISS/landingpage>.

2. Enter your **Username** and **Password**, then click **SIGN-IN**. Refer to Figure 4-6.

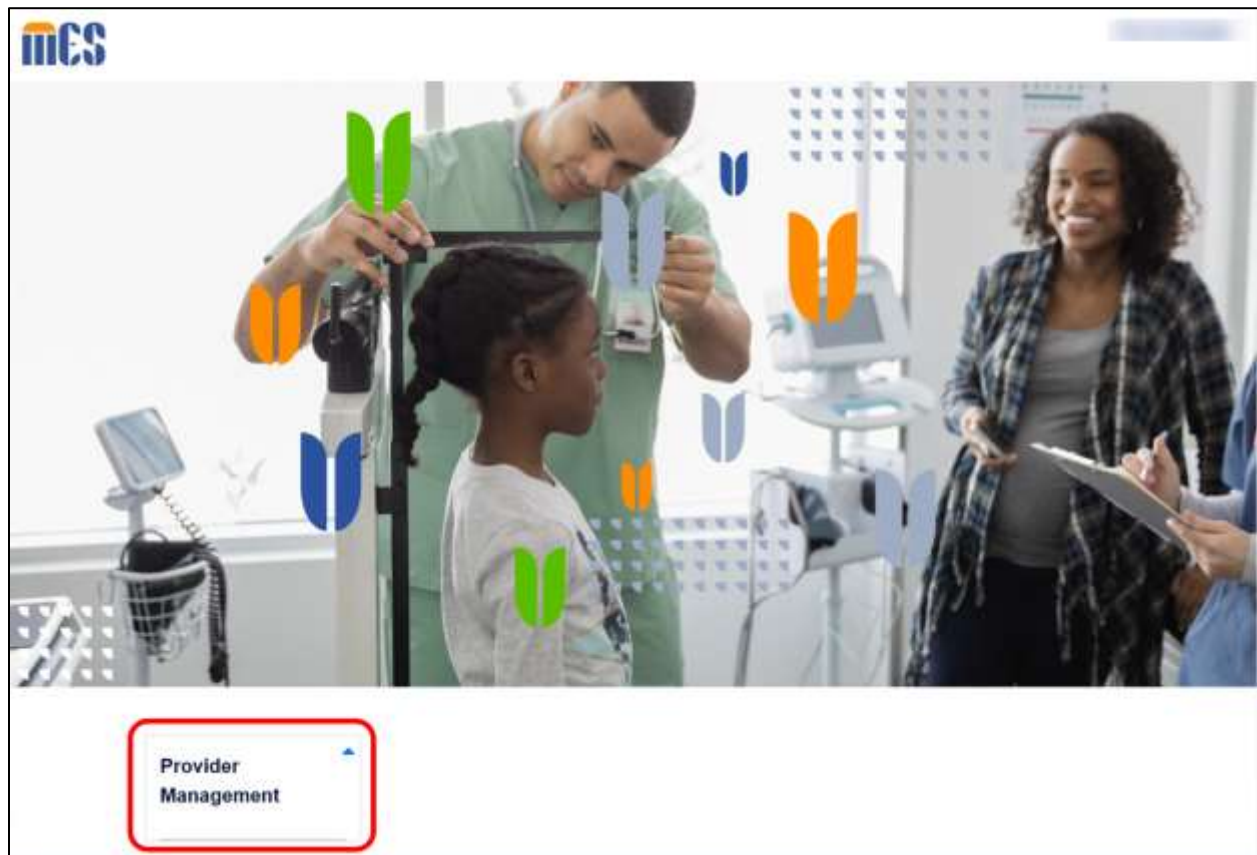
*Figure 4-6: MES Secure Login Page*



*Note: If you forget your password, click the **Reset password** hyperlink.*

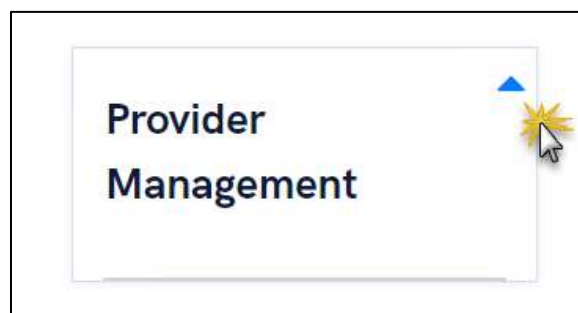
3. Once you are signed into your account, the **MES Landing** page appears with the applications available to you. Refer to Figure 4-7.

*Figure 4-7: MES Landing Page*



4. Click the expand icon for the **Provider Management** application. Refer to Figure 4-8.

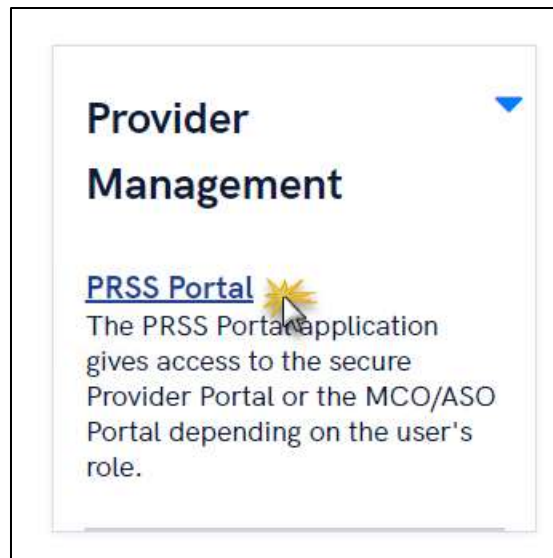
*Figure 4-8: Provider Management Expand Icon*





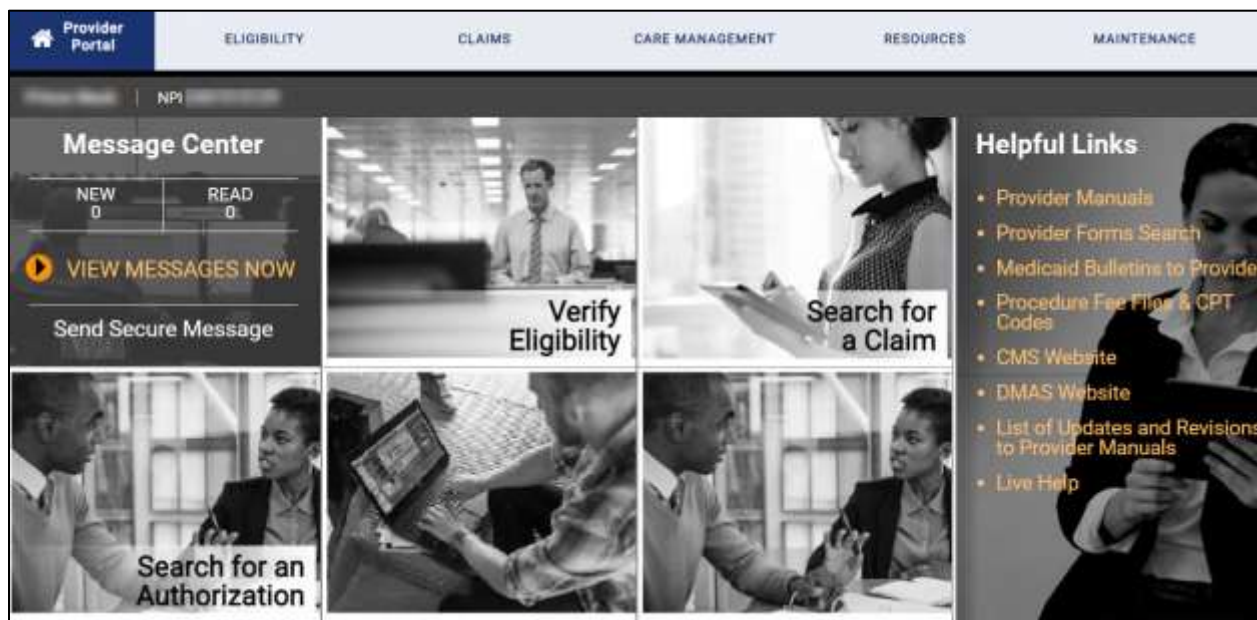
- Click the **PRSS Portal** hyperlink to access the Provider Portal. Refer to Figure 4-9.

*Figure 4-9: PRSS Portal Hyperlink*



- The **Provider Portal Secure Home** page appears. Refer to Figure 4-10.

*Figure 4-10: Provider Portal Secure Home Page*



### 4.3 Switch Provider – Delegates

Delegates have their own MES login credentials and can access Provider and Service Location information authorized by the Provider.



*Note: Delegate Administrators (DAs) have full access, including the ability to manage other delegates.*

1. Complete Section **4.2 – Provider Portal Log in** steps.
2. The **Switch Provider** window appears rather than the **Provider Portal Secure Home** page. Click the Provider Name that you want to work on behalf of, then click **SUBMIT**. Refer to Figure 4-11.

*Figure 4-11: Switch Provider*



*Note: If you are a Delegate and do not see the desired Provider listed, contact the Provider and provide your **Relationship Code** so that the Provider can assign you as a delegate. Refer to Section **9.2 - Portal Profile Maintenance - Delegate** to locate your **Relationship Code**.*

Click the desired Service Location in the window that appears. Refer to



3. Figure 4-12.

Figure 4-12: Switch Provider Multiple Service Locations

**Switch Provider Details**

Name  Email Address

**Service Locations** | Authorized Affiliated Providers

Select the service location to work on from the list below and click 'Submit' button.

Base ID	Name	Address
	Primary	

10 Items per page 1 - 1 of 1 items

**CANCEL** **SUBMIT**

- The **Provider Portal Secure Home** page appears with the selected Provider's identifiers. Refer to Figure 4-13.

Figure 4-13: Delegate for Provider

**Provider Portal** | PROVIDER PORTAL HOME | ELIGIBILITY | SERVICE AUTHORIZATION | RESOURCES | MAINTENANCE | APPEALS

**Delegate For Provider Alan Smith** | Location ID / NPI 30027683210001 / 2405709167 | Service Location Primary - 12345 MAINE ST, RICHMOND, VA 23230-1735 | [Go to Switch Provider](#)

**Message Center**

NEW 0 | READ 0

**VIEW MESSAGES NOW**

[Send Secure Message](#)

**Verify Eligibility**

**Search for a Claim**

**Search for an Authorization**

**Helpful Links**

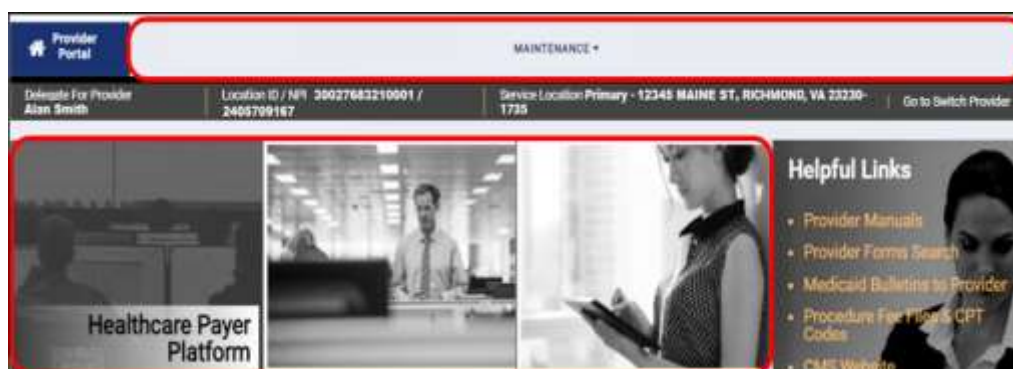
- [Provider Manuals](#)
- [Provider Forms Search](#)
- [Medicaid Bulletins to Provider](#)
- [Procedure Fee Files & CPT Codes](#)
- [CMS Website](#)
- [DMAS Website](#)
- [List of Updates and Revisions to Provider Manuals](#)
- [Live Help](#)



*Note: The assigned delegate functions set by the Provider determine what displays on your **Provider Portal Secure Home** page.*

*For Example, a Delegate with access only to the **Maintenance** functionality will not have **Navigation Menu** options for the other modules. Additionally, the **Module Tiles** will not be interactive. Refer to Figure 4-14.*

**Figure 4-14: Example Delegate with Limited Access**



5. To access a different Provider or Service Location, return to **Switch Provider**. Refer to Figure 4-15.
  - a. From the **Navigation Menu**, select **Maintenance** then click **Switch Provider**.
  - b. From the **Provider Identifier** bar, click **Go to Switch Provider**.

**Figure 4-15: Switch Provider After Log In**



## 4.4 Switch Provider – Authorized Administrators

Authorized Administrators have their own MES login credentials and can access Provider and Service Location information authorized by the Provider. Authorized Administrators may switch between their own Group information and authorized Individual within a Group (IG) information.



*Note: Authorized Administrators have full access except the ability to change the Authorized Administrator.*

1. Complete Section 4.2 – **Provider Portal Log in** steps.
2. The **Switch Provider** window appears rather than the **Provider Portal Secure Home** page. Select **Yes** to display a list of IGs who have selected you as their Authorized Administrator.
3. Click the Provider Name that you want to work as, then click **SUBMIT** to access the IG's information. Refer to Figure 4-16.

*Figure 4-16: Switch Provider - Authorized Administrator IG*

*Note: Select **No**, then click **SUBMIT** to manage your Group information. Refer to Figure 4-17.*

*Figure 4-17: Switch Provider - Authorized Administrator Group*



4. If the Provider has more than one Service Location, a window with the Service Locations appears. Refer to Figure 4-18. This window does not appear if the selected Provider only has one Service Location.

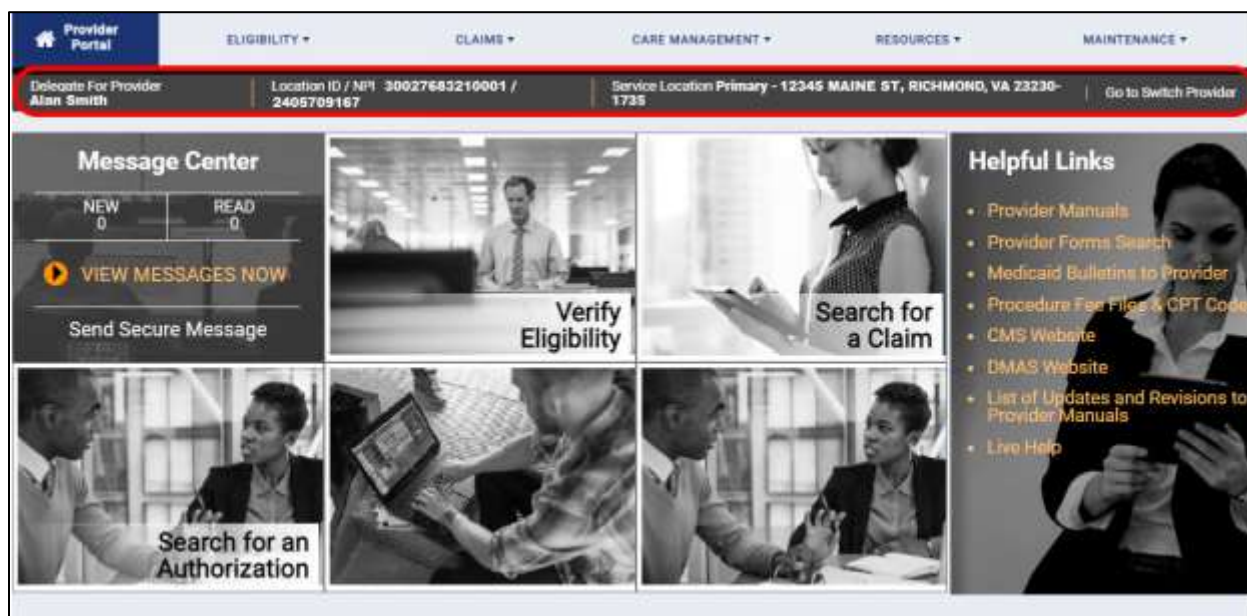
*Figure 4-18: Switch Provider Multiple Service Locations*

The screenshot shows a web application window titled "Switch Provider Details". At the top, there are input fields for "Name" and "Email Address", both with question mark icons. A "Required Fields (\*)" link is on the right. Below these is a "Service Locations" section with a green header. A instruction text says: "Select the service location to work on from the list below and click 'Submit' button." Below this is a table with three columns: "Base ID", "Name", and "Address". The first row is highlighted in blue and has a yellow starburst icon over it. The second row is greyed out. At the bottom of the table, there is a pagination bar with "10" items per page and "1 - 2 of 2 items". At the bottom right of the window are "CANCEL" and "SUBMIT" buttons. A yellow starburst icon is also over the "SUBMIT" button.

Base ID	Name	Address
30027683210001	Primary	12345 Maine ST, RICHMOND, VA 23230-1735
	Second location	

5. The **Provider Portal Secure Home** page appears with the selected Provider's identifiers. Refer to Figure 4-19.

*Figure 4-19: Authorized Administrator for Provider*



6. To access a different Provider or Service Location, return to **Switch Provider**. Refer to Figure 4-20.
  - a. From the **Navigation Menu**, select **Maintenance** then click **Switch Associated Provider**.
  - b. From the **Provider Identifier** bar, click **Go to Switch Associated Provider**.

*Figure 4-20: Authorized Administrator Switch Provider After Log In*





## 4.5 Switch Provider – Delegates for Authorized Administrators

Delegates have their own MES login credentials and can access Provider and Service Location information authorized by the Provider. In addition to being a Delegate for a specific Provider, Delegates may be assigned to Authorized Administrators. The Authorized Administrator determines which Providers, Service Locations, and security functions the Delegate can access.

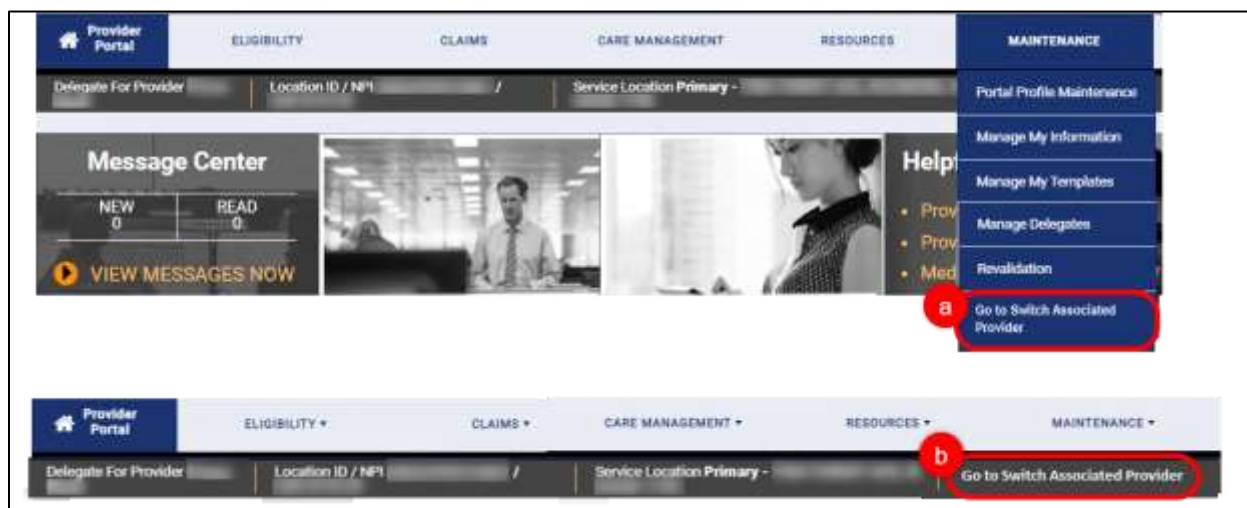


*Note: DAs have full access, including the ability to manage other delegates. Authorized Administrators have full access except the ability to change the Authorized Administrator. Refer to **A-1 - What is the difference between a delegate and an authorized administrator?** for a comparison of Delegates and Authorized Administrators.*

*Note: An AA is a Group that manages the Service Locations associated with the IG after the IG's enrollment is approved. The AA does not have the ability to change the AA. The AA may assign delegates to manage Service Locations assigned to the AA but does NOT directly assign delegates to the IG's account.*

1. Complete Section **4.3 – Switch Provider – Delegates** steps to access the Authorized Administrator Group.
2. To select the Provider to manage, return to **Switch Provider**. Refer to Figure 4-21.
  - a. From the **Navigation Menu**, select **Maintenance** then click **Switch Associated Provider**.
  - b. From the **Provider Identifier** bar, click **Go to Switch Associated Provider**.

*Figure 4-21: Delegate of Authorized Administrator Switch Provider*



3. The **Switch Provider** window appears with the assigned Individuals within a Group (IGs) on the **Authorized Affiliated Providers** tab. Click the Provider Name that you want to work on behalf of, then click **SUBMIT**. Refer to Figure 4-22.

Figure 4-22: Switch Providers - Authorized Affiliated Providers

Switch Provider Details

Required Fields ( \* )

Name

Email Address

provider, Group

Service Locations

Authorized Affiliated Providers

Select a Provider to work on from the list and click the "Submit" button. If the Provider has multiple service locations, you will be prompted for selection of a service location.

Provider Name

Nursing, Service providers

10 Items per page

1 - 1 of 1 items

CANCEL

SUBMIT



*Note: If you are a Delegate and do not see the desired Provider listed, contact the Authorized Administrator.*



4. If you are assigned to more than one Service Location for the Provider, a window with the Service Locations appears. Refer to Figure 4-23. This window does not appear if the selected Provider only has one Service Location.

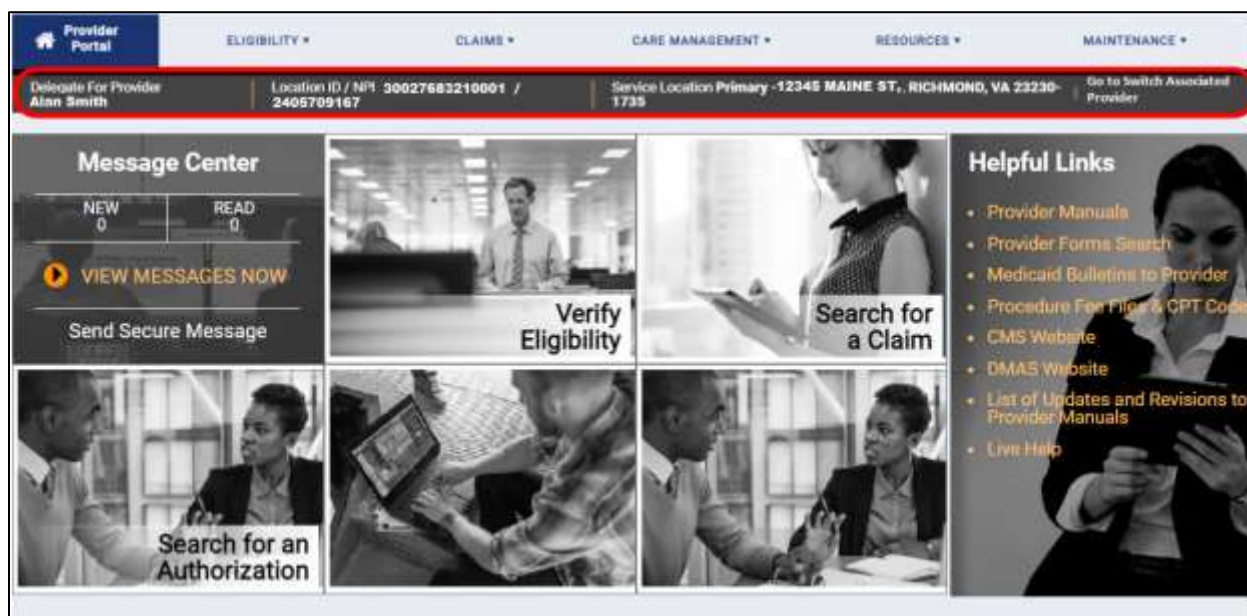
Figure 4-23: Switch Provider Multiple Service Locations

The screenshot shows a web application window titled "Switch Provider Details". At the top, there are input fields for "Name" and "Email Address", both with question mark icons. A "Required Fields (\*)" label is in the top right. Below these is a "Service Locations" section with a green header. A message says: "Select the service location to work on from the list below and click 'Submit' button." Below this is a table with three columns: "Base ID", "Name", and "Address". The first row is highlighted in blue and shows "30027683210001", "Primary", and "12345 Maine ST, RICHMOND, VA 23230-1735". The second row is greyed out and shows "Second location" and a blurred address. At the bottom of the table, there is a pagination bar with "10" items per page and "1 - 2 of 2 items". At the bottom right of the window are "CANCEL" and "SUBMIT" buttons. A mouse cursor is pointing at the "Primary" location.

Base ID	Name	Address
30027683210001	Primary	12345 Maine ST, RICHMOND, VA 23230-1735
	Second location	

- The **Provider Portal Secure Home** page appears with the selected Provider's identifiers. Refer to Figure 4-24.

*Figure 4-24: Delegate for Authorized Administrator*



*Note: The The assigned delegate functions set by the Authorized Administrator determine what displays on your **Provider Portal Secure Home** page.*

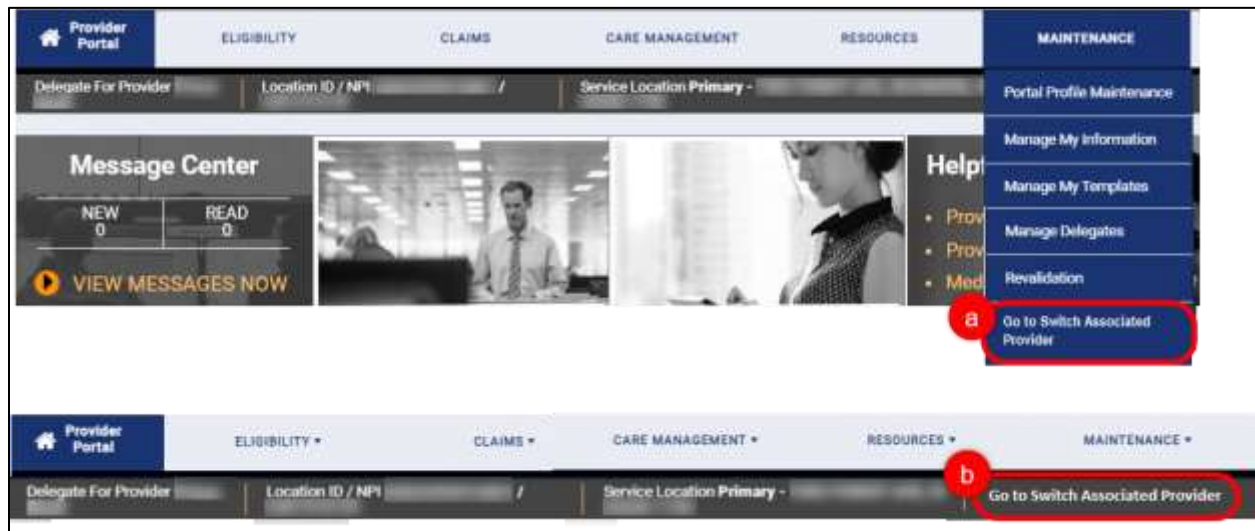
*For example, a Delegate with access only to the **Maintenance** functionality will not have **Navigation Menu** options for the other modules. Additionally, the **Module Tiles** will not be interactive. Refer to Figure 4-25.*

*Figure 4-25: Example Delegate with Limited Access*



6. To access a different Provider or Service Location, return to **Switch Provider**. Refer to Figure 4-26.
  - a. From the **Navigation Menu**, select **Maintenance** then click **Switch Associated Provider**.
  - b. From the **Provider Identifier** bar, click **Go to Switch Associated Provider**.

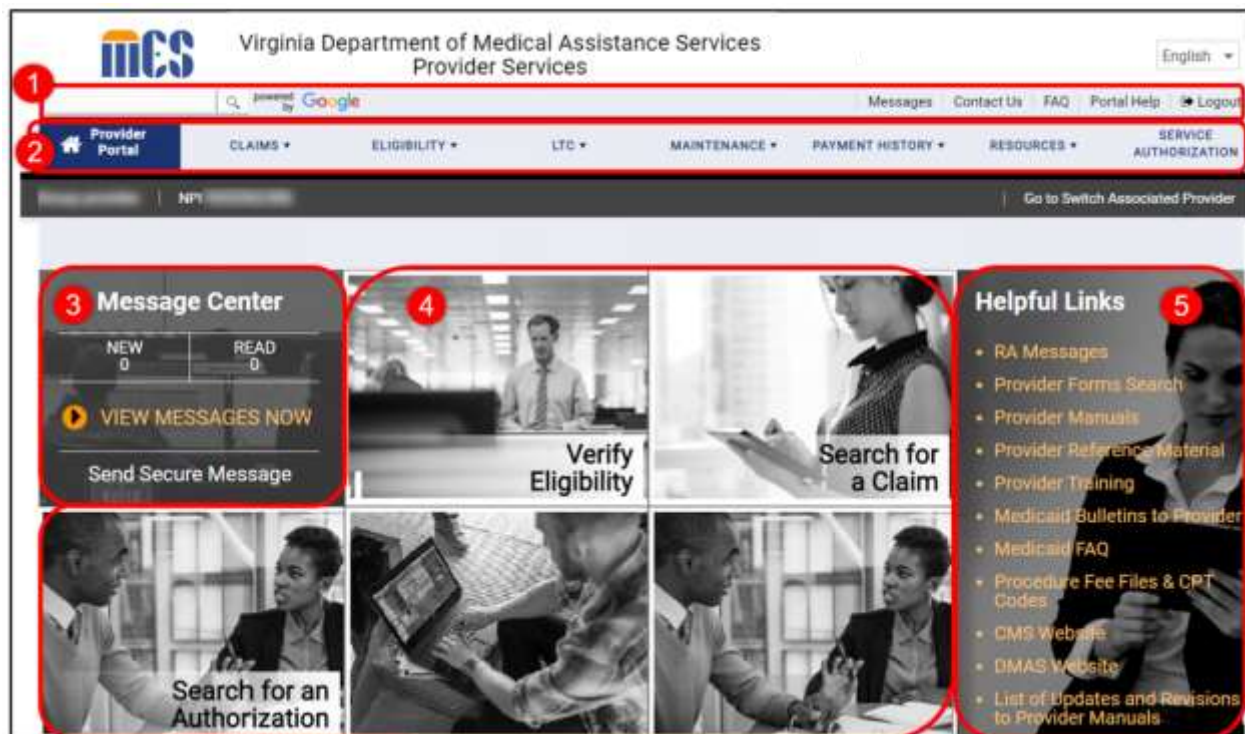
*Figure 4-26: Delegate of Authorized Administrator Switch Provider*



## 5. MES Secure Provider Portal Navigation

Access key system functionality and supporting resources from the **Provider Portal Secure Home** page. Refer to Figure 5-1.

Figure 5-1: Provider Portal Secure Home Page Overview



Each feature is described in this section of this guide.

1. At-a-Glance Bar
2. Navigation Menu
3. Message Center
4. Module Tiles
5. Helpful Links

There are four communication methods included in this section to help you submit and receive information. Use the communication method to connect with the correct support and receive the fastest responses. Refer to Table 5-1.

**Table 5-1: Provider Portal Communication Methods**

Location	Communication Method Description
At-a-Glance Bar > Messages	Read only messages that are visible to all applicable providers. These are system and informational messages.
At-a-Glance Bar > Contact Us	List of contact information for various departments as well as a hyperlink to send an email, including attachments, to the PRSS Enrollment and Management Clerks.
Message Center	Send and receive messages specific to your account and maintain conversation history. Use this for questions about maintaining your Provider information.
Helpful Links > Live Chat	Real-time access to send and receive messages specific to your account. This is only available to Providers enrolled in the Virginia (VA) Medicaid program during business hours.

## 5.1 At-a-Glance Bar

The **At-a-Glance Bar** displays throughout Provider Portal and provides overall system support. Refer to Figure 5-2 and Table 5-2 for an overview of the features. Refer to Figure 5-3 through Figure 5-9 for examples of each feature.

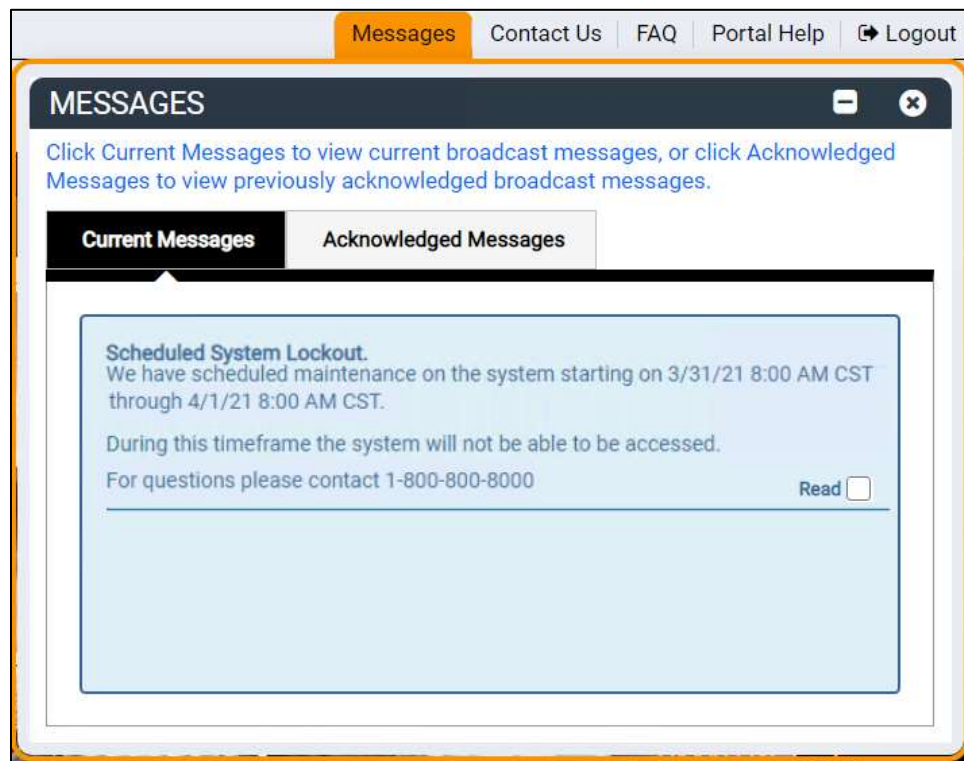
**Figure 5-2: At-a-Glance Bar**



**Table 5-2: At-a-Glance Bar**

Feature	Description
Search	Search for key terms directly from Provider Portal. Results related to Centers for Medicare & Medicaid Services (CMS) and Medicaid guidelines display first.
Messages	View broadcast messages related to system outages, system upgrades, new system features, important information messages, and various other reasons. Broadcast messages display when you log in and are organized by the highest priority then sorted by effective date, with the most recent date first, and then alphabetically by message text. Any messages that need to be acknowledged are considered highest priority and thus display at the top of <b>Current Messages</b> . Select the <b>Read</b> check box to acknowledge.
Contact Us	View how to contact various departments for provider support via email, phone (including an automated response line), or mail.
Frequently Asked Questions (FAQs)	View questions and answers related to common topics about or related to the information contained within Provider Portal.
Portal Help	View help topics about Provider Portal functionality and the kind of information available. Portal Help appears in a new window.
Logout	Securely log out of Provider Portal.

Figure 5-3: At-a-Glance Bar - Current Messages



Note: Select the **Read** check box to acknowledge a **Current Message**.



Figure 5-4: At-a-Glance Bar - Acknowledged Messages

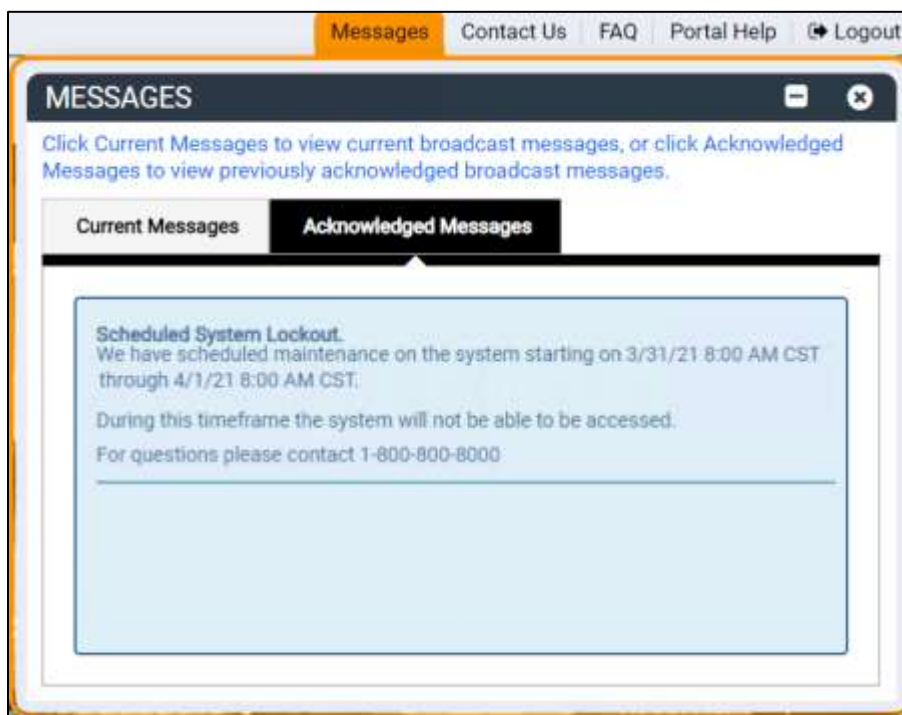
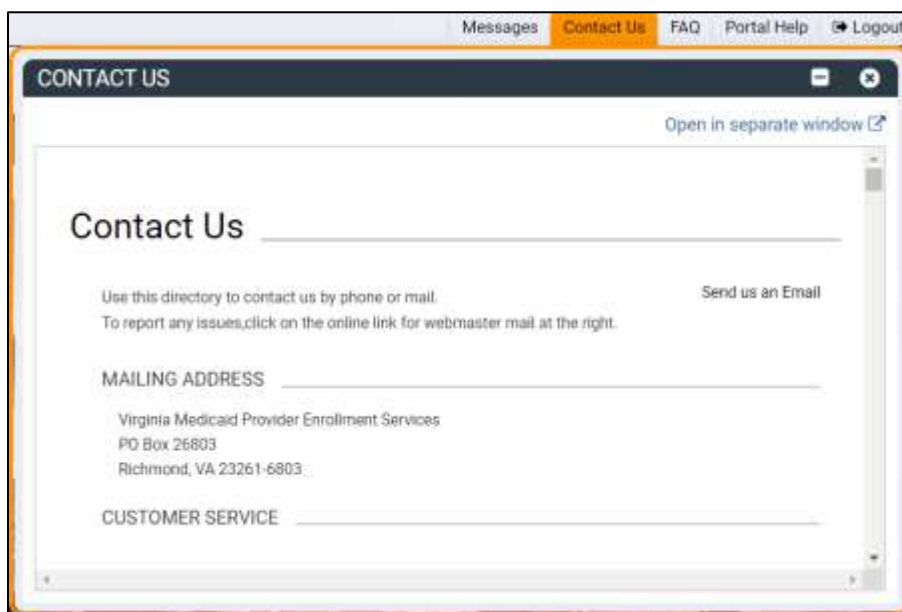
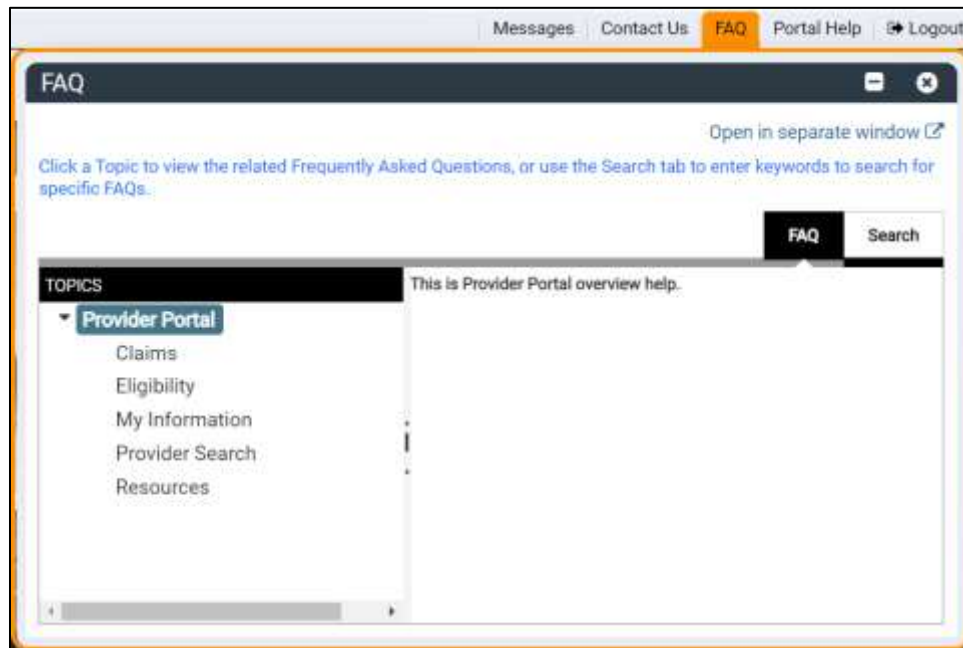


Figure 5-5: At-a-Glance Bar - Contact Us



**Note:** The **Send us an Email** hyperlink is used to contact the PRSS Enrollment and Management Clerks. This is particularly helpful if you need to submit additional supporting attachments for your enrollment, revalidation, or change request. Alternately, you can send an email to [VAMedicaidProviderEnrollment@gainwelltechnologies.com](mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com).

**Figure 5-6: At-a-Glance Bar - FAQ**



**Figure 5-7: At-a-Glance Bar - FAQ Search**

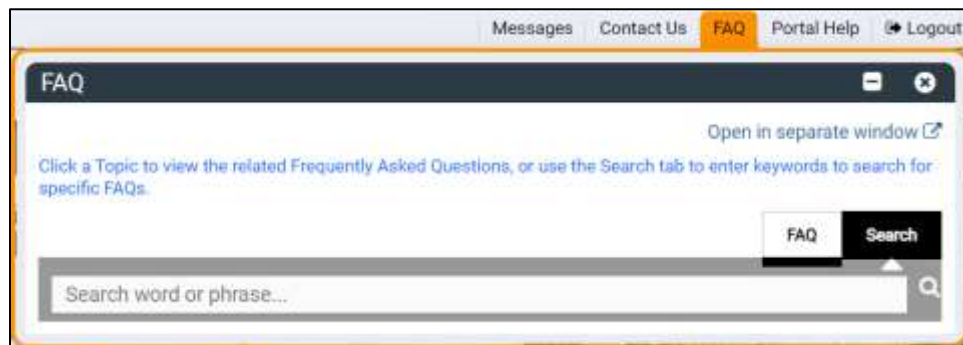




Figure 5-8: At-a-Glance Bar - Portal Help

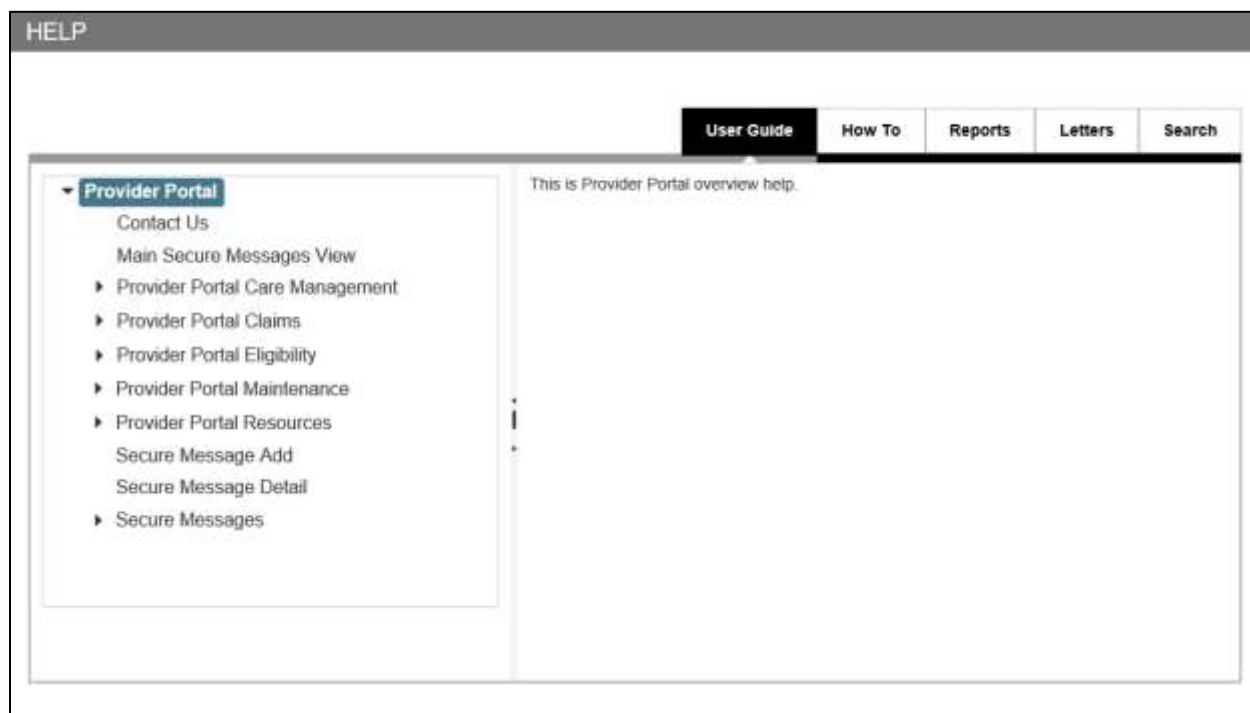


Figure 5-9: Successful Logout



## 5.2 Navigation Menu

The **Navigation Menu** displays throughout Provider Portal and provides easy access to all modules in the Provider Portal. Click a **Navigation Menu** tile to reveal sub-menus and click the option that you want.

*Figure 5-10: Navigation Menu*



Refer to Table 5-3 for descriptions of the modules available from the **Navigation Menu**.

*Table 5-3: Provider Portal Modules*

Module	Description
Provider Portal Home	Return to the Provider Portal Secure Home page.
Claims	Search for and submit claims.
Eligibility	Verify the eligibility of members.
LTC	Long-term care (LTC) information.
Maintenance	Manage your Provider Portal profile, your organizational information, assigned delegates, and revalidation process.
Payment History	View and search payment transactions.
Resources	Download specific files such as letters and notifications that have been sent to the Provider.
Service Authorization	Submit authorization determinations.

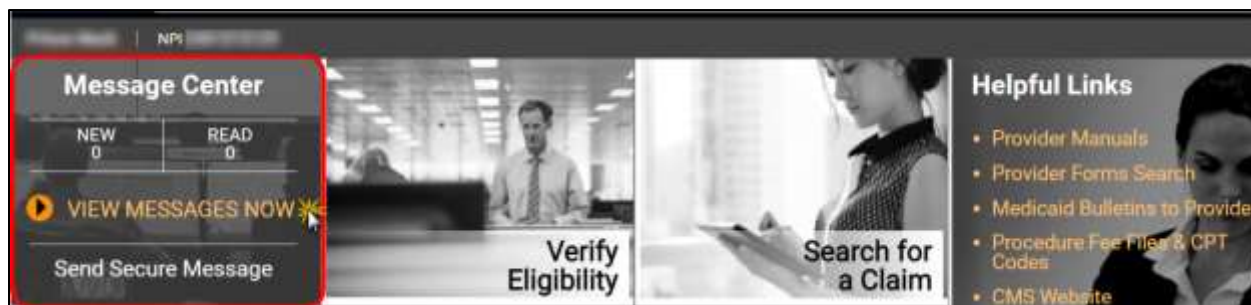
## 5.3 Message Center

The **Message Center** feature allows you to send, receive, and track secure messages to/from PRSS Enrollment and Management Clerks. The **Message Center** tile displays the message count and links to view and send messages.

### 5.3.1 Read a Message

1. From the **Message Center** tile, click the **VIEW MESSAGES NOW** hyperlink. Refer to Figure 5-11.

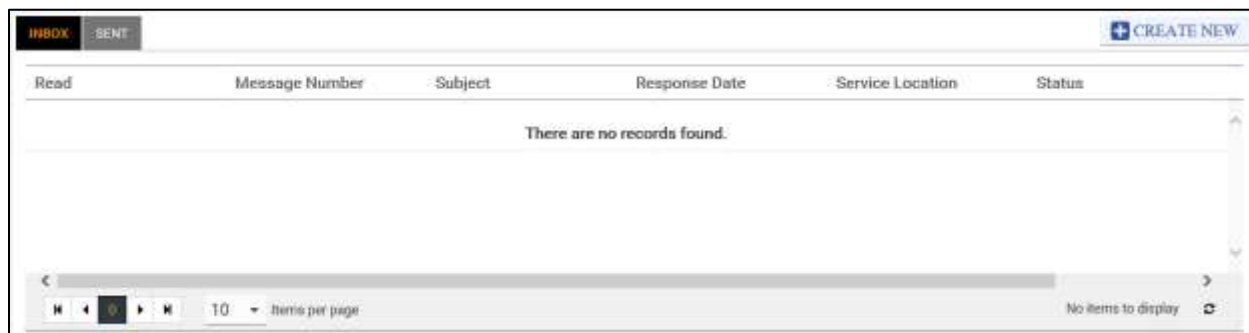
Figure 5-11: Message Center



*Note: Message Center is for secure correspondence specific to the Provider displayed on the **Provider Identifier** bar. Messages from the **At-a-Glance Bar** are more informational and appear for all applicable Providers.*

2. The **INBOX** window appears. Refer to Figure 5-12.

Figure 5-12: Inbox Window



*Note: Primary Account Holders (PAHs) will see all messages sent for all Service Locations, including messages sent by their delegates.*

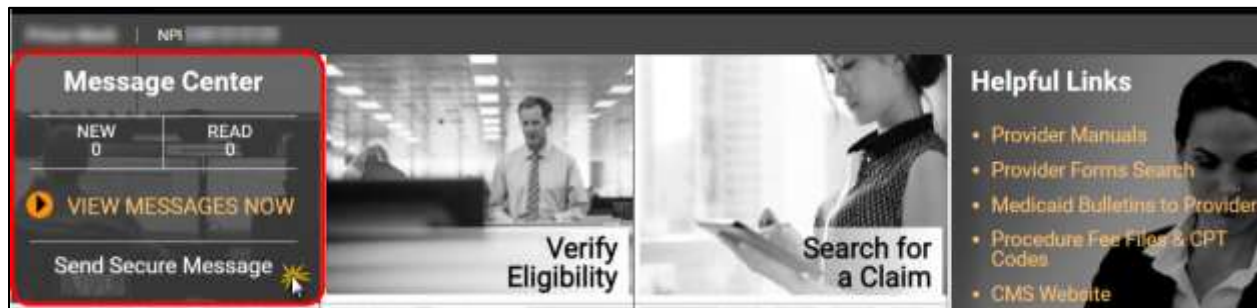
*PAH Delegates will see messages that the delegate sent as well as PAH messages created specifically for the Service Location displayed in the Provider Identifier bar. If the PAH Delegate is assigned more than one Service Location, the delegate can use the switch provider functionality to view the location-specific messages.*

3. Double-click a row to view the message.

## 5.3.2 Send a Message

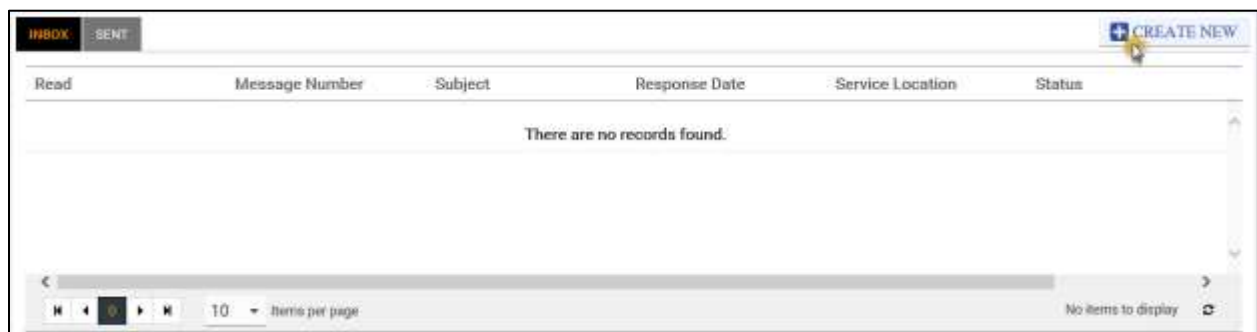
1. To send a message, complete either step.
  - a. From the **Message Center** tile, click the **Send Secure Message** hyperlink. Refer to Figure 5-13.

Figure 5-13: Create Secure Message



- b. From the **Message Center** tile, click the **VIEW MESSAGES NOW** hyperlink to open the **INBOX** window, then click **CREATE NEW**. Refer to Figure 5-14.

Figure 5-14: Create Secure Message



2. The **Create Secure Message** window appears. Enter details, then click **SUBMIT**. Refer to Figure 5-15.
  - a. If you have more than one **Service Location** assigned, select the applicable location from the drop-down field.
  - b. The contact information is linked to your **My Account Profile** and cannot be changed.
  - c. **Category** and **Subject** are required and direct your message to the appropriate PRSS Enrollment and clerk.
  - d. When a **Category** is selected, the **Reason Code** drop-down appears.

Figure 5-15: Create Secure Message Window

MESSAGE CENTER

Return to Message Center

## Create Secure Message

Required Fields ( )

Service Location

Contact Name

Contact Phone #

Contact E-mail

Category

Reason Code

Subject

Provider ID

Provider/Facility Name

Member ID

Member Name (Patient)

If submitting correspondence about a claim, please include Claim Id and dates of service.

Detailed Description

Training Detailed Description

CANCEL

SUBMIT

3. A confirmation message appears. Refer to Figure 5-16. Return to the Inbox to view correspondence.

**Figure 5-16: Message Sent Confirmation**



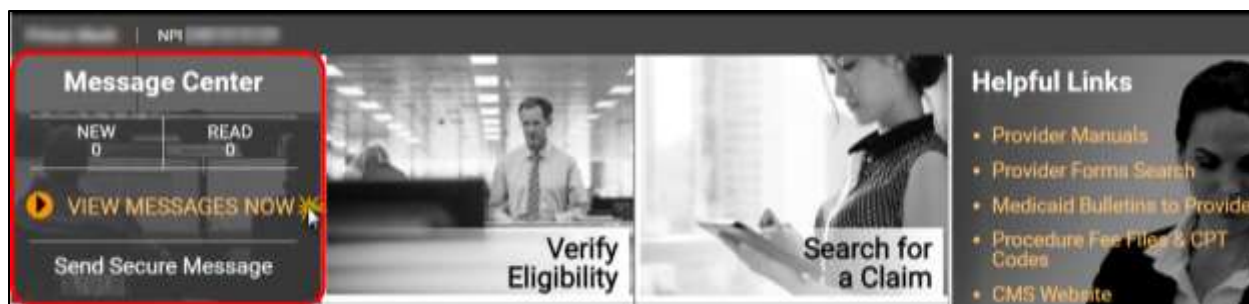
*Note: Secure messages are maintained in the **Message Center**. You **WILL NOT** receive an email or letter when correspondence is sent.*

*You **WILL** see a number under **New** in the **Message Center** tile when you log in to Provider Portal.*

## 5.3.3 View Sent Messages

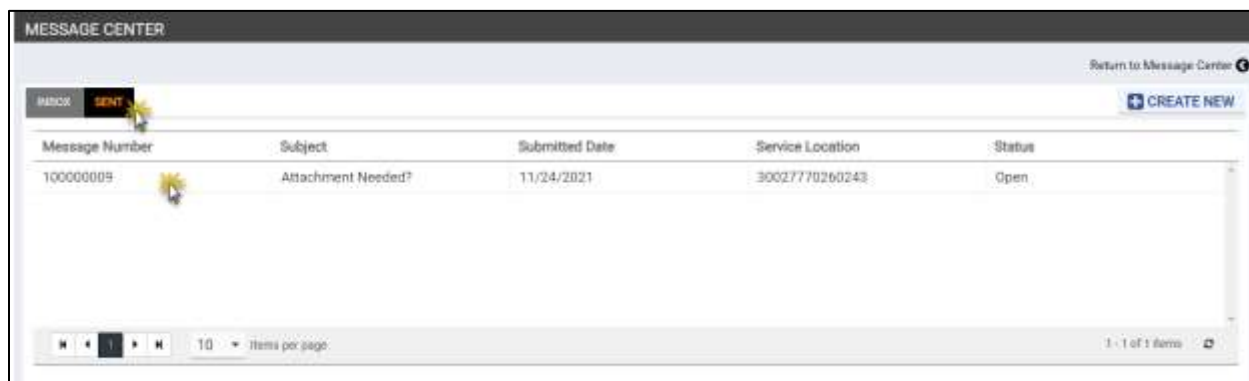
1. From the **Message Center** tile, click the **VIEW MESSAGES NOW** hyperlink. Refer to Figure 5-17.

**Figure 5-17: Message Center**



2. The **INBOX** window appears. Click the **SENT** tab to view a list of sent messages.
3. Double-click a record to view the message. Refer to Figure 5-18.

**Figure 5-18: Sent Messages**



4. The **Secure Message Detail** window appears with the message submission details and any responses. Refer to Figure 5-19.

*Figure 5-19: Sent Secure Message Detail*

The screenshot displays the 'Secure Message Detail' window. At the top right, there is a link 'Go to Switch Associated Provider'. Below the title bar, there is a 'Back to Messages' link with a notification icon. The main content area shows the following details:

- Service Location:** 30027770260243 - INOVA HEALTHCARE SERVICES - 3650 JOSEPH SIEWICK DR STE 106, F
- Contact Information:**
  - Contact Name:** Group Provider - Inova Health Care
  - Contact Phone #:** 3020000000
  - Contact E-mail:** melissa.wanstaff@gainwelltechnologies.co
- Message Details Table:**

Message Number	Submitted Date/Time	Response Date/Time	Status
100000009	11/24/2021 17:02:53		Open
- Category:** Provider Portal Assistance
- Subject:** Attachment Needed?
- Provider ID:**
- Member ID:**
- Claim ID:**
- Service From Date:**
- Service To Date:**
- Detailed Description:** Do I need to submit an attachment to update my address?
- Response:**

5. Click **Back to Messages** to close the message. Refer to Figure 5-20.

*Figure 5-20: Close Message*

This screenshot shows the same 'Secure Message Detail' window as Figure 5-19, but with the 'Back to Messages' link at the top right highlighted with a red box and a mouse cursor pointing at it, indicating the action to close the message.

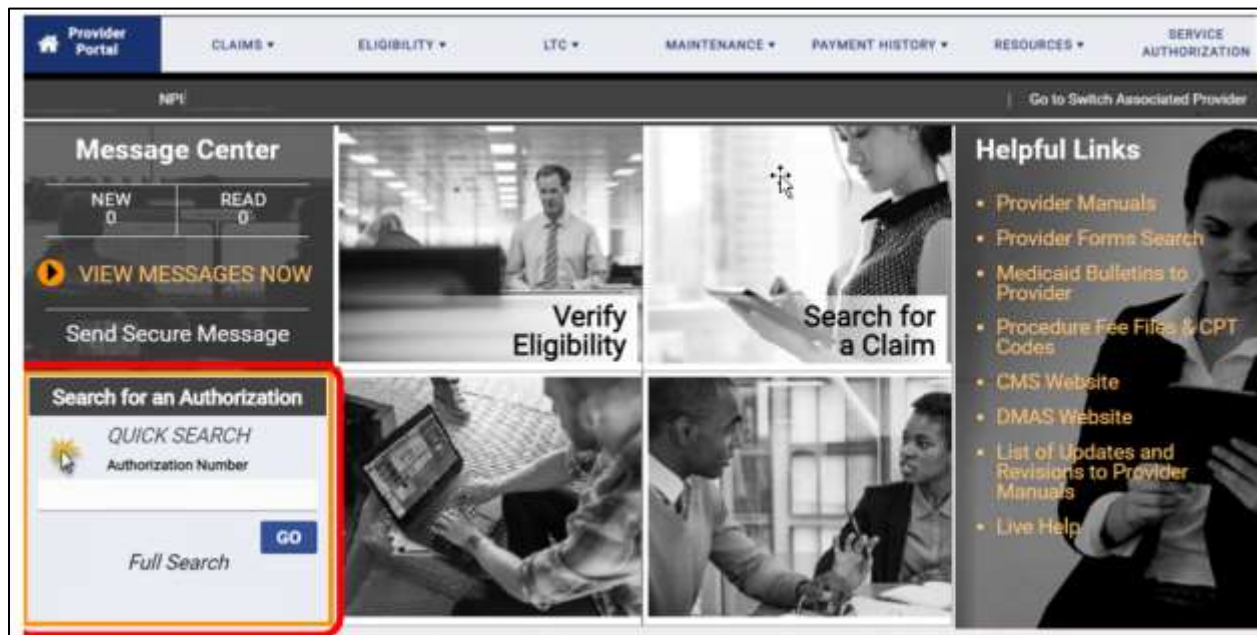


## 5.4 Module Tiles

Module Tiles are quick access features related to features on the **Navigation Menu** and are available on the **Provider Portal Secure Home** page.

Click a Module Tile to reveal the quick access for the feature. Refer to Figure 5-21.

Figure 5-21: Module Tiles



*Note: Delegates can only interact with the Module Tiles associated with access assigned to them by the Provider.*

## 5.5 Helpful Links

The Helpful Links section includes quick access to supporting resources with hyperlinks to:

- RA Messages
- Provider Manuals
- Provider Forms Search
- Provider Search
- Medicaid Bulletins to Provider
- Procedure Fee Files & CPT Codes
- CMS Website
- DMAS Website
- List of Updates and Revisions to Provider Manuals



- Hospital Presumptive Eligibility
- Newborn/Newborn E-123
- Live Help

Refer to Figure 5-22.

*Figure 5-22: Helpful Hints*



## 5.5.1 Live Help

Live Help is an online service that allows you to chat in real-time with PRSS Enrollment and Management Clerks. Live Help provides instant online support.

To use this service, complete the steps below:

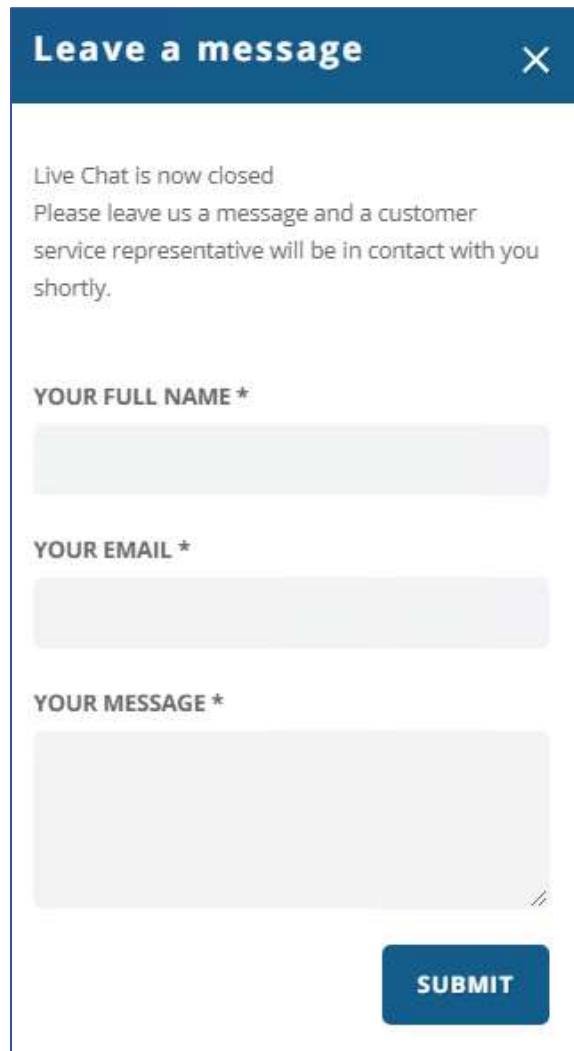
1. From the **Helpful Links** section, click **Live Help**. Refer to Figure 5-23.

*Figure 5-23: Live Help Link*



2. The **Live Chat** window appears. Complete the fields, then click **Submit**. Refer to Figure 5-24.

Figure 5-24: Live Chat



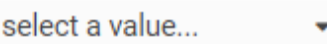




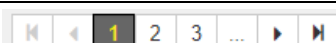





The screenshot shows a modal window titled "Leave a message" with a close button (X) in the top right corner. The message inside states: "Live Chat is now closed. Please leave us a message and a customer service representative will be in contact with you shortly." Below this message are three input fields: "YOUR FULL NAME \*" (a single-line text box), "YOUR EMAIL \*" (a single-line text box), and "YOUR MESSAGE \*" (a multi-line text area). A blue "SUBMIT" button is located at the bottom right of the form.

## 5.6 Interactive Features

Interactive features enable you to perform certain actions. The available interactive features depend on the functionality in the window. Refer to Table 5-4 for a listing and description of the interactive features.

*Table 5-4: Interactive Features*

Name	Icon(s)	Description
Action Button		Action buttons are labeled to Submit, Edit, Save, Cancel, Inactivate, or perform a more specialized action such as Add Registered Delegate. Reset buttons revert entered information to the most recent saved values. Previous and Next buttons navigate between steps.
Calendar		Click the icon to open a calendar and select a date.
Drop-down Field		Click the drop-down icon to view and select an option.
Expand & Collapse	 Expand All   Collapse All	Expand or collapse details in a section. For sections with multiple expand and collapse icons, Expand All and Collapse all apply to all items in that section.
Export	 	Downloads the table results in the format indicated on the button. Verify that pop-up blockers allow downloads and follow instructions to save or open the file.
Filter		Opens filter options for search results. Filters do not apply to all columns.
Paging		Navigate through search results using arrows or page numbers.
Required		Indicates information must be entered in the field to save or continue.
Show Inactives	<input type="checkbox"/> Show Inactives	Select the check box to toggle inactive records to show or hide in a table.
Sort		Sorts search results column in ascending or descending order. Sorting does not apply to all columns.
Text Field	<input type="text" value="Primary"/>	Enter text to complete the field.
Tooltip		Move over the icon to display help text for the field.

## 5.7 Error Messages

If you try to save or submit a change that is missing required information or if the change is not allowed based on other entered information, an error message appears. The error message may be at the field level or at the window level, so be sure to scroll through the entire window to verify if an error message appeared.

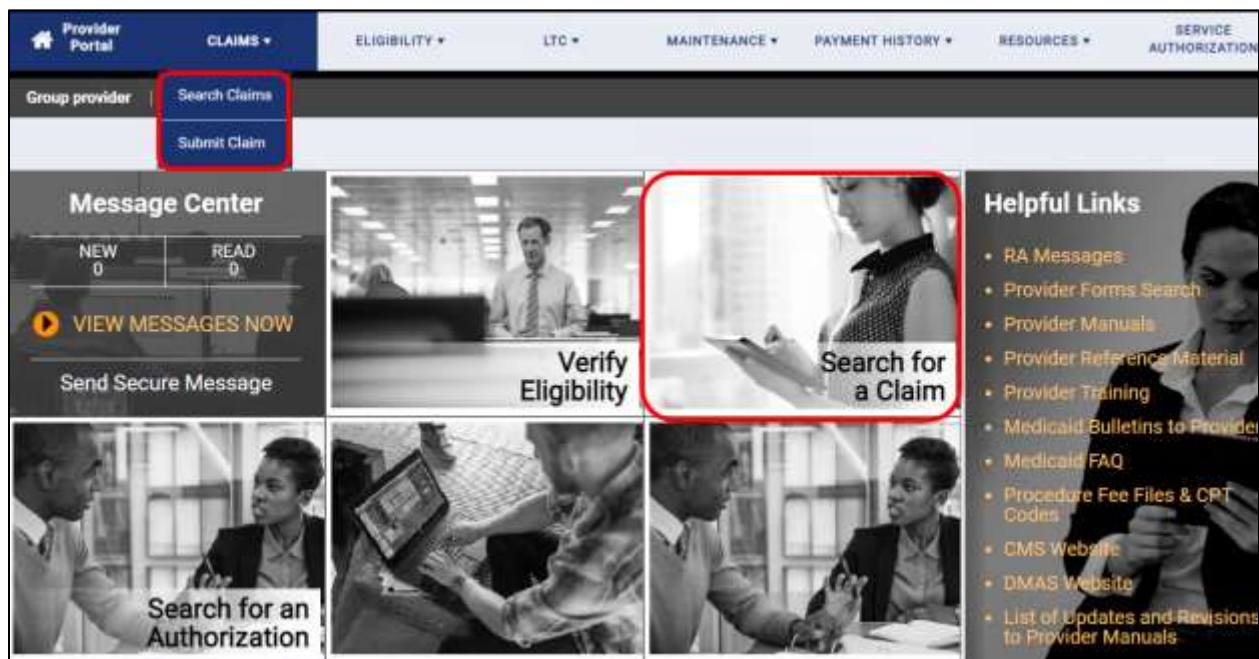
## 6. Claims

This module allows you to search for existing claims or submit claims. You will be redirected to an external resource that appears in a new window.

To search for a claim, complete either step. Refer to Figure 6-1.

1. From the **Navigation Menu**, click **Claims** then **Search Claims**.
2. From the **Module Tile**, click **Search for a Claim** then follow the link.

*Figure 6-1: Search for Claims*



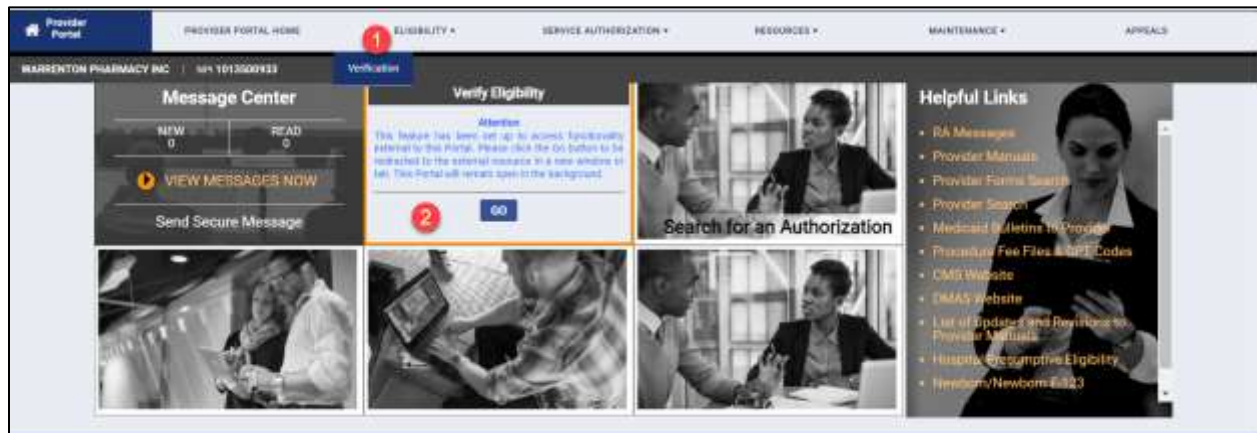
## 7. Eligibility

This module allows you to verify if members meet the qualifications for a particular benefit. You will be redirected to an external resource which appears in a new window.

To access member eligibility verification, complete either step. Refer to Figure 7-1.

1. From the **Navigation Menu**, click **Eligibility** then **Verification**.
2. From the **Module Tile**, click **Verify Eligibility** then follow the link.

*Figure 7-1: Eligibility Verification*



## 8. Long-Term Care (LTC)

This module allows you add new and view existing LTC segments for members.



## 9. Maintenance

This module allows you to view and maintain your provider information as well as additional management activities such as managing delegates and accessing revalidation.

### 9.1 Portal Profile Maintenance - Provider

1. From the **Navigation Menu**, click **Maintenance** then **Portal Profile Maintenance**. Refer to Figure 9-1.

Figure 9-1: Portal Profile Maintenance



2. The **My Account Profile** window appears with your profile information. Refer to
3. Figure 9-2.

Figure 9-2: View My Account Profile

**MY ACCOUNT PROFILE**

**CONTACT INFORMATION**

User ID: [Redacted]

First Name: [Redacted] Middle Name: [Redacted] Last Name: [Redacted]

Display Name: Prince Mack

Phone Number: [Redacted] Current Email: [Redacted]

**ROLES**

Current Roles: Provider

**PREFERENCES**

Primary Language: English

**CANCEL EDIT**



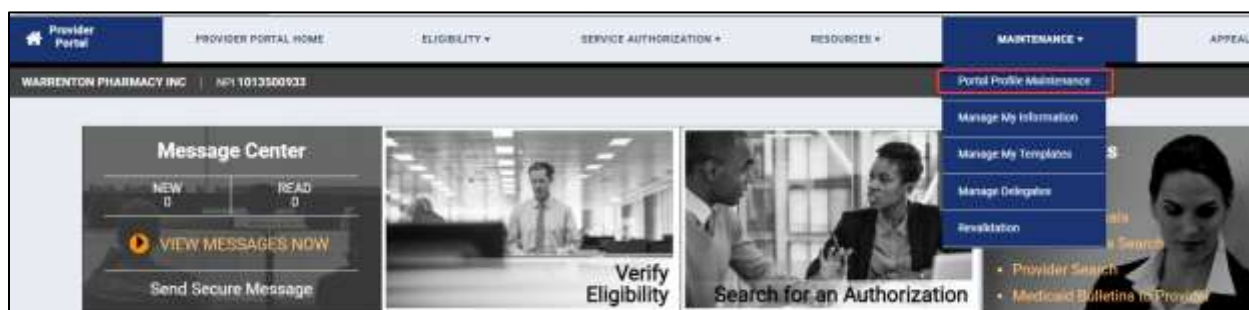
4. *Optional:* Update your provider profile information.
  - a. Click **Edit** to enable the fields.
  - b. Enter updates, then click **SAVE**. Refer to Figure 9-3.

Figure 9-3: Edit My Account Profile

## 9.2 Portal Profile Maintenance - Delegate

1. From the **Navigation Menu**, click **Maintenance** then **Portal Profile Maintenance**. Refer to Figure 9-4.

Figure 9-4: Delegate - Portal Profile Maintenance



2. The **My Account Profile** window appears with your profile information. Refer to Figure 9-5.



*Note: A Registered Delegate must give the **Relationship Code** to additional Providers to be added as a Delegate. If you do not see an expected Provider on your **Switch Providers** window, contact the Provider with this **Relationship Code** and ask to be added as a Delegate.*



Figure 9-5: Delegate - My Account Profile

**MY ACCOUNT PROFILE**

**CONTACT INFORMATION**

User ID: [Redacted]

First Name: Trainee Middle Name: Last Name: Sample

Display Name: Trainee Sample

Phone Number: 302-555-5555 Current Email: [Redacted] Relationship Code: PF30KQ8I

**ROLES**

Current Roles: Provider Delegate

**PREFERENCES**

Primary Language: English

**CANCEL** **EDIT**

3. *Optional:* Update your delegate profile information.
  - a. Click **Edit** to enable the fields.
  - b. Enter updates, then click **SAVE**. Refer to Figure 9-6.

Figure 9-6: Delegate - Edit my Account Profile

**MY ACCOUNT PROFILE**

Required Fields ( \* )

**CONTACT INFORMATION**

\* First Name: Trainee Middle Name: Last Name: Sample

\* Display Name: Trainee Sample

\* Phone Number: 302-555-5555 \* Current Email: [Redacted] Relationship Code: PF30KQ8I

**PREFERENCES**

Primary Language: English

**RESET** **CANCEL** **SAVE**

## 9.3 Manage My Information

### 9.3.1 Manage My Information Navigation

1. From the **Navigation Menu**, click **Maintenance** then **Manage My Information**. Refer to Figure 9-7.

Figure 9-7: Manage My Information Menu



*Note: If you are a Delegate with access or an Authorized Administrator, you can update maintenance information on behalf of the Provider.*

*Verify that the correct Provider is selected. Refer to **Error! Reference source not found.** Refer to Sections **4.3 - Switch Provider – Delegates**, **4.4 - Switch Provider – Authorized Administrators**, or **4.5 - Switch Provider – Delegates for Authorized Administrators** for instructions to switch Providers if you need to make a change.*

Figure 9 8: Provider Identifier Bar



2. The **Manage My Information Welcome** window appears. If you have more than one **Service Location** option, select your desired **Service Location** from the drop-down list. Click **START**. Refer to Figure 9-8.

*Figure 9-8: Manage My Information Welcome Page*



*Note: Group Service Locations must be viewed from the Affiliations tab.*

3. Navigate to the desired module to view or update information. Refer to Figure 9-9.
  - a. Indicates the Provider name and the National Provider Identifier (NPI) for the information in this module.
  - b. Click the tile to navigate to a specific module.
  - c. Click **CANCEL** to discard your changes since your last save.
  - d. Click **PREVIOUS** or **NEXT** to move to the previous or next module.

*Figure 9-9: Manage My Information Navigation*



*Note: The tiles that display are based on the Provider's enrollment type and other enrollment details. All modules are listed in this guide but not all will be applicable to the provider information that you are viewing in Provider Portal.*

## 9.3.1.1 Add/Edit Field Information

Unless otherwise noted, the steps to edit information are the same for all **Manage My Information** windows.

1. From the desired module, select the field(s) to edit.



*Note: For descriptions of field types, refer to Section 5.6 - Interactive Features.*

2. Click **SAVE** in the section. Refer to Figure 9-10.



*Note: If the change requires processing, it will NOT display in the section until approved. Refer to Section 9.3.1.5 - Track Changes to track your request.*

**Figure 9-10: Manage My Information Field Update**

## 9.3.1.2 Add Table Information

Unless otherwise noted, the steps to edit information are the same for all **Manage My Information** windows.

1. If a table has multiple tabs, click the tab for the desired information. Refer to Figure 9-11.

**Figure 9-11: Table Tabs Example**

- Optional: View the information in the table. Use the sort and filter features included in Section 5.6 - **Interactive Features** to more easily find the desired information.



*Note: Table view allows you to see all of the records at once. However, to maximize visibility, some fields may not display in this view. To view all fields for a record, continue to the next step in this section.*

- In the table header, click **CREATE NEW** to add, modify, or inactivate a record. Refer to Figure 9-12.

*Figure 9-12: Create New Example*

DEGREES			
Degree	School	Year of Graduation	Status

- A window appears with the applicable fields. Complete the fields then click **SAVE**. Refer to Figure 9-13.

*Figure 9-13: Create Record Example*

### Add Degree

Required Fields ( \* )

\* Degree ? \* School ? \* Year of G... ?

M.D. Johns Hopkins 1995

RESET CANCEL SAVE

- A success message displays, and the record appears in the table. Refer to Figure 9-14.



*Note: If the new record requires processing, it will NOT display until approved. Refer to Section 9.3.1.5 - **Track Changes** to track your request.*

Figure 9-14: Saved Record Example

DEGREES

✓ Provider Degree was successfully saved.

☐ Show Inactives [+ CREATE NEW](#)

Degree	School	Year of Graduation	Status
M.D.	Johns Hopkins	1995	Active

### 9.3.1.3 View/Edit/Inactivate Table Information

Unless otherwise noted, the steps to edit information are the same for all **Manage My Information** windows.

1. If a table has multiple tabs, click the tab for the desired information. Refer to Figure 9-15.

Figure 9-15: Table Tabs Example

CREDENTIALS

[Licenses](#) [Medicare Number](#) [CASH Numbers](#) [NPI](#)

☐ Show Inactives [+ CREATE NEW](#)

NPI	Primary	Effective Date	End Date	Status
	Yes	07/20/2021	12/31/9999	Active

2. *Optional:* View the information in the table. Use the sort and filter features included in Section 5.6 - **Interactive Features** to more easily find your desired information.



*Note: Table view allows you to see multiple records at once. However, to maximize visibility, some fields may not display in this view. To view all fields for a record, refer to Section 9.3.1.3 - **View/Edit/Inactivate Table Information**.*

3. From the table records, click a specific row to view more details. Refer to Figure 9-16.

Figure 9-16: Open Table Record Example

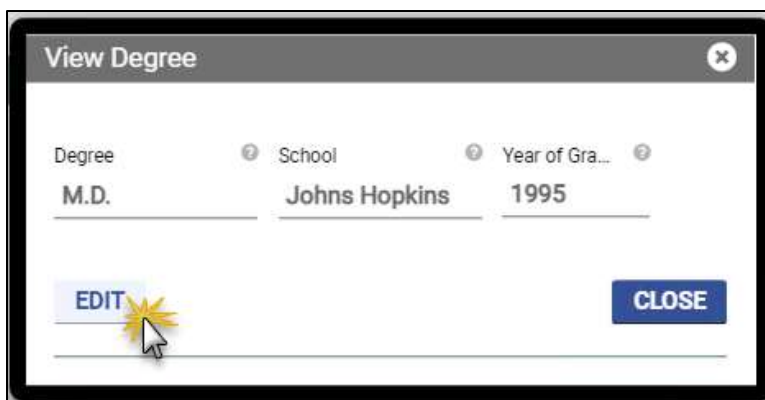
DEGREES

☐ Show Inactives [+ CREATE NEW](#)

Degree	School	Year of Graduation	Status
M.D.	Johns Hopkins	1995	Active

4. The record detail window appears. Click **EDIT**. Refer to Figure 9-17.

*Figure 9-17: Edit Table Record Example*



5. Edit or inactivate the record.

*Note: Know the difference between End Dating and Inactivating*



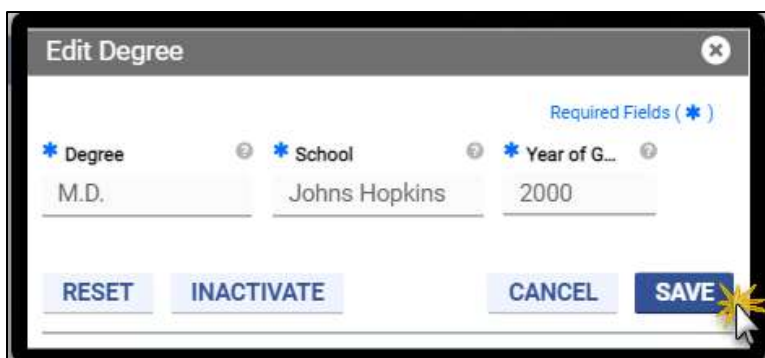
- Edit the **End Date** field to indicate a record that will no longer be applicable such as an expiring license.
- Inactivate a record only if the record was entered incorrectly and the correction is not allowed by editing fields.



*Note: If the change requires processing, it will NOT display until approved. Refer to Section 9.3.1.5 - **Track Changes** to track your request.*

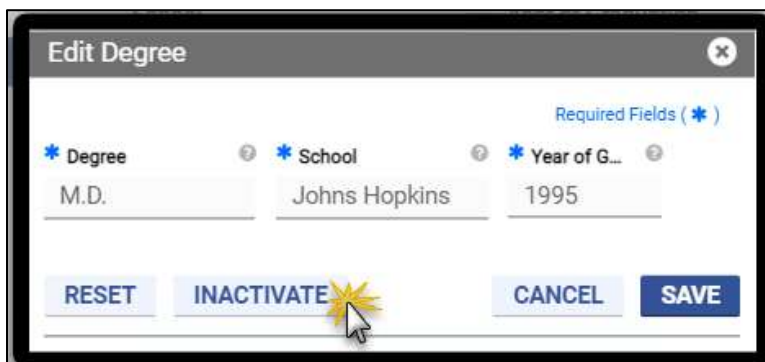
- a. Edit the field(s) and click **SAVE**. Refer to Figure 9-18. A success message displays, and changes reflect in the table records.

*Figure 9-18: Edit Table Record Example*



- b. Click **INACTIVATE**. Refer to Figure 9-19. A success message displays, and the record is removed from the table.

*Figure 9-19: Inactivate Table Record Example*



The screenshot shows a web form titled "Edit Degree" with a close button (X) in the top right corner. Below the title, there is a section labeled "Required Fields (\*)" with three input fields: "Degree" (containing "M.D."), "School" (containing "Johns Hopkins"), and "Year of G..." (containing "1995"). Each field has a blue asterisk icon and a help icon. At the bottom of the form, there are four buttons: "RESET", "INACTIVATE", "CANCEL", and "SAVE". A yellow starburst icon is positioned over the "INACTIVATE" button, indicating it is the focus of the action.



*Note: Records can be inactivated to indicate incorrect information but not deleted. This allows an audit trail with changes to be maintained.*

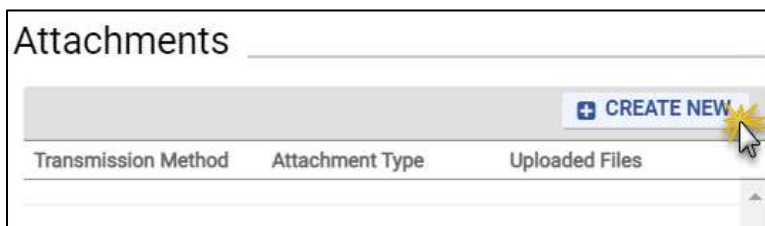
#### 9.3.1.4 Add Attachments

Add attachments to support change requests. Some changes require attachments to be saved. Attachment sections may appear on module pages or on add or edit windows; the steps are the same.

Unless otherwise noted, the steps to edit information are the same for all **Manage My Information** windows.

1. Click **CREATE NEW**. Refer to Figure 9-20.

*Figure 9-20: Create New Attachment*

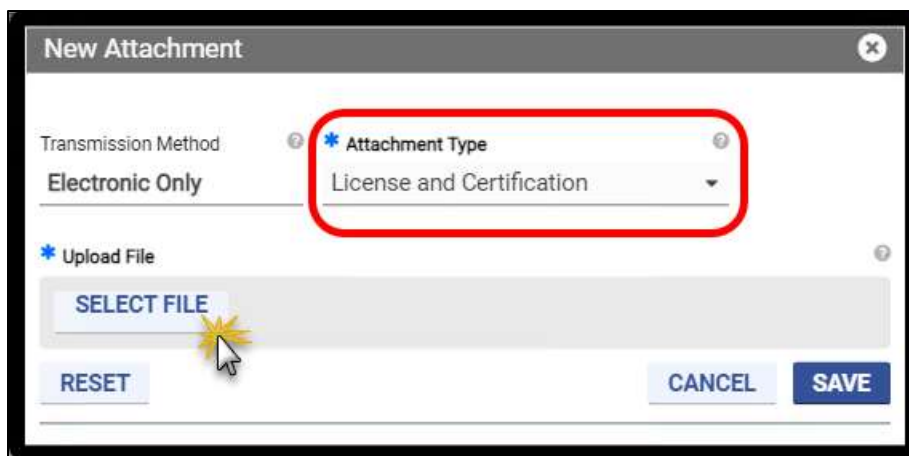


The screenshot shows a web form titled "Attachments" with a search bar. Below the search bar, there is a button labeled "+ CREATE NEW" with a yellow starburst icon over it, indicating it is the focus of the action. Below the button, there is a table with three columns: "Transmission Method", "Attachment Type", and "Uploaded Files". The table is currently empty.



2. Select the **Attachment Type** then click **SELECT FILE**. Refer to Figure 9-21.

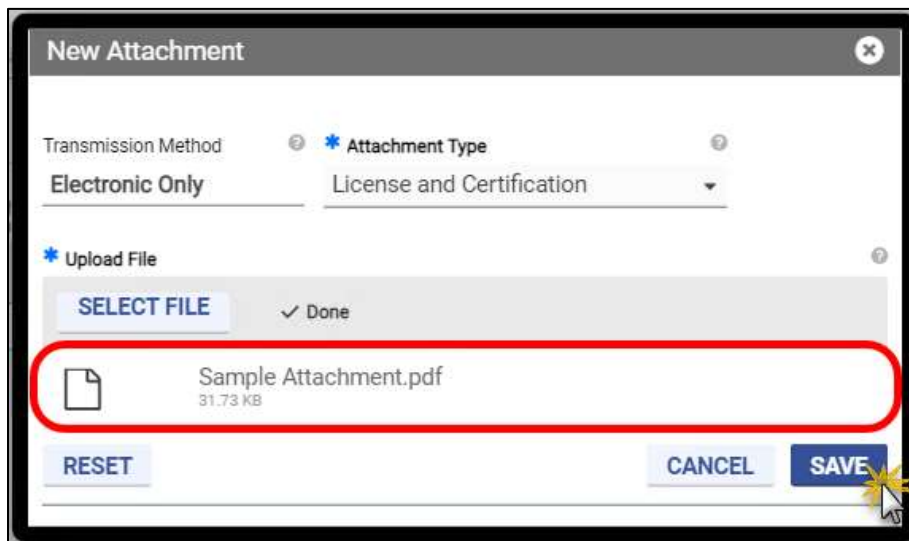
Figure 9-21: Select File Attachment



The screenshot shows a 'New Attachment' dialog box. It has a title bar with a close button. Inside, there are two main sections. The first section has 'Transmission Method' set to 'Electronic Only' and 'Attachment Type' set to 'License and Certification'. The 'Attachment Type' dropdown is highlighted with a red rectangle. The second section is labeled 'Upload File' and contains a 'SELECT FILE' button, which is highlighted with a yellow starburst and a mouse cursor. At the bottom of the dialog are 'RESET', 'CANCEL', and 'SAVE' buttons.

3. Follow the prompts to select the file from your computer to upload the file. Once you upload the file, click **SAVE**. Refer to Figure 9-22.

Figure 9-22: Save Attachment



The screenshot shows the 'New Attachment' dialog box after a file has been uploaded. The 'Attachment Type' is still 'License and Certification'. Under the 'Upload File' section, there is a 'SELECT FILE' button and a 'Done' status. Below this, a file named 'Sample Attachment.pdf' (31.73 KB) is listed and highlighted with a red rectangle. At the bottom of the dialog are 'RESET', 'CANCEL', and 'SAVE' buttons. The 'SAVE' button is highlighted with a yellow starburst and a mouse cursor.



*Note: Accepted Attachment Types are .pdf, .jpeg, .png, .doc, and .docx.*

4. The attachment displays in the list. Refer to Figure 9-23.

Figure 9-23: Added Attachment

Attachments		
		<a href="#">+ CREATE NEW</a>
Transmission Method	Attachment Type	Uploaded Files
Electronic Only	License and Certification	Sample Attachment.pdf

#### 9.3.1.5 Track Changes

When changes are saved, there are two different types of messages, **Successfully Saved** and **Successfully Submitted for Processing**.

- Successfully Saved**: Indicates that changes are immediately reflected in Provider Portal.
- Successfully Submitted for Processing**: Indicates that approval is required before the change(s) display in Provider Portal. These messages include a **Transaction ID**.



*Note: It is the Provider's responsibility to verify that requested changes have been approved before incorporating the change into their business practices.*

*If a change is rejected and the change is still desired, it is the Provider's responsibility to make adjustments and create a new request.*

Know these points for change requests that require processing:

- Change requests must be reviewed by PRSS Enrollment and Management Clerks, and additional information may be requested to approve the change.
- The time to process your request will vary based on its complexity and the volume of submissions in the queue.
- Change requests for the same type of information cannot be submitted until the existing update is approved or rejected.
- View the status of your request, including comments from PRSS Enrollment and Management Clerks, in the **Request Tracking** module. Refer to Table 9-1 and Figure 9-24.

Table 9-1: Request Tracking Status

Workflow Status	Description
In Process	Pending review by PRSS Enrollment and Management Clerk.
Approved	Change is accepted and has been updated in <b>Manage My Information</b> .
Rejected	Change is rejected and no changes have been made. If the change is still desired, the Provider <u>must submit a new request</u> that addresses the comments. The original change CANNOT be resubmitted with a change. If an explanation is needed to support the request, send an email to <a href="mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com">VAMedicaidProviderEnrollment@gainwelltechnologies.com</a> with the reasoning before submitting a new request.



Note: Use the **Message Center** or **Live Help** to inquire about your change request. Include the **Transaction ID** for the fastest response.

Figure 9-24: Request Tracking

### 9.3.2 General Information

The General Information window contains information about your Provider's initial enrollment, identifying information, degrees, and Electronic Funds Transfer (EFT) status. Refer to Figure 9-25.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-2 for a list of fields that can be viewed or edited in the **General Information** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section 9.3.1.5 - **Track Changes** to track changes that require processing.

*Table 9-2: General Information Fields*

General Information			
Section	Section Fields	Editable?	Requires Processing?
Enrollment Information	Enrollment Type		
	Provider Type		
	Effective Date		
Provider Information	Ownership	✓	Only Name Updates
	SSN		
	Gender		
	Date of Birth		
	Title	✓	
	First Name	✓	
	Middle Name	✓	
	Last Name	✓	
	Business Name	✓	
	Suffix	✓	
	Ethnicity	✓	
Degrees	Degree	✓	
	School	✓	
	Year of Graduation	✓	
	Status		
EFT Enrollment	Type of Account at Financial Institution	✓	Add, Edit, Delete
	Financial Institution Name	✓	
	Account Verification Status		
	Effective Date	✓	
	End Date	✓	
	Status		



*Note: When changing the provider name fields, modify all name fields that you wish to update before clicking **SAVE** so that all changes can be approved in one request.*

Figure 9-25: General Information

☒ General Information
 ☐ Specialties
 ☐ Addresses
 ☐ Service Location
 ☐ Organization
 ☐ Credentials
 ☐ Other Information
 ☐ Disclosures
 ☐ MCO Network
 ☐ Request Tracking

CANCEL
NEXT

### General Information

**ENROLLMENT INFORMATION**

Enrollment Type  
Individual

Provider Type  
Pharmacist

Effective Date  
03/24/2021

**PROVIDER INFORMATION**

Ownership  
☐ Yes ☒ No

SSN  
 \*\*\* - \*\* - \*\*\*\*

Gender  
select a value...

Date of Birth  
 [Date Picker]

Title

First Name  
 [Text Field]

Middle Name  
 [Text Field]

Last Name  
 [Text Field]

Suffix  
 [Text Field]

Ethnicity  
select a value...

RESET
SAVE

**DEGREES**

☐ Show Inactives CREATE NEW

Degree	School	Year of Graduation	Status
There are no records found.			

**EFT ENROLLMENT**

☐ Show Inactives CREATE NEW

Type of Account at Financial Institution	Financial Institution Name	Account Verification Status	Effective Date	End Date	Status
There are no records found.					

## 9.3.2.1 EFT Enrollment Overview



*Note: EFT Enrollment only applies to Atypical, Group, Facility, and Individual enrollments.*

Virginia Medicaid allows one active EFT Enrollment per NPI or Tax ID (Tax ID for Atypical Providers only), including all Service Locations associated with that identifier.

Changing the EFT Enrollment for an NPI or Tax ID will impact all Service Locations associated with that identifier.



*Note: To ensure that you are paid properly, link your NPI to your EFT Enrollment if you have one. Only Atypical providers should use Tax ID for those Atypical locations.*

## 9.3.2.2 Change EFT Enrollment

Only one active EFT Enrollment can exist per Base ID which includes all the Service Locations under the NPI, or API listed on your **Provider Identifier** bar. Refer to Figure 9-26.

Figure 9-26: Provider Identifier Bar



If an existing EFT enrollment already exists and is currently active, follow these steps:

1. Complete steps in Section **9.3.1.3 - View/Edit/Inactivate Table** Information to open the EFT Enrollment fields for editing.
2. Update the **End Date** for the current EFT Enrollment to the last date that you wish to process billing with that account which must be greater than or equal to the current date.
3. Click **SAVE** to update the **End Date**.
4. Due to security and compliance requirements, your request must be processed by a PRSS Enrollment and Management Clerk before you can add a new EFT. Refer to Section **9.3.1.5 - Track Changes**.
5. Once your existing EFT enrollment **End Date** change has been approved, complete steps in Section **9.3.1.2 - Add Table Information** to add a new EFT Enrollment.

## 9.3.2.3 Add EFT Enrollment

1. Complete steps in Section **9.3.1.2 - Add Table Information** to add a new EFT Enrollment. The **Add EFT Enrollment** window contains the banking information to where payments are made, including the account type, name, and address of the financial institution, etc. Refer to Figure 9-27.2. Be sure to expand the Submission Information section to complete your electronic signature.
3. Add at least one attachment supporting your banking request.



*Note: Field level error messages may be in collapsed sections. If clicking save does not update, check the collapsed sections for missing information.*

Figure 9-27: Create New EFT

Add EFT Enrollment

Required Fields ( 4 )

PROVIDER INFORMATION

Provider Name Doing Business As Name Base ID

PROVIDER ADDRESS

Address Line 1 Address Line 2

City State Country ZIP Code/Postal Code

Expand All | Collapse All

PROVIDER IDENTIFIERS INFORMATION

Tax Identification Number (TI... National Provider Identifier (N... Other Identifier Assigning Autho... Trading Partner ID

License Number License Issuer Provider Type Provider Taxonomy Code

PROVIDER CONTACT INFORMATION

Title Contact Last Name Contact First Name Contact Middle Name

Telephone Number Telephone Number Extension Fax Number Email Address

## PROVIDER AGENT INFORMATION

Provider Agent Name

## PROVIDER AGENT ADDRESS

Address Line 1

Address Line 2

City

State

Country

ZIP Code/Postal Code

## PROVIDER AGENT CONTACT INFORMATION

Title

Agent Contact Last Name

Agent Contact First Name

Agent Contact Middle Name

Telephone Number

Telephone Number Extension

Fax Number

Email Address

## FEDERAL AGENCY INFORMATION

Federal Program Agency Name

Federal Program Agency Identifier

Federal Agency Location Code

## RETAIL PHARMACY INFORMATION

Pharmacy Name

Chain Number

Parent Organization ID

Payment Center ID

NCPD PProvider ID

Medicaid Provider Number

## FINANCIAL INSTITUTION INFORMATION

\* Financial Institution Name

Address Line 1

Address Line 2

City

State

Country

ZIP Code/Postal Code

Financial Institution Telephone...

Telephone Number Extension

\* Financial Institution Routing...

\* Type of Account at Financia...

\* Provider's Account Number with Financia...

\* Effective Date

\* End Date



### 9.3.3 Specialties

The Specialties window contains information about your Specialty which is associated with your Provider Type and your Taxonomy which is associated with your Specialty. Refer to Figure 9-28.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-3 for a list of fields that can be viewed or edited in the **Specialties** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

**Table 9-3: Specialties Fields**

Specialties			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		

Specialties			
Section	Section Fields	Editable?	Requires Processing?
Specialties	Primary	✓	Add and Edit Only
	Specialty	✓	
	Taxonomy	✓	
	Effective Date	✓	
	End Date	Non-Primary Only Primary Always 12/31/9999	
	Status		
Additional Taxonomies	Taxonomy	✓	Add, Edit, Delete
	Effective Date	✓	
	End Date	✓	
	Status		

Figure 9-28: Specialties

☐ General Information
 ☒ Specialties
 ☐ Address
 ☐ Service Location
 ☐ Organization
 ☐ Credentials
 ☐ Other Information
 ☐ Dispositions
 ☐ MCO Network
 ☐ Request Tracking

[CANCEL](#)
[PREVIOUS](#)
[NEXT](#)

**SERVICE LOCATION INFORMATION**

NPI  Base ID  Name

Service Location

**SPECIALTIES**

Only specialties associated with your provider type will be available to be added on this screen. Only one specialty can be designated as the primary specialty. A taxonomy code may be required depending upon the selected specialty.

☐ Show Inactives [CREATE NEW](#)

Primary	Specialty	Taxonomy	Effective Date	End Date	Status
x	268 - Pharmacist	183500000X - Pharmacist	03/24/2021	12/31/9999	Active

**ADDITIONAL TAXONOMIES**

☐ Show Inactives [CREATE NEW](#)

Taxonomy	Effective Date	End Date	Status
There are no records found.			

### 9.3.3.1 Add Specialty

Since the **Specialty** selected impacts which **Taxonomies** are applicable, adding a **Specialty** has extra features.

Complete steps in Section 9.3.1.2 - **Add Table Information** to add a new **Specialty** with these adjustments:

1. Start typing keywords or the specialty number for the **Specialty** that you wish to add and click the **Specialty** in the drop-down list. Refer to Figure 9-29.

Figure 9-29: Add Specialty

**Add Specialty**

\* Specialty Required Fields \*

pha

268 - Pharmacist

1 match found.

12/31/9999

☐ Primary

**Attachments**

[+ CREATE NEW](#)

Transmission Method	Attachment Type	Uploaded Files
---------------------	-----------------	----------------

[RESET](#) [CANCEL](#) [SAVE](#)

- Once the **Specialty** is selected, the **Taxonomy** field appears. Click the drop-down list field and select the **Taxonomy**. If only one **Taxonomy** is associated to that **Specialty**, the **Taxonomy** is automatically populated. Refer to Figure 9-30.

Figure 9-30: Add Taxonomy

*Note: If you are adding a **Primary Specialty** and this **Taxonomy** is already listed in the **Additional Taxonomies** section of the **Specialties** window, this change will NOT save.*



*To add an existing **Taxonomy** to the **Primary Specialty**, end date it in the **Additional Taxonomies** section before adding the **Primary Specialty**. Refer to Section 9.3.1.3 - **View/Edit/Inactivate Table** Information to end date the **Taxonomy**.*

- Complete steps in Section 9.3.1.4 - **Add Attachments** to add **Attachments**.



*Note: There is not a specific attachment type required. Select the best match to document your license, certification, etc. for your new specialty.*



*Note: If you click Save before adding an attachment, you will receive an error message. If you then add an attachment and click Save, the error message still displays, but the request is processed. Verify that your change was successfully submitted in the **Request Tracking** module.*

- Click **SAVE**. The request is sent for processing.
- Once processing is complete and your request is approved, the **Specialty** displays in the **Specialties** section of the **Specialties** module. Refer to Figure 9-31.

*Figure 9-31: Added Specialty*

SPECIALTIES					
Only specialties associated with your provider type will be available to be added on this screen. Only one specialty can be designated as the primary specialty. A taxonomy code may be required depending upon the selected specialty.					
				<input type="checkbox"/> Show Inactives	<a href="#">CREATE NEW</a>
Primary	Specialty	Taxonomy	Effective Date	End Date	Status
x	268 - Pharmacist	183500000X - Pharmacist	03/24/2021	12/31/9999	Active

### 9.3.3.2 Change Primary Specialty

Depending on your Provider Type, you may have multiple specialties with overlapping active dates, but exactly one **Specialty** must be designated as **Primary**, and that Primary Specialty always has an **End Date** of 12/31/9999. The Primary Specialty is used by Virginia Medicaid for outreach communications and to drive business rule integrations such as those used in claims processing.

To change which **Specialty** is **Primary**, follow these steps:

- Complete steps in Section 9.3.1.2 – **Add Table Information** to add a new **Specialty** and select the **Primary** check box.
- Adding or changing your primary specialty requires processing. Refer to Section 9.3.1.5 – **Track Changes** to track the progress of your request.
- Once approved, the “old” **Specialty** retains the **End Date** of 12/31/9999. If this date is inaccurate, complete steps in Section 9.3.1.3 – **View/Edit/Inactivate Table Information** to open the **Specialties** fields for editing the “old” primary specialty.
  - Update the **End Date** of the “old” primary specialty. It must be greater than or equal to the current date.
  - Add **Attachments**, as needed.
  - Click **SAVE** to update the **End Date**.



*Note: If a **Specialty** no longer applies, you must add a new **Specialty** as **Primary** and set the **End Date** of the “old” **Specialty** to finish which will change the **Status** to **Inactive**.*

- If the **Taxonomy** associated to the “old” Primary Specialty is still applicable, complete steps in Section 9.3.1.2 – **Add Table Information** to add the **Taxonomy** in the **Additional Taxonomies** section.



*Note: The Taxonomy associated with your "old" primary specialty DOES NOT automatically get added to the **Additional Taxonomies** section.*

### 9.3.4 Addresses

The Addresses window contains information about the Service Location, Pay To, Mail To, Remit To, and IRS Address addresses used to support provider services. Refer to Figure 9-32.



*Note: The Addresses window does not display for providers enrolled as Individuals within a Group (IG). The associated Group Service Location address information is found in the Affiliations window.*

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-4 for a list of fields that can be viewed or edited in the **Addresses** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

*Table 9-4: Addresses Fields*

Addresses			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Location Name and Addresses	Name	✓	
	Primary	✓	
Addresses <i>*Only the Service Location selected on the Welcome page may be edited.</i>	Address Type	✓	Service Location Only Add, Edit, Delete
	Address Name	✓	
	Address Line 1	✓	
	City	✓	
	State	✓	
	Zip Code	✓	
	Effective Date	✓	
	End Date	<ul style="list-style-type: none"> <li>• Service Location and Mail To require additional steps.</li> </ul>	

Addresses			
Section	Section Fields	Editable?	Requires Processing?
		<ul style="list-style-type: none"> <li>Other Addresses may be edited.</li> </ul>	
	Status		
Office Hours	Day	✓	
	From Hour	✓	
	To Hour	✓	
	Status		

Figure 9-32: Addresses

☐ General Information
☐ Specialties
☒ Addresses
☐ Service Location
☐ Organization
☐ Credentials

☐ Other Information
☐ Disclosures
☐ MCO Network
☐ Request Tracking

CANCEL

PREVIOUS

NEXT

SERVICE LOCATION INFORMATION

NPI

Base ID

Name

Service Location

LOCATION NAME AND ADDRESSES

Name

Primary

Primary

RESET

SAVE

ADDRESSES

☐ Show Inactives

CREATE NEW

Address Type	Address Name	Address Line 1	City	State	ZIP Code	Effective Date	End Date	Status
Service Location	Primary		RICHMOND	Virginia	23230-1735	03/25/2021	12/31/9999	Active
Mail To	Primary		RICHMOND	Virginia	23230-1735	03/25/2021	12/31/9999	Active
Pay To	Primary		RICHMOND	Virginia	23230-1735	03/25/2021	12/31/9999	Active

OFFICE HOURS

☐ Show Inactives

CREATE NEW

Day	From Hour	To Hour	Status
There are no records found.			



#### 9.3.4.1 Change Service Location Address

**Service Location** addresses can neither be Inactivated nor End Dated. Edit the existing **Service Location** address record.

1. Complete the steps in Section **9.3.1.3 – View/Edit/Inactivate Table Information** to edit the **Service Location** address record.
2. Editing a **Service Location** address requires processing. Refer to Section **9.3.1.5 – Track Changes** to track the progress of your request. Once approved, the updated Service Location address information REPLACES the “old” information, and you have no further steps to complete.

#### 9.3.4.2 Change Mail To Address

**Mail To** addresses can neither be Inactivated nor End Dated. To change it, create a new **Mail To** address.

1. Complete steps in Section **9.3.1.2 – Add Table Information** to add a new address and select **Mail To** in the **Address Type** drop-down list.
2. Adding a **Mail To** address requires processing. Refer to Section **9.3.1.5 – Track Changes** to track the progress of your request. Once approved, the **Effective Date** of the “new” Mail To address and **End Date** of the “old” Mail To address are updated.



*Note: Mail will not be sent to the “new” address until AFTER the request is approved. After approval, the “old” **Mail To** address will have an **End Date** of the day before the “new” **Mail To** address **Effective Date**.*

### 9.3.5 Service Location



*Note: The Service Location window does not display for Facilities, Groups, and Atypical providers. The information is found in the Addresses window.*

The Service Location window contains information such as whether new patients are accepted, age restrictions, etc. Refer to Figure 9-33.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-5 for a list of fields that can be viewed or edited in the **Service Location** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-5: Service Location Fields

Service Location			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Service Address Information	Accepting New Patients with special needs	✓	
	Opt out of Provider Directory	✓	
	Accepting New Patients <ul style="list-style-type: none"> <li>Type of Patients Accepted</li> <li>Preferred Patient Gender</li> </ul>	✓	
	Age Restrictions <ul style="list-style-type: none"> <li>Minimum Age</li> <li>Maximum Age</li> </ul>	✓	
	PCP	✓	

Figure 9-33: Service Location



*Note: The Primary Care Provider (PCP) indicator does NOT affect Virginia Medicaid. If the indicator is changed from **No** to **Yes**, an **Attachments** section appears; however, attachments are NOT required for PCP changes. Skip the **Attachments** section and click **SAVE**.*

### 9.3.6 Organization

The Organization window contains information such as the organization type, business start date, tax classification, etc. Refer to Figure 9-34.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-6 for a list of fields that can be viewed or edited in the **Organization** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-6: Organization Fields

Organization			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Organization	Organizational Type	✓	
	Associated Tax Classification for Limited Liability Company	✓	
	Other Organization Questions <ul style="list-style-type: none"><li>Registered with Secretary of the State</li><li>Incorporated</li><li>Chain Affiliated</li><li>Operated by Management Company</li><li>Domestic Owned Corporation</li><li>Foreign Owned Corporation</li></ul>	✓	



*Note: If the **Registered with Secretary of State** check box is selected, the **Business Start Date** field appears and is required. If the **Incorporated** check box is selected, the **Incorporated As of Date** field appears and is required.*

Figure 9-34: Organization

**General Information** **Specialty** **Address** **Service Location** **Organization** **Credentials** **Other Information**

**Disclosures** **MCO Network** **Request Tracking**

**CANCEL** **PREVIOUS** **NEXT**

**SERVICE LOCATION INFORMATION**

NPI  Base ID  Name

Service Location

**ORGANIZATION**

If your business is chain affiliated, the information about the company or organization must be included in the disclosure information.  
If your business is operated by management company or leased (in whole or in part) by another organization, information about the management company or organization must be included in the disclosure information.

\* **Organization Type**

Corporation

If Organization type selected is **Limited Liability Company**, select tax classification.

\* **Associated Tax Classification for Limited Liability Company**

Corporation

Entities doing business in the State, except for informal associations such as sole proprietorships or general partnerships, must be registered with the Secretary of State. For more information on the registration process, please go to the Secretary of State website at <https://www.sos.ga.gov/>

☐ Registered with Secretary Of State

☐ Incorporated

☐ Chain Affiliated

☐ Operated by Management Company

☐ Domestic Owned Corporation

☐ Foreign Owned Corporation

**RESET** **SAVE**

### 9.3.7 Affiliation

The Affiliation window contains a list of all the affiliations between Individual within a Group (IG) and Group Providers and between Ordering and Referring Physicians (ORP) and Facility Providers. Refer to Figure 9-35 and Figure 9-36.

- IG Providers search and view Group Providers.
- Group Providers search and view IG Providers.
- ORP Providers search and view Facility Providers.
- Facility Providers search and view ORP Providers.



Note: The **Affiliation** window does NOT display for Atypical Providers or Providers only enrolled as an Individuals. Group and Facility Providers find their own Service Location information in the **Addresses** window.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-7 for a list of fields that can be viewed or edited in the **Affiliation** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

**Table 9-7: Affiliation Fields**

Organization			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Affiliated Providers – Affiliations (Group and Facility)	NPI	Search with magnifying glass icon to add existing provider information.	Only Group Providers adding or updating affiliations
	Last Name		
	First Name		
	Middle Name		
	Service Location ID		
	Effective Date	✓	
	End Date	✓	
	Status		
Affiliated Providers (Individual within a Group)	Authorized Administrator	Search with magnifying glass icon to add existing provider information.	
	Provider Name		

Figure 9-35: Affiliation - Group and Facility

☐ General Information
 ☐ Specialties
 ☐ Addresses
 ☐ Organization
 ☒ Affiliation
 ☐ Credentials
 ☐ Other Information

☐ Disclosures
 ☐ MCO Network
 ☐ Request Tracking

[CANCEL](#)
[PREVIOUS](#)
[NEXT](#)

SERVICE LOCATION INFORMATION

NPI
  Base ID
  Name

Service Location

AFFILIATED PROVIDERS

AFFILIATIONS

☐ Show Inactives
 [CREATE NEW](#)

NPI	Last Name	First Name	Middle Name	Service Location ID	Effective Date	End Date	Status
There are no records found.							

[◀](#)
[▶](#)
 Items per page
 No Items to display

Figure 9-36: Affiliation - Individual within a Group

**SERVICE LOCATION INFORMATION**

NPI:  Base ID:  Name:

Service Location:

**AFFILIATED PROVIDERS**

Authorized Administrator:  Provider Name:

**AFFILIATIONS**

NPI	Business Name	Service Location ID	Effective Date	End Date
2532062041	Carle Healthcare	30000622570002	11/01/2019	12/31/9999
1274565930	Test123	30000197860002	09/10/2019	05/11/2027
5889185919	AIMS Hospital	30000290280001	01/01/2021	



Note: ORP Providers have a similar window to IG Providers except that they do NOT have an Authorized Administrator section.

## 9.3.7.1 Add Affiliated Provider

1. Click **CREATE NEW** in the **Affiliations** section.
2. The **Add Affiliate Provider** window appears. Complete the Affiliate Provider information with either step.
3. Enter the **Service Location ID** or **NPI**. Click the magnifying glass icon to search for an affiliated provider. Refer to Figure 9-37



Figure 9-37: Add Affiliate Provider

**Add Affiliated Provider**

Required Fields (★)

★ Service Location ID

● NPI 1003000126

Last Name

● First Name

● Middle Name

Full Address

● Effective Date

● End Date 12/31/9999

RESET CANCEL SAVE



Note: To search by name, leave all fields blank and click the magnifying glass icon. Additional search criteria must be entered. Refer to Figure 9-38.

Figure 9-38: Affiliate Provider Search by Name

**Add Affiliated Provider**

**Search Criteria**

Search By

select a value...

select a value...

NPI

Service Location ID

Individual Name

Business Name

Specialty

select a value...

Address

City

State

select a value...

Zip Code

RESET CANCEL SEARCH

4. *Optional:* If you entered an **NPI** and the provider has more than one Service Location, click the **Service Location ID** hyperlink to select the Provider. Clicking other details does NOT select the Provider. Refer to Figure 9-39.

Figure 9-39: Add Affiliate Provider Search

Add Affiliated Provider

Search Criteria

Search By  
select a value...

Additional Search Criteria

RESET
CANCEL
SEARCH

Search Results

NPI	Base ID	Service Loc	Provider Ty	Specialty	Provider Na	Address	City	State	Zip Code
1003000126	3002836837	<a href="#">30028368370001</a>	020	060	ENKESH AFL ARDALA N	7700 E PARHAM RD	RICHMOND	Virginia	23294-4301
1003000126	3002836837	<a href="#">30028368370001</a>	020	060	ENKESH AFL ARDALA N	1602 SKIPWIT H RD	RICHMOND	Virginia	23229-5205
1003000	3002836	<a href="#">30028368</a>	020	060	ENKESH	4604	FREDERICK	Virginia	22408-

1
2
3
10
Items per page
1-10 of 25 items

- The Provider's details populate in the **Add Affiliated Provider** window. Enter the **Effective Date** and click **SAVE**. Refer to Figure 9-40.

Figure 9-40: Add Affiliate Provider Save

**Add Affiliated Provider**

Info: Affiliated provider record selected

Required Fields (\*)

\* Service Location ID: 30028368370001

NPI: 1003000126

Last Name: ENKESHAFI

First Name: ARDALAN

Middle Name:

Full Address: 7700 E PARHAM RD, RICHMOND, Virginia, 23294-4301

\* Effective Date: 11/22/2021

\* End Date: 12/31/9999

RESET CANCEL SAVE

### 9.3.7.2 View Affiliate Service Locations

The Service Location Address for affiliated Providers is accessible from the **Affiliations** section.

For Group and Facility Providers, the Service Location IDs for associated providers display in the table. Refer to Figure 9-41.

Figure 9-41: Group View Affiliate Service Locations

AFFILIATIONS

☐ Show Inactives

[CREATE NEW](#)

NPI	Last Name	First Name	Middle Name	Service Location ID	Effective Date	End Date	Status
1003000...	ENKESHAFI	ARDALAN		300283683700...	11/22/2021	12/31/9999	Active
1073584...	SKLAR	ALLAN	H	300290149600...	07/01/2006	12/31/9999	Active

10

Items per page

1-2 of 2 items

For Individual with a Group and ORP Providers, click the caret icon at the beginning of the Provider record to view the Service Location Address. Refer to Figure 9-42.

*Figure 9-42: IG View Affiliate Service Locations*

NPI	Business Name	Service Location Id	Effective Date	End Date	Status
1270688145	PHYSICIANS CARE OF VIRGINIA, PC	30027813950001	10/01/2018	12/31/9999	Active

**Service Location Address**

Address Line 1: 2602 FRANKLIN RD SW  
 City: ROANOKE  
 State: Virginia  
 ZIP Code: 24014-1010

### 9.3.7.3 Manage Authorized Administrator

For IG Providers only, the Affiliation window is where you can view and assign your Authorized Administrator. An Authorized Administrator is a group that can access all Provider Portal features on behalf of the Provider, except for managing which group is the Authorized Administrator. Only one Authorized Administrator may be assigned, but the Authorized Administrator may assign Delegates.

- If you selected your Authorized Administrator during enrollment, the group displays in this window. The Authorized Administrator already has access, and no further action is needed.
- If you completed a combined Individual and IG enrollment, you did not have an option to add an Authorized Administrator during enrollment, and you need to add an Authorized Administrator for your IG Service Location(s) to grant access.

Complete these steps to manage your Authorized Administrator:

1. Click the magnifying glass icon to search for your Authorized Administrator. Refer to Figure 9-43.

*Figure 9-43: Manage Authorized Administrator*

**AFFILIATED PROVIDERS**

Authorized Administrator:

Provider Name:

- The **Search Affiliated Provider** window displays. Click the Service Location for the already affiliated Group Provider you would like to assign as your Authorized Administrator. Refer to Figure 9-44.

*Figure 9-44: Search Affiliated Provider*

Service Location ID	NPI	Provider Name	Effective Date	End Date
30027604000002	1992887665	ALLAN H. SKLAR, MD, PC	07/01/2006	12/31/9999
30027813950001	1770688145	PHYSICIANS CARE OF VIRGINIA, PC	10/01/2018	12/31/9999
30027813950012	1770688145	PHYSICIANS CARE OF VIRGINIA, PC	10/01/2018	12/31/9999

10 Items per page 1-3 of 3 Items

CANCEL



*Note: If you do not see the Group Provider that you want to assign, follow the steps in Section 9.3.7.1 - **Add Affiliated Provider** to first associate with the Group Provider.*

- The Provider's Name field populates. Click **Save**. Refer to Figure 9-45.

*Figure 9-45: Save Authorized Administrator*

AFFILIATED PROVIDERS

Authorized Administrator: 30027604000002

Provider Name: ALLAN H. SKLAR, MD, PC

RESET INACTIVATE SAVE

## 9.3.8 Credentials

The Credentials window displays information for License, Medicare Number, Drug Enforcement Administration (DEA) Number, Council for Affordable Quality Healthcare (CAQH) Number, and NPI details of the Provider. Refer to Figure 9-46 through Figure 9-50.

Follow the steps in Section 9.3.1 – **Manage My Information Navigation** for instructions to view, create, and update information.



Note: To modify credentials, edit the **End Date** of the current record, allow the change to be processed, then add the new credential.

Only use **INACTIVATE** if the the credentials were entered incorrectly.

Refer to Table 9-8 for a list of fields that can be viewed or edited in the **Credentials** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section 9.3.1.5 - **Track Changes** to track changes that require processing.

Table 9-8: Credentials Fields

Credentials			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Credentials - Licenses	License Number	✓	Add, Edit, Delete
	Issuing State	✓	
	Issuing Board	✓	
	Effective Date	✓	
	End Date	✓	
	Status		
Credentials – Medicare Number	Medicare Crossover	✓	
	Medicare Number	Add and Inactivate Only	
	Medicare/DMERC Code	Add and Inactivate Only	
	Effective Date	✓	
	End Date	✓	
	Status		
Credentials – DEA Numbers	DEA Number	✓	Add and Edit Only
	Effective Date	✓	
	End Date	✓	
	Status		
Credentials – CAQH Numbers	CAQH Number	Add and Inactivate Only	
	Effective Date	✓	
	End Date	✓	
	Status		
Credentials - NPI	NPI	✓	Add and Edit Only

Credentials			
Section	Section Fields	Editable?	Requires Processing?
	Primary	✓	
	Effective Date	✓	
	End Date	Non-Primary Only Primary Always 12/31/9999	
	Status		

Note: Adding, editing, or inactivating an **NPI** follow the same steps as other credentials but have a few adjustments regarding effective and end dates.

- The **Effective Date** cannot be in the future.
- When a “new” primary **NPI** is added or modified:
  - The “new” primary **NPI** has an **End Date** of 12/31/9999.
  - The “old” primary **NPI** record (if one exists) remains in the table, but the **Primary** indicator changes to **No**.
  - The “old” primary **NPI** (if one exists) has an **End Date** one day before the “new” primary **NPI**’s **Effective Date**.
- A primary **NPI** can only be inactivated if another **NPI** is listed in the table. The remaining **NPI**’s **Primary** indicator changes to **Yes**, and its **End Date** changes to 12/31/9999.



Figure 9-46: Credentials - Licenses

Figure 9-47: Credentials - Medicare Number

CREDENTIALS

Licenses

Medicare Number

CAQH Numbers

NPI

☐ Show Inactives

CREATE NEW

Medicare Crossover	Medicare Number	Medicare/DMERC Code	Effective Date	End Date	Status
There are no records found.					

Figure 9-48: Credentials - DEA Numbers

CREDENTIALS

Licenses **DEA Numbers** NPI

☐ Show Inactives [CREATE NEW](#)

DEA Number	Effective Date	End Date	Status
There are no records found.			

Figure 9-49: Credentials - CAQH Numbers

CREDENTIALS

LicensesCAQH NumbersNPI

☐ Show Inactives

[CREATE NEW](#)

CAQH Number	Effective Date	End Date	Status
987654321	1/01/2020	9/30/2020	Active

Figure 9-50: Credentials - NPI

CREDENTIALS

Medicare Number

NPI

☐ Show Inactives

[CREATE NEW](#)

NPI	Primary	Effective Date	End Date	Status
	Yes	07/14/2021	12/31/9999	Active



### 9.3.9 Provider Type

The Provider Type window displays information such as:

- Clinical Laboratories Improvement Act (CLIA) information, if you bill for laboratory services.
- Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Surety Bond and Accreditation information, if you are a Durable Medical Equipment (DME) supplier.
- Hospital Bed information if the provider is a Hospital or Custodial Care facility.

Refer to Figure 9-51 through Figure 9-54.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-9 for a list of fields that can be viewed or edited in the **Provider Type** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

*Table 9-9: Provider Type Fields*

Provider Type			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Provider Type Information - CLIA	CLIA Number	✓	Add and Edit Only
	Certification Type	✓	
	Effective Date	✓	
	End Date	✓	
	Status		
Provider Type Information – DMESPOS Surety Bonds	Surety Bond Number	✓	
	Surety Bond Type	✓	
	Effective Date	✓	
	End Date	✓	
	Status		
Provider Type Information – DMEPOS Accreditation	Accrediting Organization	✓	
	Effective Date	✓	
	End Date	✓	
	Status		
	Hospital Bed Type	✓	

Provider Type			
Section	Section Fields	Editable?	Requires Processing?
Provider Type Information – Hospital Bed Information	Number of Beds	✓	
	Effective Date	✓	
	End Date	✓	
	Status		

Figure 9-51: Provider Type - CLIA

1 General Information 2 Specifications 3 Address 4 Organization 5 Affiliation 6 Identifiers 7 **Provider Type** 8 Other Information 9 Disclosures

10 MCO Network 11 Request Tracking

CANCEL PREVIOUS NEXT

SERVICE LOCATION INFORMATION

NPI: 1008918210 | Base ID: 3002767654 | Name: MUNSTER MEDICAL RESEARCH FOUNDATION INC

Service Location: 30027676540001 - MUNSTER MEDICAL RESEARCH FOUNDATION INC - 901 MACARTHUR BLVD, MUNSTER, IN 46321-2901

PROVIDER TYPE INFORMATION

CLIA Hospital Bed Information

Show Inactives CREATE NEW

CLIA Number	Certification Type	Effective Date	End Date	Status
12D1114789	1 - Regular	12/17/2021	12/31/9999	Active

Figure 9-52: Provider Type - DMEPOS Surety Bonds

PROVIDER TYPE INFORMATION

CLIA **DMEPOS Surety Bonds** DMEPOS Accreditation Hospital Bed Information

Show Inactives CREATE NEW

Surety Bond Number	Surety Bond Type	Effective Date	End Date	Status
789456	Medicare	1/01/2020	12/31/9999	Active

Figure 9-53: Provider Type - DMEPOS Accreditation

Accrediting Organization	Effective Date	End Date	Status
The Joint Commission	6/01/2020	11/30/2020	Active

Figure 9-54: Provider Type - Hospital Bed Information

Hospital Bed Type	Number of Beds	Effective Date	End Date	Status
General Beds (medical/surgical/obstetrical)	325	12/31/2017	12/31/9999	Active
Emergency Room Beds	15	1/01/2015	12/31/9999	Active

### 9.3.10 Other Information

The Other Information window displays information such as Certification details (specialty, certification type, etc.) and language details. Refer to Figure 9-55 and Figure 9-56.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-10 for a list of fields that can be viewed or edited in the **Other Information** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-10: Other Information Fields

Other Information			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
	Language	✓	

Other Information			
Section	Section Fields	Editable?	Requires Processing?
Other Information - Languages	Effective Date	✓	
	End Date	✓	
	Status		
Other Information - Certifications	Specialty	✓	
	Certification Type	✓	
	Other Certification		
	Certification Number	✓	
	Exempt From Accreditation	✓	
	Effective Date	✓	
	End Date	✓	
	Status		

Figure 9-55: Other Information - Languages

Figure 9-56: Other Information - Certifications



*Note: If adding or changing an Exempt Certification, you may be required to enter an End Date. If you are unsure what to enter, contact a PRSS Enrollment and Management Clerk.*

### 9.3.11 Disclosures

The Disclosures window contains information related to:

- Managing Employee Associations: enable practice owners to disclose any managing employees within their practice.
- Owner Associations: manage owner information for the Service Location ID, including ownership percentage and provider ownership.
- Subcontractor Associations: manage subcontractor information for any additional business relationships tied to a provider who owns an interest or share.

Refer to Figure 9-58.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

*Note: Click the tab for the desired disclosure then click **Create New** to add a new disclosure. Refer to Figure 9-57.*



**Figure 9-57: Disclosures Tabs**

Refer to Table 9-11 for a list of fields that can be viewed or edited in the **Disclosures** module.

- The fields are listed in the order that they appear in the disclosure.
- Fields may be hidden if they do not apply based on other selections. For example, the Social Security Number (SSN) only displays for individual disclosures.
- Fields that are required show a blue asterisk (\*) in the disclosure.
- The **Requires Processing?** column indicates when a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

**Table 9-11: Disclosures Fields**

Disclosures		
Disclosure	Disclosure Fields	Requires Processing?
Managing Employee Associations	<ul style="list-style-type: none"> <li>• Relationship to Provider's Organization</li> <li>• Last Name</li> </ul>	Add and Edit Only

Disclosures		
	<ul style="list-style-type: none"> <li>• First Name</li> <li>• Middle Name</li> <li>• Suffix</li> <li>• SSN</li> <li>• Date of Birth</li> <li>• Fingerprinting Confirmation Number</li> <li>• Address Line 1</li> <li>• Address Line 2</li> <li>• City</li> <li>• State</li> <li>• Country</li> <li>• Zip Code</li> <li>• Effective Date</li> <li>• End Date</li> </ul>	
Managing Employee Associations - Individual Relationship Disclosure	<ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Middle Name</li> <li>• Suffix</li> <li>• SSN</li> <li>• Individual Relationship Type</li> </ul>	Add and Edit Only
Owner Associations	<ul style="list-style-type: none"> <li>• Owner Association Type (Individual/Business)</li> <li>• Business Name</li> <li>• EIN (Employer Identification Number)</li> <li>• Last Name</li> <li>• First Name</li> <li>• Middle Name</li> <li>• Suffix</li> <li>• SSN</li> <li>• Birth Date</li> <li>• Fingerprinting Confirmation Number</li> <li>• Address Line 1</li> <li>• Address Line 2</li> <li>• City</li> <li>• State</li> <li>• Country</li> <li>• Zip Code</li> <li>• Email Address</li> <li>• Percentage Interest</li> <li>• Effective Date</li> <li>• End Date</li> </ul>	Add and Edit Only

Disclosures		
Owner Associations - Individual Relationship Disclosure	<ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Middle Name</li> <li>• Suffix</li> <li>• SSN</li> <li>• Individual Relationship Type</li> </ul>	Add and Edit Only
Subcontractor Associations	<ul style="list-style-type: none"> <li>• Subcontractor Association Type (Individual/Business)</li> <li>• Business Name</li> <li>• Last Name</li> <li>• First Name</li> <li>• Middle Name</li> <li>• Suffix</li> <li>• Tx ID (SSN/EIN)</li> <li>• Birth Date</li> <li>• Effective Date</li> <li>• End Date</li> </ul>	Add and Edit Only

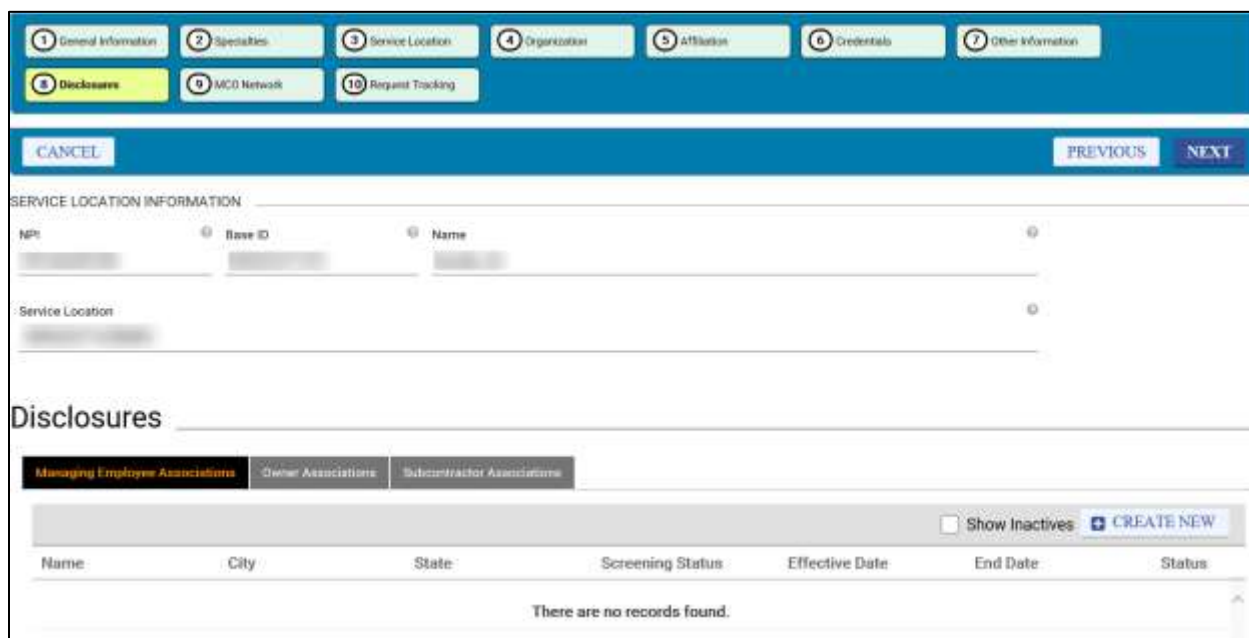


*Note: Ownership Changes – The **Percentage Interest** of all owners must add up to exactly 100% with requested changes. Adjust other current owner percentages and/or adjust the **End Date** for another owner's interest to remove ownership to ensure that the final total is 100%.*



*Note: Ownership Changes – Generally, attachments are not required; however, uploading documentation to support your request such as a description of why a new owner is being added may expedite the approval process. Note that all requested new owners will be screened before the request is accepted, so owner credential details are not needed.*

Figure 9-58: Disclosures



**Disclosures**

Managing Employee Associations | Owner Associations | Subcontractor Associations

☐ Show Inactives [CREATE NEW](#)

Name	City	State	Screening Status	Effective Date	End Date	Status
There are no records found.						

### 9.3.12 MCO Network

The Managed Care Organizations (MCOs) Network window displays a list of the MCOs the Provider has contracted with. You may submit a request, including any required attachments, to contract with another MCO. Refer to Figure 9-59.



*Note: Only MCO contracts are viewable in this section. Fee-for-Service (FFS) contracts are not viewable.*

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-12 for a list of fields that can be viewed or edited in the **MCO Network** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-12: MCO Network Fields

MCO Network			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		



MCO Network			
Section	Section Fields	Editable?	Requires Processing?
	Service Location		
MCO Contracts	MCO Name	✓	Contract changes are submitted to the MCO for processing
	Effective Date	✓	
	End Date	✓	
	Participation Status	✓	
MCO Consent	First Name		
	Last Name		
	I agree	✓	
	Consent Date		

Figure 9-59: MCO Network

MCO Name	Effective Date	End Date	Participation Status
Med 4 - Optima Health Plan	03/25/2021	12/31/9999	No
CCC Plus - HealthKeepers, Inc.	03/25/2021	12/31/9999	No



Note: All MCOs will be listed in the MCO Contracts table. Active contracts will have a Participation Status of Yes.

### 9.3.12.1 Create an MCO Request

To submit a request to an MCO, complete the following steps:

1. Click **CREATE NEW** from the **MCO Contracts** section.
2. The **Add Managed Care Organizations** window appears. Select the MCO(s) by clicking them and using the arrow buttons, then click **NEXT**. Refer to Figure 9-60.



Note:

- **Available MCOs** list (left) includes those that the Provider does not currently have a contract or pending application with.
  - **Selected MCOs** list (right) includes those that the Provider would like to contract with. This list is initially blank.
- a. Select an MCO from the **Available MCOs** list, then click > to move it to the **Selected MCOs** list.
  - b. Click >> to move all MCOs from the **Available MCOs** list to the **Selected MCOs** list.
  - c. Select an MCO from the **Selected MCOs** list, then click < to move it to the **Available MCOs** list.
  - d. Click << to move all MCOs from the **Selected MCOs** list to the **Available MCOs** list.



Note: Press the **CTRL** key and click multiple MCOs to select more than one to move with > or <.

Figure 9-60: Select MCO

**Add Managed Care Organizations**

**General Information**

Provider Type: **Physician** Specialty: **General Surgeon**

**Managed Care Organizations**

Select the Managed Care Organizations that you would like to associate with. At least one MCO must be selected to move to the next step.

Available MCOs		Selected MCOs
CCC Plus - HealthKeepers, Inc.	▶	CCC Plus - Aetna Better Health of VA
CCC Plus - Magellan Complete Care of VA	▶▶	
CCC Plus - Optima Health Community Care	▶▶	
<b>CCC Plus - UnitedHealthcare Community Plan</b>	▶▶	
<b>CCC Plus - Virginia Premier Health Plan Inc</b>	▶▶	
Med 4 - Aetna Better Health	▶▶	
Med 4 - HealthKeepers, Inc.	▶▶	
Med 4 - Magellan Complete Care of VA	▶▶	
Med 4 - Optima Health Plan	▶▶	
Med 4 - Virginia Premier Health Plan, Inc.	▶▶	

**CANCEL** **NEXT**

3. If disclosure(s) are required, they display in the **Disclosure Forms** section. Click **CREATE SELF DISCLOSURE** to open the disclosure in a new window. Refer to Figure 9-61.

Figure 9-61: MCO Disclosure Forms

The screenshot shows a web application window titled 'Add Managed Care Organizations'. It has two main sections: 'General Information' and 'Disclosure Forms'. In 'General Information', 'Provider Type' is set to 'Hospital' and 'Specialty' is 'Acute Care Hospital'. In the 'Disclosure Forms' section, there is a 'CREATE SELF DISCLOSURE' button with a mouse cursor clicking it. Below this button, the 'Self Disclosure Status' is displayed as 'Self Disclosure has been completed.'

4. Complete the disclosure and click **SAVE** at the bottom of the form. Refer to Figure 9-62. Repeat for any additional disclosures.

Figure 9-62: MCO New Provider Self Disclosure

The screenshot shows a 'New Provider Self Disclosure' form. It includes fields for personal information: Title, Last Name (PLastname), First Name (PAuto), Middle Name (CMiddle), and Suffix. Below these are fields for SSN (555-55-5555) and Date of Birth (09/14/1985). The 'LICENSURE' section contains a question: 'Has any action ever been taken against your license or certification, by any state or certification board in the past 10 years?' with radio buttons for 'Yes' (selected) and 'No'. The 'Yes' option is highlighted with a red rectangle. At the bottom right are 'CANCEL' and 'SAVE' buttons.

5. Add **Attachments** by following the steps in Section 9.3.1.4 - **Add Attachments**. Refer to Figure 9-63. Repeat adding attachments until all **Requirements Met** indicate **Yes** and optional attachments have been added.
  - a. Based on the Provider Type and Specialties for the Provider that is initiating a contract request, there will be different sets of required attachments listed in this table.
  - b. The first column indicates which attachments that are required.

- c. The second column indicates whether files have been loaded to meet the requirements. As attachments are loaded, the column indicator changes to **Yes**.
- d. Optional, additional supporting documentation may be attached.

Figure 9-63: Required Attachments

**Add Managed Care Organizations**

Below is the list of required attachments based on your Provider Type and/or Specialties. You must submit all of the required documentation to continue with the MCO Enrollment.

If you do not include your attachments electronically, your application will not be processed until all attachments are received by the health plan.

Required Attachment Type	Requirement Met
Curriculum Vitae	Yes
DEA	No
Federal W-9 Form	No
Liability Insurance Declaration Page	No
License and Certification	No
Medical Board Certification	No

**Attachments**

[CREATE NEW](#)

Transmission Method	Attachment Type	Upload File
Electronic Only	Curriculum Vitae	Sample Attachment.pdf

- 6. In the **MCO Consent** section of the window, agree to the terms and conditions for each MCO that was selected in the previous window.
  - a. Select the **I agree** checkbox.
  - b. The **First Name**, **Last Name**, and **Consent Date** fields auto-populate.
  - c. Click **SUBMIT**. Refer to Figure 9-64.



*Note: Clicking **PREV** in the lower-left returns you to the previous window and allows you to change the selected MCOs; however, you will need to restart the **Disclosure** and **Attachment** steps. The attachments will still be added, but the **Requirements Met** reset to **No**, meaning that you need to reload any required attachments.*

Figure 9-64: MCO Consent

### Add Managed Care Organizations

Below is the list of required attachments based on your Provider Type and/or Specialties. You must submit all of the required documentation to continue with the MCO Enrollment.

If you do not include your attachments electronically, your application will not be processed until all attachments are received by the health plan.

Required Attachment Type	Requirement Met
Curriculum Vitae	Yes
DEA	Yes
Federal W-9 Form	Yes
Liability Insurance Declaration Page	Yes
License and Certification	Yes
Medical Board Certification	Yes

### Attachments

CREATE NEW

Transmission Method	Attachment Type	Upload File
Electronic Only	Curriculum Vitae	Sample Attachment.pdf
Electronic Only	DEA	Sample Attachment.pdf
Electronic Only	Federal W-9 Form	Sample Attachment.pdf
Electronic Only	Liability Insurance Declaration Page	Sample Attachment.pdf
Electronic Only	License and Certification	Sample Attachment.pdf

### MCO Consent

CCC PLUS - AETNA BETTER HEALTH OF VA

	First Name	Last Name	Consent Date
<input checked="" type="checkbox"/> I agree	Tom	Smith	04/07/2021

CCC PLUS - UNITEDHEALTH CARE COMMUNITY PLAN

	First Name	Last Name	Consent Date
<input checked="" type="checkbox"/> I agree	Tom	Smith	04/07/2021

CCC PLUS - VIRGINIA PREMIER HEALTH PLAN INC

	First Name	Last Name	Consent Date
<input checked="" type="checkbox"/> I agree	Tom	Smith	04/07/2021

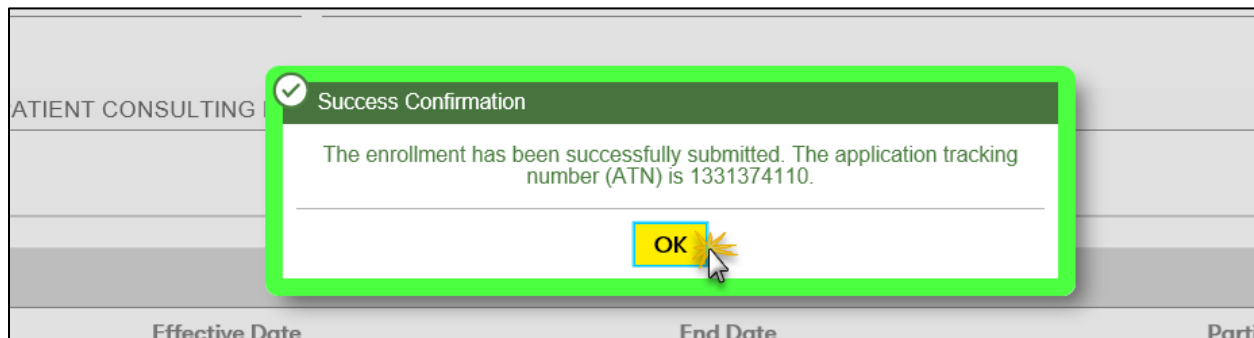
PREV

CANCEL

SUBMIT

7. A confirmation message displays with a Tracking Number. Click **OK**. Refer to Figure 9-65. Your request is sent to the MCO(s) for review, and the MCO(s) will reach out to you regarding next steps.

Figure 9-65: Confirmation Message



*Note: You may need to refresh your web browser to see your request on the MCO Network page.*

*Note: If the MCO approves your request the participation status of the MCO will change to yes on the MCO Network page and the effective date will update to the date determined by the MCO.*

## 9.3.12.2 Upload Files

When an MCO requires additional documentation, the **MCO Contracts Attachments Required** section displays on the **MCO Network** window. Complete the following steps to submit documentation to the MCOs:


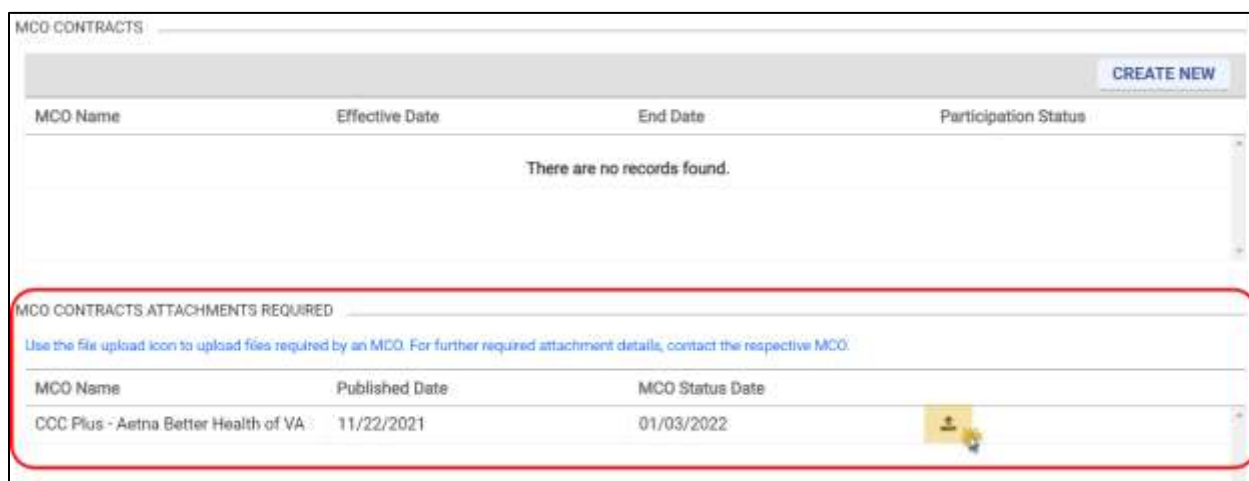
1. Message displays from at-a-glance bar.
2. Click the upload files icon (  ) in the **MCO Contracts Attachments Required** section. Refer to Figure 9-66.

Figure 9-66: Upload MCO Attachments







*Note: Once the MCO retrieves the documentation, the option to upload files no longer appears in the **MCO Network** window.*

3. The **New Attachment** window appears. Complete steps in Section 9.3.1.4 - **Add Attachments** to add the attachment.
4. Click **Upload Files**. Refer to Figure 9-67.

*Figure 9-67: Select File*



## 9.4 Manage Delegates

This feature enables you to establish and maintain Delegates who can perform select functions in the Provider Portal on your behalf. This feature allows a Provider or an organization the ability to give Provider Portal access to their clerical or administrative staff to support daily operations.

These are a few key points about delegates:

- A Provider may have multiple Delegates such as administrative or clerical staff who perform different tasks.
- A Delegate may be assigned to multiple Providers from various Service Locations.
- A Delegate is assigned to one or more Service Locations and may only access information related to those assigned Service Location(s).
- A Delegate is an individual with a unique email address; the delegate's email must be different than the Provider's Provider Portal email address.

There are two types of delegates:

- **Delegates** perform select functions in the Provider Portal that are assigned by the Provider(s) they represent.
- **Delegate Administrators (DAs)** can access all functions available to the Provider they represent. This includes creating and maintaining other delegates assigned to work on behalf of a user.



*Note: DAs and Authorized Administrators have similar access, but they are NOT the same. Refer to Section A-1 - **What is the difference between a delegate and an authorized administrator?** for the differences.*



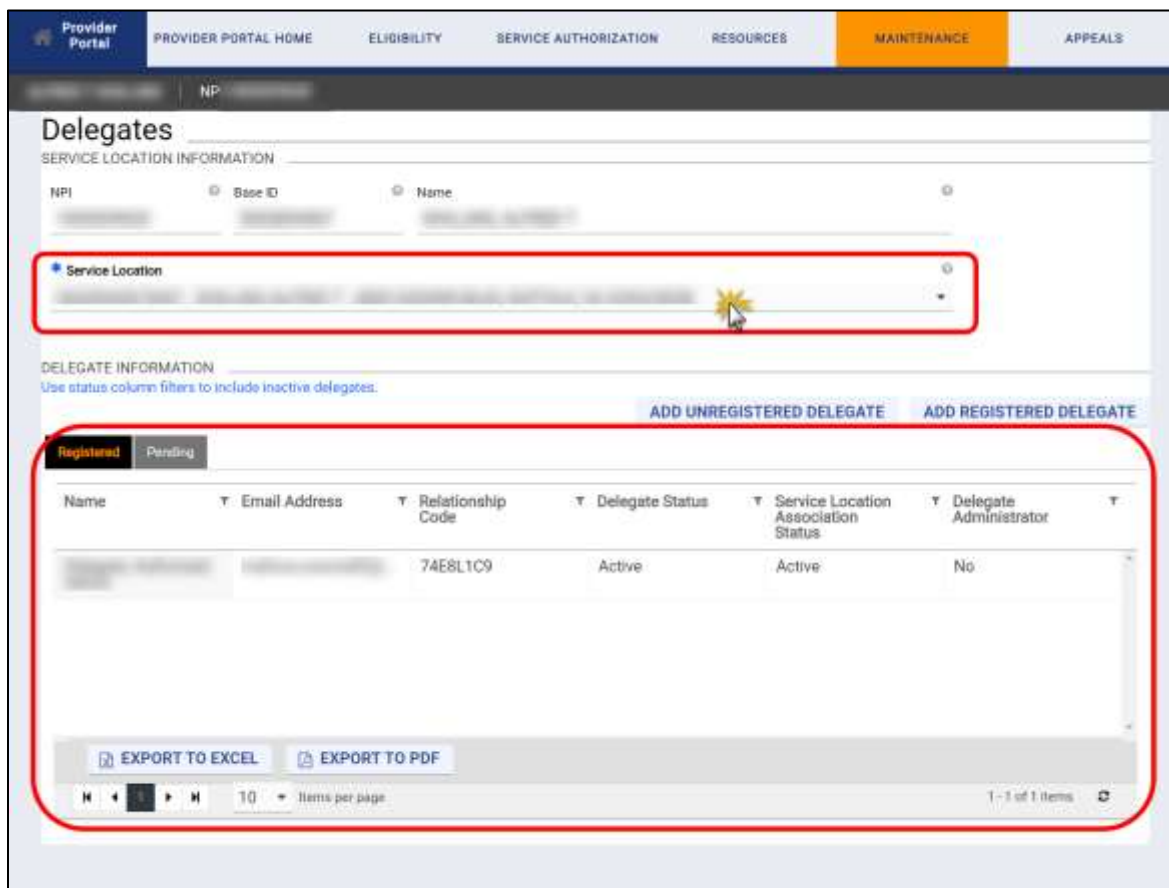
1. To manage Delegates, click **Maintenance** from the **Navigation Menu**, then click **Manage Delegates**. Refer to Figure 9-68.

Figure 9-68: Manage Delegates



2. *Optional:* If you have more than one Service Location, click the field for a drop-down list. Select a specific **Service Location** to filter the list of Delegate(s) for that location.
3. The delegates assigned to that location display on the **Registered** tab. Refer to Figure 9-69.

Figure 9-69: Location Delegates



**Note:** The **Pending** tab is not applicable for Virginia Providers.

- To view details of a Delegate, double-click a Delegate record. The **Assign Delegate** window appears with delegate details and currently assigned security functionality for Provider Portal. Refer to Figure 9-70.

Figure 9-70: View Delegate Details

The 'Assign Delegate' window displays the following information:

- First Name:** Delegate
- Last Name:** Delegate
- User ID:** [Redacted]
- Email:** [Redacted]
- Relationship:** SXRJCQL7
- Active:** ☒

**ADD OPTIONS:**

- ☐ Assign All Service Locations / Security Functions
- ☐ Assign All Service Locations / Assign Selected Security Functions
- ☒ Select Service Locations / Security Functions

*Select 'Active' for all service locations for which this delegate should have access. It is not required to make a delegate active for any service locations at this time, however, a delegate must be made active for at least one service location with at least one security function before they will be able to log in on behalf of a provider.*

*Select 'DA' for all service locations for which this delegate should be a Delegate Administrator. Selecting DA for a service location automatically gives the delegate all security functions for the specified service location as well as the ability to add and maintain delegates for that service location.*

Active	DA	Service Location	Security Functions
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Primary	All security functions

Buttons: RESET, CANCEL, SAVE

*Note: The **Active** check box at the top of the window indicates whether the Delegate can work on your behalf. If the check box is not selected, then the Delegate will not have access to your account. This check box overrides any active security functions set for specific Service Locations. Refer to Figure 9-71.*



Figure 9-71: Active Delegate Setting

The 'Assign Delegate' window displays the following information:

- First Name:** Trainee
- Last Name:** Sample
- User ID:** [Redacted]
- Email:** [Redacted]
- Relationship:** PF30KQ8I
- Active:** ☒ (highlighted with a red circle)

- Optional:* To make changes to the **Service Locations** or **Security Functions** accessible to a Delegate. Click **RESET** then make changes and click **SAVE**.

### 9.4.1 Delegate Security Access

Delegate access is associated with Service Locations. There are three options when managing delegate access. Select your choice in the **ADD OPTIONS** section of **Assign Delegate**, **Add Registered Delegate**, or **Add Unregistered Delegate** window. Refer to Table 9-13.

*Table 9-13: Delegate Security Access*

Delegate Access	Access Description
Assign All Service Locations / Security Functions	Set a master DA for all locations with all security functions.
Assign All Service Locations / Assign Selected Security Functions	Set a delegate with the selected security functions to all locations.
Select Service Locations / Security Functions	Set a delegate to selected locations with selected security functions. Security functions may vary per location.

#### 9.4.1.1 Assign All Service Locations/Security Functions

1. Select **Assign All Service Locations/Security Functions**. Figure 9-72.
2. The **Delegate Administrator** check box appears. If you want the Delegate to have full access, including the ability to manage other delegates, select the check box. Refer to Figure 9-72.
3. Click **SUBMIT**.
4. The Delegate is authorized to perform all security functions on behalf of the Provider for all of the Provider's Service Locations.

*Figure 9-72: Assign All Service Locations/Security Functions*

ADD OPTIONS

☒ **Assign All Service Locations / Security Functions**

Providers can specify that this is a Delegate Administrator for all service locations. The Delegate Administrator will automatically be given all security functions for all service locations and has the ability to add and maintain delegates for all service locations.

☒ **Delegate Administrator**

☐ Assign All Service Locations / Assign Selected Security Functions

☐ Select Service Locations / Security Functions

CANCEL SUBMIT

#### 9.4.1.2 Assign All Service Locations/Assign Selected Security Functions

1. Select **Assign All Service Locations/Assign Selected Security Functions**.
2. The **Available Functions** list appears. Select the **Security Function(s)** by clicking them and using the arrow buttons, then click **SUBMIT**. Refer to Figure 9-73.



Note:

**Available Functions** list (left) includes those that the Delegate does not currently have assigned.

**Selected Functions** list (right) includes those that the Delegate will have assigned. When adding a Delegate, this list is initially blank. At least one security function must be added to continue.

- Select a security function from the **Available Functions** list, then click > to move it to the **Selected Functions** list.
- Click >> to move all security functions from the **Available Functions** list to the **Selected Functions** list.
- Select a security function from the **Selected Functions** list, then click < to move it to the **Available Functions** list.
- Click << to move all security functions from the **Selected Functions** list to the **Available Functions** list.



Note: Press the **CTRL** key and click multiple security functions to select more than one to move with > or <.

- The Delegate is authorized to perform the selected security functions on behalf of the Provider for all of the Provider's Service Locations.

Figure 9-73: Assign All Service Locations/Assign Selected Security Functions

ADD OPTIONS

☐ Assign All Service Locations / Security Functions

☒ Assign All Service Locations / Assign Selected Security Functions

Select the functions that the delegate is authorized to access.  
At least one function must be selected for active service locations.

Available Functions		Selected Functions
Eligibility - Verification	>	Message Center - View and Send Messages
Claims - Payment History	>>	Maintenance - Manage My Information
<b>Maintenance - Revalidation</b>	<	
Eligibility - Treatment History	<<	
Resources - Search Fee Schedules		
Maintenance - Manage My Information - Base EFT		
Resources - Search Code		

☐ Select Service Locations / Security Functions

CANCEL SUBMIT



*Note: To learn more about security rights associated with a specific function, move your cursor over the function name in the **Available Functions** or **Selected Functions** lists. Refer to Figure 9-74.*

Figure 9-74: Function Note



#### 9.4.1.3 Select Service Locations/Security Functions

1. **Select Service Locations/Security Functions.**
2. Select the **Active** check box for each **Service Location** the Delegate will be assigned to. If the check box is not selected, then the Delegate will not have access to the Service Location's details.

*Note: The **Active** check box in the Delegate's information section of this window overrides any security functions set for specific Service Locations. Refer to Figure 9-75.*



Figure 9-75: Active Delegate Setting

3. Click each **Service Location** record to select the Delegate's **Security Function(s)** for that location. If the security access is missing for any Service Location, the access will not save. Refer to Figure 9-76.
  - a. If the Delegate will be assigned as a DA, select the **DA** check box for each desired **Service Location**. DAs have access to all **Security Functions**, including the ability to manage other Delegates.



*Note: If the **DA** check box is selected, the **Security Functions** section is hidden for that Service Location. Select a Service Location that does not have the **DA** check box selected to view the **Security Functions** section.*



*Note: DAs cannot manage other DAs, so the **DA** column will be hidden for them.*

- b. If the Delegate will be assigned limited access, the **Available Functions** list appears. Select the **Security Function(s)** by clicking them and using the arrow buttons, then click **SUBMIT**. Refer to Figure 9-76.



*Note:*

- **Available Functions** list (left) includes those that the Delegate does not currently have assigned.
  - **Selected Functions** list (right) includes those that the Delegate will have assigned. When adding a Delegate, this list is initially blank. At least one security function must be added to continue.
- i. Select a security function from the **Available Functions** list, then click > to move it to the **Selected Functions** list.
  - ii. Click >> to move all security functions from the **Available Functions** list to the **Selected Functions** list.
  - iii. Select a security function from the **Selected Functions** list, then click < to move it from the to the **Available Functions** list.
  - iv. Click << to move all security functions from the **Selected Functions** list to the **Available Functions** list.



*Note: Press the **CTRL** key and click multiple security functions to select more than one to move with > or <.*

4. Click **SUBMIT**.
5. The Delegate is authorized to perform the selected security functions on behalf of the Provider for the Provider's selected Service Locations.



Figure 9-76: Select Service Locations/Security Functions

Select 'Active' for all service locations for which this delegate should have access. It is not required to make a delegate active for any service locations at this time, however, a delegate must be made active for at least one service location with at least one security function before they will be able to log in on behalf of a provider.

Select 'DA' for all service locations for which this delegate should be a Delegate Administrator. Selecting DA for a service location automatically gives the delegate **all** security functions for the specified service location as well as the ability to add and maintain delegates for that service location.

Active	DA	Service Location	Security Functions
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Primary - [redacted]	All security functions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Second location - [redacted]	

SECURITY FUNCTIONS

Select the functions that the delegate is authorized to access.  
At least one function must be selected for active service locations.

Available Functions	Selected Functions
Authorization Determination Claims Eligibility - Verification Maintenance - Manage My Information Resources Maintenance - Revalidation Maintenance - Manage My Information - Base EFT	

CANCEL SUBMIT

### 9.4.2 Add Delegate

The process to add a Delegate varies slightly depending on whether the person is already registered on Provider Portal. Take note of these points:

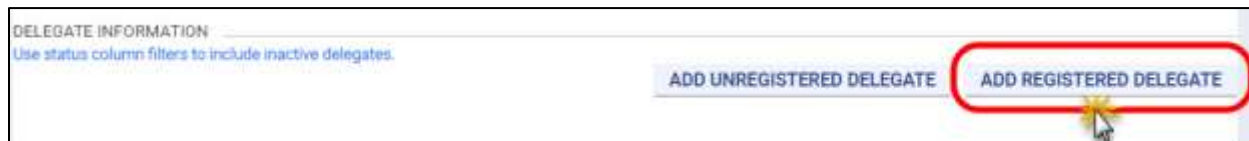
- Registered Delegates already have Provider Portal credentials while Unregistered Delegates do not.
- Registered Delegates must provide you their **Last Name** and **Relationship Code** so that your Service Location(s) and functionality are added to the Delegate's existing account. Refer to Section 9.2 - **Portal Profile Maintenance - Delegate** to locate the **Relationship Code**.
- Unregistered Delegates will need to complete registration after you add them and before accessing your account. Refer to Section 4.1 - **Provider Portal Registration**.

## 9.4.2.1 Add Registered Delegate

To add a Registered Delegate, complete the following steps:

1. From the **Delegates** window, click **ADD REGISTERED DELEGATE**. Refer to Figure 9-77.

*Figure 9-77: Add Registered Delegate Button*



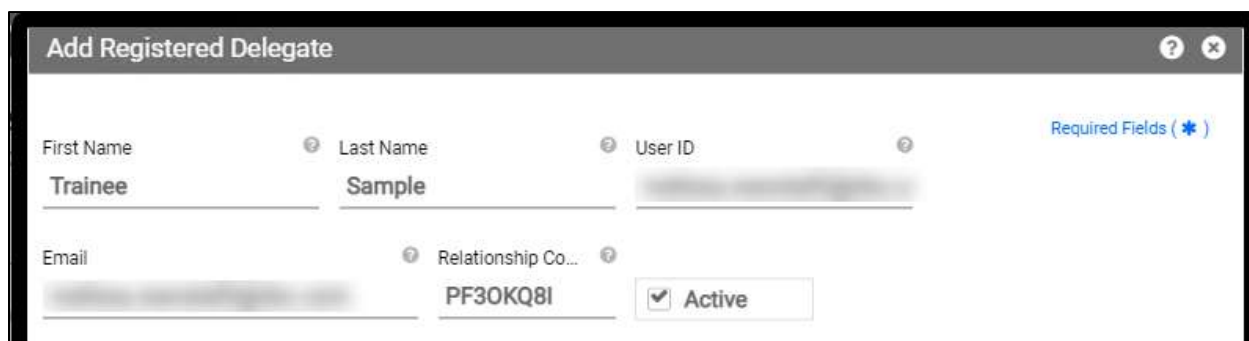
2. The **Add Registered Delegate** window appears. Enter the supplied Delegate **Last Name** and **Relationship Code**, then click **CONTINUE**. Refer to Figure 9-78.

*Figure 9-78: Add Registered Delegate Window*



3. When the **Last Name** and **Relationship Code** are validated by the system, the **Add Registered Delegate** window displays the validated Delegate's information. Refer to Figure 9-79.

*Figure 9-79: Add Registered Delegate Validation*



4. Navigate to the **ADD OPTIONS** section and select the appropriate Service Locations and security levels. Refer to Section 9.4.1 - **Delegate Security Access** for an explanation of security functions and detailed instructions.



- When finished assigning rights, click **SUBMIT**. Refer to Figure 9-80. A confirmation message displays.

*Figure 9-80: Add Registered Delegate Submit*

**Add Registered Delegate**

First Name <sup>?</sup> Last Name <sup>?</sup> User ID <sup>?</sup> Required Fields ( \* )

Trainee Sample

Email Relationship C... <sup>?</sup> <sup>?</sup>

PF30KQ8I ☒ Active

ADD OPTIONS

☐ Assign All Service Locations / Security Functions  
☐ Assign All Service Locations / Assign Selected Security Functions  
☒ **Select Service Locations / Security Functions**

Select 'Active' for all service locations for which this delegate should have access. It is not required to make a delegate active for any service locations at this time, however, a delegate must be made active for at least one service location with at least one security function before they will be able to log in on behalf of a provider.

Select 'DA' for all service locations for which this delegate should be a Delegate Administrator. Selecting DA for a service location automatically gives the delegate all security functions for the specified service location as well as the ability to add and maintain delegates for that service location.

Active	DA	Service Location	Security Functions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Primary -	Provider Maintenance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Second location -	All security functions

CANCEL SUBMIT

- The Delegate can now access your account from **Switch Provider** in Provider Portal.

### 9.4.2.2 Add Unregistered Delegate

To add an Unregistered Delegate, complete the following steps:

1. From the **Delegates** window, click **ADD UNREGISTERED DELEGATE**. Refer to Figure 9-81.

*Figure 9-81: Add Unregistered Delegate*



2. The **Add Unregistered Delegate** window displays. Refer to Figure 9-82.
  - a. Complete the Delegate's profile information.
  - b. Select the appropriate Service Locations and security levels. Refer to Section **9.4.1 - Delegate Security Access** for an explanation of security functions and detailed instructions.
  - c. Click **SUBMIT**. Refer to Figure 9-82. A confirmation message displays.

Figure 9-82: Add Unregistered Delegate Window

**Add Unregistered Delegate**

Required Fields ( \* )

Enter the required information below. A registration invitation will be sent to the email address specified, directing the new delegate to register with the Provider Portal. The delegate will be required to enter the account information to complete the registration. The new delegate account will be in Pending status until they successfully complete the registration process.

**a**

\* Last Name ? \* First Name ? Middle Name ?

Sample Trainee

\* Email ? \* Birth Date ? \* Last 4 of ... ?

melissa.wanstall2@dx.com 01/01/19 1234

\* Phone Nu... ? \* Primary Language ?

302-555-5555 English ☒ Active

ADD OPTIONS

**b**

☒ Assign All Service Locations / Security Functions

Providers can specify that this is a Delegate Administrator for all service locations. The Delegate Administrator will automatically be given all security functions for all service locations and has the ability to add and maintain delegates for all service locations.

☐ Delegate Administra ?

☐ Assign All Service Locations / Assign Selected Security Functions

☐ Select Service Locations / Security Functions

**c**

CANCEL SUBMIT

- The Delegate receives the emails to complete Provider Portal registration. The Delegate will be able to access your account from **Switch Provider** as soon as registration is complete.

## 9.4.3 Activate/Inactivate Delegate

Once a delegate is added, the delegate cannot be deleted. However, security rights may be inactivated. If an inactivated delegate needs to be reinstated, reactivate the delegates access rather than trying to add the delegate again.

1. To manage Delegates, click **Maintenance** from the **Navigation Menu**, then click **Manage Delegates**. Refer to Figure 9-83.

Figure 9-83: Manage Delegates



2. *Optional:* If you have more than one Service Location, click the field for a drop-down list. Select a specific **Service Location** to filter the list of Delegate(s) for that location.
3. The **Delegates** page displays. The delegates assigned to that location display on the **Registered** tab. Double-click the delegate record that you want to activate or inactivate. Refer to Figure 9-84.

Figure 9-84: Delegates Page

**Delegates**

SERVICE LOCATION INFORMATION

NPI: [Redacted] Base ID: [Redacted] Name: [Redacted]

Service Location: [Redacted]

DELEGATE INFORMATION

Use status column filters to include inactive delegates.

ADD UNREGISTERED DELEGATE ADD REGISTERED DELEGATE

Registered Pending

Name	Email Address	Relationship Code	Delegate Status	Service Location Association Status	Delegate Administrator
[Redacted]	[Redacted]	74E8L1C9	Active	Active	No

EXPORT TO EXCEL EXPORT TO PDF

10 Items per page 1 - 1 of 1 items

Note: If you do not see the delegate, update the Delegate Status filter to include Inactive. Refer to Figure 9-85.

Figure 9-85: Include Inactive



DELEGATE INFORMATION

Use status column filters to include inactive delegates.

ADD UNREGISTERED DELEGATE ADD REGISTERED DELEGATE

Registered Pending

Name	Email Address	Relationship Code	Delegate Status
[Redacted]	[Redacted]	74E8L1C9	Active
[Redacted]	[Redacted]	HC3USB3K	Active

EXPORT TO EXCEL EXPORT TO PDF

10 Items per page 1 - 2 of 2 items

Include Inactive  
1 items selected  
FILTER CLEAR

4. Select or de-select the status check boxes to change the delegate's security status for the Provider Portal. Refer to Figure 9-86.
  - a. The **Active** check box at the top applies to all of the provider's Service Locations. If this check box is de-selected, the delegate will no longer have access to any Service Location functionality, regardless of the individual Service Location settings.
  - b. The **Active** check boxes in the table only apply to a specific Service Location.

Figure 9-86: Active Delegate Status

First Name: [ ] Last Name: [ ] User ID: [ ] Required Fields ( )

Email: [ ] Relationship Code: 74EBL1C9

**a** ☒ Active

ADD OPTIONS

☐ Assign All Service Locations / Security Functions

☐ Assign All Service Locations / Assign Selected Security Functions

☒ Select Service Locations / Security Functions

Select 'Active' for all service locations for which this delegate should have access. It is not required to make a delegate active for any service locations at this time, however, a delegate must be made active for at least one service location with at least one security function before they will be able to log in on behalf of a provider.

Select 'DA' for all service locations for which this delegate should be a Delegate Administrator. Selecting DA for a service location automatically gives the delegate all security functions for the specified service location as well as the ability to add and maintain delegates for that service location.

Active	DA	Service Location	Security Functions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	[ ]	Resources - Search Members; Message Center - View and Send Messages; Care Management - Submit and Search Authorization Determination; Maintenance - Manage My Information; Resources; Maintenance - Revalidation; Maintenance - Manage My Information - Base EFT; Resources - File Download
<input checked="" type="checkbox"/>	<input type="checkbox"/>	[ ]	Resources - Search Members; Resources; Resources - File Download; Maintenance - Manage My Information
<input checked="" type="checkbox"/>	<input type="checkbox"/>	[ ]	Maintenance - Manage My Information; Resources; Resources - File Download

**b**

SECURITY FUNCTIONS

Select the functions that the delegate is authorized to access. At least one function must be selected for active service locations.

Available Functions

- Claims
- Eligibility - Verification
- Mock Function

Selected Functions

- Authorization Determination
- Maintenance - Manage My Information
- Resources
- Maintenance - Revalidation
- Maintenance - Manage My Information - Base EFT
- Resources - File Download

RESET CANCEL SAVE

## 9.5 Provider Termination

Provider contracts may be terminated under various circumstances:

- Voluntarily (Not for Cause) such as if a Provider decides to close a Service Location or does not revalidate in a timely manner
- Involuntarily (For Cause) such as cases suspect to fraudulent activities.

### 9.5.1 Voluntary (Not for Cause) Termination

When a Provider's contract for a Service Location is terminated voluntarily or Not for Cause, the Provider has a grace period with continued access to the **Manage My Information** details.

During the grace period, the Provider can manage all provider information details; however, updates for **Effective Date** or **End Date** beyond the grace period will not be saved and will trigger an error message.

At the end of the grace period, the Provider loses access to the terminated Service Location details through Provider Portal. If all Service Locations have been terminated, then the Provider's access to log-in to Provider Portal is denied.

Providers terminated voluntarily may apply for re-enrollment.

### 9.5.2 Involuntary (For Cause) Termination

When the Provider's contract for a Service Location is terminated involuntarily or For Cause, the Provider loses access to the terminated Service Location details on the last day of the contract; there is no additional grace period. If all Service Locations have been terminated, the Provider's access to log-in to Provider Portal is denied.

## 9.6 Revalidation

In accordance with the Affordable Care Act Provider Enrollment and Screening Regulations, all Virginia Medicaid Providers are required to revalidate their enrollment information at least every five years. When a Provider's Service Location has met the required revalidation criteria, a revalidation notification is sent via email or mail, depending on the Provider's preference. The notification will contain an Application Tracking Number (ATN), a password, and a link to the Provider Enrollment Revalidation page. Failure to complete the revalidation may result in termination from Virginia Medicaid.



*Note: Once your revalidation application is generated, changes made through Provider Portal or requested by a PRSS Clerk will NOT be reflected on your revalidation application. During revalidation, make all updates on your Provider Enrollment Wizard revalidation application.*

The **Revalidation** feature enables Providers to view the revalidation due date for a Service Location. A Delegate can also view this page in the Provider Portal if they are assigned by the Revalidation Security Function for the Service Location(s).



1. To begin revalidation, click **Maintenance** from the **Navigation Menu** and select **Revalidation**. Refer to Figure 9-87.

Figure 9-87: Revalidation



2. The **Revalidation Information** appears at the bottom of the page. Refer to Figure 9-88.
  - a. *Optional:* If you have more than one Service Location, click the field for a drop-down list and select a specific **Service Location**.

Figure 9-88: Revalidation Due Details

 A screenshot of the 'Revalidation' page in the Virginia Provider Portal. The page is titled 'Revalidation' and contains two main sections: 'SERVICE LOCATION INFORMATION' and 'REVALIDATION INFORMATION'. Under 'SERVICE LOCATION INFORMATION', there are fields for NPI, Base ID, and Name, each with a dropdown arrow. Below these is a 'Service Location' dropdown menu. The 'REVALIDATION INFORMATION' section contains a message: 'The Service Location is due for revalidation by 03/31/2025.' A blue information icon (i) is next to this message.


*Note: If the revalidation due date has passed, the message includes a hyperlink to the **Provider Enrollment** page.*



3. Revalidation is available ninety (90) days prior to your due date. A hyperlink displays in the **Revalidation Information** section when it is time to complete the application. Click the hyperlink for the **Provider Enrollment Revalidation** page. Refer to Figure 9-89.

*Figure 9-89: Revalidation Message with Hyperlink*

**Revalidation**

SERVICE LOCATION INFORMATION

NPI: [REDACTED] Base ID: [REDACTED] Name: [REDACTED] Trainer, [REDACTED]

Location ID - Name - Address  
3002399528 [REDACTED] VIRGINIA BEACH, VA 23451 [REDACTED]

REVALIDATION INFORMATION

**1** The Service Location is due for revalidation by 12/15/2020. Please visit the Provider Enrollment revalidation page [here](#) to initiate the process.

4. You are directed to the **Resume/Revalidate Enrollment** page. Refer to Figure 9-90.

*Figure 9-90: Resume/Revalidate Enrollment*

**mcs** Virginia Department of Medical Assistance Services  
Provider Services

Thu Jan 13, 11:31 PM

Create User Account Contact Us

**Provider Enrollment** **Resume/Revalidate Enrollment**

**Resume/Revalidate Enrollment**

Required Fields (\*)

Enter your assigned Application Tracking Number and Password in order to resume/revalidate enrollment.

\* Tracking Number [REDACTED]

\* Password [REDACTED]

Forgot Password?

CANCEL RESUME



**Note:** Refer to the **Provider Enrollment Wizard User Guide** for details on how to complete revalidation.

## 10. Payment History

This module allows you conduct payment inquiries based on your NPI for a specific date range.



## 11. Resources

This module allows you to download documents related to maintaining your provider information such as change request letters, Remittance Advice (RA) notices, and revalidation notices.

1. From the **Navigation Menu**, click **Resources**, then click **File Download**. Refer to **Error! Reference source not found.**

Figure 11-1: File Download



2. The **File Download** window appears. Enter details, then click **SEARCH**. Refer to **Error! Reference source not found.**

Figure 11-2 File Download Search

 A screenshot of the 'File Download' search window. The 'SEARCH CRITERIA' section includes a 'Download Type' dropdown menu with options: 'Select All', 'select a value...', 'Provider Letters', 'Claims Letters', 'Member Letters', 'Remittance Advice', and 'Select All'. The 'To Date' field is set to 11/10/2021. The 'SEARCH' button is highlighted.

3. The search results appear below the **Search Criteria** in the **Search Results** table. Refer to Figure 11-3. Click the file name to download the file, then double-click the file to view the contents.



*Note: File Download search results appear in chronological order with the most recent file listed first. Use the sort and filter icons to modify your results. Refer to Section 5.6 - **Interactive Features**.*

Figure 11-3: File Download Search Results

**File Download**

SEARCH CRITERIA

Download Type  
Letters

Category  
select a value

From Date  
05/01/2020

To Date  
07/16/2020

RESET CANCEL SEARCH

SEARCH RESULTS

Click on the file name to download the file.

File Name	Created Date	Category
<a href="#">Revalidation Due Notification Letter.pdf</a>	07/15/2020 12:00:00 AM	
<a href="#">Revalidation Due Notification Letter.pdf</a>	07/15/2020 12:00:00 AM	
<a href="#">Revalidation Due Notification Letter.pdf</a>	07/15/2020 12:00:00 AM	
<a href="#">Revalidation Due Notification Letter.pdf</a>	07/15/2020 12:00:00 AM	
<a href="#">Revalidation Due Notification Letter.pdf</a>	07/15/2020 12:00:00 AM	

1 - 10 of 54 items



*Note: Search results display only for the Provider displayed just below the **Navigation Menu**. If you are a Delegate or Authorized Administrator, verify that you have switched to the desired Provider. Refer to Sections **4.3 - Switch Provider – Delegates**, **4.4 - Switch Provider – Authorized Administrators**, or **4.5 - Switch Provider – Delegates for Authorized Administrators** for instructions to switch Providers.*

## 12. Service Authorization

This module allows you to search for existing authorizations and submit new authorizations for determination. You will be redirected to an external resource which appears in a new window.

To submit authorizations for determination, click **Care Management**, then click **Submit Authorization Determination** from the **Navigation Menu**. Refer to Figure 12-1.

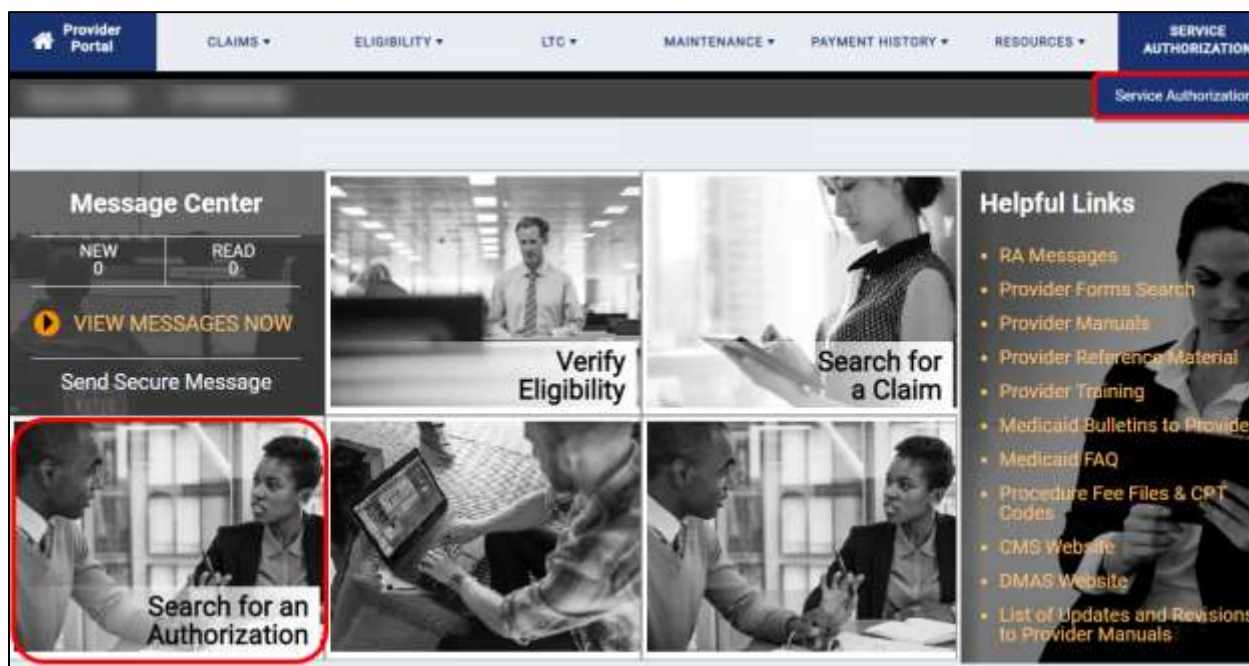
*Figure 12-1: Submit Authorization Determination*



To quickly search for an authorization, complete these steps. Refer to Figure 12-2.

1. Click **Search for an Authorization** from the **Module Tile**.
2. Enter the **Authorization Number**.
3. Click **GO**.

*Figure 12-2: Search for Authorization Determination*



## Appendix A. Frequently Asked Questions

These are frequently asked questions regarding terms in this guide:

### A-1. What is the difference between a delegate and an authorized administrator?

Delegates and Authorized Administrators (AAs) are assigned to view and update provider information on the provider's behalf. Unless the provider opts out of creating a Provider Portal account during enrollment, the provider has access to manage all information even after assigning delegates or an AA.

Refer to the below table to compare the differences.

Delegate	Authorized Administrator
All Providers may manage.	Only Individual within a Group (IG) Providers may manage.
Single person	Group
Multiple allowed	Only one allowed per Service Location
View and update access may be restricted. Delegate Administrators (DAs) have full view and update access, except the ability to manage other DAs.	All view and update access for the Service Location, except the ability to change the AA. The AA manages delegates from the AA's account; the AA does not manage delegates directly in the IG's account.
May be restricted to a certain Service Location	Accesses all Service Locations for IG Provider.
Example: Provider assigns administrative office staff member to submit claims.	Example: An IG Provider assigns the Group as the AA. The Group then manages all information and creates delegates to manage the appropriate Service Location(s).

### A-2. Should I End Date vs. Inactivate a Record?

To ensure that your information is correctly represented to Virginia Medicaid, changes need to accurately reflect the state of the record. Though changing the End Date of a record and Inactivating a record both change the Status of the record to Inactive (once the End Date is in the past), the methods have different meanings in PRSS and therefore should be submitted properly for accurate auditing.

To indicate a record that will no longer be applicable such as an expiring license, edit the End Date field for the record.

If the record was entered incorrectly, first verify if the fields can be updated to correct the information. To indicate that the record was entered incorrectly and that the original record cannot be corrected, Inactivate the record.

### A-3. What is the difference between Revalidation and Re-enrollment?

Revalidation is required every five years for all Providers to verify that provider information, credentialing, and disclosures are accurate. Fees may be required to be submitted to complete revalidation based on Provider Type and Specialty.

Re-enrollment is when the Provider has been terminated from the Virginia Medicaid program and is applying again.

## Appendix B. Acronyms

Acronym	Definition
AA	Authorized Administrator
ARRA	American Recovery and Reinvestment Act
ATN	Application Tracking Number
CAQH	Council for Affordable Quality Healthcare
CLIA	Clinical Laboratory Improvement Act
CMS	Centers for Medicare & Medicaid Services
CPT	Current Procedural Terminology
DA	Delegate Administrator
DEA	Drug Enforcement Administration
DMAS	Department of Medical Assistance Services
DME	Durable Medical Equipment
DMEPOS	Durable Medical Equipment, Prosthetics, Orthotics & Supplies
DOB	Date of Birth
DXC	DXC Technology
EFT	Electronic Funds Transfer
FAQ	Frequently Asked Questions
FFS	Fee-for-Service
HIPAA	Health Insurance Portability and Accountability Act
HSMMS	Healthcare Solutions Modular Management System
ID	Identification
IG	Individual within a Group
MCO	Managed Care Organizations
MES	Medicaid Enterprise System
NPI	National Provider Identification
ORP	Ordering and Referring Physicians
PAH	Primary Account Holder
PCP	Primary Care Provider
PRSS	Provider Services Solution
RA	Remittance Advice
SSN	Social Security Number
UAT	User Acceptance Testing
VA	Virginia