# Virginia Provider Portal User Guide

*Medicaid Enterprise System (MES)*

**Release: 30.15**

**Release Date: 10/2025**

# Privacy and Security Rules

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

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# 1. Introduction

The purpose of this guide is to support Virginia Medicaid Providers, Authorized Administrators (AAs) of Providers, Primary Account Holders (PAH), and Delegates of Providers with an overview of the Provider Portal and instructions to view and maintain provider information within Provider Portal Maintenance.

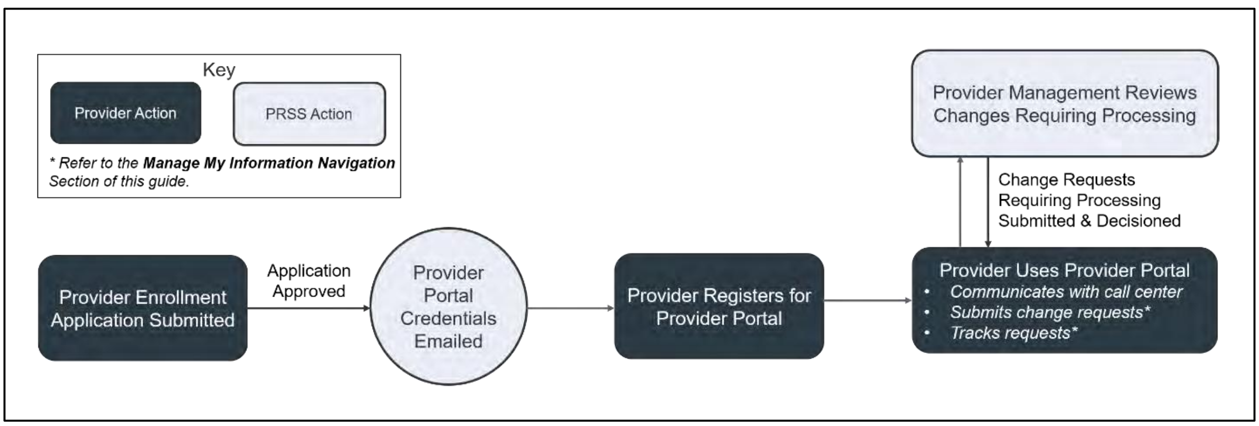
Throughout this guide, you will see various notes to enhance your use of Provider Portal. Refer to Table 1-1.

*Table 1: User Guide Icons*

| | | |
|---|---|---|
| Indicates extra tips and useful explanations. | Indicates more resources are in another location, such as another document or a website. | Indicates a critical step that you must take (or not take) to avoid errors. |

Provider Services Solution (PRSS) maintains comprehensive information on all enrolled providers.

Provider Portal is a self-service tool that can be accessed 24/7 to inquire on claims, check member eligibility, update provider records, and other functions to support the participation of a provider to ensure Virginia Medicaid Members obtain quality care.



## 2. Information You Will Need

You need to have basic knowledge of Virginia Medicaid Provider Enrollment and Program specific information, and the policies manage the Virginia Medicaid Provider information on the MES of Virginia Provider Portal.

You need to have access to the Provider Portal (Username and Password). Refer to Section **4.2 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 details and attachment windows.
- Adobe® Acrobat Reader

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

Authenticated Providers, Primary Account Holders (PAH), Delegate Administrators (DA), Delegates, and Authorized Administrators (AA) log in through the **MES Secure Login** page to the Provider Portal to perform maintenance and view information to support the Virginia Medicaid Provider information.

Based on Security Roles providers and users within their organizations will have access to secured provider services. The MES of Virginia Secure Provider Portal offers providers self- service tools and resources.

Based on a user's Security Roles and Delegated Function the following tools and resources are available on the Secure Provider Portal:

- Claims Search/Status Inquiry
- Claims Direct Data Entry (DDE)
- Member Eligibility Verification
- Service Authorization/Care Management
- Manage Provider Profile Information
- Manage Delegate Access
- eDOC
- LOCERI
- eMLS
- Resources
    - Remittance Advice

- Provider Notifications
- EFT Form

- Secure Messaging

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

## 4.1 Provider Portal Users, Security Roles, and Functions

*NOTE: Section 9 Manage Delegates for instructions for how to add and edit user information.*

### 4.1.1 Provider Portal Users

There are three tiers to the Security Structure of Provider Portal Users.

- Primary Account Holder (PAH)
  - Only one PAH is allowed for each entity (EIN/SSN)
  - Access to all provider information under entity (EIN/SSN)
  - All security roles/functions
  - Assign access to all users
    - Delegate Admin
    - Delegate

- Delegated Administrator (DA)
  - Access to all provider information under entity (EIN/SSN)
  - All security roles/functions
  - Assign access to Delegate Users

- Delegate
  - Access to assigned provider information under entity (EIN/SSN)
  - Assigned specific security roles/function

Additional User authorized by individual providers.

- Authorized Administrator (AA)
-

## 4.2 Provider Portal Registration and Security Roles

Important Information

- Only one PAH will be established for each Tax ID Entity
  - As an example:
    - A Hospital system shares a Tax ID with multiple Group Practices, Laboratories, and Emergency Ambulance Services there will only be one PAH.

- There can be multiple Delegate Administrators and Delegate Use

*TIP: Additional verification is available via Text message. If you select the text option as your verification method, a ten-digit code will be sent to the phone number on file. You will then use the six-digit verification code or be directed to the MES Training page: MES*

*Training Landing Page | MES (Virginia.gov.) The External Users who need login help, there is a section in the video with steps.*

Providers, Delegates, and AAs 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:

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

Figure 1: Provider Portal Access Email 1

Hello [redacted],

This is to confirm that your request for a VA MES account has been completed successfully.

Please use the below URL and credentials to login to your account:

USERID: [redacted]

URL: [redacted]

Note: The one time passcode to login to MES ICAM would be sent in a seperate email.

Thank You,
DMAS MES Identity, Credential and Access Management Team

This is an auto generated email from DMAS Medicaid Enterprise System, please do not reply to this message. This message is for the designated recipient only and may contain privileged information.

Figure 2: Provider Portal Access Email 2

Hello [illegible],

This is to confirm that your request for a VA MES account has been completed successfully.

Please use the below one time passcode to login to your account.

Password: [illegible]

Thank you,
DMAS MES Identity, Credential and Access Management Team

This is an auto generated email from DMAS Medicaid Enterprise System, please do not reply to this message. This message is for the designated recipient only and may contain privileged information.

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

Click your hyperlink in the Provider Portal Access Email 1 to open the **MES Log in** page.

Enter the emailed User ID and temporary password, then click **SIGN-IN.** Refer to Figure 3 and Figure 4.

Figure 3: MES Secure Login Page


Figure 4: Complete Registration

The **MES Landing** page appears. Refer to Figure 5.

Figure 5: MES Landing Page

## 4.3 Security Roles

The chart describes the Security Roles, Additional Functionality Roles, and Provider Portal Access by Security Role and additional function.

| Security Role | Additional Delegate Functions | Provider Portal Access | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Claim Inquiry | Claims DDE | Member Eligibility Inquiry | Service Authorization | Payment History | eDOC | LTC | Loceri | eMLS | EDI Admin | Resources | Secure Messages | Maintenance | EFT Updates |
| ARS | | X | | X | X | X | | | | | | | | | |
| Claims Entry | | | X | | | | | | | | | | | | |
| eDOC Inquiry | | | | | | | X | | | | | | | | |
| eDOC Update | | | | | | | X | | | | | | | | |
| LTC | | | | | | | | X | | | | | | | |
| PACE Creator | | | | | | | | | X | | | | | | |
| PACE Viewer | | | | | | | | | X | | | | | | |
| Loceri Creator | | | | | | | | | X | | | | | | |
| Loceri Viewer | | | | | | | | | X | | | | | | |
| EDI Admin | Provider Portal EDI Provider Admin | | | | | | | | | | X | | | | |
| eMLS Creator | | | | | | | | | | X | | | | | |
| eMLS Viewer | | | | | | | | | | X | | | | | |
| eMLS Approver | | | | | | | | | | X | | | | | |
| Provider | View and Send Messages | | | | | | | | | | | X | X | X | |
| | Maintenance - Manage my Information | | | | | | | | | | | X | X | X | |
| | Revalidation | | | | | | | | | | | X | X | X | |
| | Resources - File Download | | | | | | | | | | | X | X | X | |
| | Maintenance - Manage my Information - Base EFT | | | | | | | | | | | X | X | X | X |

## 4.4 Provider Portal Log in

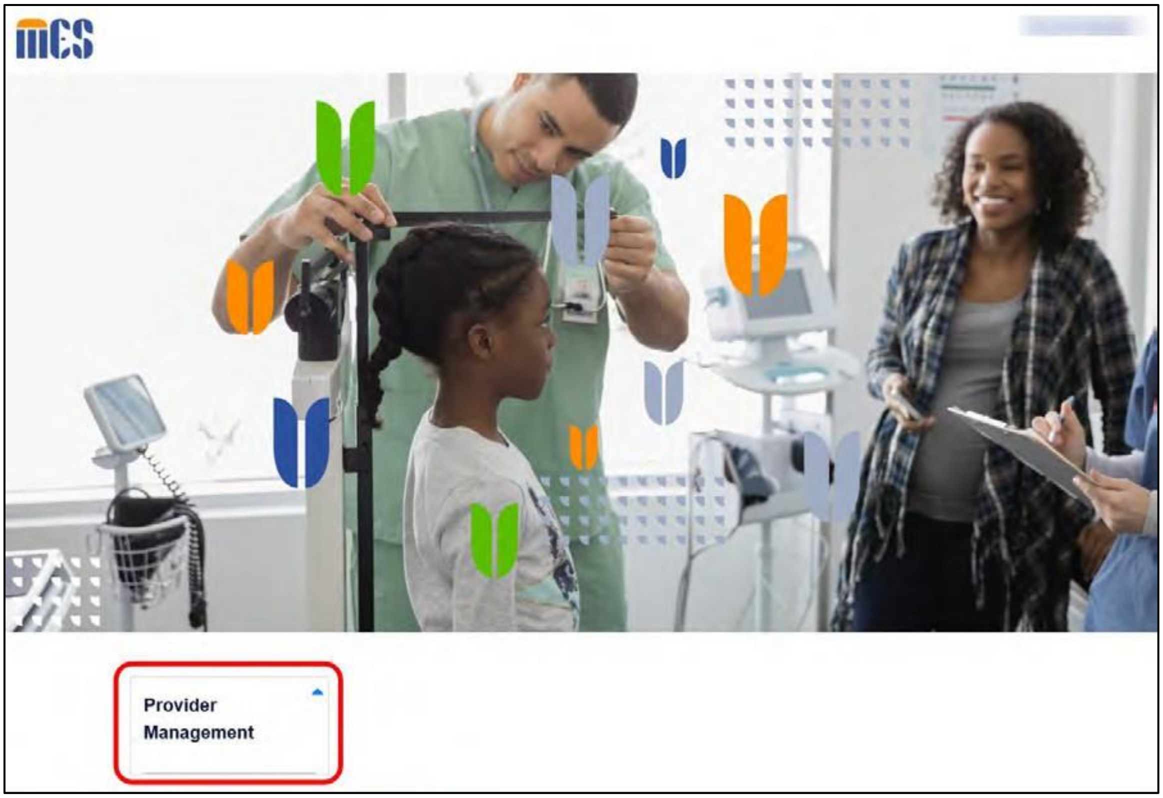
Use your MES credentials to access your authorized functionality in Provider Portal. Providers, Delegates, and AAs log in with these steps.

1. Navigate to the **MES Secure Login** page at https://login.vamedicaid.dmas.virginia.gov/SecureISS/landing page.
2. Enter your **Username** and **Password**, then click **SIGN-IN.** Refer to Figure 6.

Figure 6: MES Secure Login Page


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

Figure 7: MES Landing Page



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

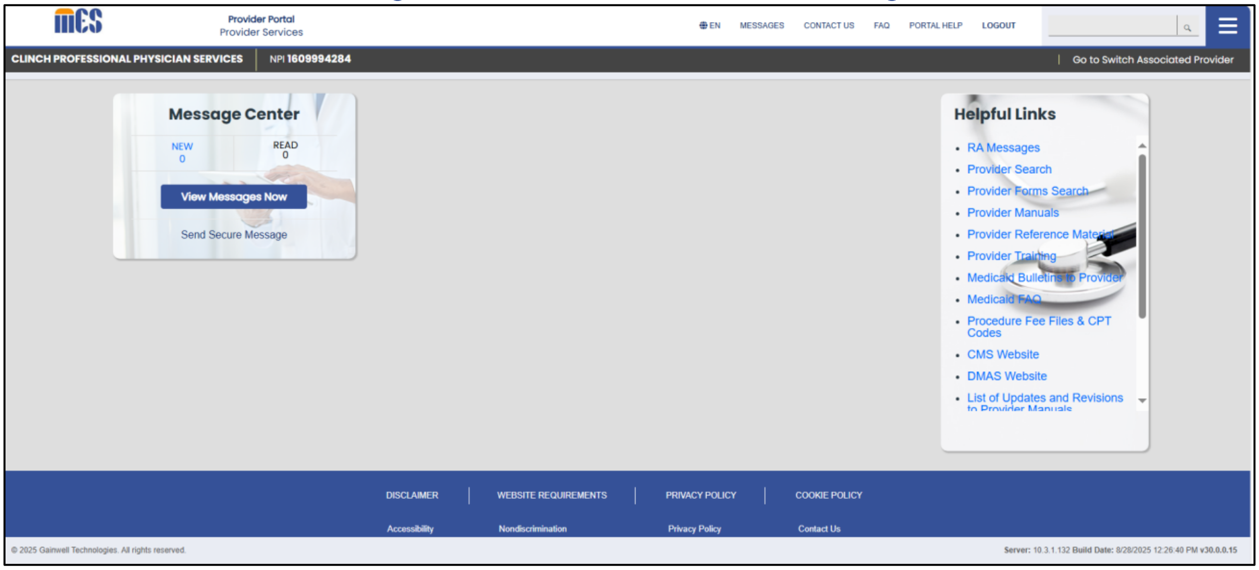
Figure 8: Provider Management Expand Icon


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

Figure 9: PRSS Portal Hyperlink


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

Figure 10: Provider Portal Secure Home Page




## 4.5 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 managing other delegates.*

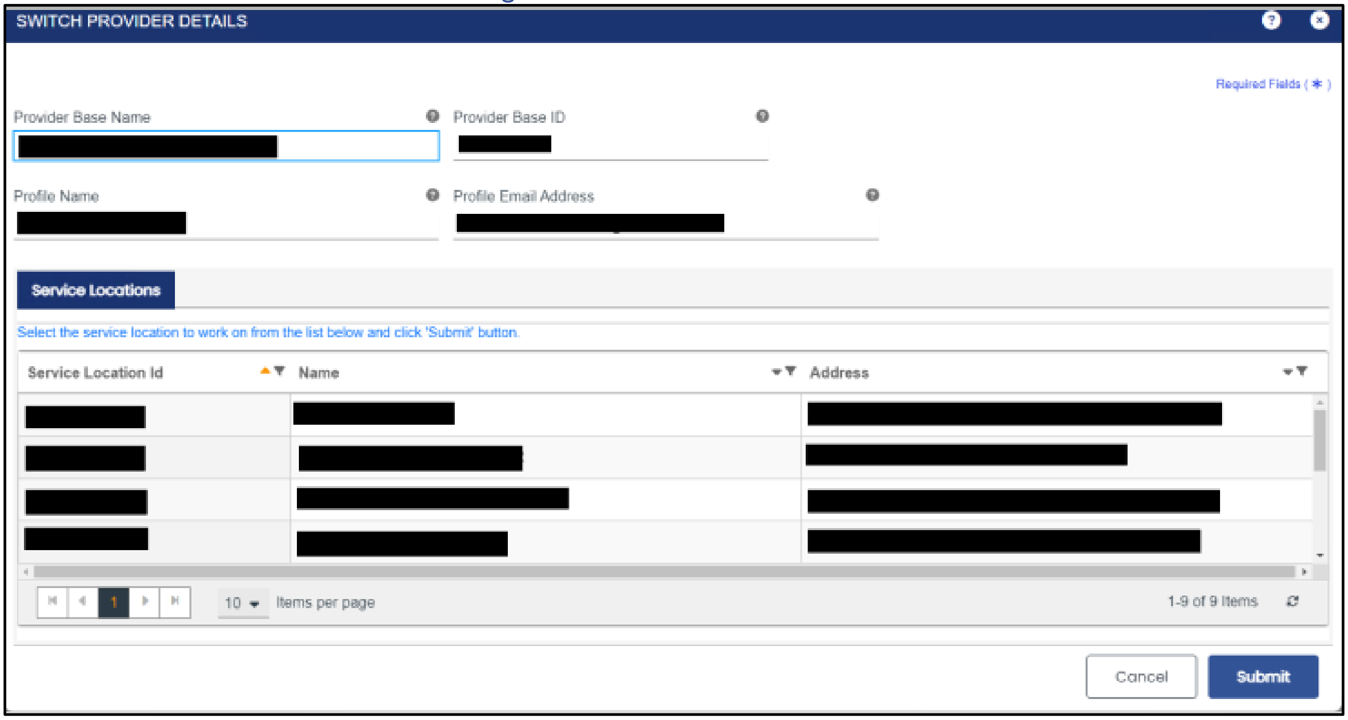
1. Complete Section **4.3 – Security Roles**
2. **The chart** describes the Security Roles, Additional Functionality Roles, and Provider Portal Access by Security Role and additional function.

| Security Role | Additional Delegate Functions | Provider Portal Access | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Claim Inquiry | Claims DDE | Member Eligibility Inquiry | Service Authorization | Payment History | eDOC | LTC | Loceri | eMLS | EDI Admin | Resources | Secure Messages | Maintenance | EFT Updates |
| ARS | | X | | X | X | X | | | | | | | | | |
| Claims Entry | | | X | | | | | | | | | | | | |
| eDOC Inquiry | | | | | | | X | | | | | | | | |
| eDOC Update | | | | | | | X | | | | | | | | |
| LTC | | | | | | | | X | | | | | | | |
| PACE Creator | | | | | | | | | X | | | | | | |
| PACE Viewer | | | | | | | | | X | | | | | | |
| Loceri Creator | | | | | | | | | X | | | | | | |
| Loceri Viewer | | | | | | | | | X | | | | | | |
| EDI Admin | Provider Portal EDI Provider Admin | | | | | | | | | | X | | | | |
| eMLS Creator | | | | | | | | | | X | | | | | |
| eMLS Viewer | | | | | | | | | | X | | | | | |
| eMLS Approver | | | | | | | | | | X | | | | | |
| Provider | View and Send Messages | | | | | | | | | | | X | X | X | |
| | Maintenance - Manage my Information | | | | | | | | | | | X | X | X | |
| | Revalidation | | | | | | | | | | | X | X | X | |
| | Resources - File Download | | | | | | | | | | | X | X | X | |
| | Maintenance - Manage my Information - Base EFT | | | | | | | | | | | X | X | X | X |

3. Provider Portal Log in steps.

2. The **Switch Provider** page appears rather than the **Provider Portal Secure Home** page. Click the Provider Name you want to work on behalf of, then click **SUBMIT**. Refer to Figure 11.

Figure 11: Switch Provider

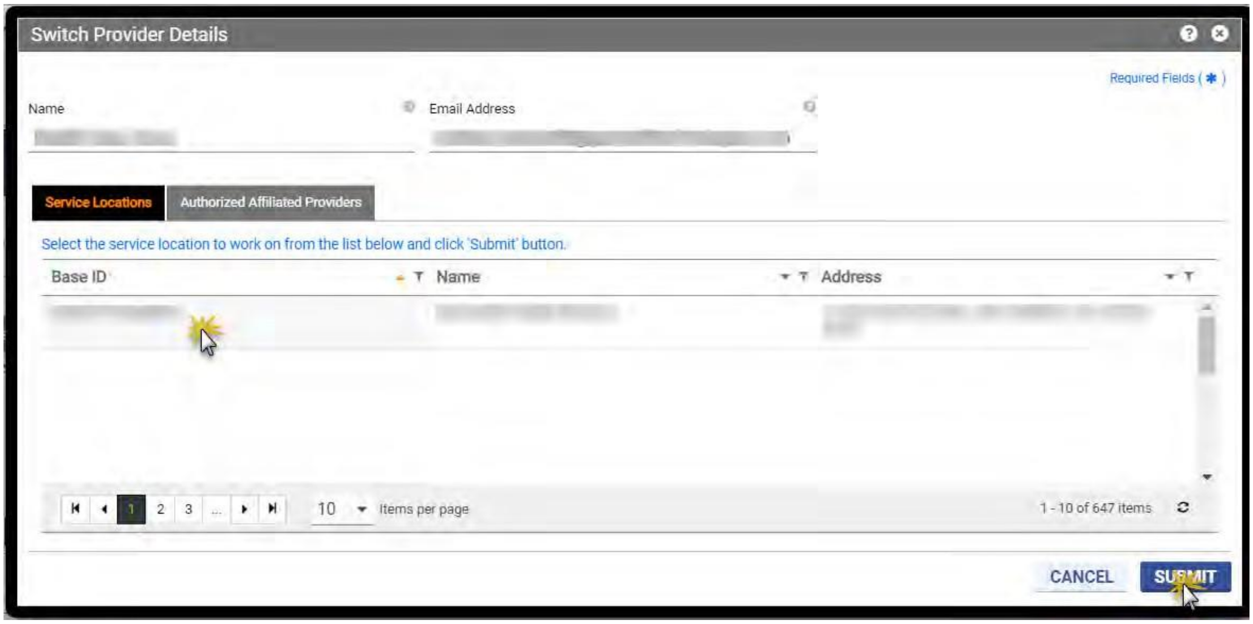



*Note: If you are a Delegate and do not see the desired Provider listed, contact the Provider, and provide your* ***Relationship Code*** *to assign you as a delegate.*

*Refer to Section* **6.2 - Portal Profile - Delegate** *to locate your* **Relationship Code**

Click the desired Service Location in the window that appears. Refer to Figure 12.

Figure 12: Switch Provider Multiple Service Locations




The **Provider Portal Secure Home** page appears with the selected Provider's assigned roles. Refer to Figure 13.

Figure 13: Delegate for Provider

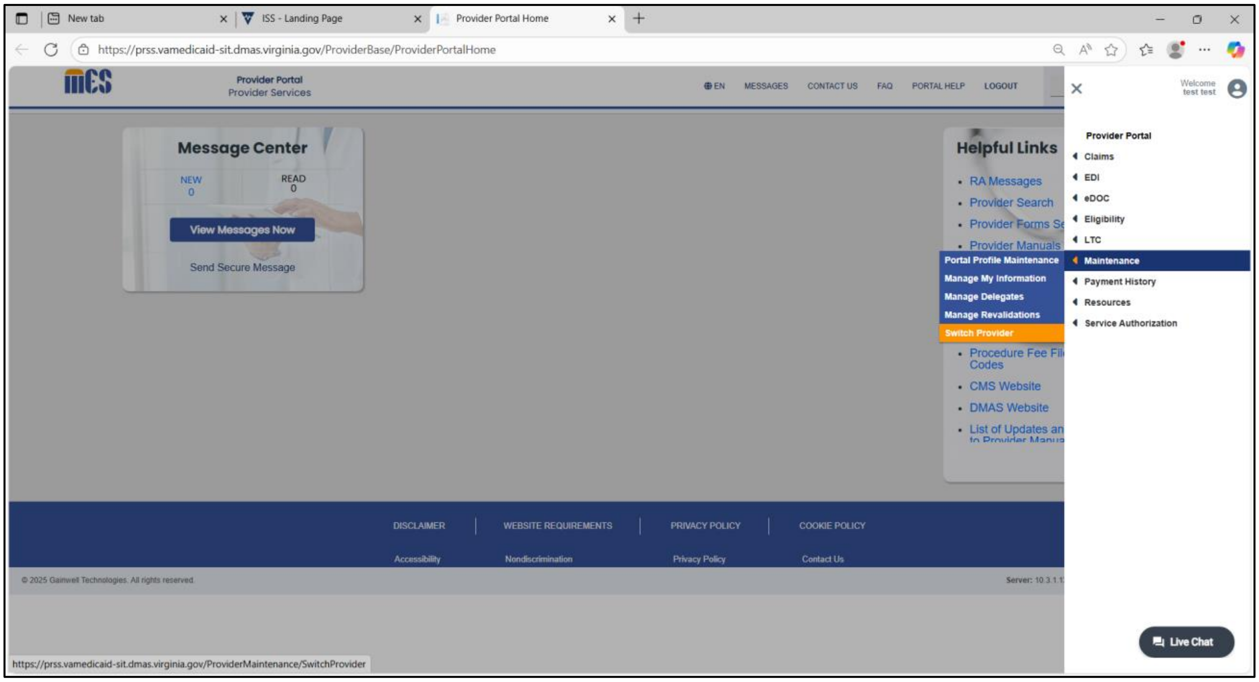


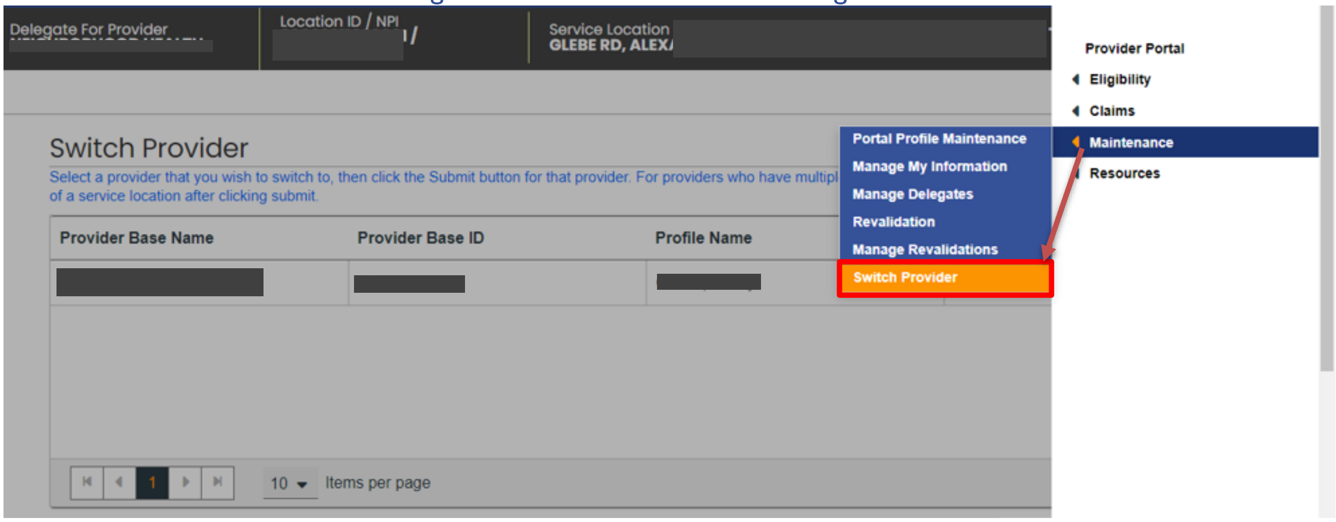
Figure 14: Example Delegate with Limited Access

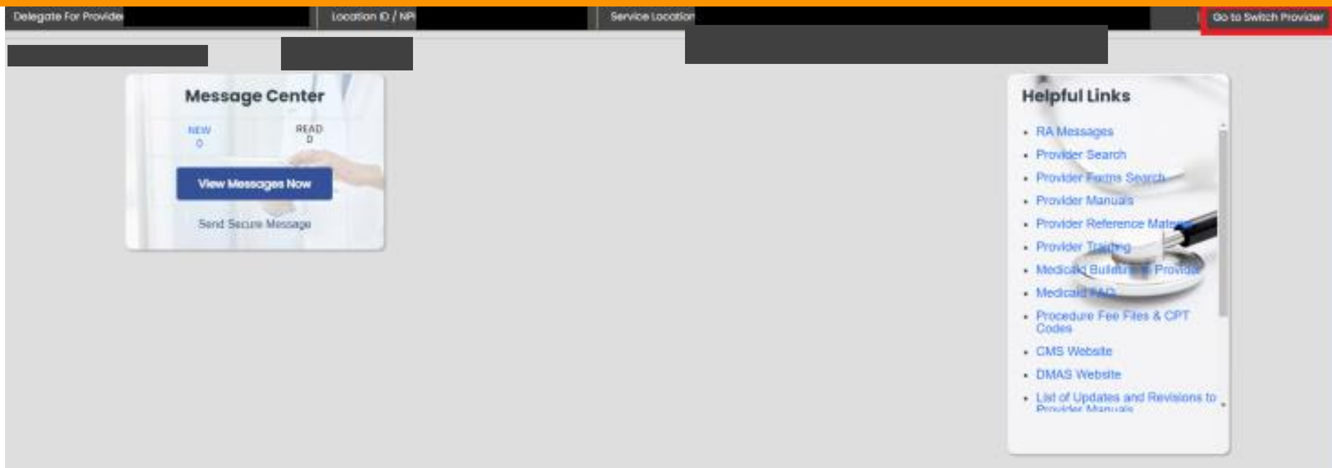

To access a different Provider or Service Location, return to **Switch Provider**. Refer to Figure 15.

a. From the **Navigation Menu**, select **Maintenance**, then click Switch Provider.

b. From the Provider Identifier bar, click Go to Switch Provider.

Figure 15: Switch Provider After Log In






## 4.6 Switch Provider – Authorized Administrators

AAs have their own MES login credentials and can access Provider and Service Location information authorized by the Provider. AAs may switch between their own Group information and authorized IG information.

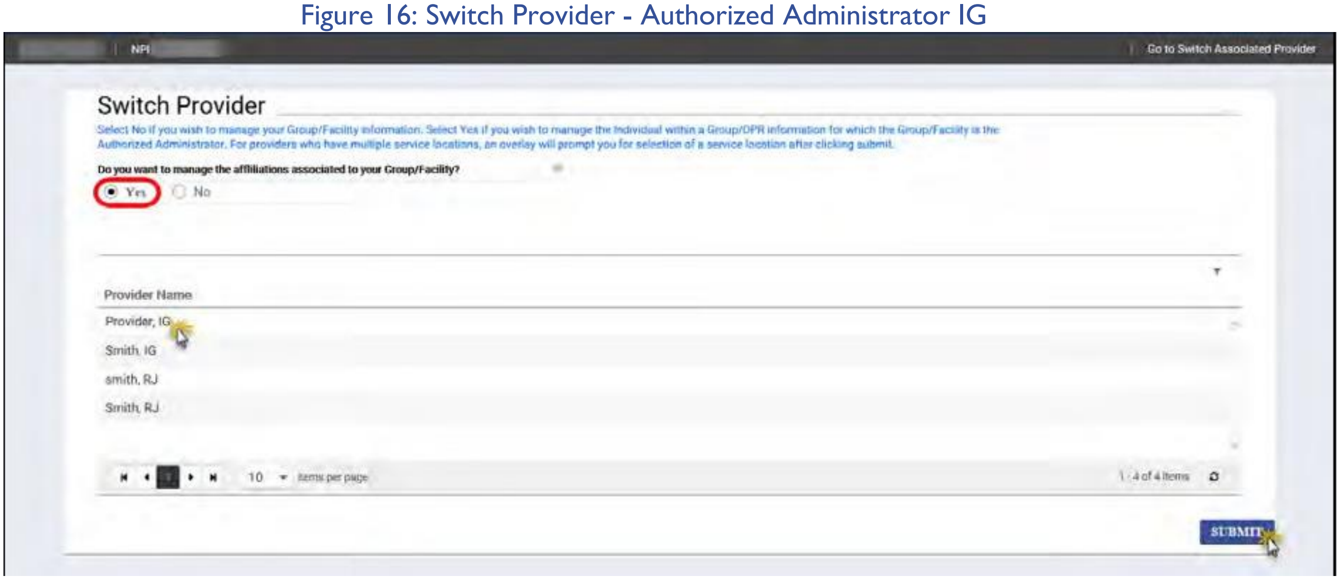
*Note: AAs have full access except the ability to change the AA.*

1. Complete Section **4.3 – Security Roles**
2. **The chart** describes the Security Roles, Additional Functionality Roles, and Provider Portal Access by Security Role and additional function.

| Security Role | Additional Delegate Functions | Provider Portal Access | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Claim Inquiry | Claims DDE | Member Eligibility Inquiry | Service Authorization | Payment History | eDOC | LTC | Loceri | eMLS | EDI Admin | Resources | Secure Messages | Maintenance | EFT Updates |
| ARS | | X | | X | X | X | | | | | | | | | |
| Claims Entry | | | X | | | | | | | | | | | | |
| eDOC Inquiry | | | | | | | X | | | | | | | | |
| eDOC Update | | | | | | | X | | | | | | | | |
| LTC | | | | | | | | X | | | | | | | |
| PACE Creator | | | | | | | | | X | | | | | | |
| PACE Viewer | | | | | | | | | X | | | | | | |
| Loceri Creator | | | | | | | | | X | | | | | | |
| Loceri Viewer | | | | | | | | | X | | | | | | |
| EDI Admin | Provider Portal EDI Provider Admin | | | | | | | | | | X | | | | |
| eMLS Creator | | | | | | | | | | X | | | | | |
| eMLS Viewer | | | | | | | | | | X | | | | | |
| eMLS Approver | | | | | | | | | | X | | | | | |
| Provider | View and Send Messages | | | | | | | | | | | X | X | X | |
| | Maintenance - Manage my Information | | | | | | | | | | | X | X | X | |
| | Revalidation | | | | | | | | | | | X | X | X | |
| | Resources - File Download | | | | | | | | | | | X | X | X | |
| | Maintenance - Manage my Information - Base EFT | | | | | | | | | | | X | X | X | X |

3. Provider Portal Log in steps.
4. The **Switch Provider** page appears rather than the **Provider Portal Secure Home** page. Select **Yes** to display a list of IGs who have selected you as their AA.
5. Click the Provider Name you want to work as, then click **SUBMIT** to access the IG's information. Refer to Figure 16.

Figure 16: Switch Provider - Authorized Administrator IG

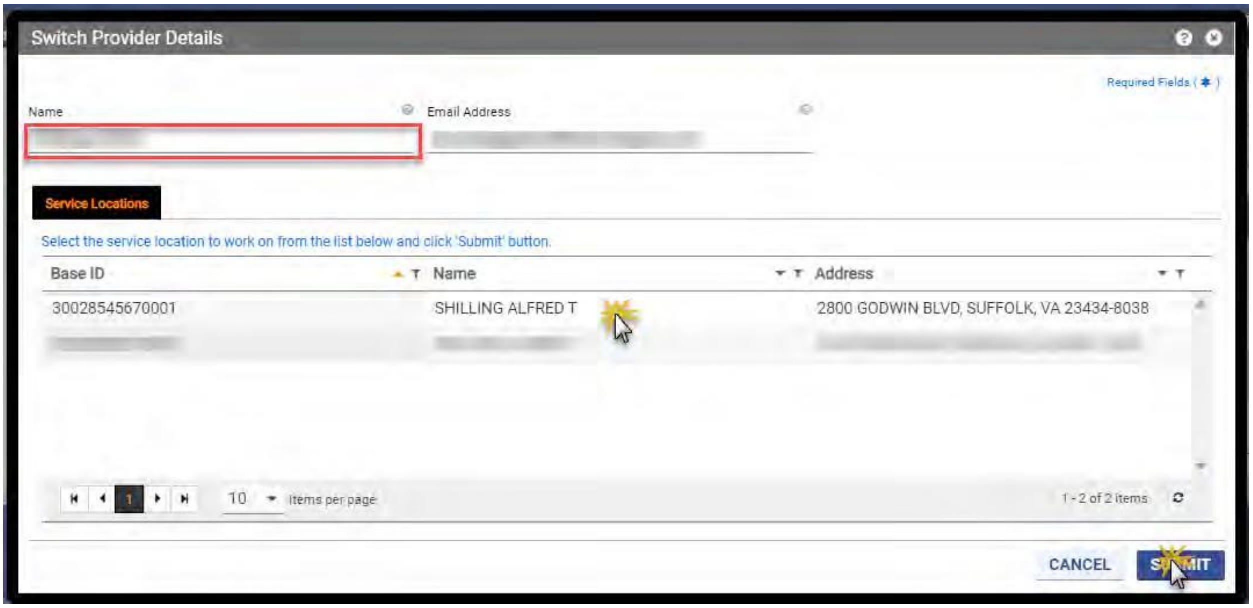



*Note: Select **No,** then click **SUBMIT** to manage your Group information. Refer to Figure 17*

Figure 17: Switch Provider After Log In


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

Figure 18: Switch Provider Multiple Service Locations

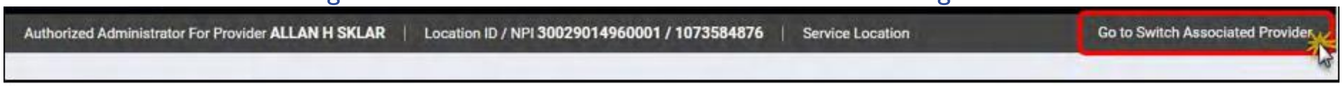



The **Provider Portal Secure Home** page appears with the selected Provider's identifiers. Refer to Figure 19.

Figure 19: Authorized Administrator for Provider


To access a different Provider or Service Location, click **Go to Switch Associated Provider**. Refer to Figure 20.

Figure 20: Authorized Administrator Switch After Log In




## 4.7 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 AAs. The AA determines which Providers, Service Locations, and security functions the Delegate can access.

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

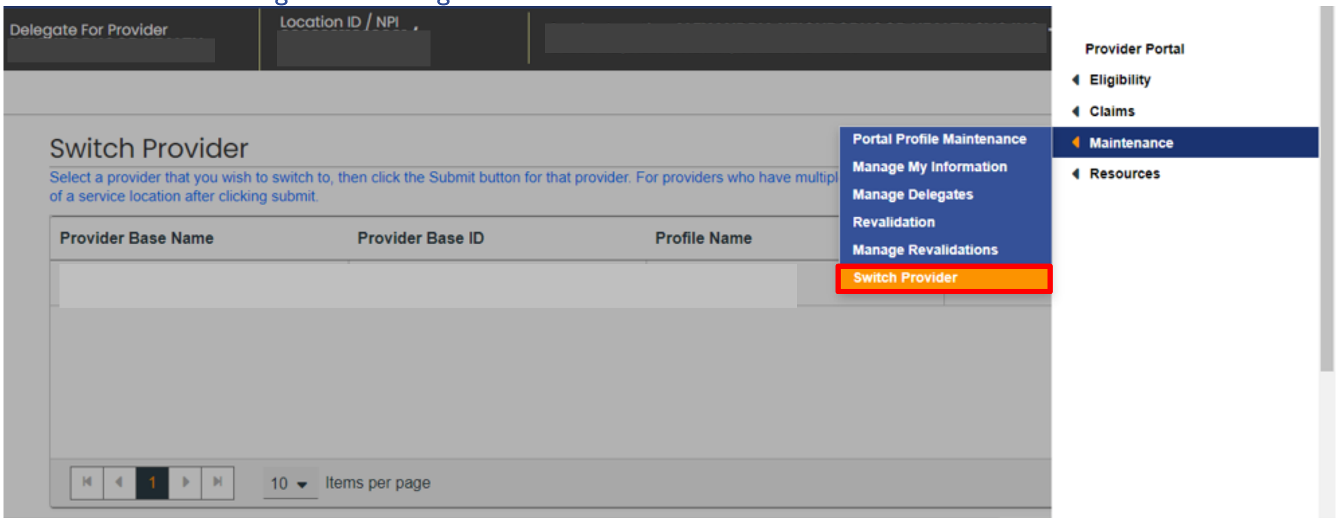
> ***Note:** An AA is a Group that manages the Service Locations associated with the IG after the IG's enrollment is approved. An AA can also be a Facility that manages the Service Locations associated with an OPR. The AA does not have the ability to change the AA. The AA may assign delegates to manage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

1. Complete Section **4.5 – Switch Provider – Delegates** steps to access the Authorized Administrator Group.
2. To select the Provider to manage, return to **Switch Provider**. Refer to Figure 21.

a. From the **Navigation Menu**, select **Maintenance,** then click **Switch Provider**.

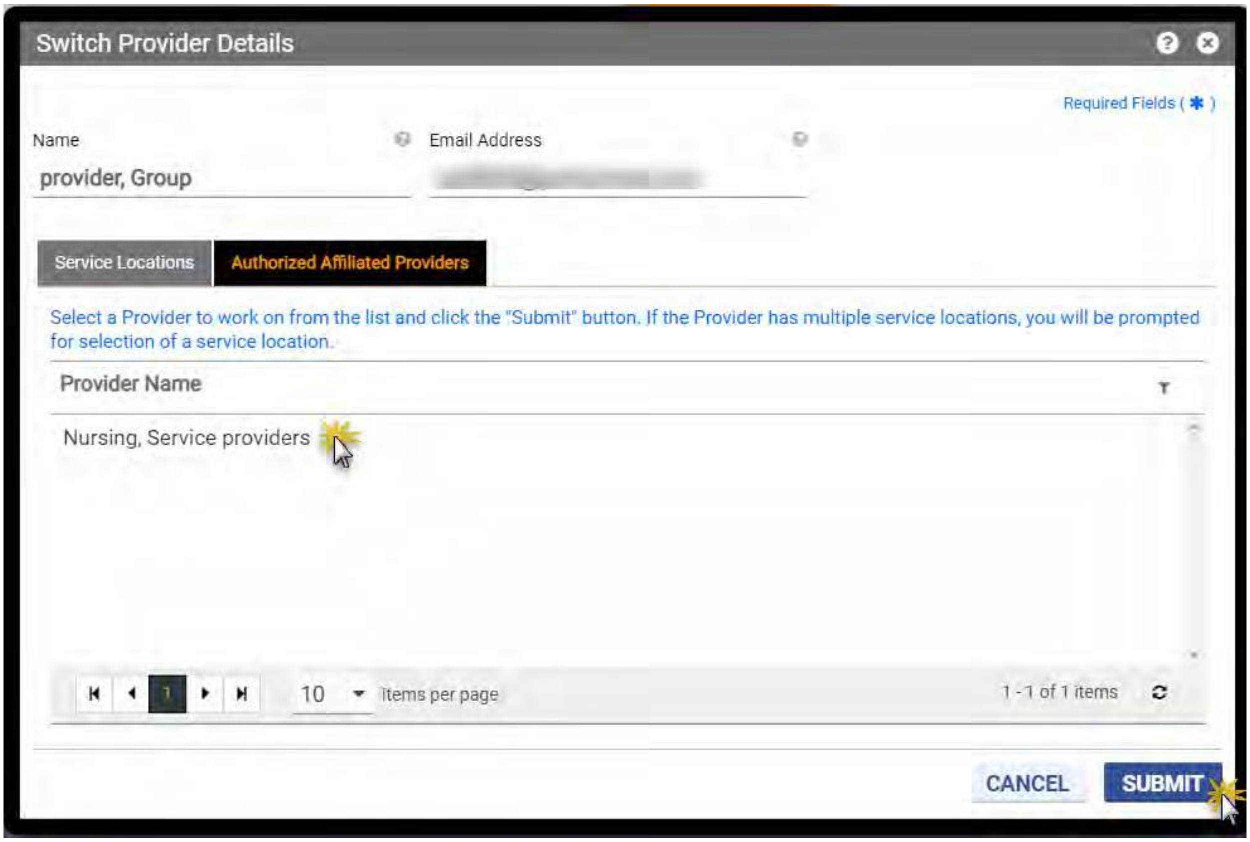
b. From the **Provider Identifier** bar, click **Go to Switch Provider**.

Figure 21: Delegate of Authorized Administrator Switch Provider




3. The **Switch Provider** window appears with the assigned IGs on the **Authorized Affiliated Providers** Tab. Click the Provider Name you want to work on behalf of, then click **SUBMIT**. Refer to Figure 22.

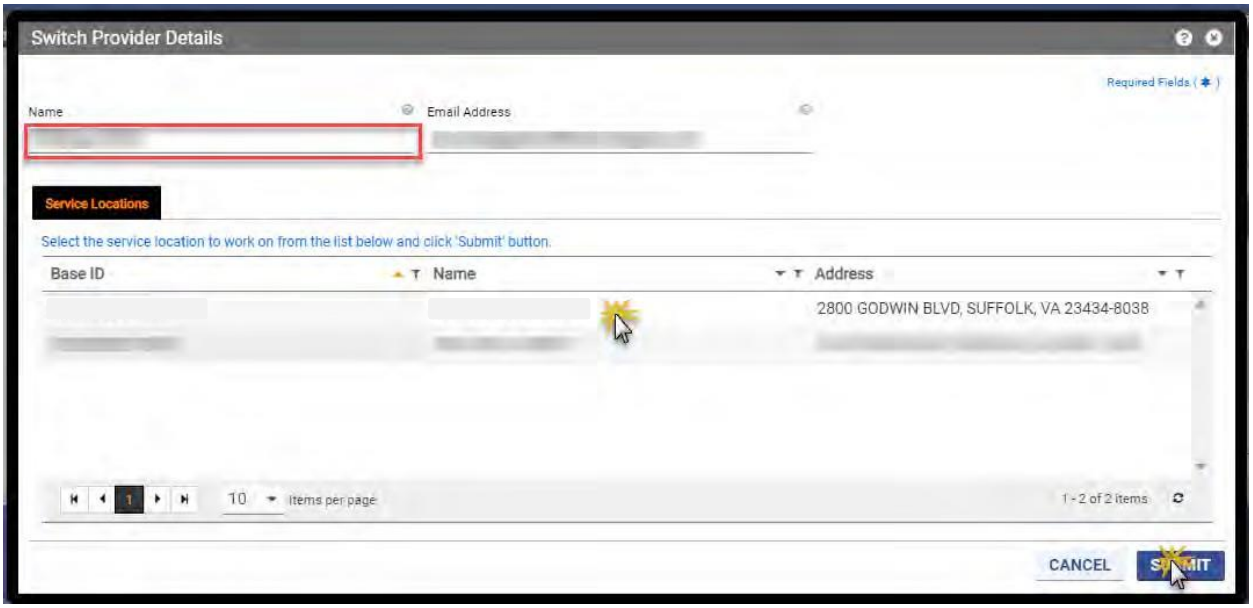
Figure 22: Switch Providers - Authorized Affiliated Providers


Switch Provider Details
Required Fields ( * )
Name
provider, Group
Email Address
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
1
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 AA.*

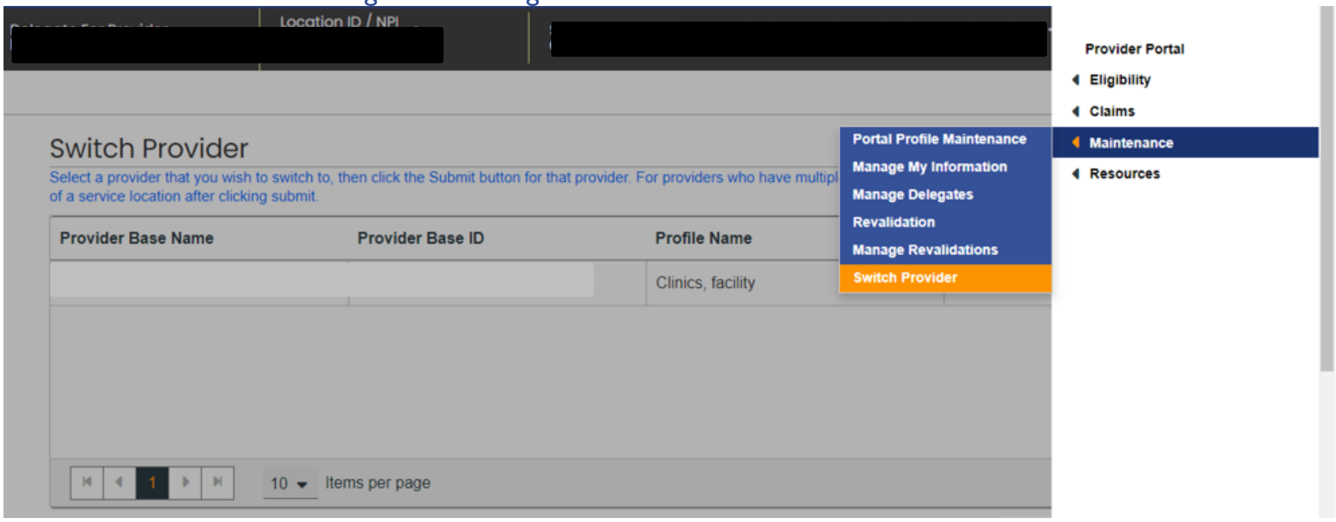
a. If you are assigned to more than one Service Location for the Provider, a window with the Service Locations appears. Refer to Figure 23. This window does not appear if the selected Provider only has one Service Location.

Figure 23: Switch Provider Multiple Service Locations




The **Provider Portal Secure Home** page appears with the selected Provider's roles/functions as an AA for the IG or OPR.

Figure 24: Delegate for Authorized Administrator

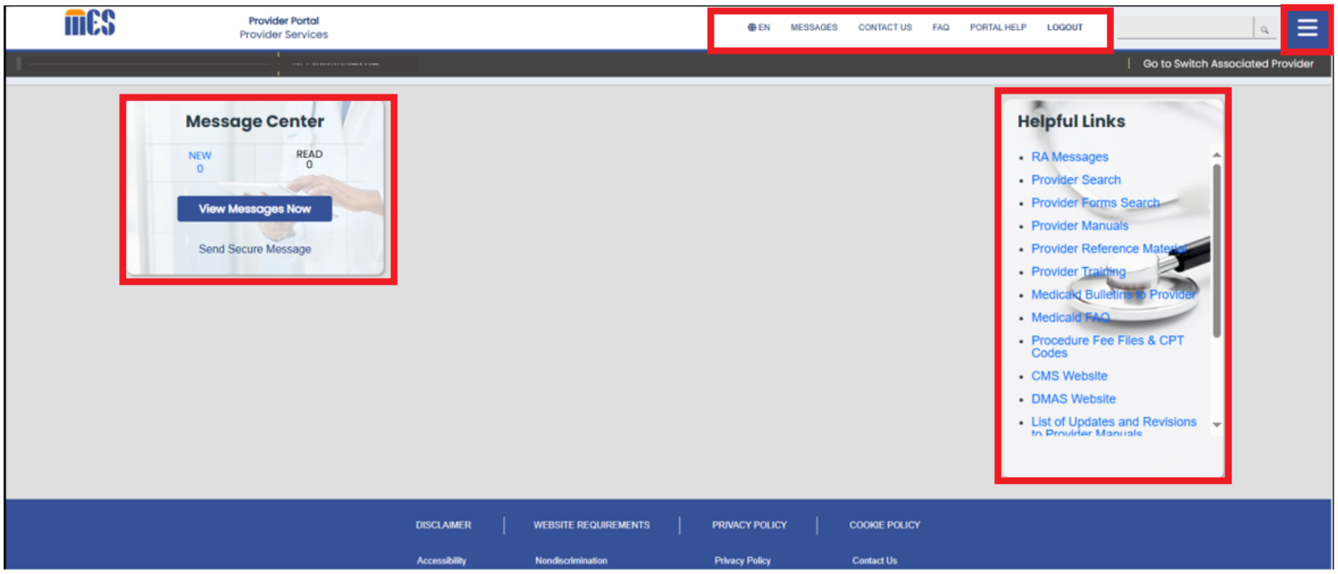



To access a different Provider or Service Location, return to **Switch Provider**. Refer to Figure 26. From the **Navigation Menu**, select **Maintenance,** then click **Switch Associated Provider**. From the **Provider Identifier** bar, click **Go to Switch Associated Provider**.

# 5. Medicaid Enterprise System Secure Provider Portal Navigation

Access key system functionality and supporting resources from the **Provider Portal Secure Home** page. Refer to Figure 27.

Figure 25: Provider Portal Secure Home Page Overview




Each feature is described in this section of this guide. The below numbers refer to the red bordered sections in Figure 27.

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

This section includes four communication methods 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 2: 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 and 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. |

## 5.1 At-a-Glance Bar

The **At-a-Glance Bar** is displayed throughout Provider Portal and provides support. Refer to Figure 28 and Table 3 for an overview of the features. Refer to Figure 29 through Figure 35 for examples of each feature.

Figure 26: At-a-Glance Bar

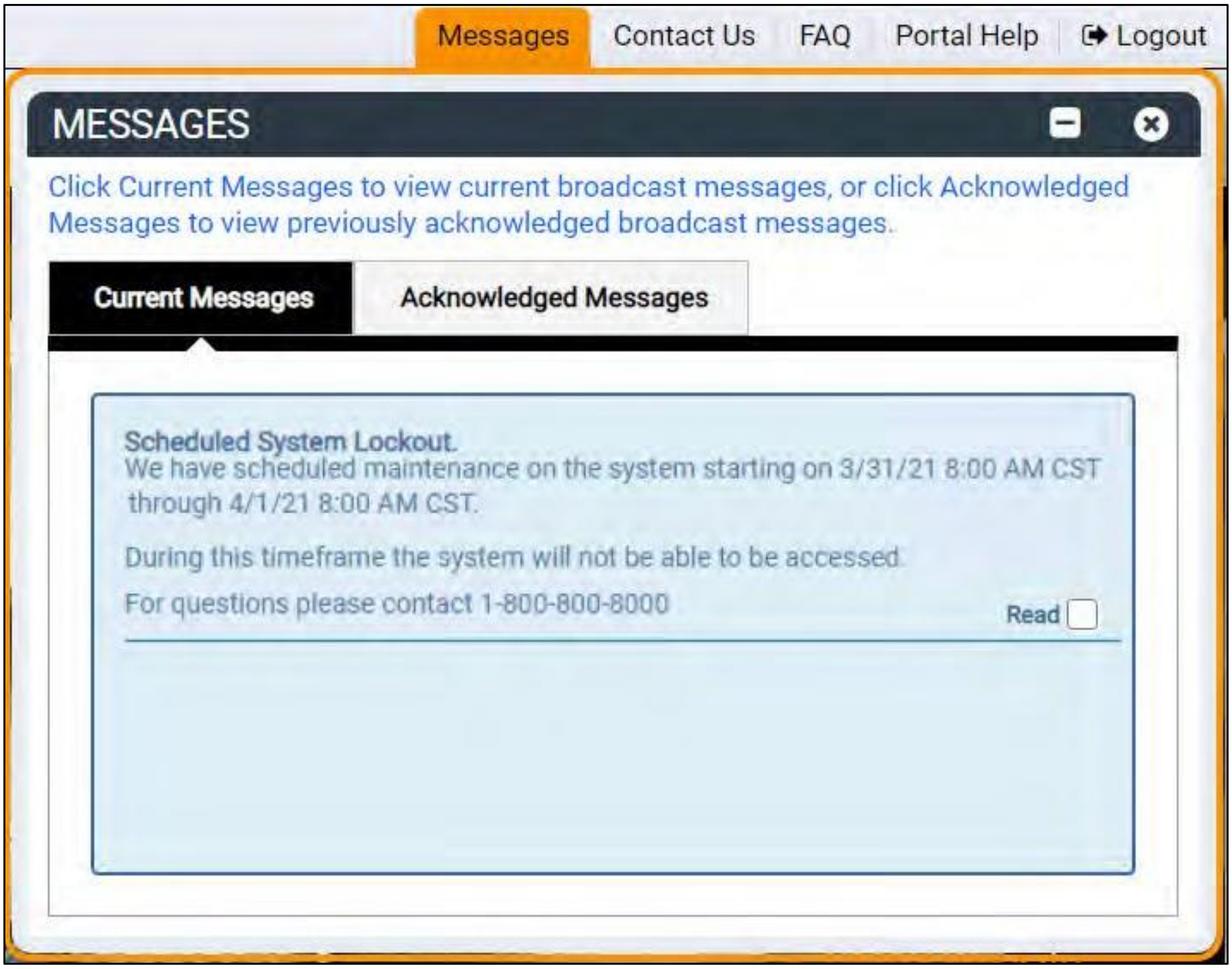

*Table 3: At-a-Glance Bar*

| Feature | Description |
|---|---|
| Search | Search for key terms directly from Provider Portal. The 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, valuable information messages, and various other reasons.<br>• 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.<br>• Any messages that need to be acknowledged are considered the highest priority and thus displayed at the top of **Current Messages**. Select the **Read** check box to acknowledge.<br>If a provider requests participation with a Managed Care Organization (MCO) and the MCO requests additional documentation from the MCO Portal, a broadcast message displays for the provider. |
| 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<br>to the information contained within Provider Portal. |
| Portal Help | View topics about Provider Portal functionality and the kind of information available. Portal Help appears in a new window. |

| Feature | Description |
|---|---|
| Logout | Securely log out of Provider Portal. |

Figure 27: At-a-Glance Bar - Current Messages




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

Figure 28: At-a-Glance Bar - Acknowledged Messages

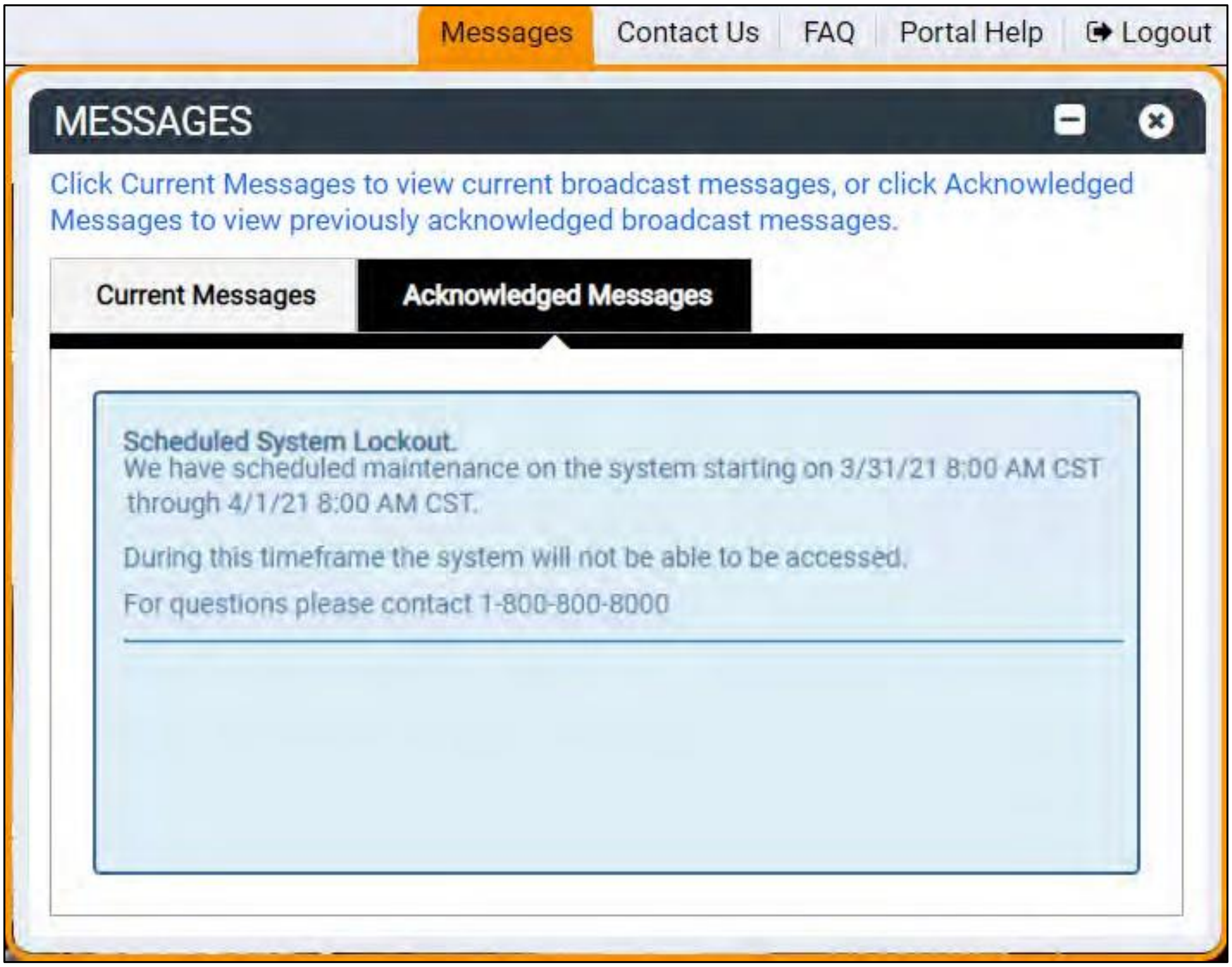
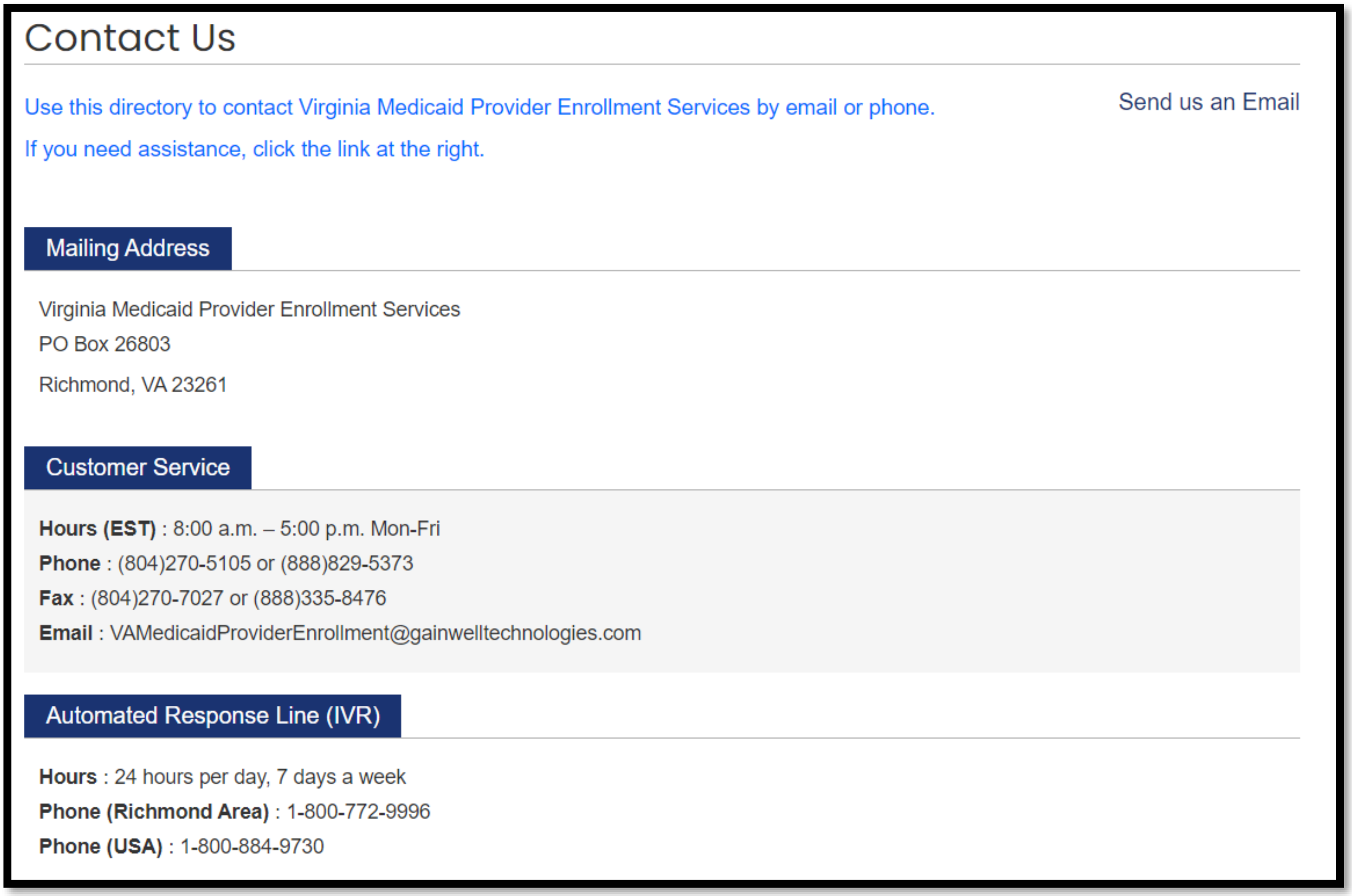


Figure 29: At-a-Glance Bar – Contact Us




*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.*

Figure 30: At-a-Glance Bar - FAQ

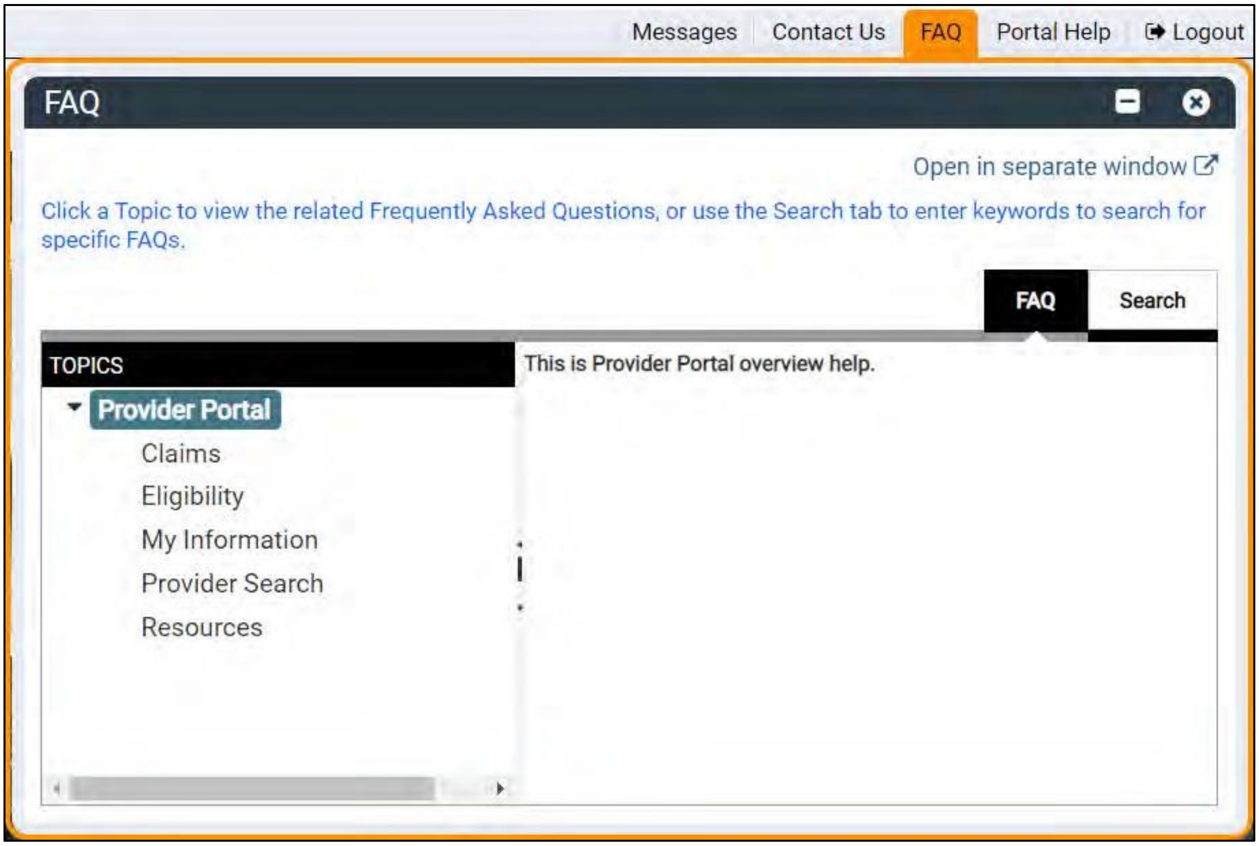



Figure 31: At-a-Glance Bar - FAQ Search

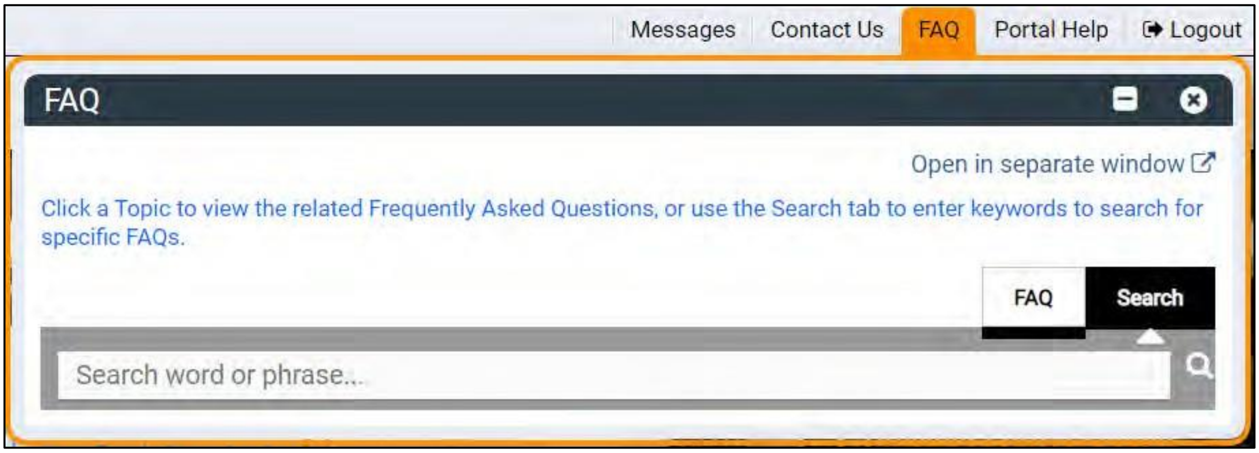


Figure 32: At-a-Glance Bar - Portal Help

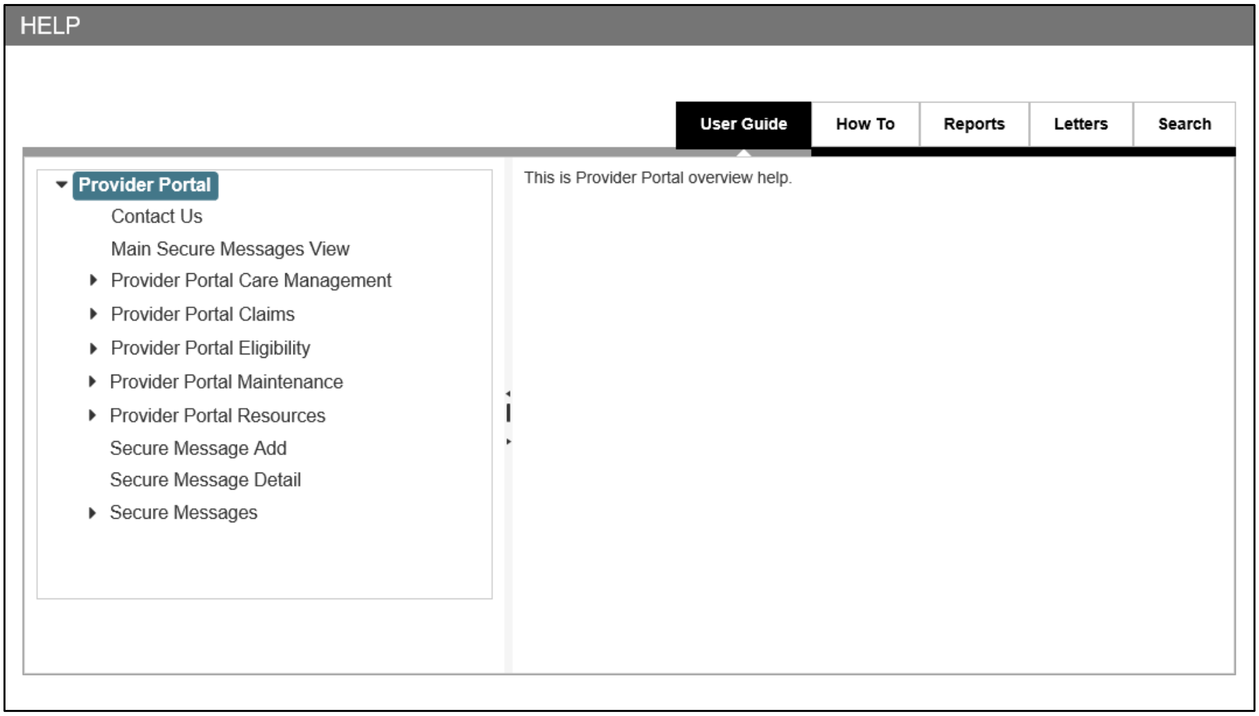
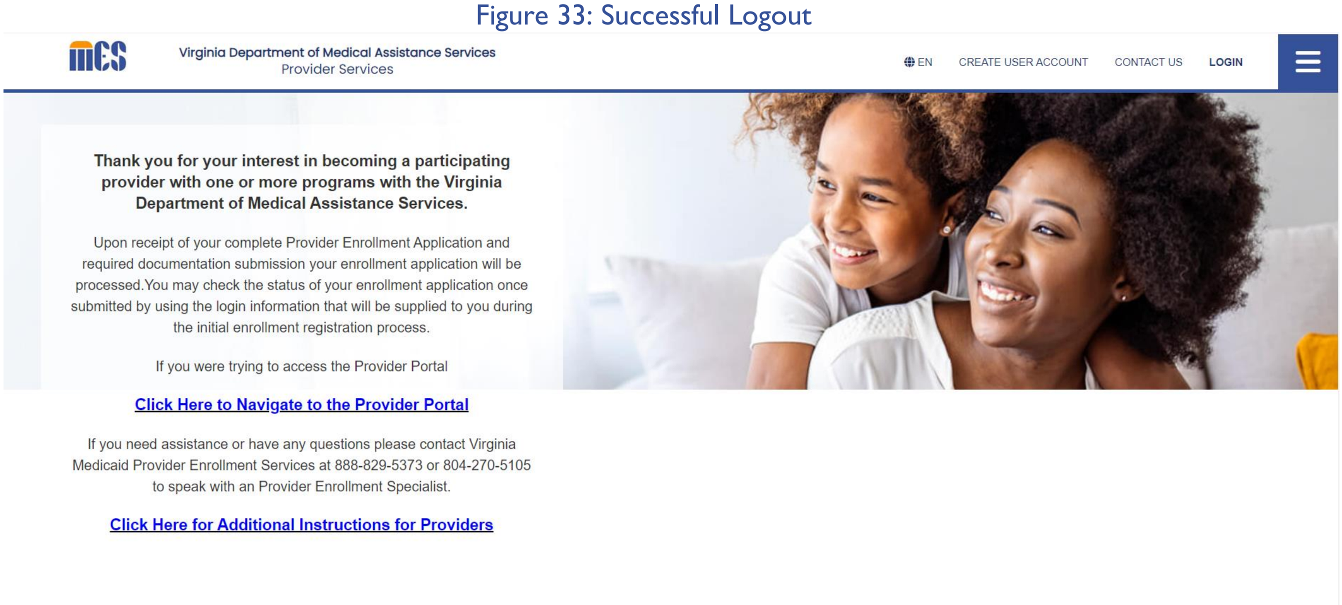


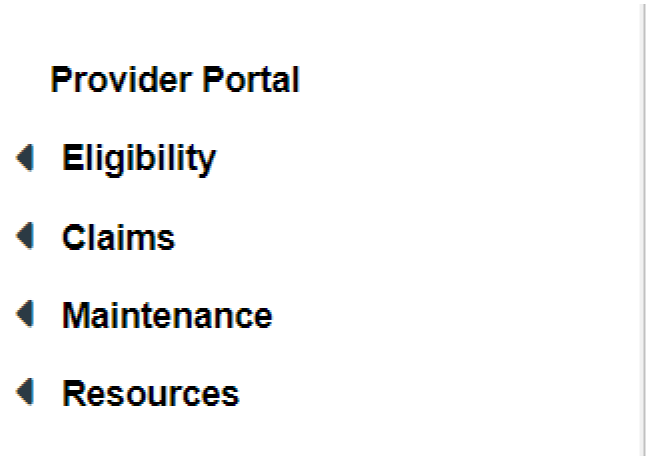

Figure 33: Successful Logout




## 5.2 Navigation Menu

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

Figure 34: Navigation Menu




Refer to Table 4 for descriptions of the modules available from the **Navigation Menu**.

Table 4: 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. |

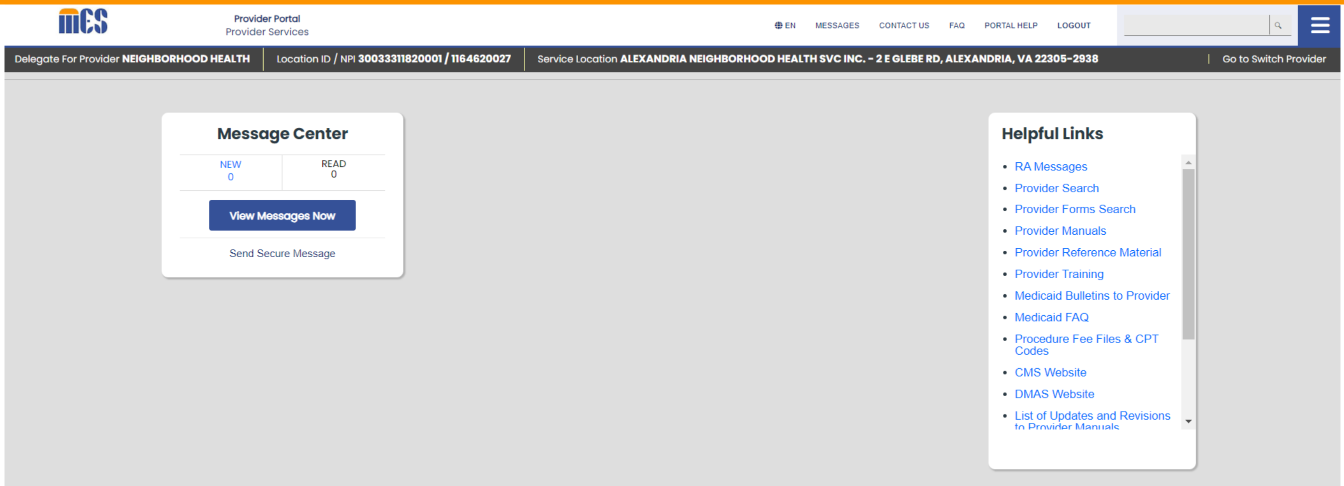
## 5.3 Message Center

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 37.

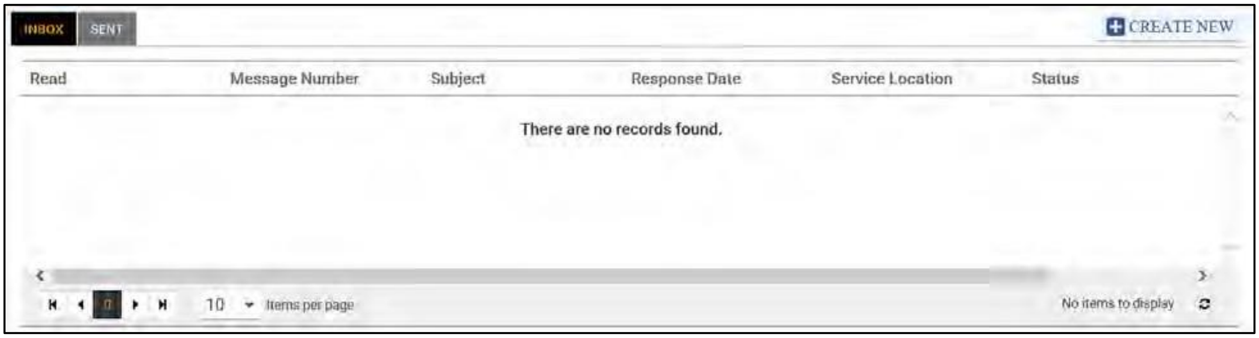
Figure 35: Message Center


Provider Portal
Provider Services
EN
MESSAGES
CONTACT US
FAQ
PORTAL HELP
LOGOUT
Delegate For Provider NEIGHBORHOOD HEALTH
Location ID / NPI 30033311820001 / 1164620027
Service Location ALEXANDRIA NEIGHBORHOOD HEALTH SVC INC. - 2 E GLEBE RD, ALEXANDRIA, VA 22305-2938
Go to Switch Provider
Message Center
NEW 0
READ 0
View Messages Now
Send Secure Message
Helpful Links
RA Messages
Provider Search
Provider Forms Search
Provider Manuals
Provider Reference Material
Provider Training
Medicaid Bulletins to Provider
Medicaid FAQ
Procedure Fee Files & CPT Codes
CMS Website
DMAS Website
List of Updates and Revisions

*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.*

The **Message Center** page appears. Refer to Figure 38.

Figure 36: Message Center Page




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

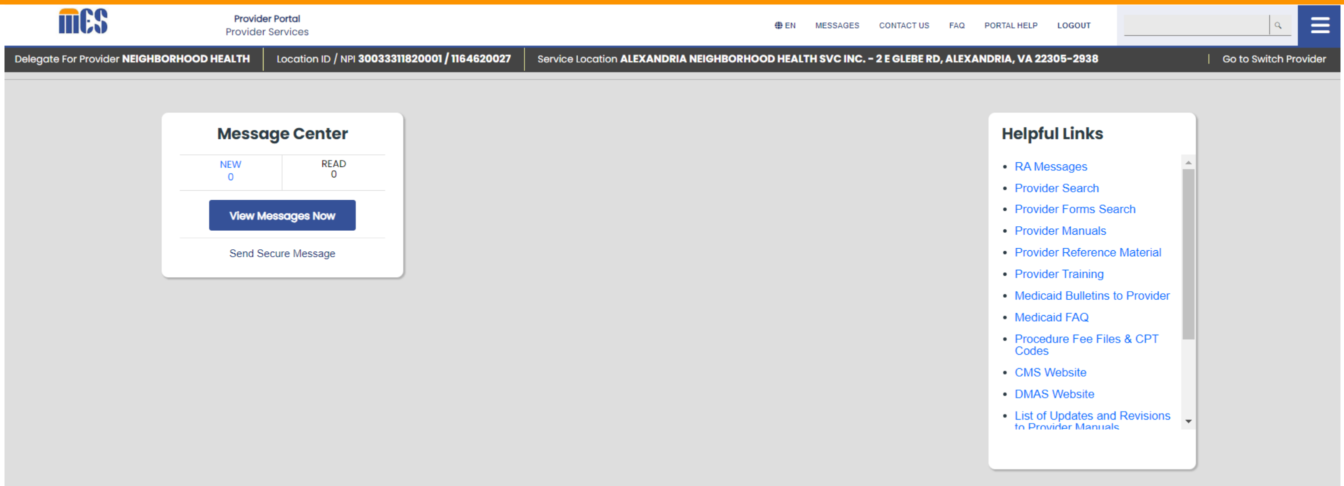
*PAH Delegates will see messages that the delegate sent, and PAH messages created specifically for the Service Location displayed in the Provider Identifier bar. If the PAH Delegate is assigned more than one Service Location, the delegate can use the switch provider functionality to view the location-specific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

Double-click a row to view the message.

### 5.3.2 Sending a Message

1. To send a message, complete either step.
    b. From the **Message Center** tile, click the **Send Secure Message** hyperlink. Refer to Figure 39.

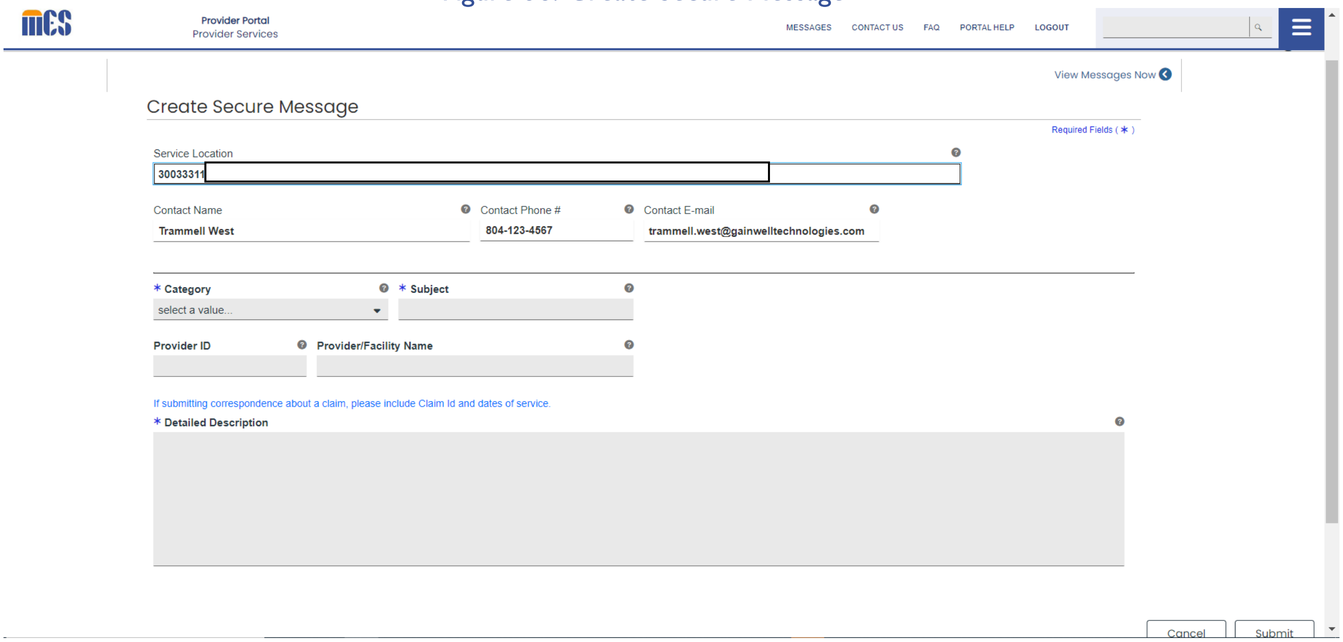
Figure 37: Create Secure Message




c. From the **Message Center** tile, click the **VIEW MESSAGES NOW** hyperlink to open the **Message Center** page, then click **CREATE NEW**. Refer to Figure 40.

Figure 38: Create Secure Message




The **Create Secure Message** window appears. Enter details, then click **SUBMIT**. Refer to Figure 41.

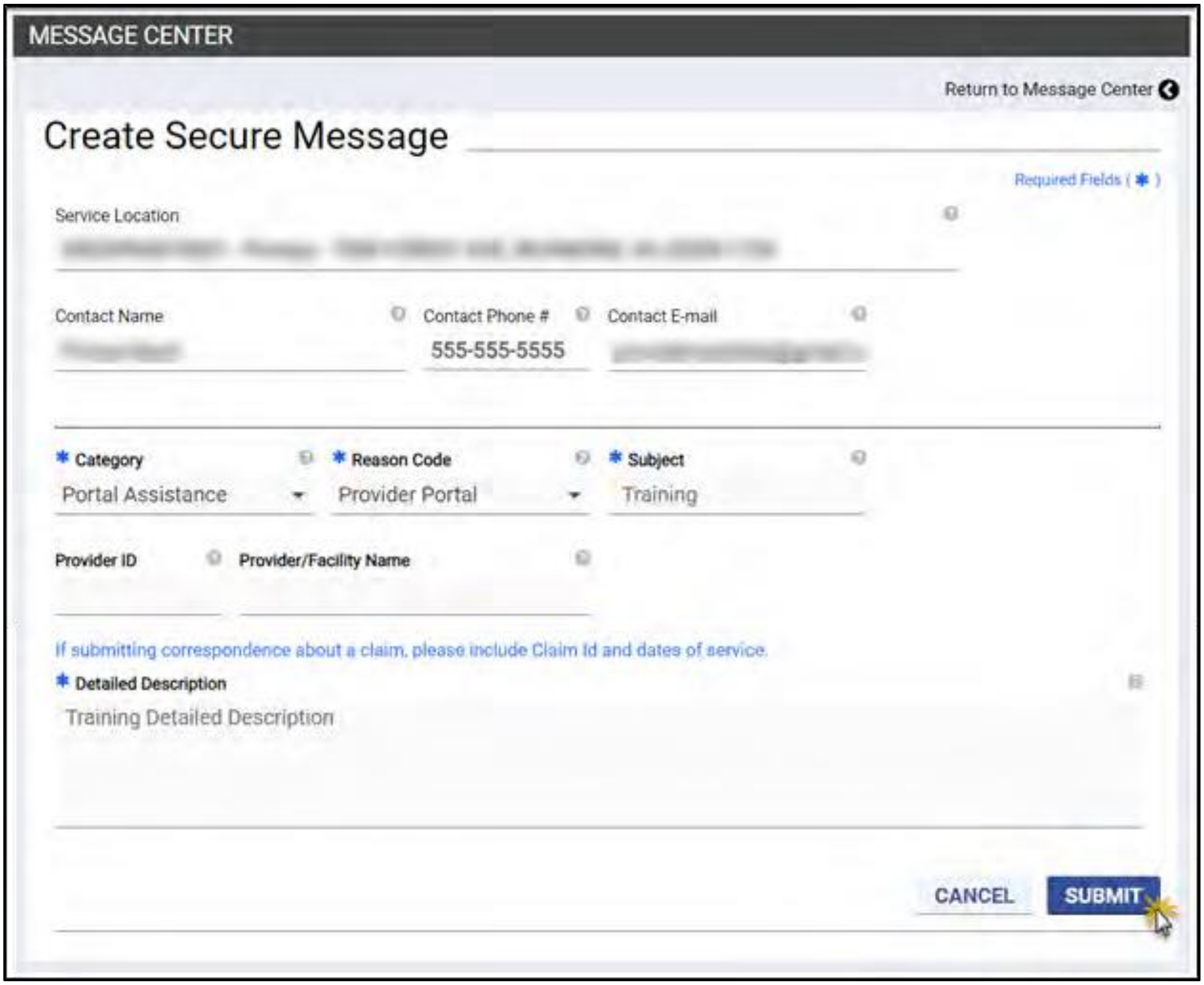
Select the applicable location from the drop-down field if you have more than one Service Location assigned.

The contact information is linked to your My Account Profile and cannot be changed.

Category and Subject are required. Direct your message to the appropriate PRSS Enrollment and Clerk.

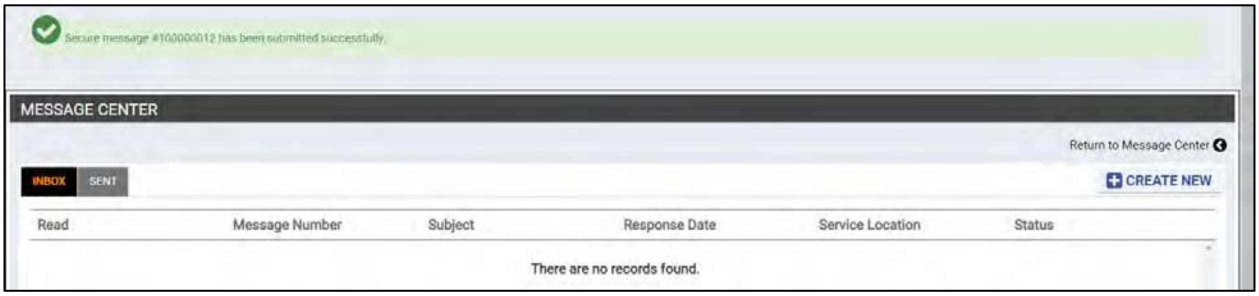
When a Category is selected, the Reason Code drop-down appears.

Figure 39: Create Secure Message Window




A confirmation message appears. Refer to Figure 42. Return to the Inbox to view correspondence.

Figure 40: Message Sent Confirmation



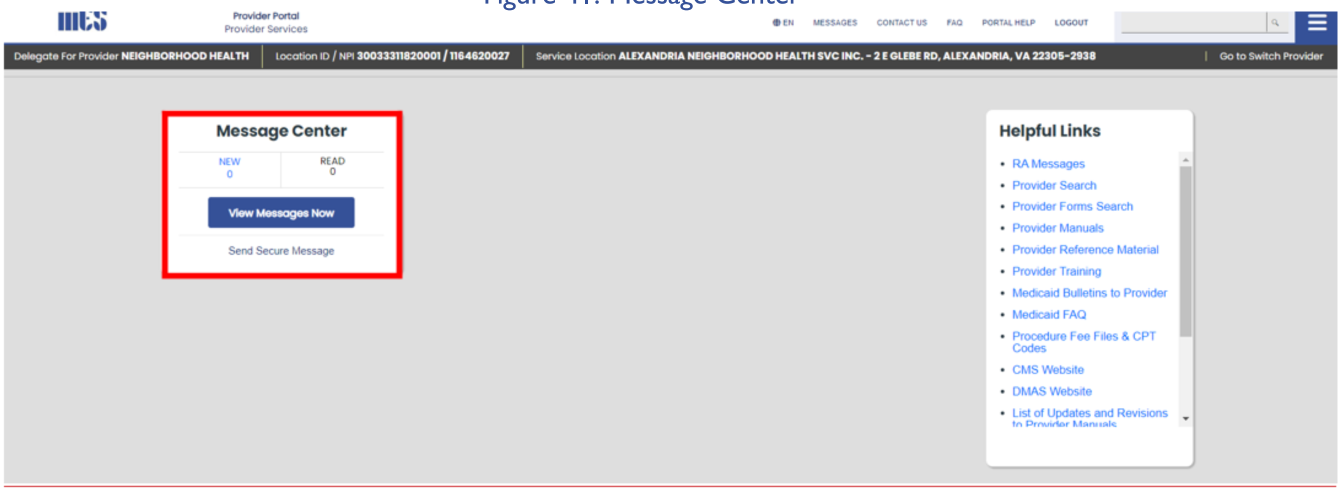
*Note: Secure messages are maintained in the **Message Center**. You WILL NOT receive an email or letter when correspondence is sent.*

*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

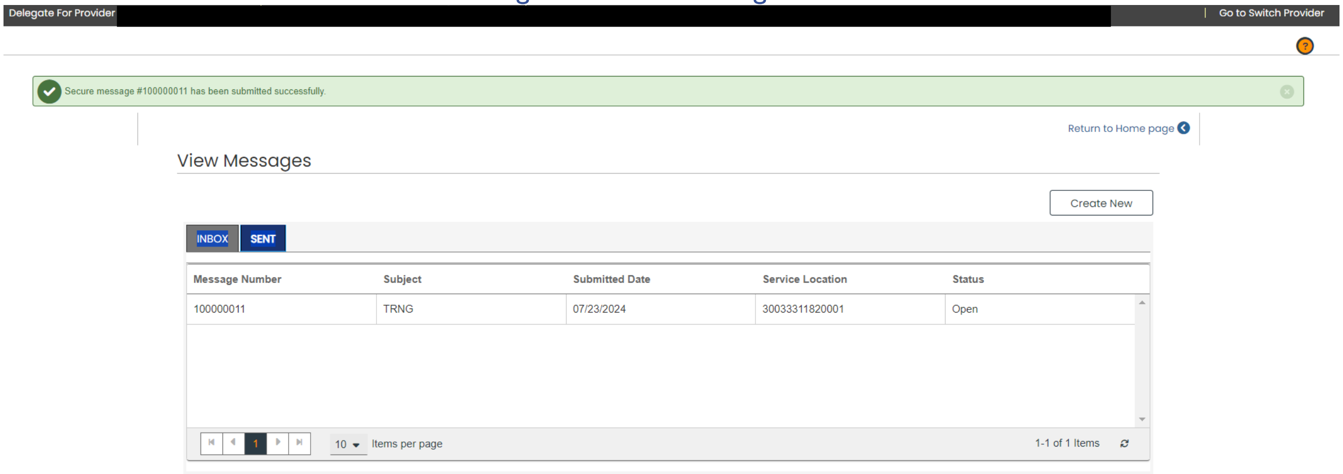
1. From the **Message Center** tile, click the **VIEW MESSAGES NOW** hyperlink. Refer to Figure 43.

Figure 41: Message Center



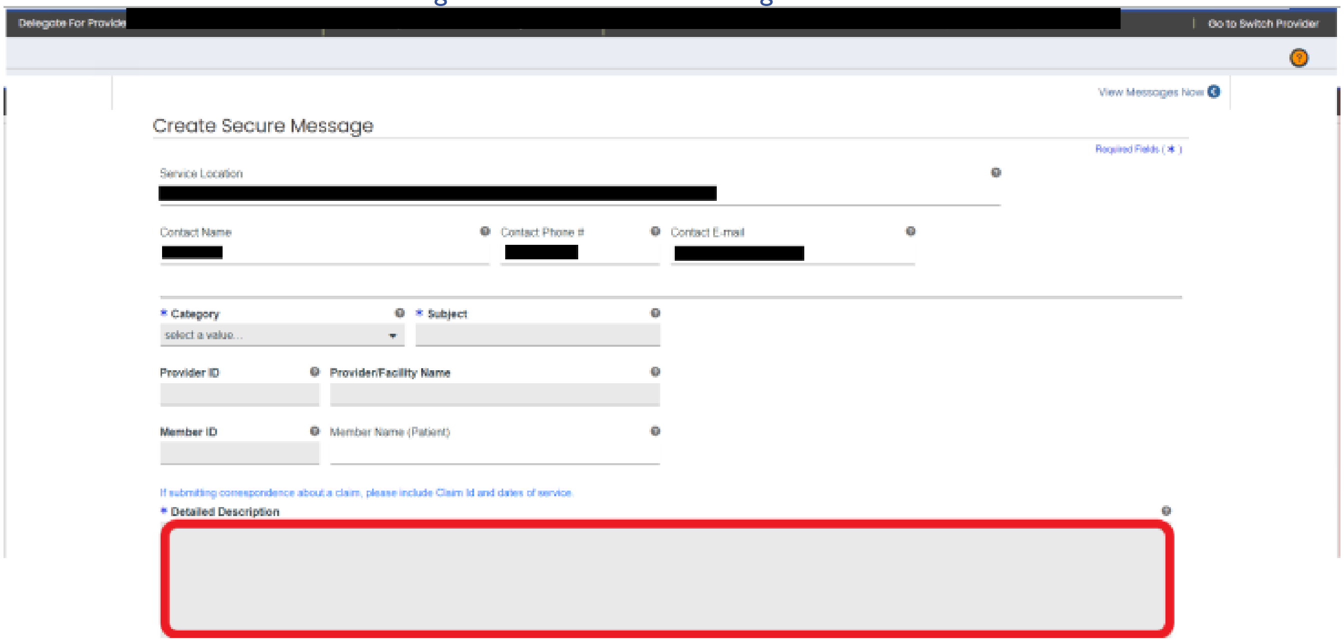

The **Message Center** page appears. Click the **SENT** tab to view a list of sent messages. Double-click a record to view the message. Refer to Figure 44.

Figure 42: Sent Messages




The **Secure Message Detail** page appears with the message submission details and any responses. Refer to Figure 44.

Figure 43: Sent Secure Message Detail




Click **Back to Messages** to close the message. Refer to Figure 46.

Figure 44: Close Message

## 5.4 Helpful Links

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

**Primary Helpful Links:**

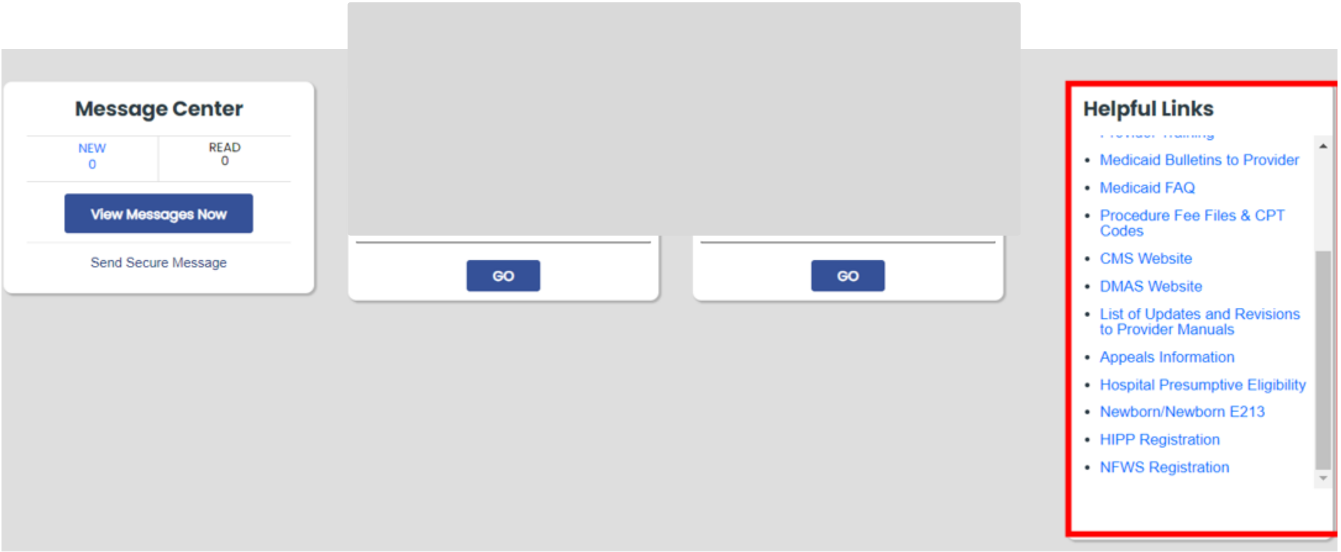
- Message Center
- Eligibility
- Search for a Claim

**Additional Helpful Links:**

- RA Messages
- Provider Search
- Provider Forms Search
- Provider Manuals
- Provider Reference Material
- Provider Training
- Medicaid Bulletins to Provider
- Medicaid FAQ
- Procedure Fee Files & Current Procedural Terminology (CPT) Codes
- CMS Website
- Department of Medical Assistance Services (DMAS) Website
- List of Updates and Revisions to Provider Manuals
- Appeals Information
- Hospital Presumptive Eligibility
- HIPP Registration
- NFWS Registration

Note: The **Helpful Links** list was updated 03/17/2022. Please refer to the Provider Portal site for changes after this date. Refer to Figure 48.

Figure 45: Helpful Links



## 5.5 Interactive Features

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

*Table 5: Interactive Features*

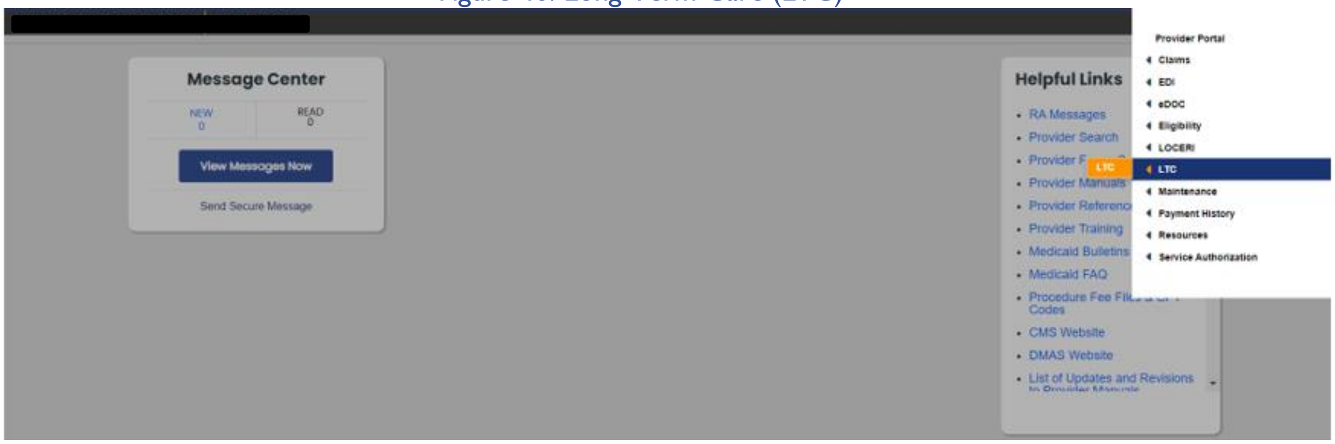
| Name | Icons | Description |
|---|---|---|
| Action Button | SUBMIT | Action buttons are labeled to Submit, Edit, Save, Cancel, Inactivate, or perform a more specialized action such as Add Registered Delegate. Reset buttons revert entered information to the most recent saved values. Previous and Next buttons navigate between steps. |
| Calendar | | Click the icon to open a calendar and select a date. |
| Drop-down Field | select a value... | 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 | EXPORT TO EXCEL<br>EXPORT TO PDF | 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 | 1 2 3 ... | Navigate through search results using arrows or page numbers. |
| Required | * | Indicates information must be entered in the field to save or continue. |
| Show Inactives | 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 | Primary | Enter text to complete the field. |
| Tooltip | | Move over the icon to display help text for the field. |

## 5.6 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, window, or page level, be sure to scroll through the entire area to verify if an error message appeared.

This module allows you to add new and view existing LTC segments for members. Refer to Figure 55.

Figure 46: Long-Term Care (LTC)




# 6. Provider Portal Profile

This module allows you to view your profile, including your email file and associated roles. PAHs and providers will have various roles that will indicate which roles can be applied to delegates. Delegates will only have a delegate role; their access is defined at the Service Location level. It is not possible to be a provider and a delegate under a single set of credentials.

## 6.1 Portal Profile - Provider

1. From the Navigation Menu, click Maintenance, then Portal Profile Maintenance.
2. The **My Account Profile** page appears with your profile information. Refer to Figure 57.

Figure 47: View My Account Profile


*Optional:* Update your provider profile information.

Click Edit to enable the fields.

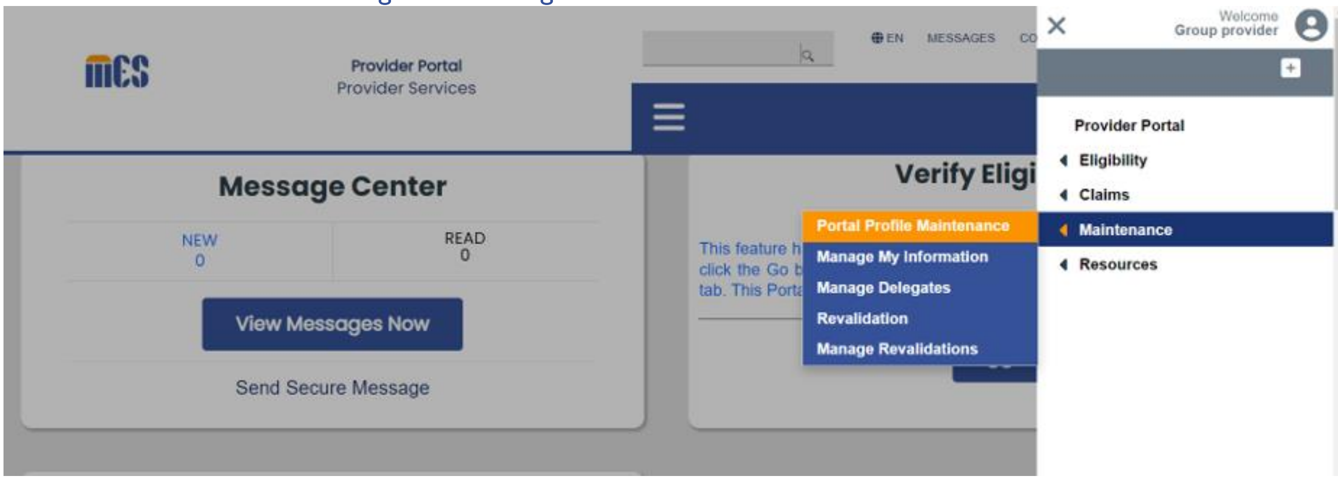
Enter updates, then click SAVE. Refer to Figure 58.

Figure 48: Edit My Account Profile


## 6.2 Portal Profile - Delegate

From the **Navigation Menu**, click **Maintenance,** then **Portal Profile Maintenance**. Refer to Figure 59.

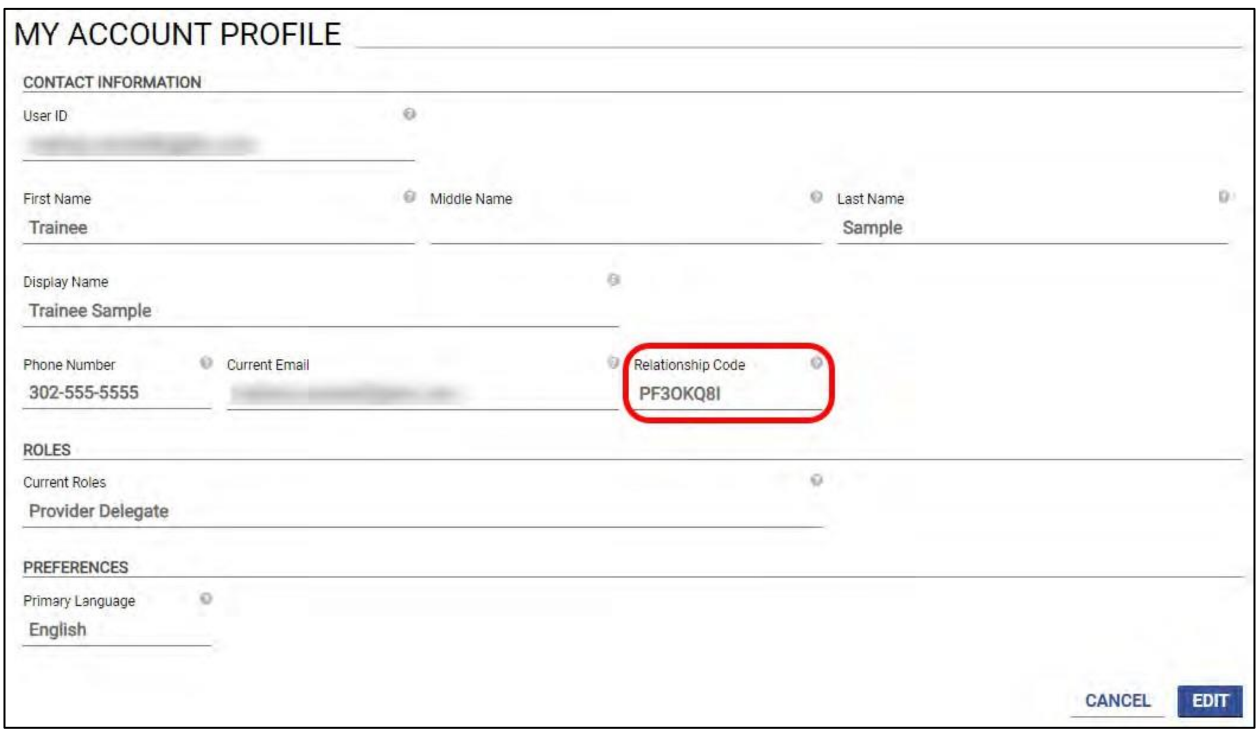
Figure 49: Delegate - Portal Profile Maintenance




The **My Account Profile** page appears with your profile information. Refer to Figure 60.

*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.*

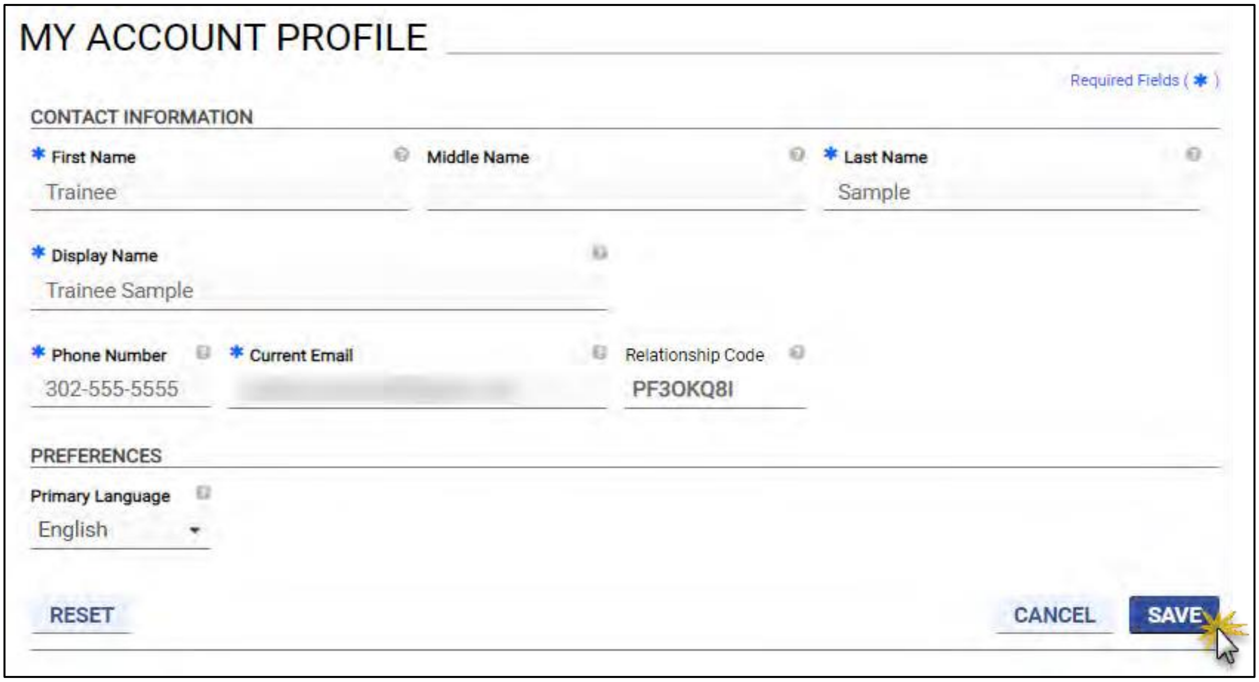
Figure 50: Delegate – My Account Profile




*Optional:* Update your delegate profile information.

a. Click **Edit** to enable the fields.
b. Enter updates, then click **SAVE**. Refer to Figure 61.

Figure 51: Delegate – Edit my Account Profile



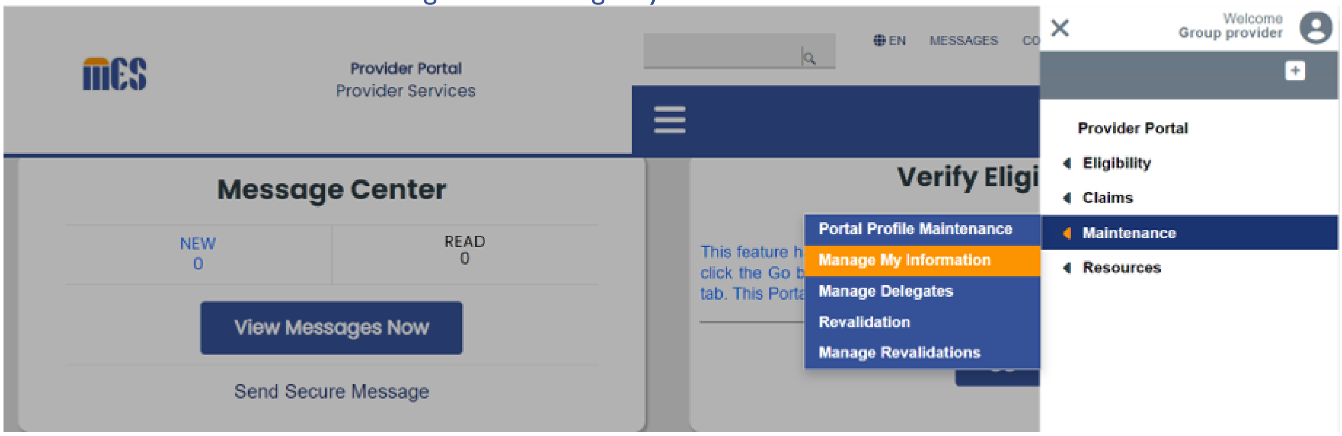

# 7. Provider Maintenance Overview

This module allows you to view and maintain your provider's details. Providers may also give this functionality to delegates.

## 7.1 Manage My Information Navigation

From the **Navigation Menu**, click **Maintenance,** then **Manage My Information**. Refer to Figure 62.

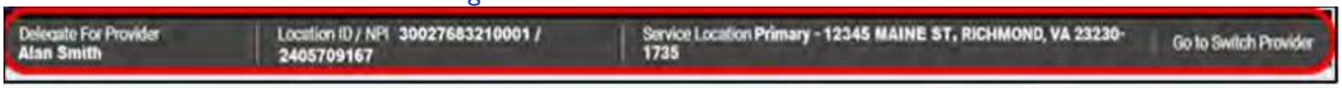
Figure 52: Manage My Information Menu




*Note: If you are a delegate with access or an AA, you can update maintenance information on behalf of the provider.*

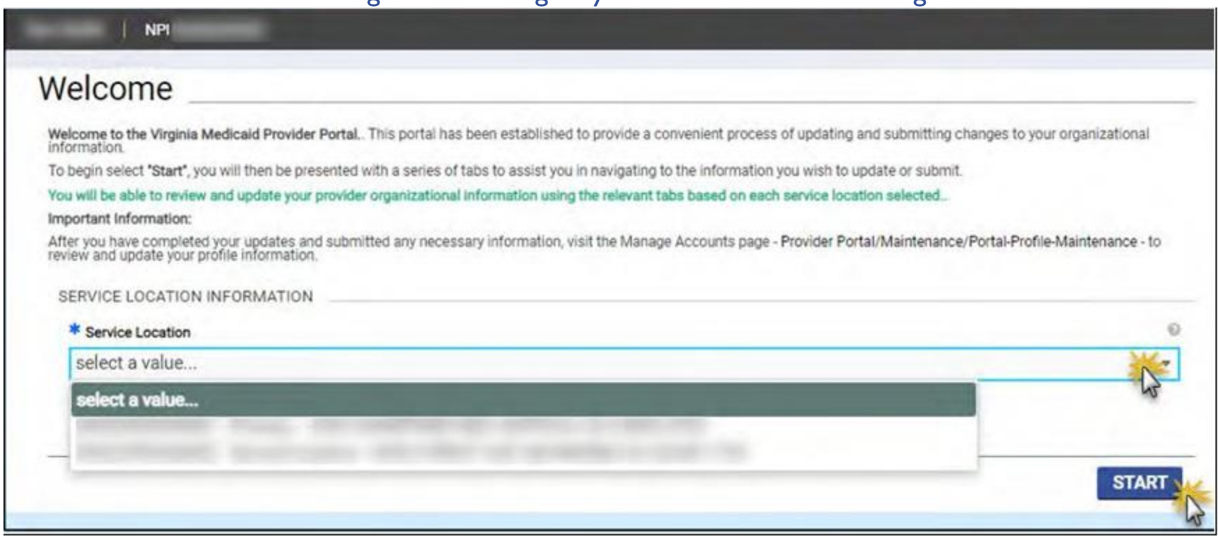
*Verify that the correct provider is selected. Refer to Sections **4.5 - Switch Provider – Delegates**, **4.6 - Switch Provider – Authorized Administrators**, or **4.7 - Switch Provider – Delegates for Authorized Administrators** for instructions to switch providers if you need to make a change.*

Figure 53: Provider Identifier Bar




The **Manage My Information Welcome** page 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 64.

Figure 54: Manage My Information Welcome Page




*Note: For IG Providers, affiliated Group Service Locations only display the Service Location ID on the Welcome page. View the Group's Service Location details from the Affiliations tab.*

Navigate to the desired module to view or update information. Refer to Figure 65.

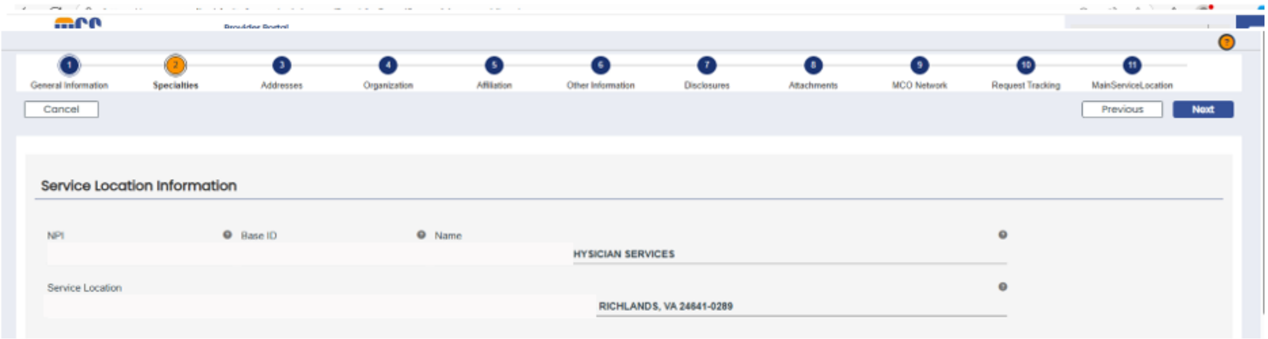
- Indicates the Provider name and the National Provider Identifier (NPI) for the information in this module.

Click the tile to navigate to a specific module.

Click **CANCEL** to discard your changes since your last save.

Click **PREVIOUS** or **NEXT** to move to the previous or next module.

Figure 55: Manage My Information Navigation




*Note: The tiles displayed 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's information you are viewing in Provider Portal.*

### 7.1.1 Add/Edit Field Information

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

From the desired module, select the fields to edit.

*Note: For descriptions of field types, refer to Section **5.5 - Interactive Features**.*

Click **SAVE** in the section. Refer to Figure 66.

*Note: If the change requires processing, it will NOT show updated until approved. Refer to Section **7.1.5 - Track Changes** to track your request.*

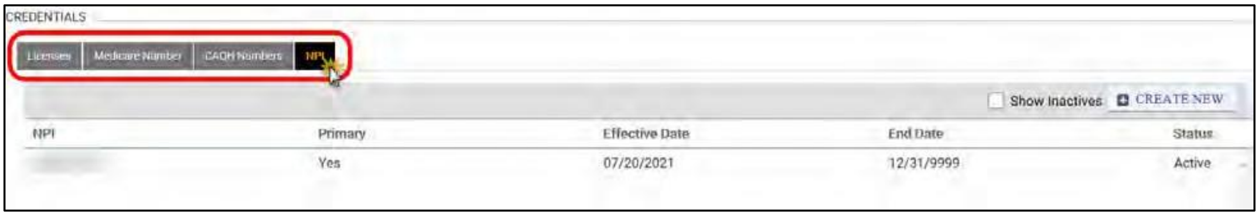
Figure 56: Manage My Information Field Update


### 7.1.2 Add Table Information

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

If a table has multiple tabs, click the tab for the desired information. Refer to Figure 67.

Figure 57: Table Tabs Example

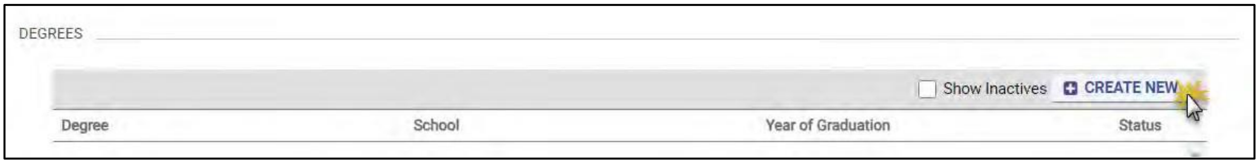



*Optional:* View the information on the table. Use the sort and filter features included in Section **5.5 - Interactive Features** to find the desired information more easily.

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

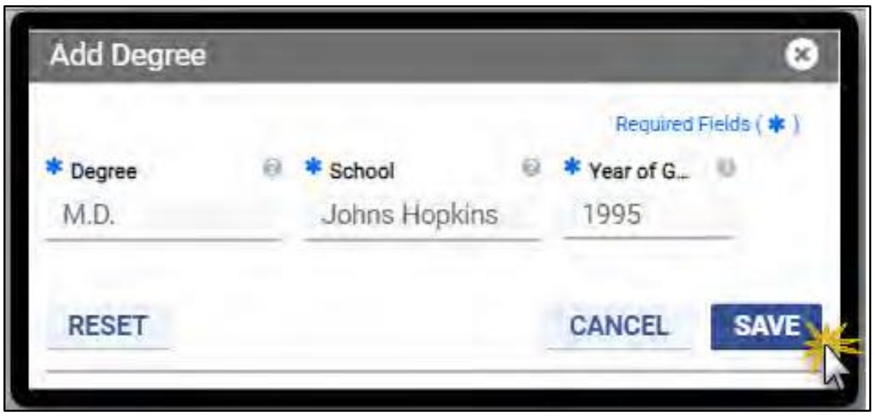
In the table header, click **CREATE NEW** to add, modify, or inactivate a record. Refer to Figure 68.

Figure 58: Create New Example




A window appears with the applicable fields. Complete the fields, then click **SAVE**. Refer to Figure 69.

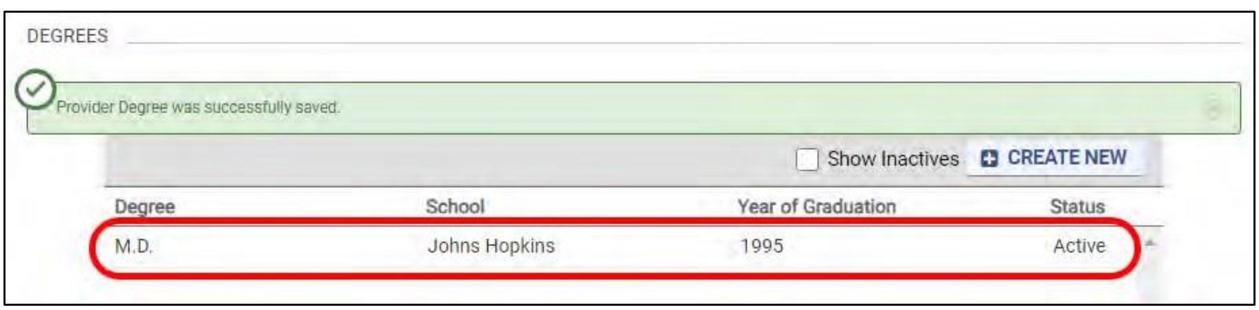
Figure 59: Create Record Example




A successful message is displayed, and the record appears on the table. Refer to 70.

*Note: If the new record requires processing, it will NOT be displayed until approved. Refer to Section **7.1.5 - Track Changes** to track your request.*

Figure 60: Saved Record Example



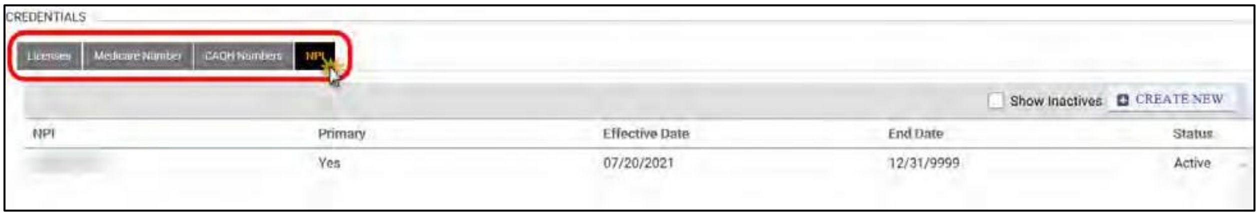

### 7.1.3 View/Edit/Inactivate Table Information

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

If a table has multiple tabs, click the tab for the desired information. Refer to Figure 71.

*Optional:* View the information on the table. Use the sort and filter features included in Section **5.5 - Interactive Features** to find your desired information more easily.

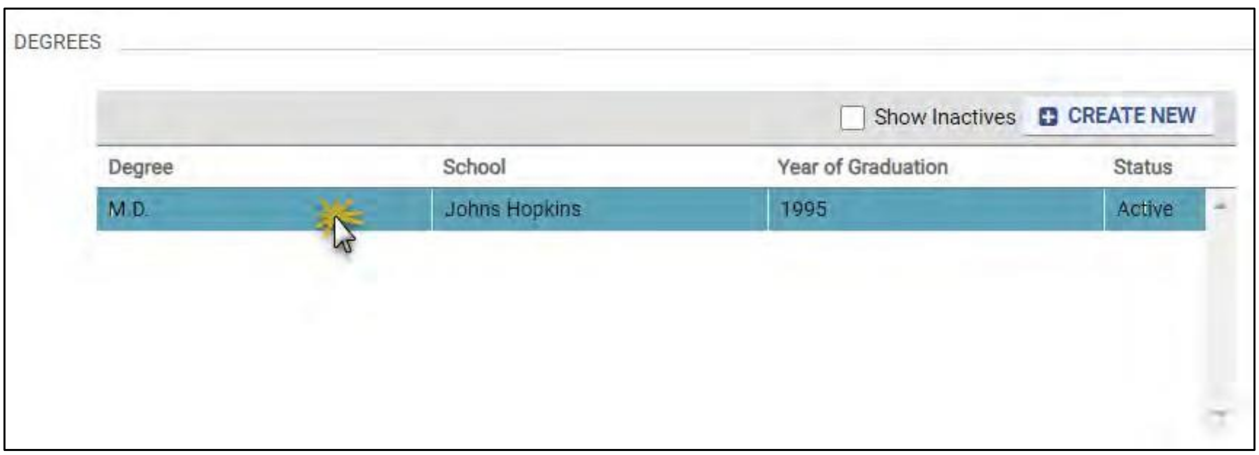
Figure 61: Table Tabs Example




*Note: The table view allows you to see multiple records at once. However, some fields may not display in this view to maximize visibility. To view all fields for a record, refer to Section* ***7.1.3 - View/Edit/Inactivate Table Information***.

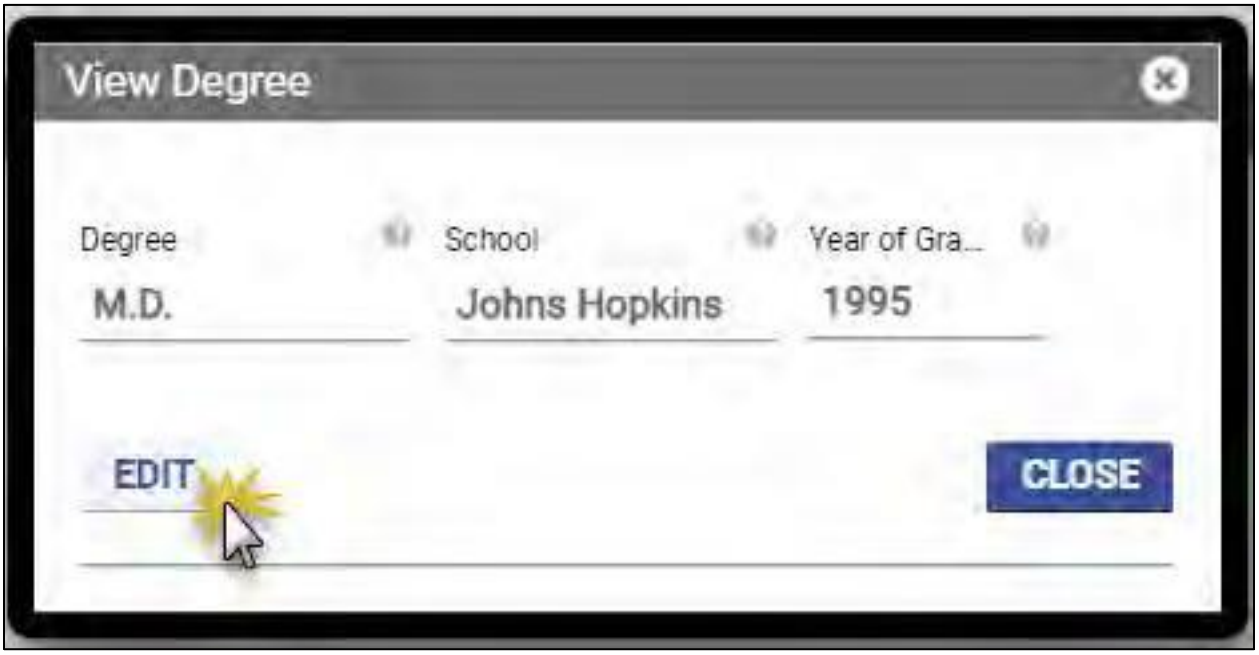
From the table records, click a specific row to view more details. Refer to Figure 72.

Figure 62: Open Table Record Example




The record detail window appears. Click **EDIT**. Refer to Figure 73.

Figure 63: Edit Table Record Example




Edit or inactivate the record.

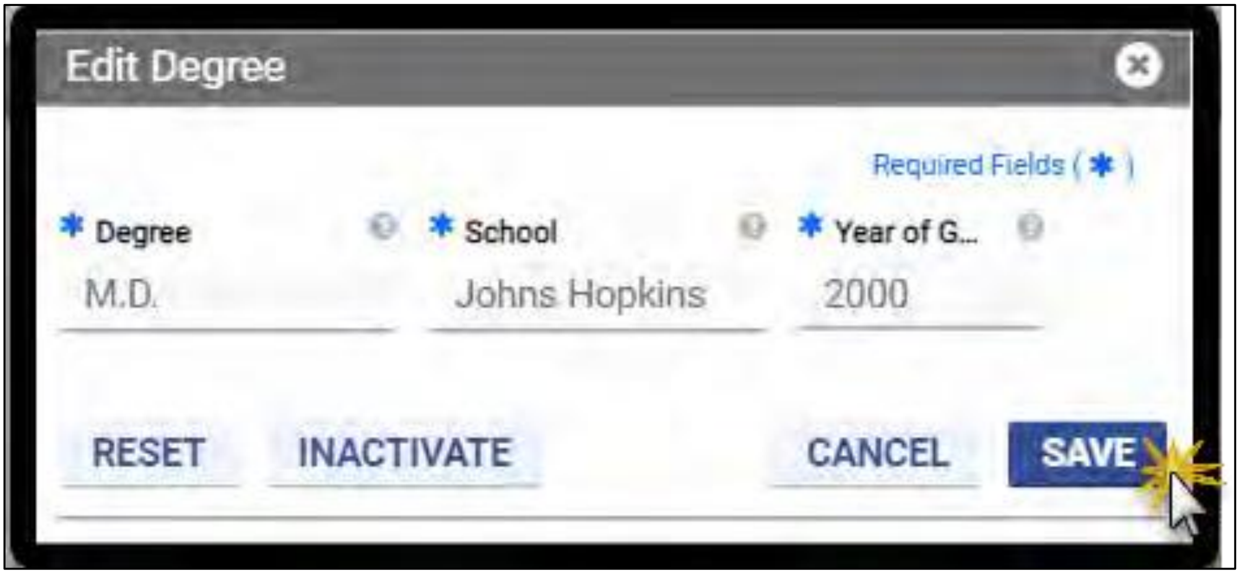
*Note: Know the difference between End Dating and Inactivating*

- *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 **7.1.5 – Track Changes** to track your request.*

Edit the fields and click **SAVE**. A successful message is displayed, and changes reflect in the table records. Refer to Figure 74.

Figure 64: Edit Table Record Example




Click **INACTIVATE**. Refer to Figure 75. A successful message is displayed, and the record is removed from the table.

Figure 65: Inactive Table Record Example

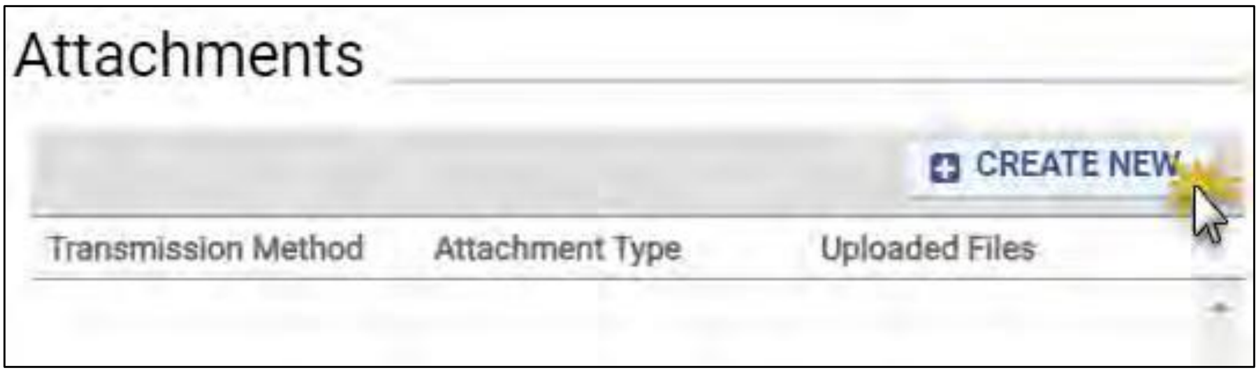
### 7.1.4 Add Attachments

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** pages.

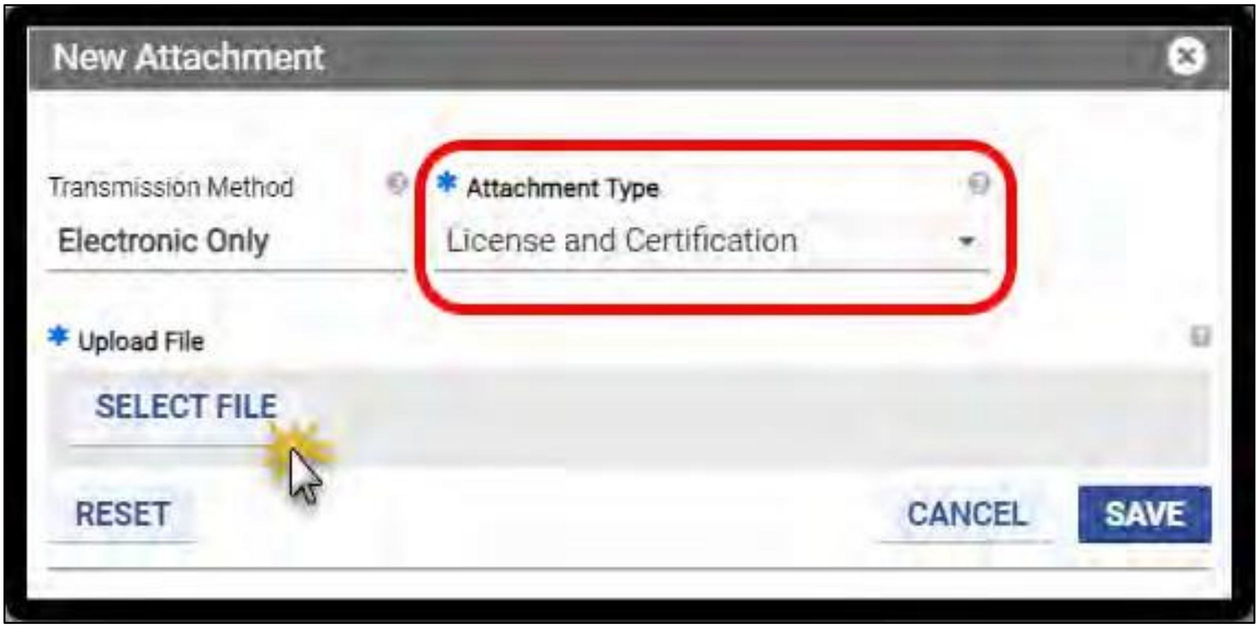
Click **CREATE NEW**. Refer to Figure 76.

Figure 66: Create New Attachment



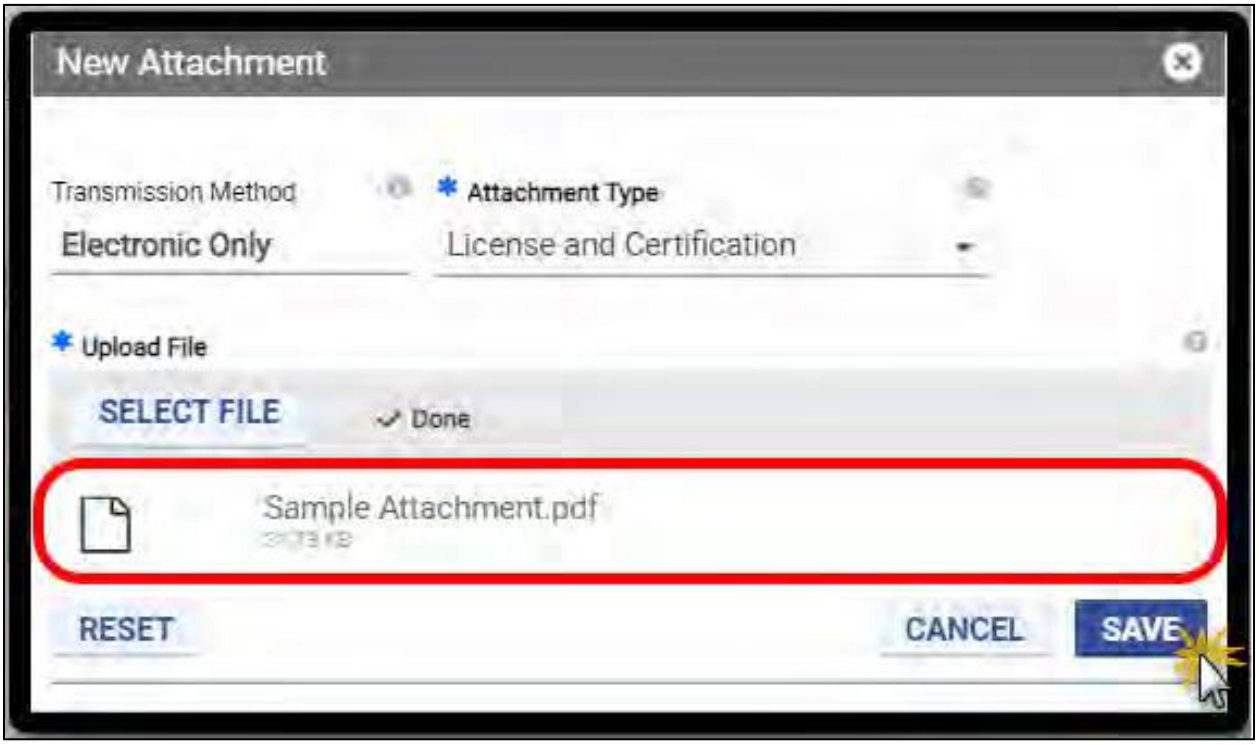

Select the **Attachment Type,** then click **SELECT FILE**. Refer to Figure 77.

Figure 67: Select File Attachment




Follow the prompts to select the file from your computer to upload the file. Once you upload the file, click **SAVE**. Refer to Figure 78.

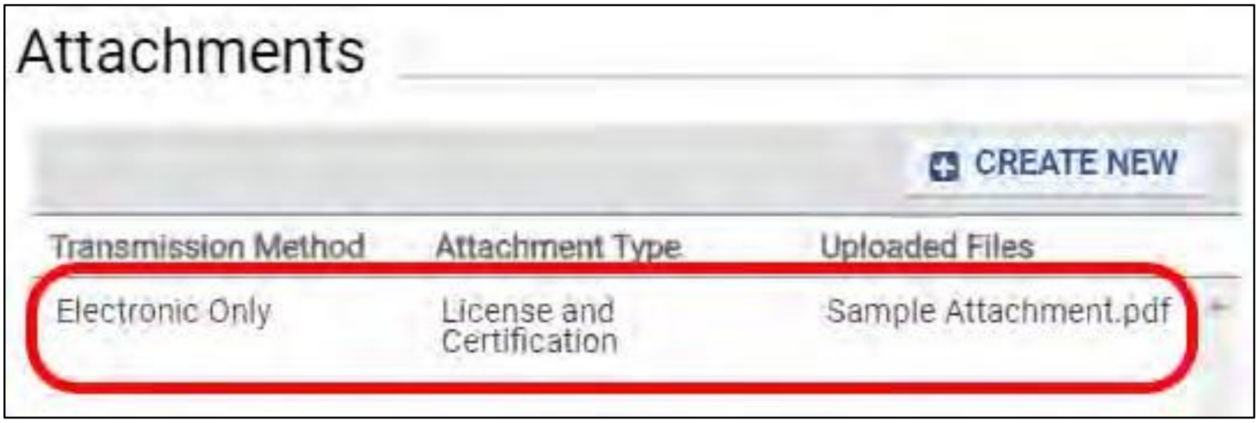
Figure 68: Save Attachment




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

The attachment is displayed in the list. Refer to Figure 79.

Figure 69: Added Attachment

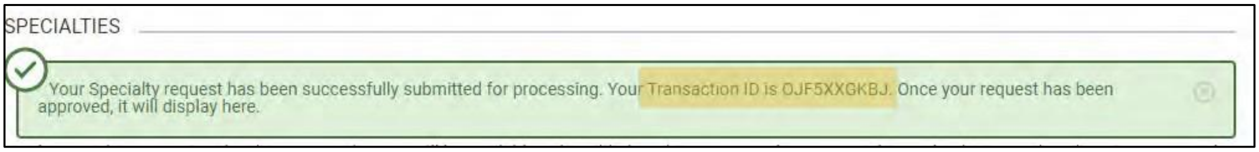



### 7.1.5 Track Changes

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

- **<u>Successfully Saved</u>**: Indicates that changes are immediately reflected in Provider Portal.
- **<u>Successfully Submitted for Processing</u>**: Indicates that approval is required before the change is displayed in Provider Portal. These messages include a **Transaction ID**. Refer to Figure 80.

Figure 70: 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 is still desired, it is the Provider's responsibility to adjust and create a new request.*

Know these points for change requests that require processing:

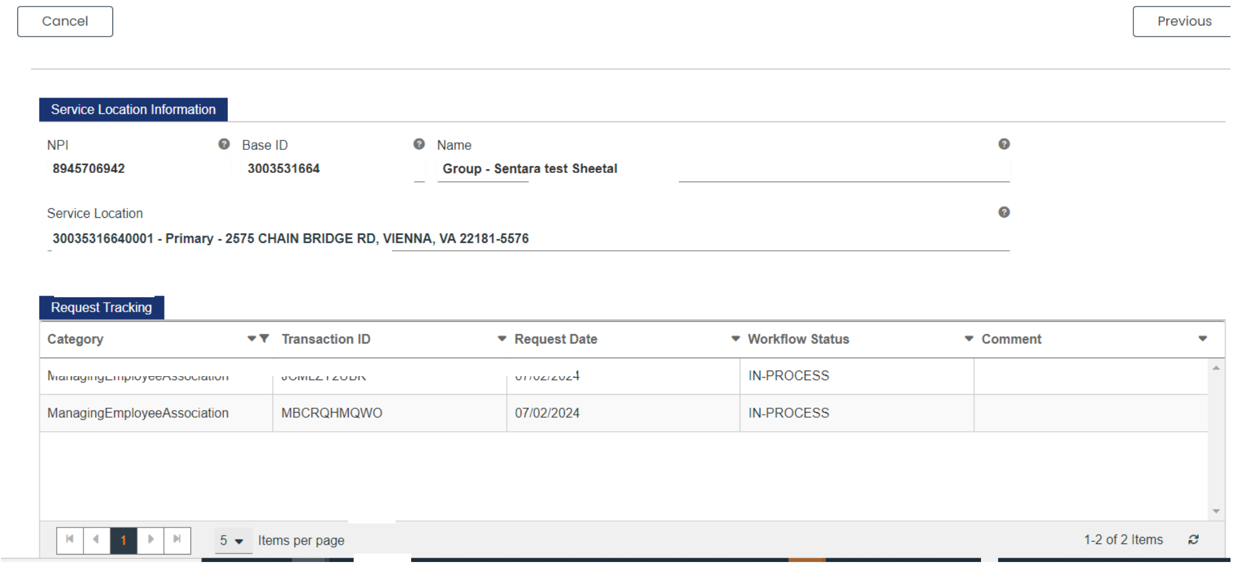
- PRSS Enrollment and Management Clerks must review change requests, and additional information may be requested to approve the change.
- The time to process your request will vary based on its complexity and the volume of submissions in the queue.
- Change requests for the same type of information cannot 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 6 and Figure 81.

***Table 6: 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 **Manage My Information**. |
| Rejected | Change is rejected, and no changes have been made.<br>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.<br>If an explanation is needed to support the request, send an email to VAMedicaidProviderEnrollment@gainwelltechnologies.com 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 71: Request Tracking




## 7.2 Provider Termination

Provider terminations may impact access to the Secure Provider Portal. Provider Terminations may be terminated under the following circumstances:

- Voluntarily (Not for Cause) such as if a Provider decides to close a Service Location or does not revalidate in a timely manner.
  - The provider will have 30 calendar days grace period to access the Provider Portal for a Voluntary Termination.
- Involuntarily (For Cause), For example a provider has been suspended for fraudulent activities.
  - When a provider is terminated for cause access to the Provider Portal is immediately revoked.

### 7.2.1 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, the Provider's access to log in to Provider Portal is denied.

### 7.2.2 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.

# 8. Manage My Information Instructions

## 8.1 General Information

The General Information page contains information about your Provider's initial enrollment, identifying information, degrees, and Electronic Funds Transfer (EFT) status. Refer to Figure 82.

Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information.

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

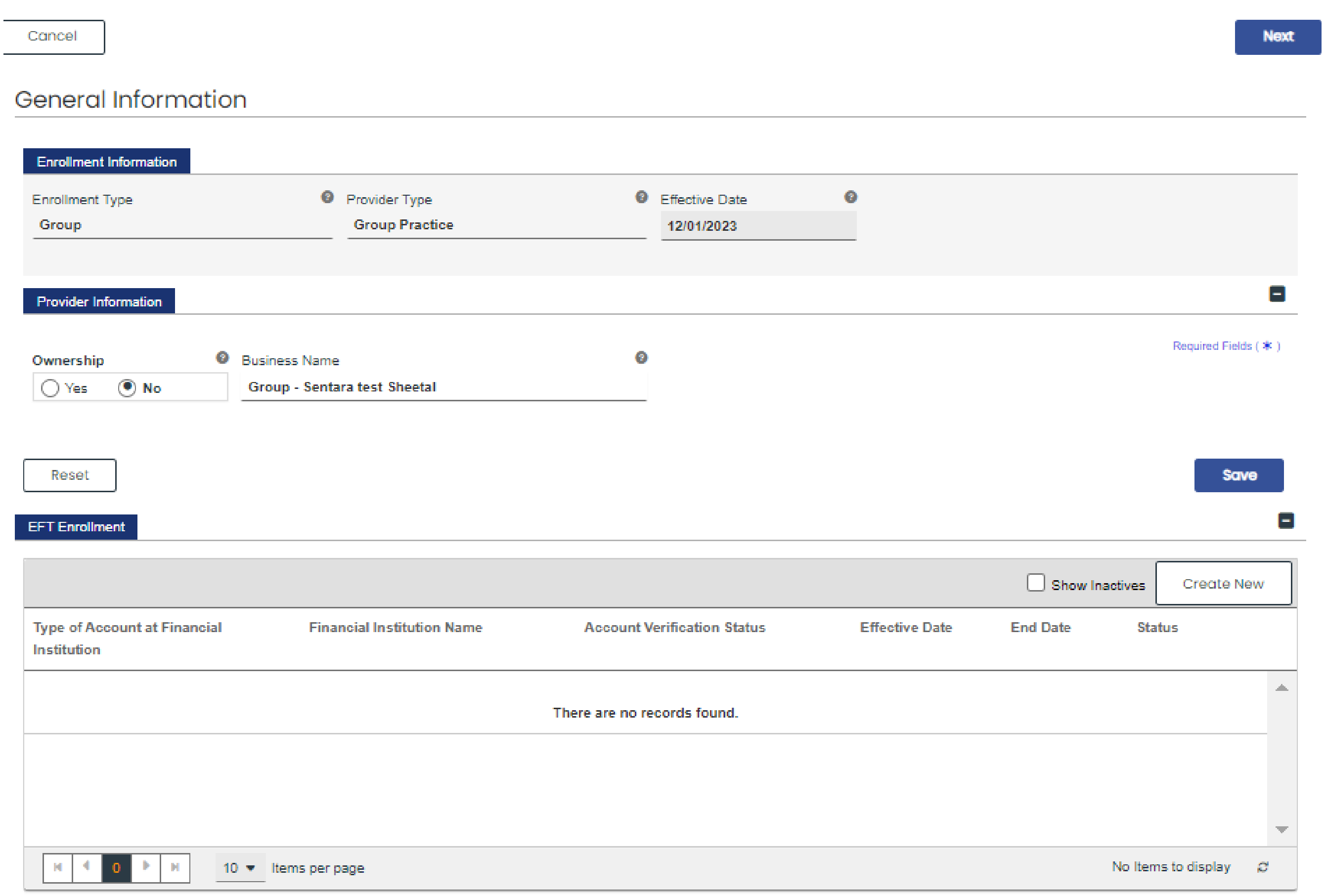
- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.

*Table 7: 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 |
| | Social Security Number (SSN) | | |
| | Gender | | |
| | Date of Birth (DOB) | | |
| | 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 | ✓ | |

| | | | |
|---|---|---|---|
| | | | |
| General Information | | | |
| Section | Section Fields | Editable? | Requires Processing? |
| | Account Verification Status | | |
| | Effective Date | ✓ | |
| | End Date | ✓ | |
| | Status | | |

Figure 72: General Information



### 8.1.1 Electronic Funds Transfer Enrollment Overview

VA 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: The form can be accessed via the Secure MES Portal once signed in as a provider.*

- *Log into the provider portal*
- *Navigate to Resources*
- *Search for the EFT Form and download*
- *Follow instructions under Resources in the Provider Portal User Guide*

*The EFT Form must be completed electronically and uploaded as an attachment to the EFT change request in the provider portal.*

### 8.1.2 Change EFT Enrollment

Only one active EFT Enrollment can exist per Base ID, including all the Service Locations under the NPI or API listed on your **Provider Identifier** bar. Refer to Figure 53.

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

- Complete steps in Section **7.1.3 - View/Edit/Inactivate Table** Information to open the EFT Enrollment fields for editing.
- 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.
- Click **SAVE** to update the **End Date**.

Due to security requirements, your request must be processed by a PRSS Enrollment and Management Clerk before you can add a new EFT.

Once your existing EFT enrollment **End Date** change has been approved, complete steps in Section **7.1.2 - Add Table Information** to add a new EFT Enrollment.

### 8.1.3 Add EFT Enrollment

Complete steps in Section **7.1.2 - 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.

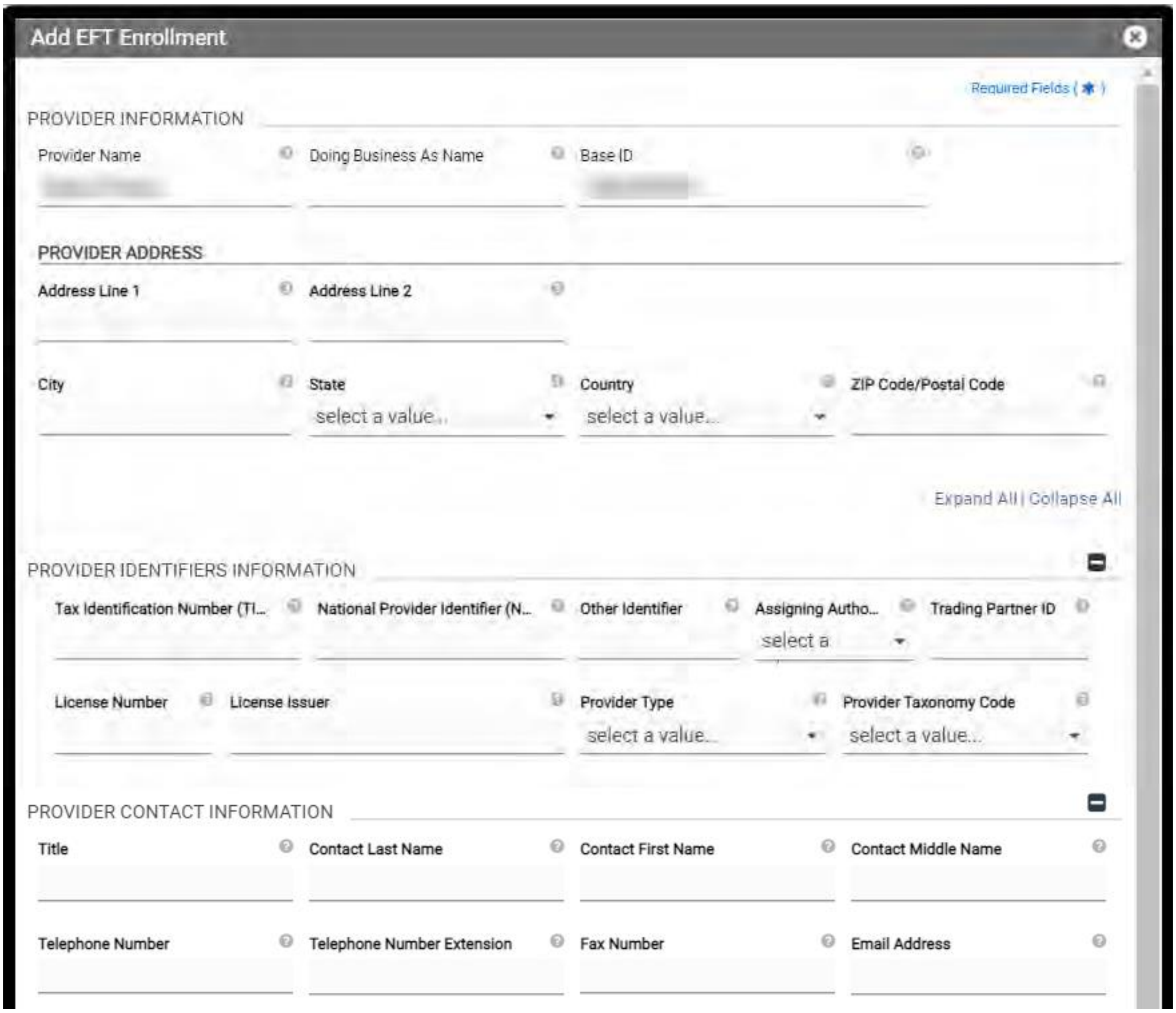
- Select "Create New" under the EFT Enrollment section on the General Information page from the Secure MES Portal.

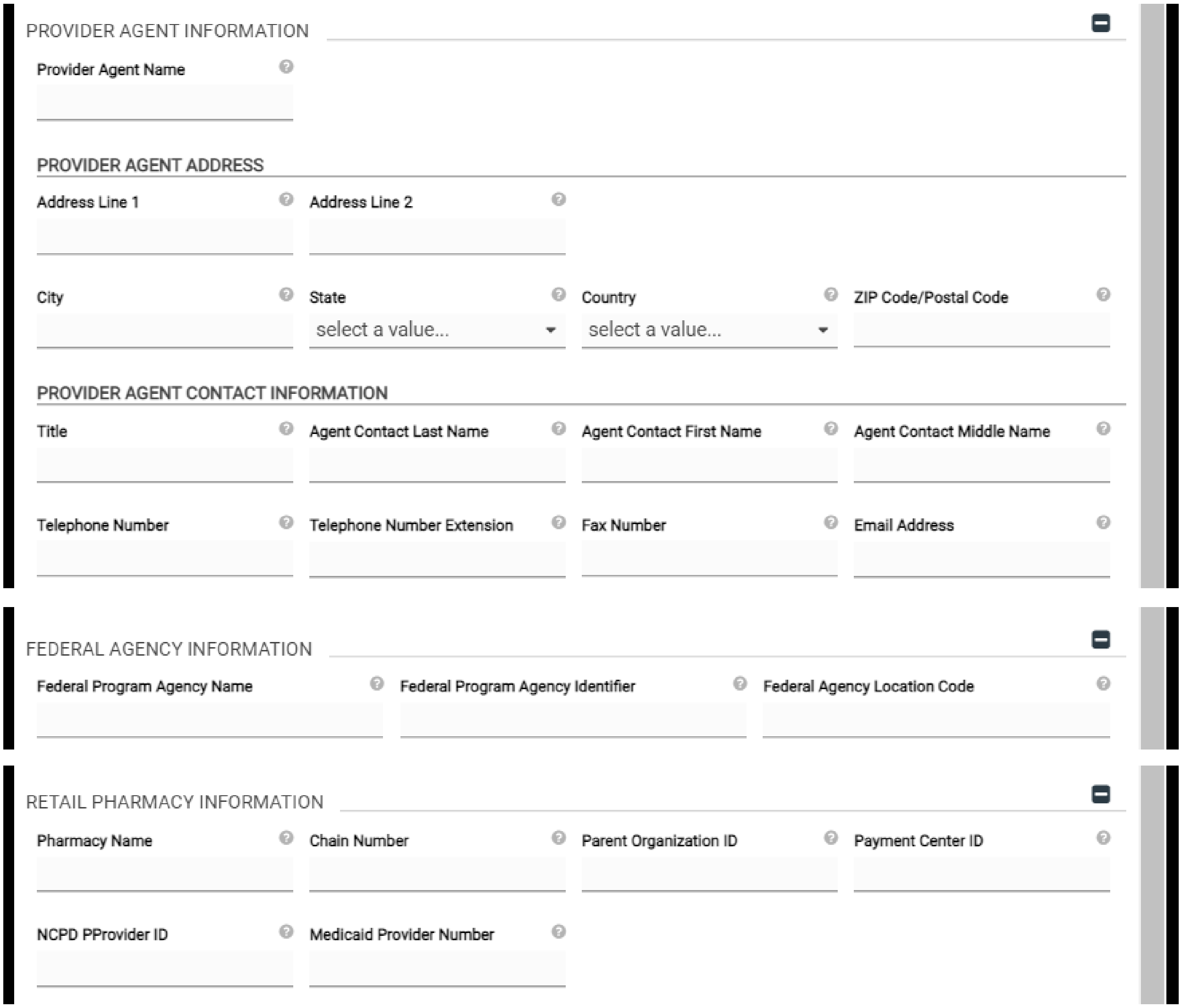
- Add the Financial Institution:
  - Be sure accurate routing and account information is provided.
  - Use NPI as the linkage when provider has an NPI.
  - If provider has an API, the linkage would be the Tax ID number.
  - The effective date cannot overlap with a prior account (day following is fine).
  - The effective date cannot be backdated or future-dated more than 30 days.
  - The end date should always be 12/31/9999.
- Expand Provider Identifiers Information and add Tax ID number.
- Expand Submission Information for the electronic signatures.
- Attach the EFT Form.
  - Instructions for completing the form are included in the download. Signature requirements include:
    - Signature of the individual provider or an individual that has been listed as a disclosed entity within the Owner or Managing Employee section of the Disclosures tab on the PRSS provider portal. For additional explanation, see the Disclosures section of the PRSS Provider Portal User Guide.
    - Signature of a Bank Official
    - The EFT Form must include a notary seal and have been signed within 90 days of submission.
- Submit for review and approval.

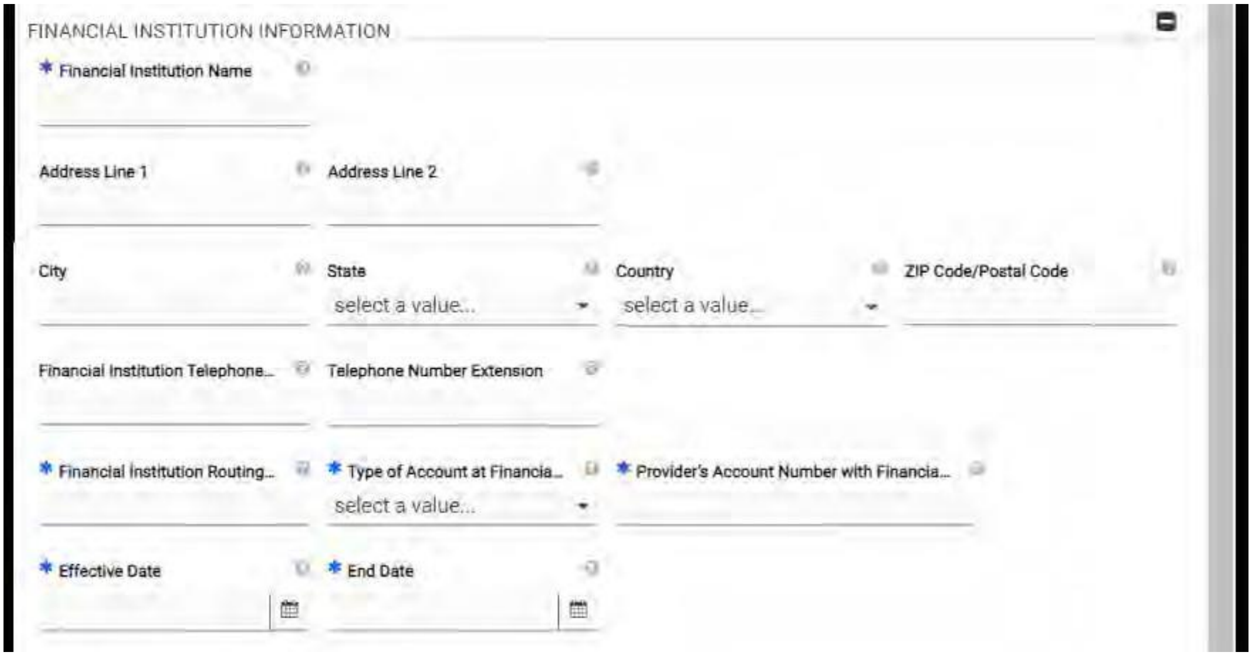
The approval process takes 3-5 business days. Once approved, the Pre-note account verification process will take 2 billing cycles before the new EFT is active. During this time, the provider tax Id will receive checks delivered to the PAY TO address on the portal until the EFT status is ACTIVE.

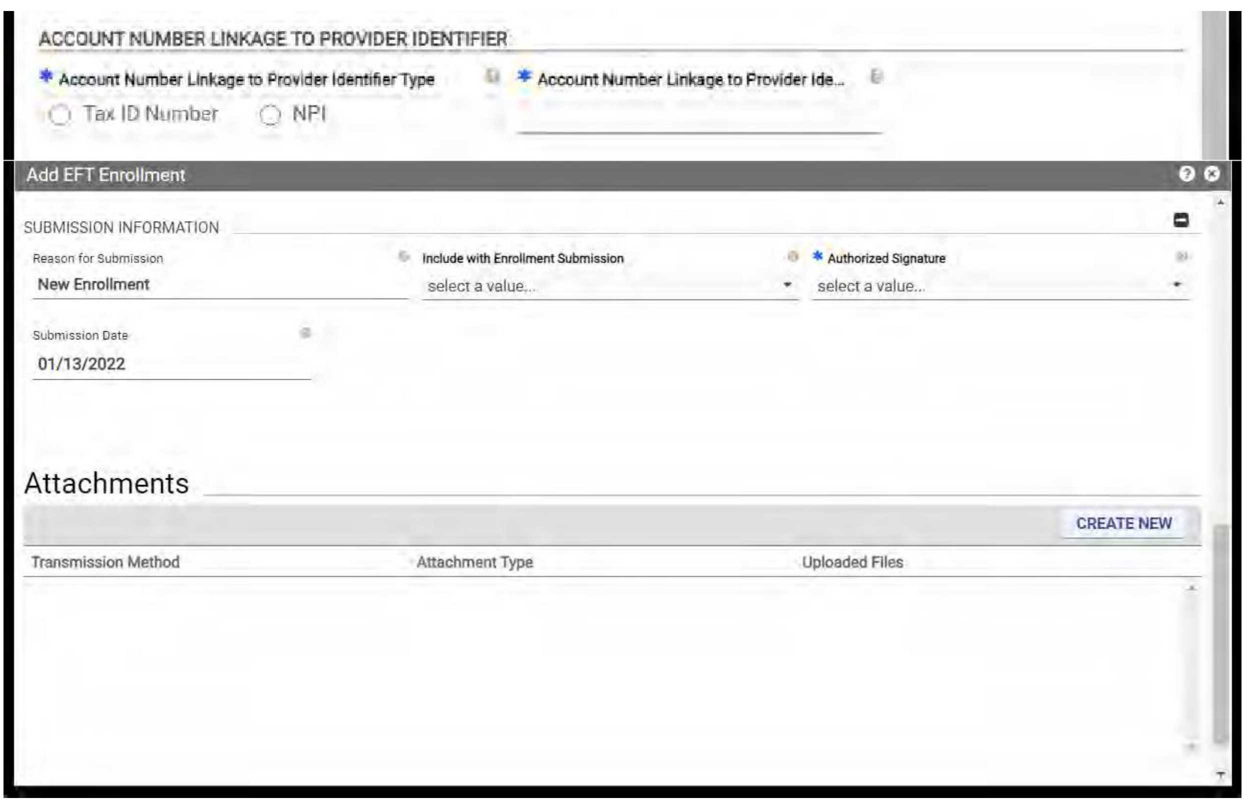
You should enter the same PAY TO address on all service location IDs that have the same NPI. Checks sent during the Pre-note process will be sent to the most recently added PAY TO address.

Figure 73: Create New EFT




PROVIDER AGENT INFORMATION
Provider Agent Name
PROVIDER AGENT ADDRESS
Address Line 1
Address Line 2
City
State
select a value...
Country
select a value...
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
select a value...
Country
select a value...
ZIP Code/Postal Code
Financial Institution Telephone...
Telephone Number Extension
* Financial Institution Routing...
* Type of Account at Financia...
select a value...
* Provider's Account Number with Financia...
* Effective Date
* End Date


ACCOUNT NUMBER LINKAGE TO PROVIDER IDENTIFIER
* Account Number Linkage to Provider Identifier Type
Tax ID Number
NPI
* Account Number Linkage to Provider Ide...
Add EFT Enrollment
SUBMISSION INFORMATION
Reason for Submission
New Enrollment
Include with Enrollment Submission
select a value...
* Authorized Signature
select a value...
Submission Date
01/13/2022
Attachments
CREATE NEW
Transmission Method
Attachment Type
Uploaded Files

## 8.2 Specialties

The Specialties page contains information about your Specialty associated with your Provider Type and your Taxonomy associated with your Specialty. Refer to Figure 85.

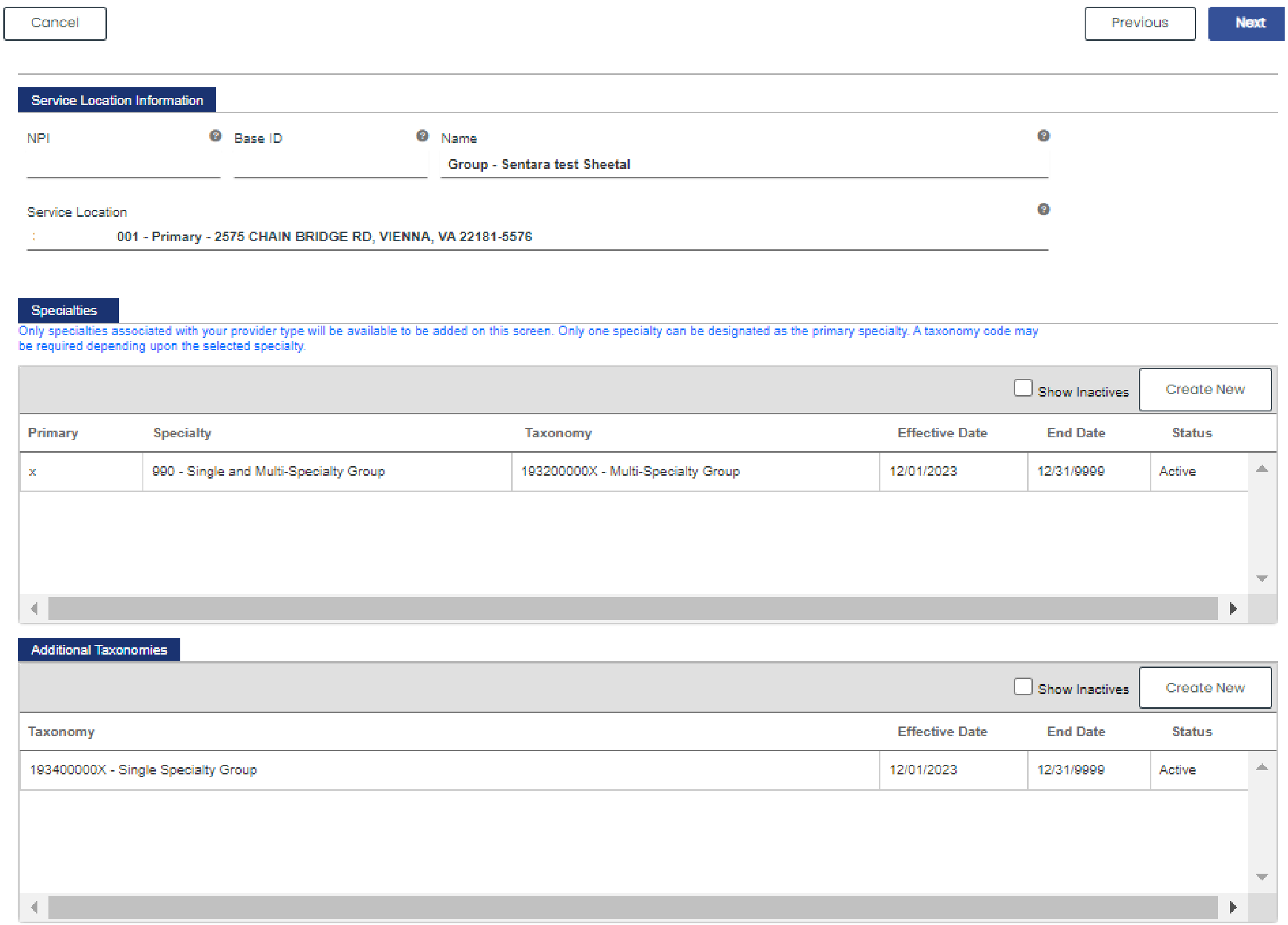
Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information. Refer to Table 8 for a list of fields that can be viewed or edited in the **Specialties** module.

- 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, and a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **7.1.5 - Track Changes** to track changes that require processing.

*Table 8: Specialties Fields*

| Specialties | | | |
|---|---|---|---|
| **Section** | **Section Fields** | **Editable?** | **Requires Processing?** |
| Service Location Information | NPI | | |
| | Base ID | | |
| | Name | | |
| | Service Location | | |
| Specialties | Primary | ✓ | Add and Edit Only |
| | Specialty | ✓ | |
| | Taxonomy | ✓ | |
| | Effective Date | ✓ | |
| | End Date | Non-Primary Only<br>Primary Always 12/31/9999 | |
| | Status | | |
| Additional Taxonomies | Taxonomy | ✓ | Add, Edit, Delete |
| | Effective Date | ✓ | |
| | End Date | ✓ | |
| | Status | | |

Figure 74: Specialties



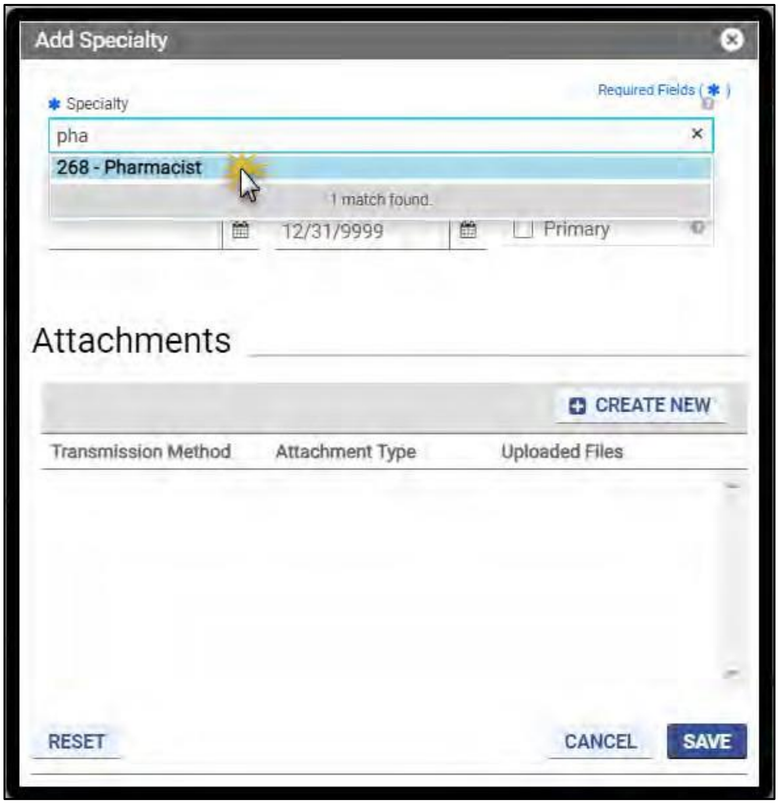

### 8.2.1 Add Specialty

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

Complete steps in Section **7.1.2 - Add Table Information** to add a new **Specialty** with these adjustments:

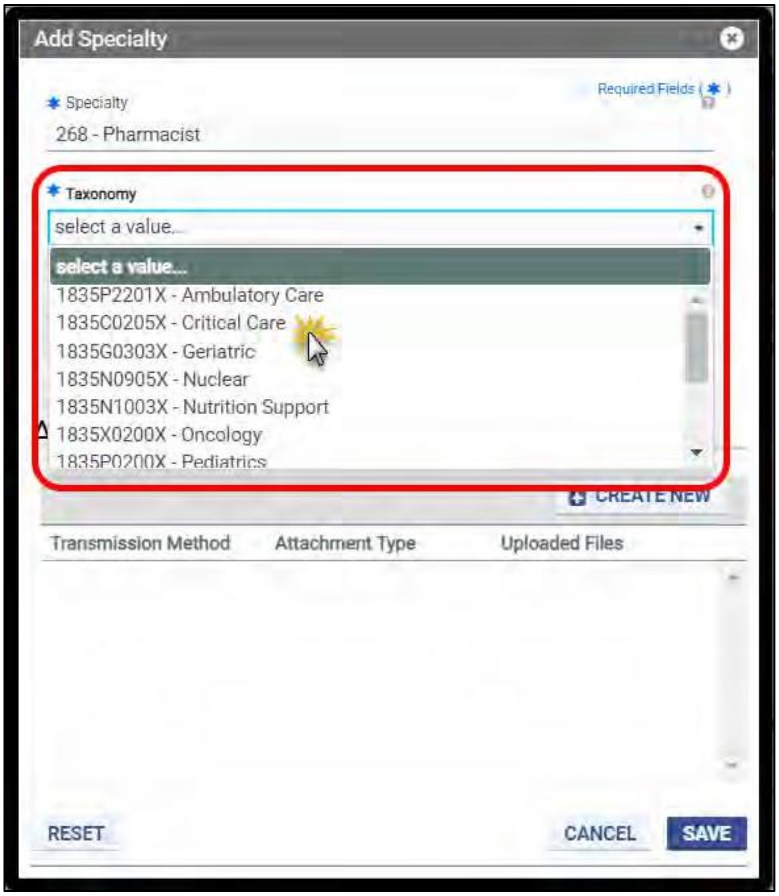
Start typing keywords or the specialty number for the **Specialty** that you wish to add and click the **Specialty** in the drop-down list. Refer to Figure 86.

Figure 75: Add Specialty




Click the drop-down list field and select the Taxonomy. Once the Specialty is selected, the Taxonomy field appears. If only one **Taxonomy** is associated with that **Specialty**, the **Taxonomy** is automatically populated. Refer to Figure 87.

Figure 76: Add Taxonomy




Complete steps in Section **7.1.4 - Add Attachments** to add **Attachments**.

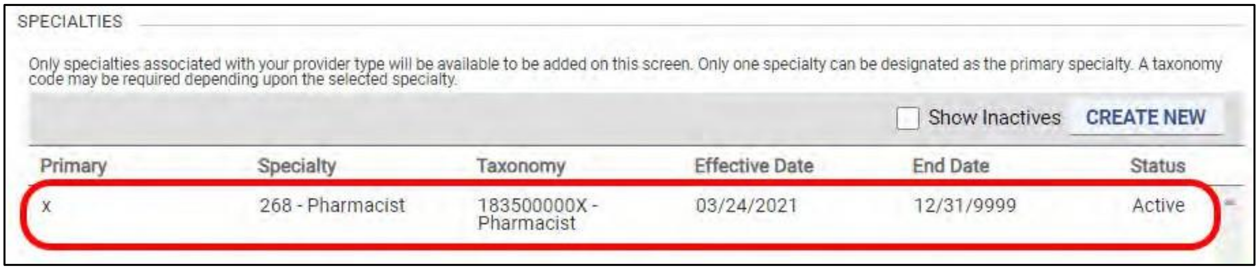
*Note: There is not a specific attachment type required. Select the best match to document your license, certification, etc., for your new specialty.*

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

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 88.

Figure 77: Added Specialty




### 8.2.2 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 most often 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 **7.1.2 – 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 **7.1.5 – 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 **7.1.3 – 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**.

If the **Taxonomy** associated with the "old" Primary Specialty is still applicable, complete steps in Section **7.1.2 – Add Table Information** to add the **Taxonomy** in the **Additional Taxonomies** section.

## 8.3 Addresses

*Note: To add a New Service Location to an existing provider, the provider will need to complete a new enrollment application using the same Tax ID.*

The Addresses page contains information about the Service Location, Pay To, Mail To, Remit To, and IRS Address addresses used to support provider services. Refer to Figure 89.

*Note: The Addresses page does not display providers enrolled as IGs. The associated Group Service Location address information is found on the Affiliations page.*

Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information.

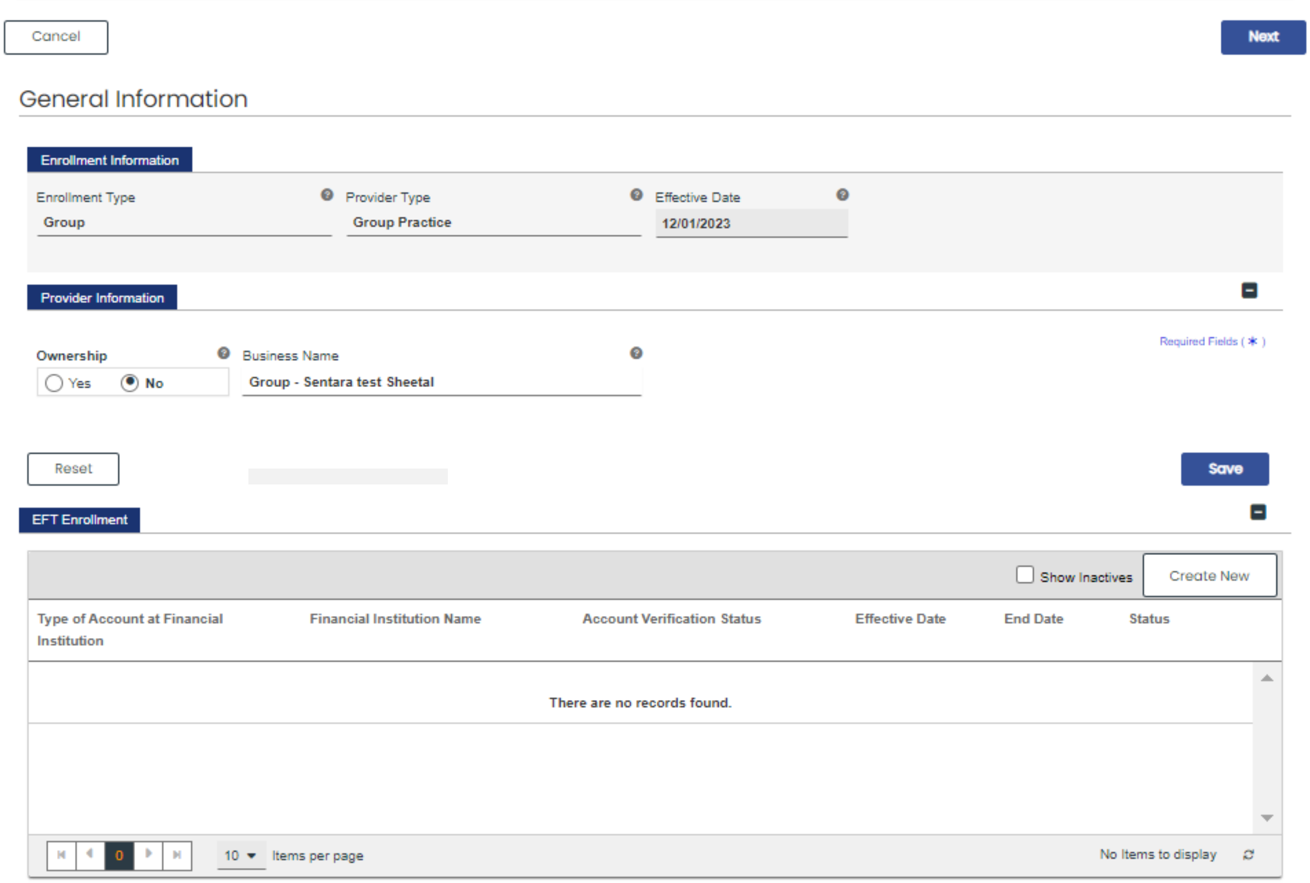
Refer to Table 9 for a list of fields that can be viewed or edited in the **Addresses** module.

- 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, and a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **7.1.5 - Track Changes** to track changes that require processing.

*Table 9: 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 **Only the Service Location selected on the Welcome page may be edited.* | Address Type | ✓ | Service Location Only Edit, Delete |
| | Address Name | ✓ | |
| | Address Line 1 | ✓ | |
| | City | ✓ | |
| | State | ✓ | |
| | Zip Code | ✓ | |
| | Effective Date | ✓ | |
| | End Date | • Service Location and Mail To require additional steps.<br>• Other Addresses may be edited. | |
| | Status | | |
| Office Hours | Day | ✓ | |
| | From Hour | ✓ | |
| | To Hour | ✓ | |
| | Status | | |

Figure 78: Addresses




### 8.3.1 Change Service Location Address

**Service Location** addresses cannot be Inactivated or End Dated. Edit Instead, edit the existing Service Location. Complete the steps in Section **7.1.3 – View/Edit/Inactivate Table Information** to edit the **Service Location** address record.

Editing a **Service Location** address requires processing. Refer to Section **7.1.5 – 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.

### 8.3.2 Change Mail to Address

**Mail To** addresses cannot be Inactivated or End Dated. To change it, create a new **Mail To** address.

Complete steps in Section **7.1.2 – Add Table Information** to add a new address and select **Mail To** in the **Address Type** drop-down list.

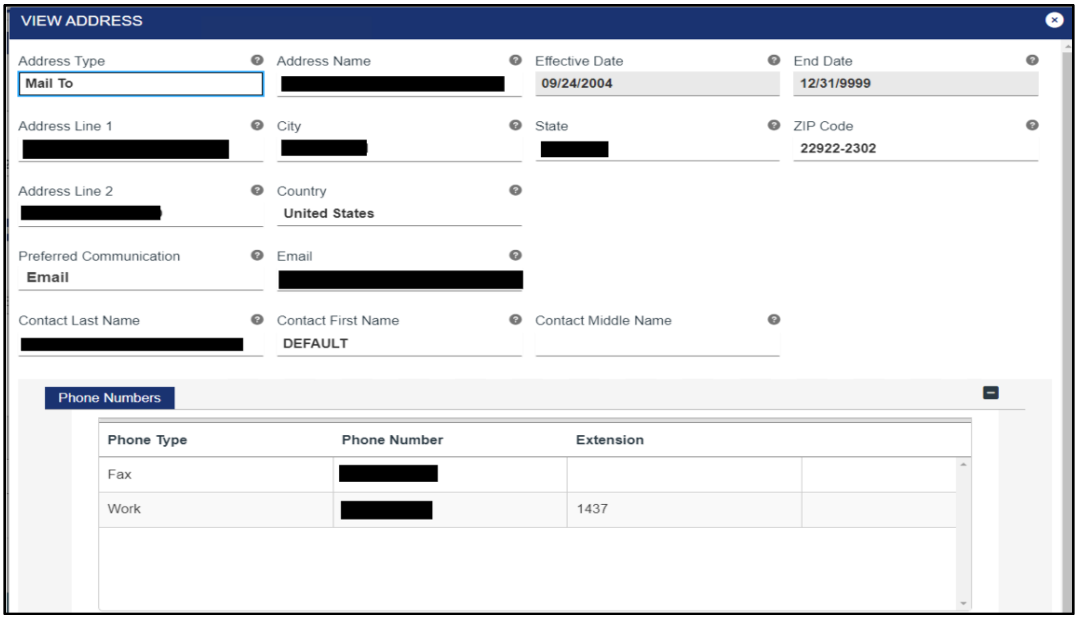
Adding a **Mail To** address requires processing. Refer to Section **7.1.5 – Track Changes** to track the progress of your request. Once approved, the **Effective Date** of the "new" Mail To address and **End Date** of the "old" Mail To address is updated.

*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**.*

### 8.3.3 Preferred Communication

Providers can view and change their preferred communication in the Provider Portal by selecting either Email or Mail. Refer to Figure 90.

Figure 79: Preferred Communication



## 8.4 Service Location

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

The Service Location page contains information such as whether new patients are accepted, age restrictions, etc. Refer to Figure 91.

Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information.

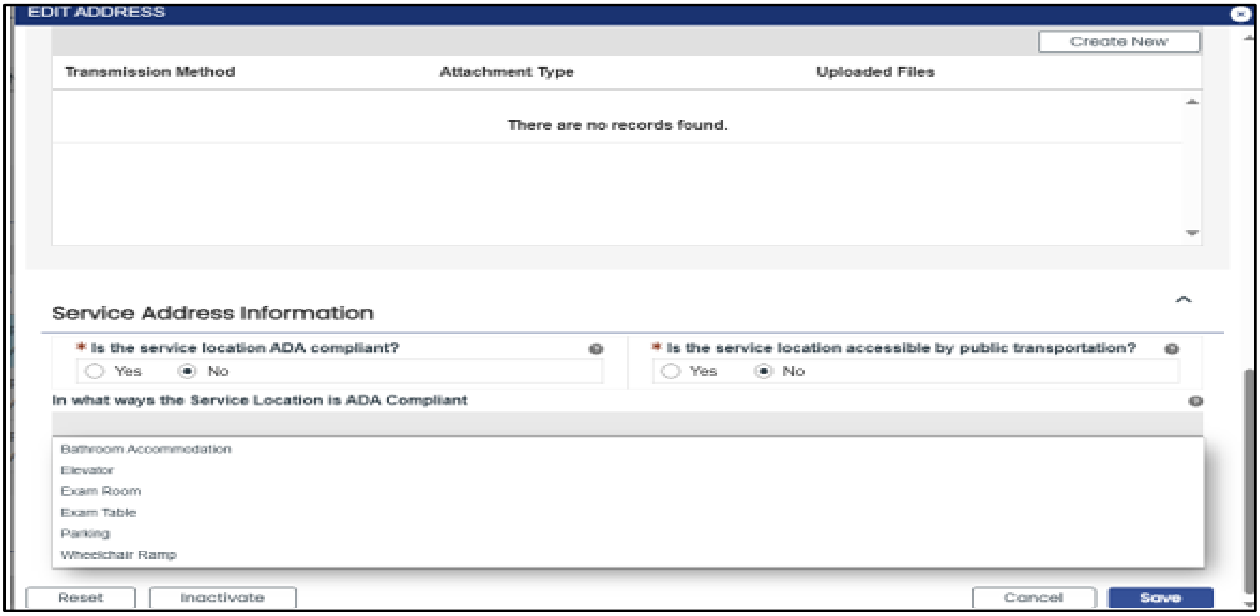
Refer to Table 10 for a list of fields that can be viewed or edited in the **Service Location** module.

- 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 **7.1.5 - Track Changes** to track changes that require processing.

*Table 10: 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<br>• Type of Patients Accepted<br>• Preferred Patient Gender | ✓ | |
| | Age Restrictions<br>• Minimum Age<br>• Maximum Age | ✓ | |
| | Is this Service Location ADA Compliant<br>Patients with Special Needs<br>Accepting New CHIP Patients | ✓ | |

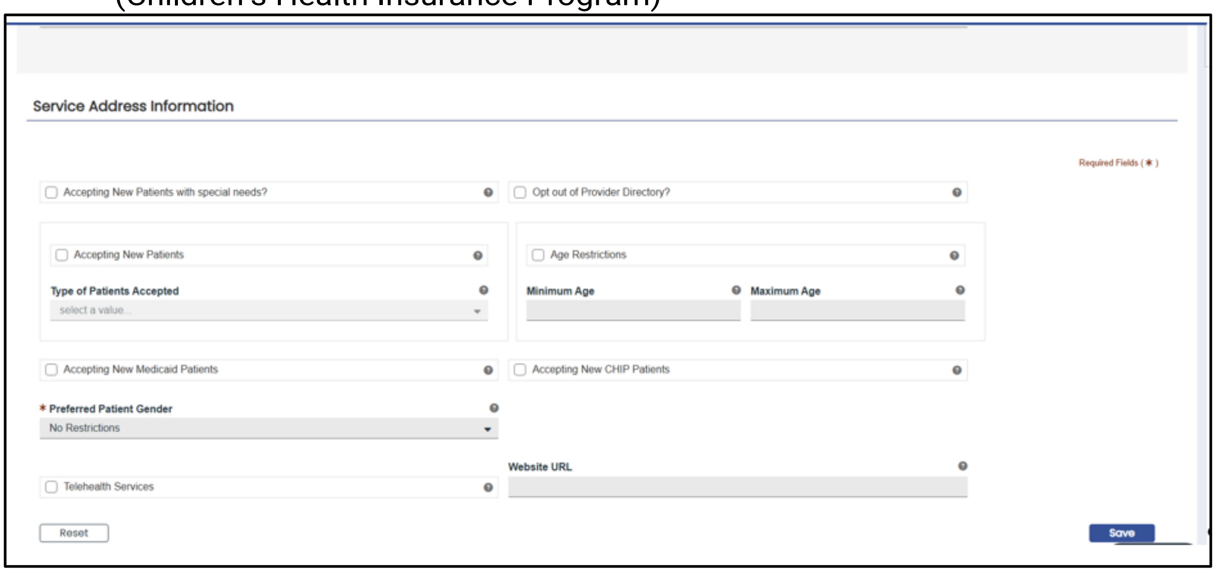
Figure 80: Service Location




*Note: Information for the provider's **Service Location**, such as contact information, whether new patients are accepted, is location ADA compliant, public transportation, etc. This information will be made available on a Member/Public Search Directory.*

## 8.5 Additional Service Location Information

- Information for the provider's service location, such as accepting New Patients, Patients with Special Needs, Preferred Gender (S) and whether accepting New CHIP (Children's Health Insurance Program)



## 8.6 Organization

The Organization page contains information such as the organization type, business start date, tax classification, etc. Refer to Figure 92.

Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information.

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

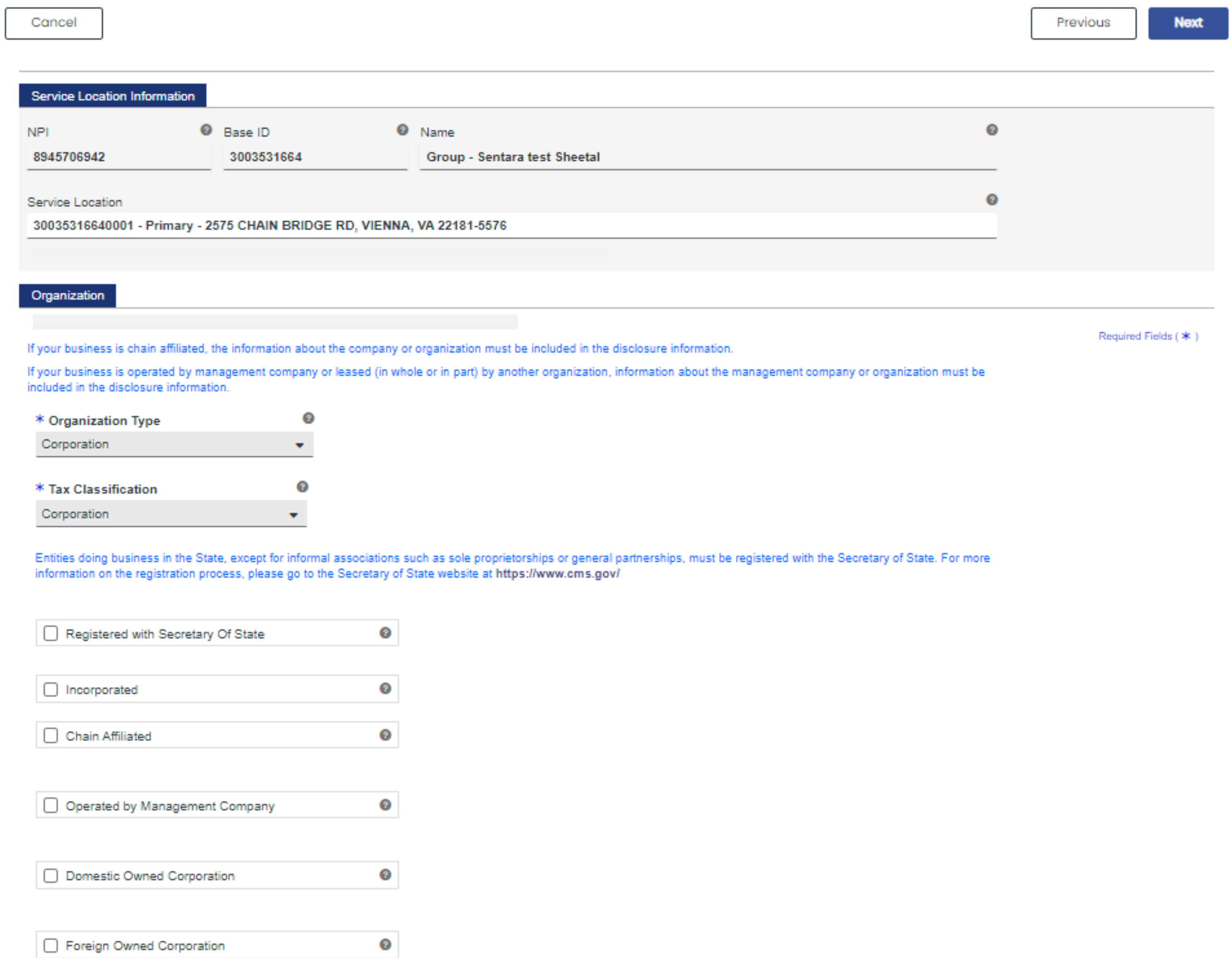
- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **7.1.5 - Track Changes** to track changes that require processing.

*Table 11: 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<br>• Registered with Secretary of the State<br>• Incorporated<br>• Chain Affiliated<br>• Operated by Management Company<br>• Domestic Owned Corporation<br>• Foreign-Owned Corporation | ✓ | |

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 81: Organization




## 8.7 Affiliation

The Affiliation page contains a list of all the affiliations between IG and Group Providers and between Ordering, Referring, Prescribing Physicians (ORP), and Facility Providers. Group providers who function as AA on behalf of IG providers will have an additional section to distinguish IGs that have granted the Group authorized administrator privileges and all associated IGs with the Group. Refer to Figure 93 to Figure 95.

- 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** page does NOT display for Atypical Providers or Providers only* *enrolled as Individuals. Group and Facility Providers find their own Service Location information on the* ***Addresses*** *page.*

Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 12 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?** The column includes a checkmark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **7.1.5 - Track Changes** to track changes that require processing.

*Table 12: 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<br>Last Name<br>First Name<br>Middle Name<br>Service Location ID | Search with magnifying glass icon to identify existing provider information. | Group Providers adding or updating affiliations |
| | Effective Date | ✓ | |
| | End Date | ✓ | |
| | Status | | |
| Affiliated Providers (IG) | Authorized Administrator<br>Provider Name | Search with magnifying glass icon to identify existing provider information. | Individual within a Group Providers adding or updating affiliations |

Figure 82: Affiliation - Group and Facility

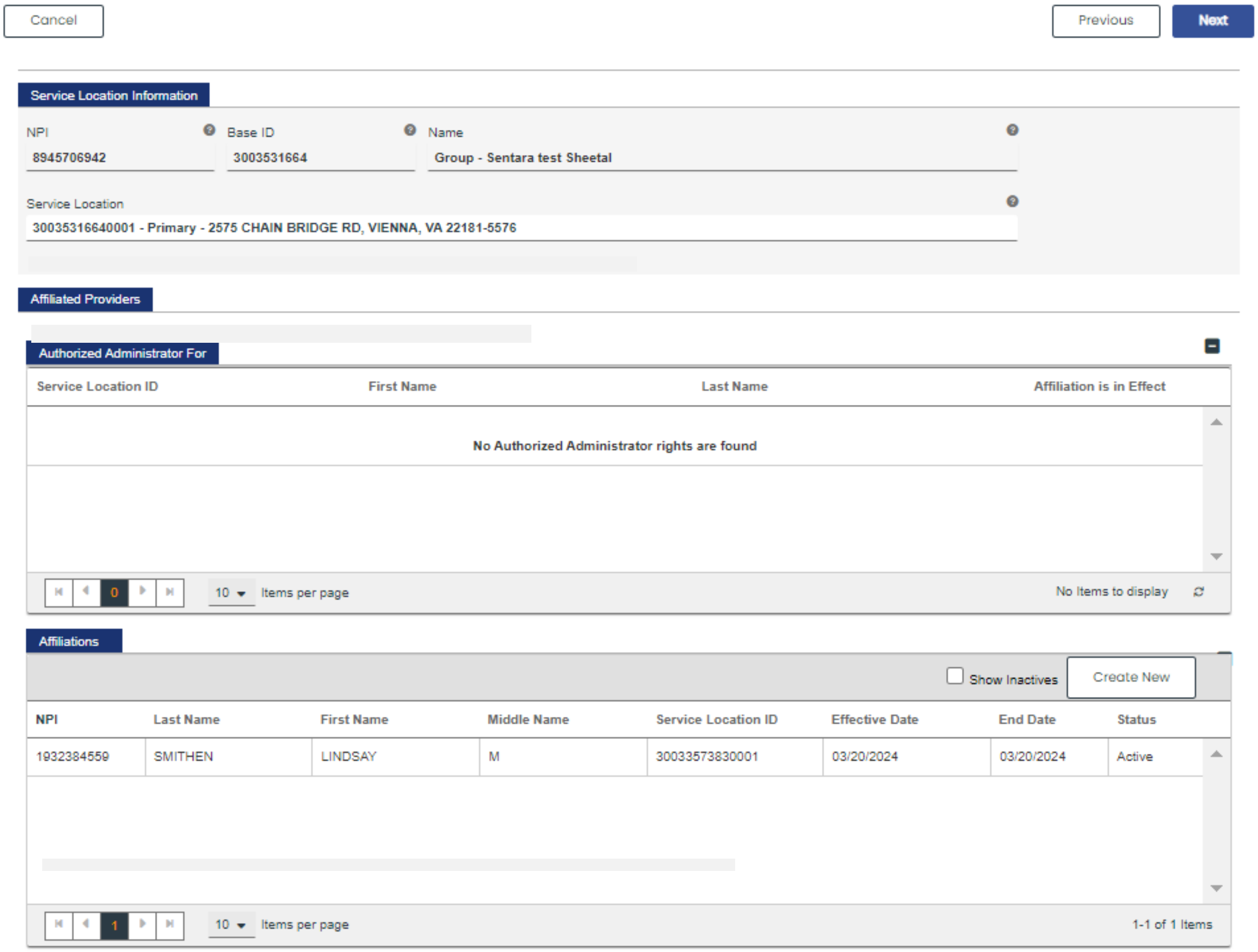


Figure 83: Affiliation - Authorized Administrator

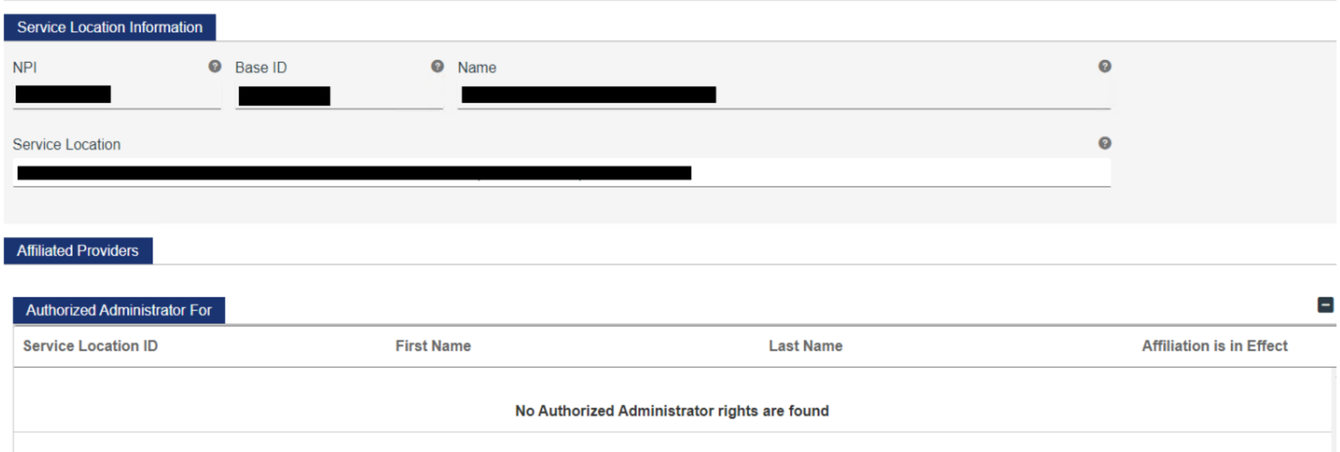
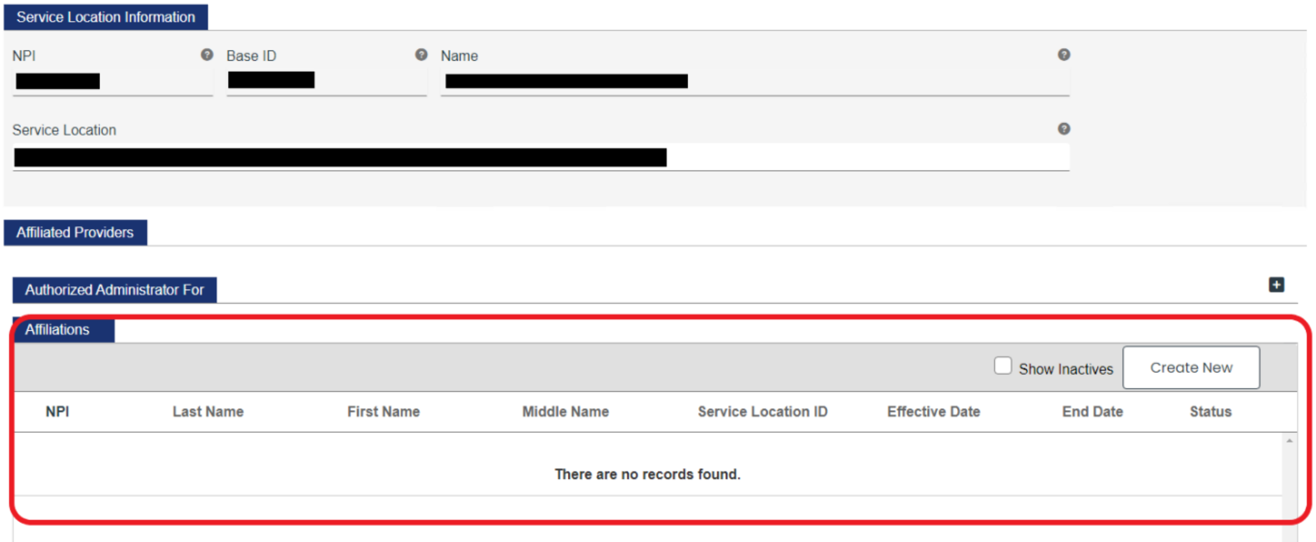


Figure 84: Affiliation – Individual within a Group



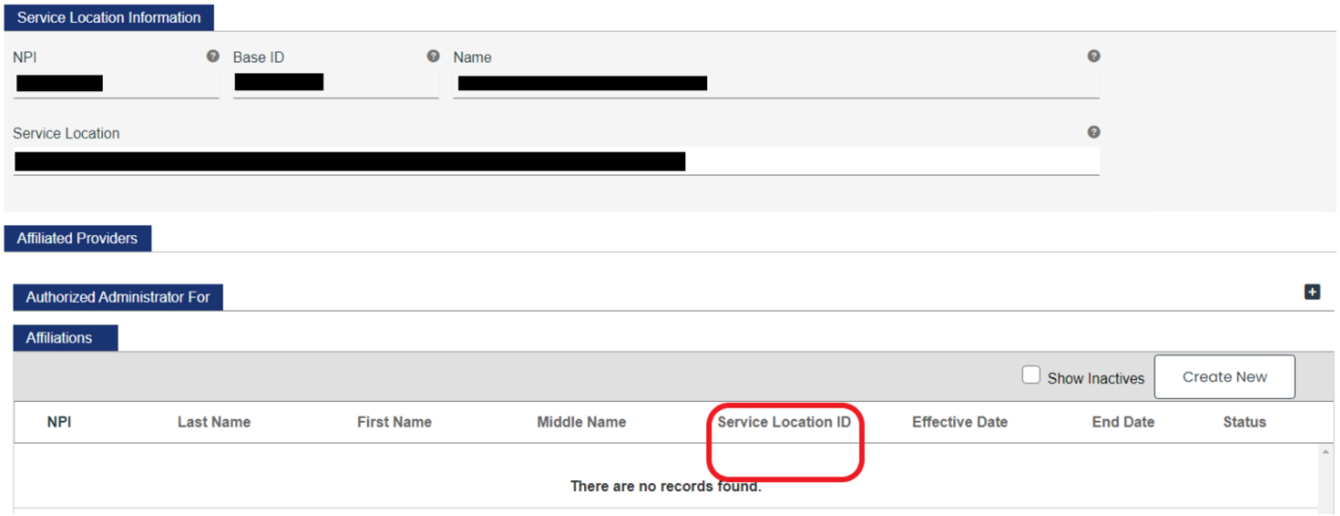

*Note: ORP Providers have a similar page to IG Providers*

### 8.7.1 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 96.

Figure 85: Group View Affiliate Service Locations




For IG and ORP Providers, click the caret icon at the beginning of the Provider record to view the Service Location Address. Refer to Figure 97.

Figure 86: IG View Affiliate Service Locations


### 8.7.2 Add Affiliated Provider

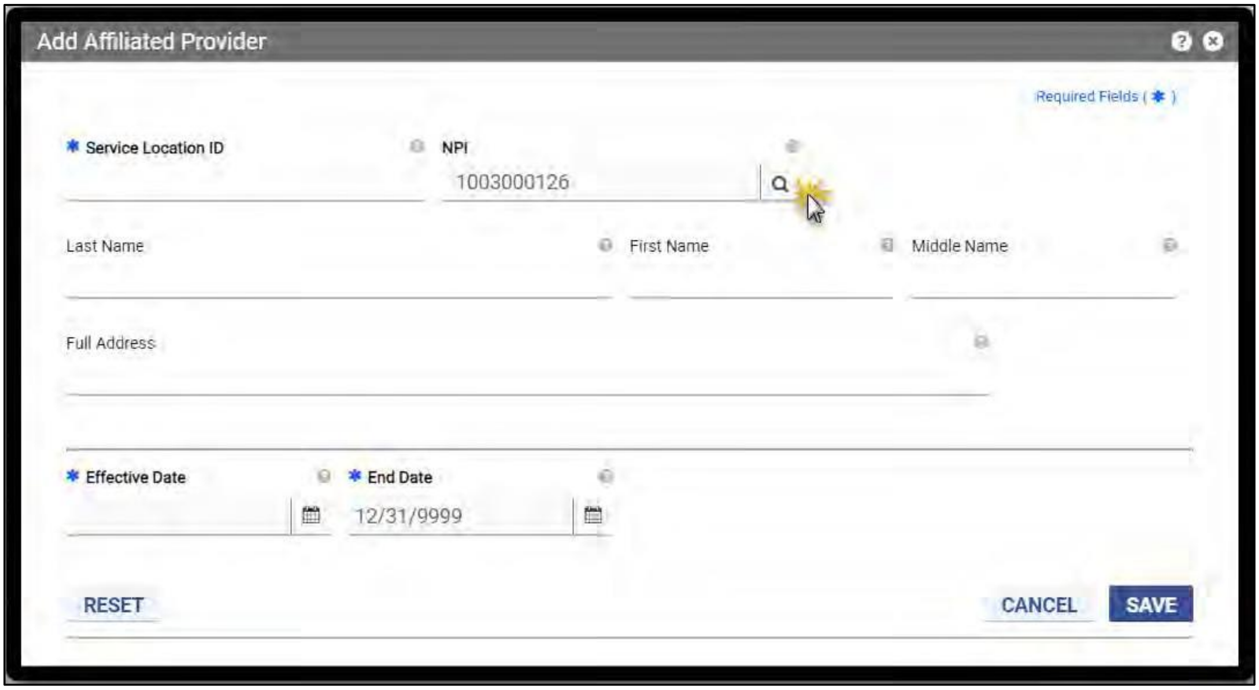
Providers and provider delegates may add affiliations. AA may not edit affiliations for IG providers.

Click **CREATE NEW** in the **Affiliations** section.

The **Add Affiliate Provider** window appears. Complete the Affiliate Provider information by entering either the **Service Location ID** or **NPI**.

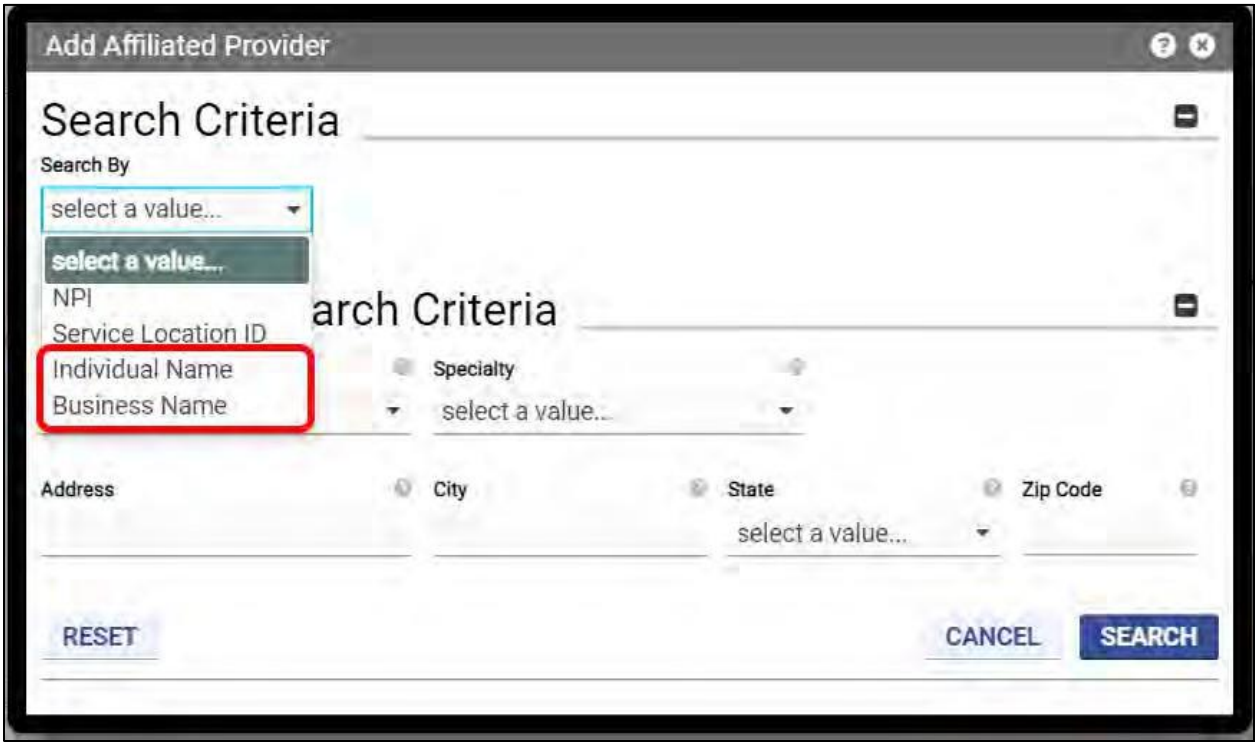
Click the magnifying glass icon to search for an affiliated provider. Refer to Figure 98.

Figure 87: Add Affiliate Provider



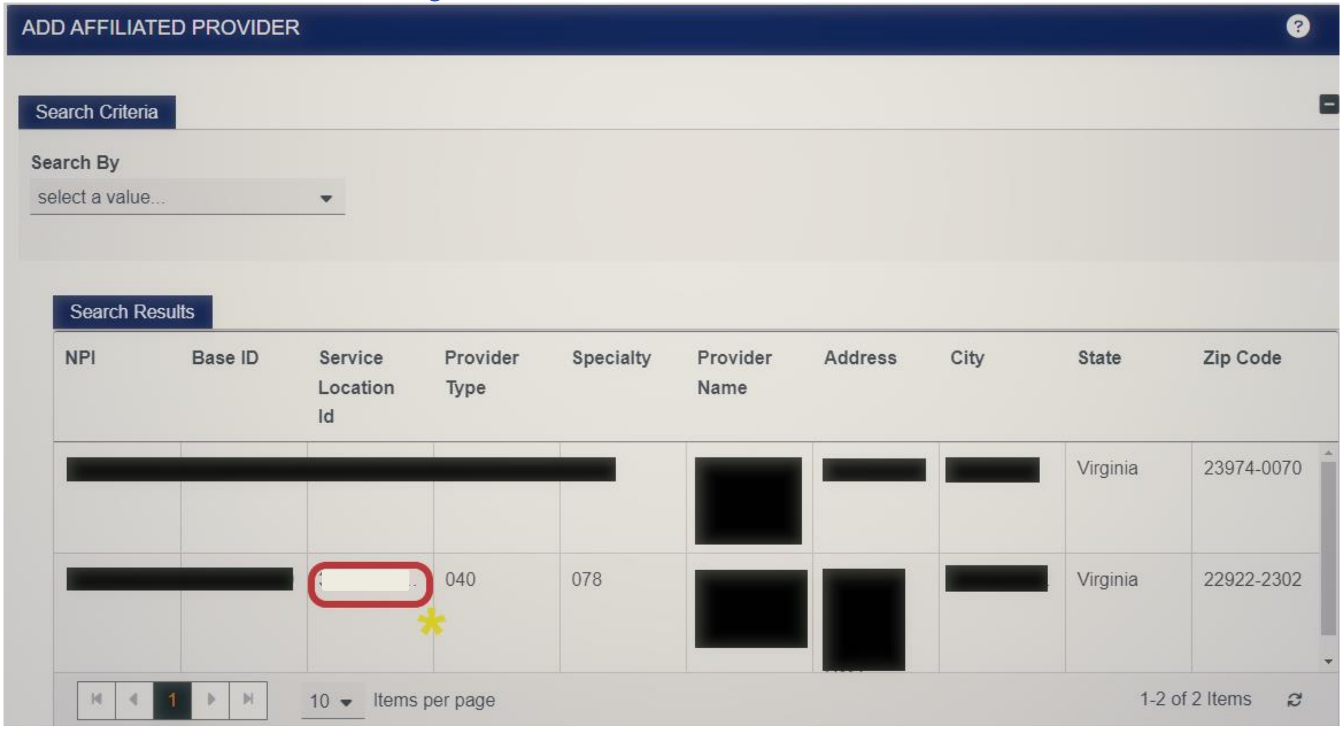

*Note: To search by name, leave all fields blank and click the magnifying glass icon. Additional search criteria must be entered. Refer to Figure 99.*

Figure 88: Affiliate Provider Search by Name



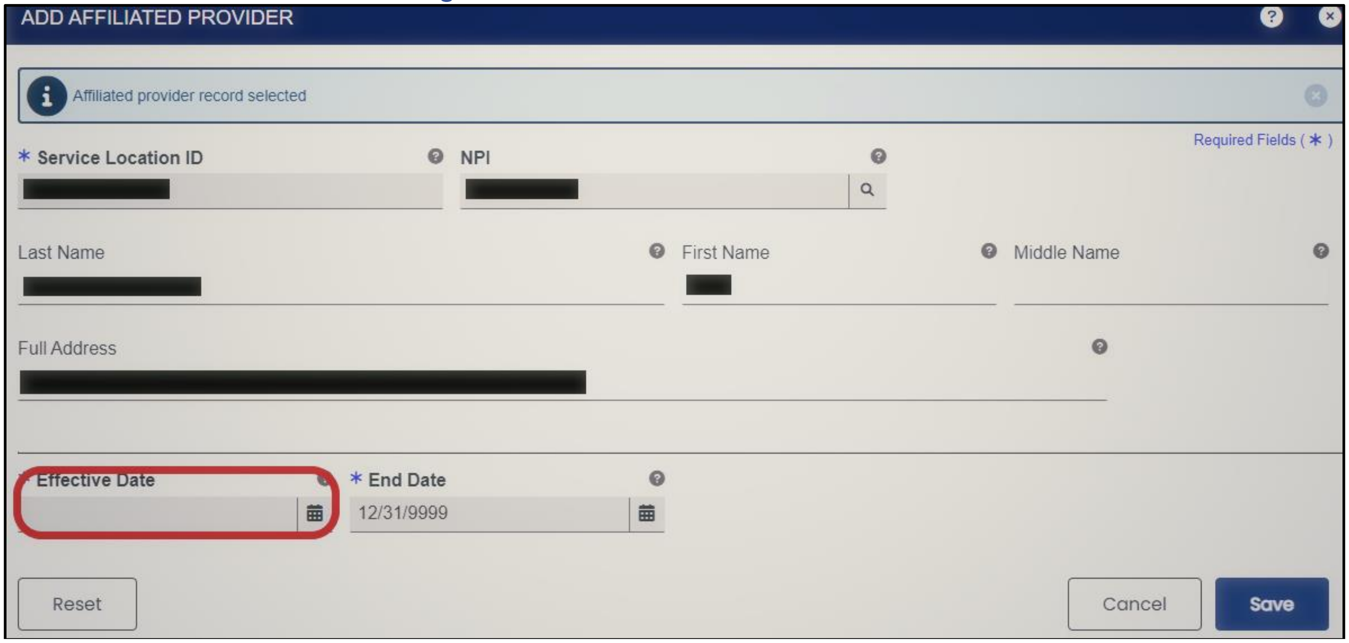

*Optional:* If more than one provider matched your criteria, click the **Service Location ID** hyperlink to select the provider. Clicking other details does NOT select the Provider. Refer to Figure 100.

Figure 89: Add Affiliate Provider Search




The Provider's details populate in the **Add Affiliated Provider** window. Enter the **Effective Date** and click **SAVE**. Refer to Figure 101.

Figure 90: Add Affiliate Provider Save



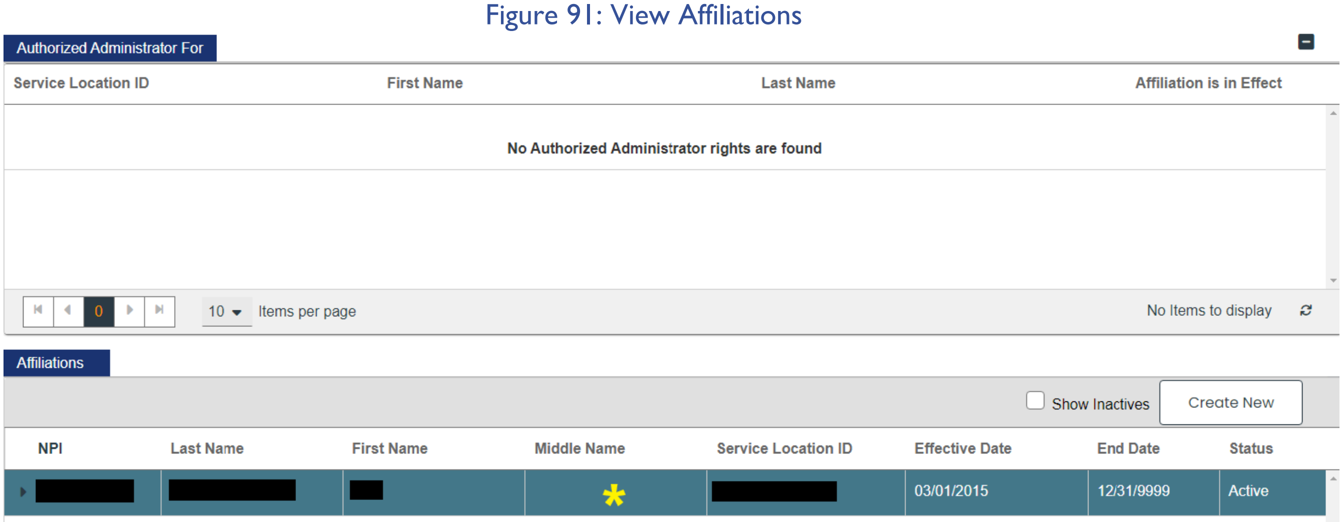

## 8.7.3 Inactivate Affiliated Provider

Providers and provider delegates may inactivate affiliations. AAs may not edit affiliations for IG providers.

Associations are per provider, and per Service Location, so if a provider is associated with multiple Service Locations, the relationship will need to be inactivated for each one.

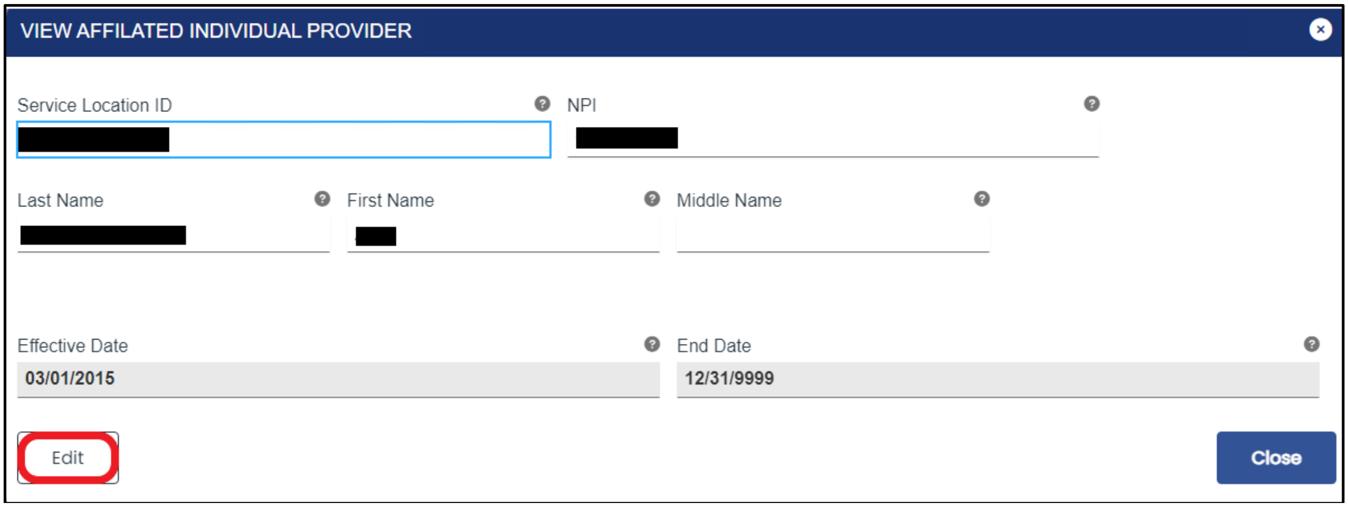
To remove an association for the current Service Location, click the record on the table for the provider. Refer to Figure 102.

Figure 91: View Affiliations



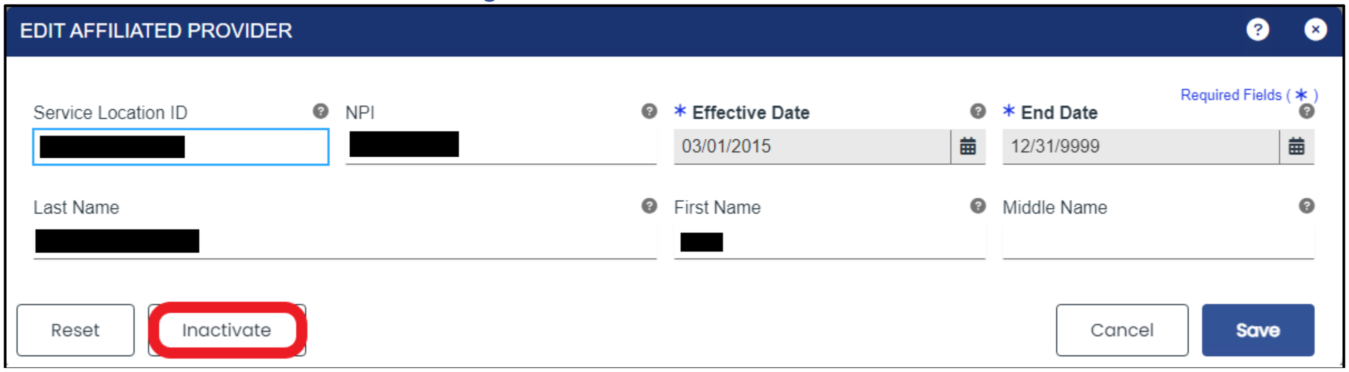
The associated provider's details are displayed. Click EDIT. Refer to Figure 103.

Figure 92: Edit Affiliation



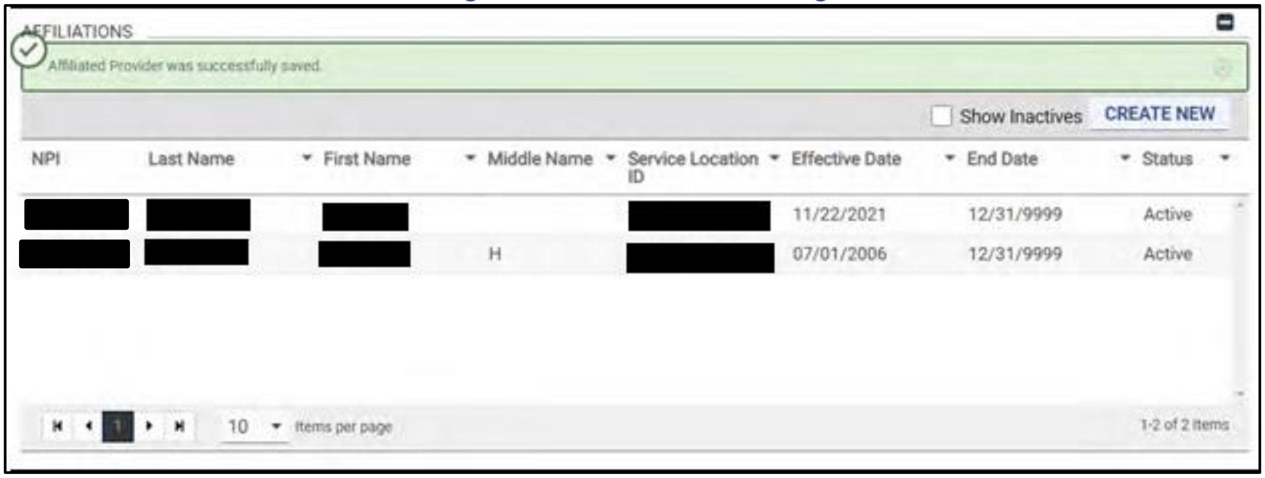

Click **INACTIVATE**. Refer to Figure 104.

Figure 93: Inactivate Affiliation



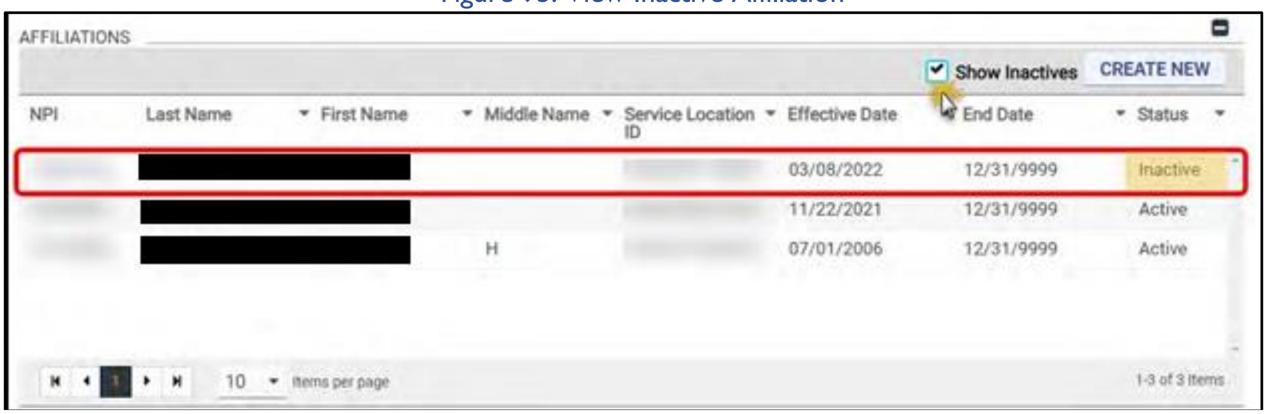

The association is inactivated and no longer displays on the list. Refer to Figure 105.

Figure 94: Save Affiliation Change




*Optional:* To view inactivated associations, select the **Show Inactives** checkbox. Refer to Figure 106.

Figure 95: View Inactive Affiliation




### 8.7.4 Managing Authorized Administrator

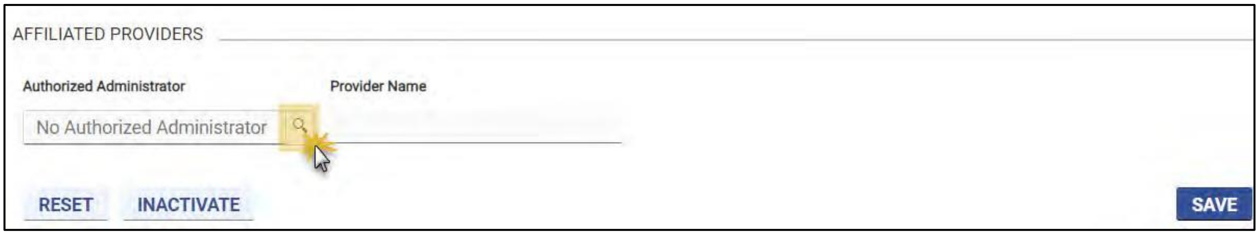
For IG Providers only, the Affiliation section is where you can view and assign your AA. An AA is a group that can access all Provider Portal features on behalf of the Provider, except for managing which group is the AA. Only one AA may be assigned, but the AA may assign Delegates.

- If you selected your AA during enrollment, the group displays in this section. The AA 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 AA during enrollment. You need to add an AA for your IG Service Locations to grant access.

Complete these steps to manage your AA:

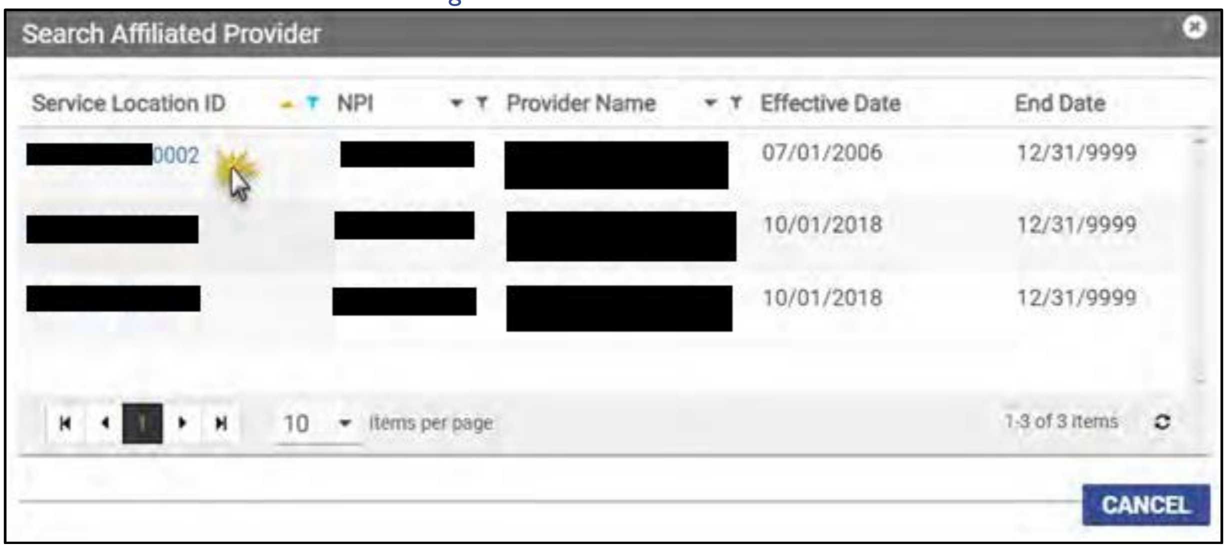
1. Click the magnifying glass icon to search for your AA. Refer to Figure 107.

Figure 96: Manage Authorized Administrator




The **Search Affiliated Provider** window displays. Click the Service Location for the already affiliated Group Provider you would like to assign as your AA. Refer to Figure 108.

Figure 97: Search Affiliated Provider




*Note: If you do not see the Group Provider that you want to assign, follow the steps in Section **8.7.1** – **View Affiliate Service Locations.***

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

The Provider's Name field populates. Click Save. Refer to Figure 109.

Figure 98: Save Authorized Administrator

## 8.8 Credentials

The Credentials page displays information for License, Medicare Number, Drug Enforcement Administration (DEA) Number, Council for Affordable Quality Healthcare (CAQH) Number, and NPI details of the Provider.

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

- *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 110 through Figure 114.

Follow the steps in Section **7.1 – 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 credentials were entered incorrectly.*

Refer to Table 13 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 **7.1.5 - Track Changes** to track changes that require processing.

*Table 13: 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 | ✓ | |

| Credentials | | | |
|---|---|---|---|
| **Section** | **Section Fields** | **Editable?** | **Requires Processing?** |
| | End Date | ✓ | |
| | Status | | |
| Credentials – Medicare Number | Medicare Crossover | ✓ | |
| | Medicare Number | Add and Inactivate Only | |
| | Medicare/Durable Medical Equipment Regional Carrier (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 |
| | Primary | ✓ | |
| | Effective Date | ✓ | |
| | End Date | Non-Primary Only Primary Always 12/31/9999 | |
| | Status | | |

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

- *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 99: Credentials - Licenses

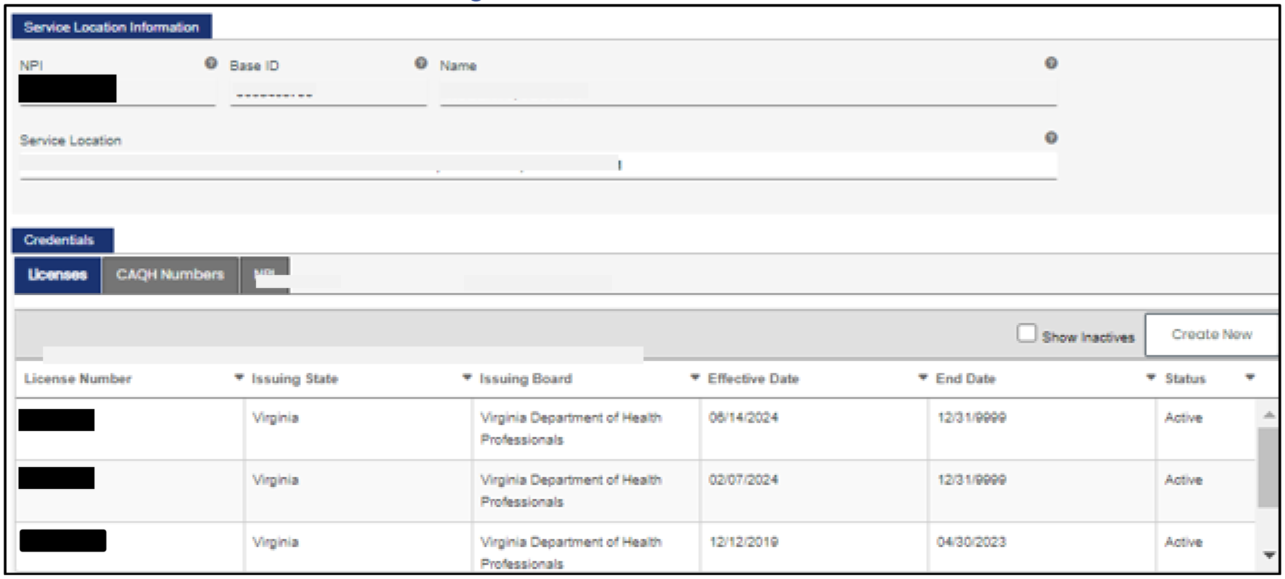



Figure 100: Credentials - Medicare Number

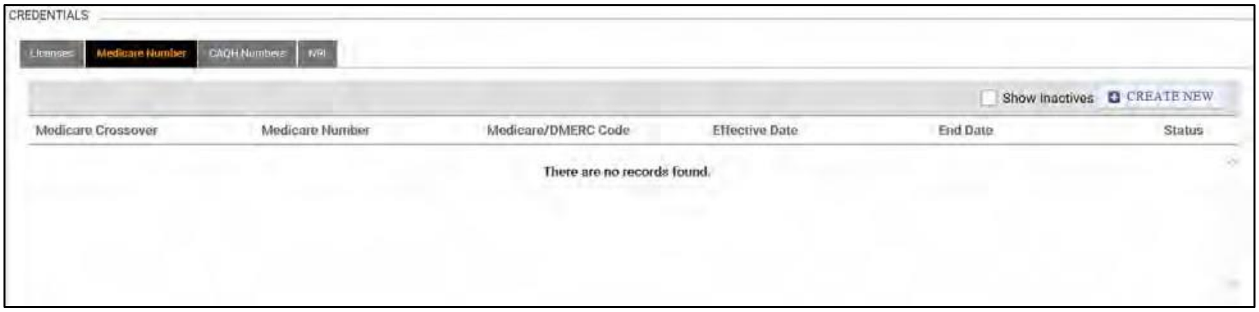
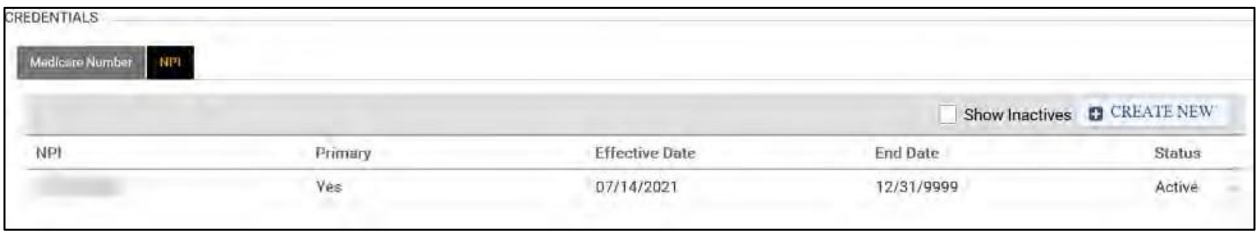



Figure 101: Credentials – DEA Numbers

Figure 102: Credentials – CAQH Numbers


Figure 103: Credentials - NPI




## 8.9 Provider Type

The Provider Type page 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 about whether the provider is a hospital or

Custodial Care facility. Refer to Figure 114 through Figure 118.

Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 14 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 **7.1.5 - Track Changes** to track changes that require processing.

*Table 14: 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 | | |
| Provider Type Information – Hospital Bed Information | Hospital Bed Type | ✓ | |
| | Number of Beds | ✓ | |
| | Effective Date | ✓ | |
| | End Date | ✓ | |
| | Status | | |

Figure 104: Provider Type - CLIA

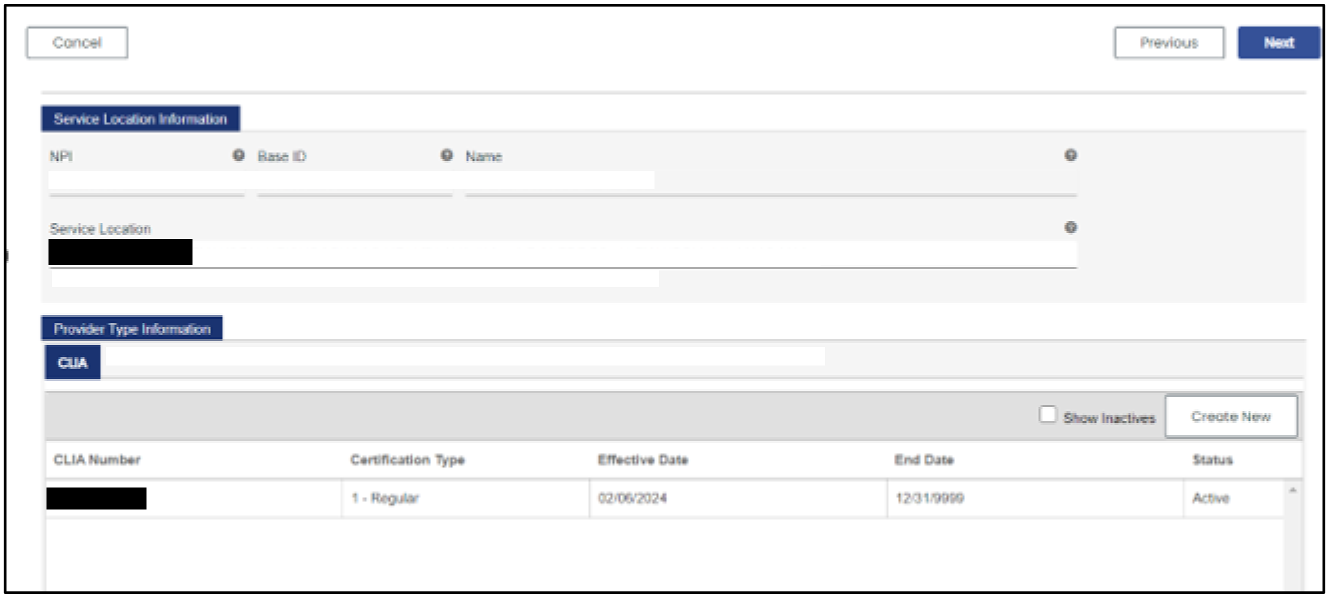


Figure 105: Provider Type - DMEPOS Surety Bonds


Figure 106: Provider Type - DMEPOS Accreditation


Figure 107: Provider Type - Hospital Bed Information


## 8.10 Other Information

The Other Information page displays information such as Certification details (specialty, certification type, etc.) and language details. Refer to Figure 119 and Figure 120.

Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 15 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 **7.1.5 - Track Changes** to track changes that require processing.

*Table 15: Other Information Fields*

| Other Information | | | |
|---|---|---|---|
| **Section** | **Section Fields** | **Editable?** | **Requires Processing?** |
| Service Location Information | NPI | | |
| | Base ID | | |
| | Name | | |
| | Service Location | | |
| Other Information - Languages | Language | ✓ | |
| | Effective Date | ✓ | |
| | End Date | ✓ | |
| | Status | | |
| Other Information - Certifications | Specialty | ✓ | Yes |
| | Certification Type | ✓ | |
| | Other Certification | | |
| | Certification Number | ✓ | |
| | Exempt From Accreditation | ✓ | |
| | Effective Date | ✓ | |
| | End Date | ✓ | |
| | Status | | |

Figure 108: Other Information - Languages

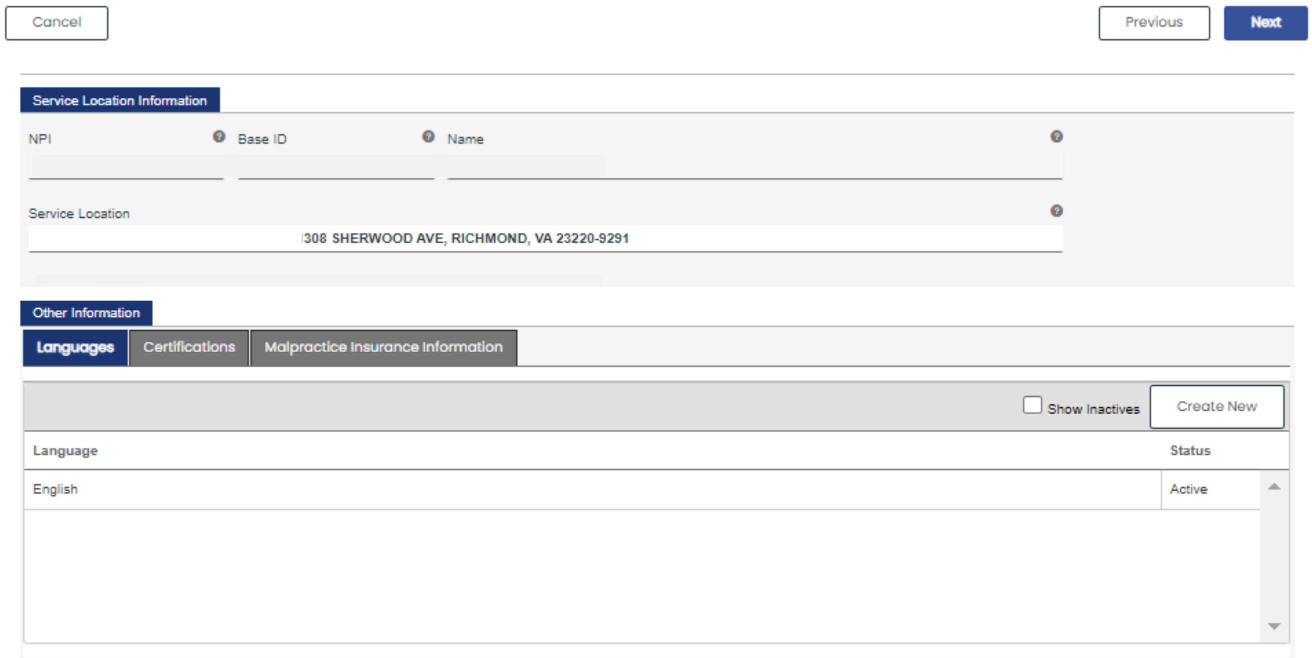

Cancel
Previous
Next
Service Location Information
NPI
Base ID
Name
Service Location
308 SHERWOOD AVE, RICHMOND, VA 23220-9291
Other Information
Languages
Certifications
Malpractice Insurance Information
Show Inactives
Create New
Language
Status
English
Active

Figure 109: Other Information - Certifications


## 8.11 Disclosures

The Disclosures page 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 122.

Follow the steps in Section **7.1 – 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 120.

Figure 110: Disclosures Tabs


Refer to Table 16 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 SSN is only displayed 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 **7.1.5 - Track Changes** to track changes that require processing.

*Table 16: Disclosures Fields*

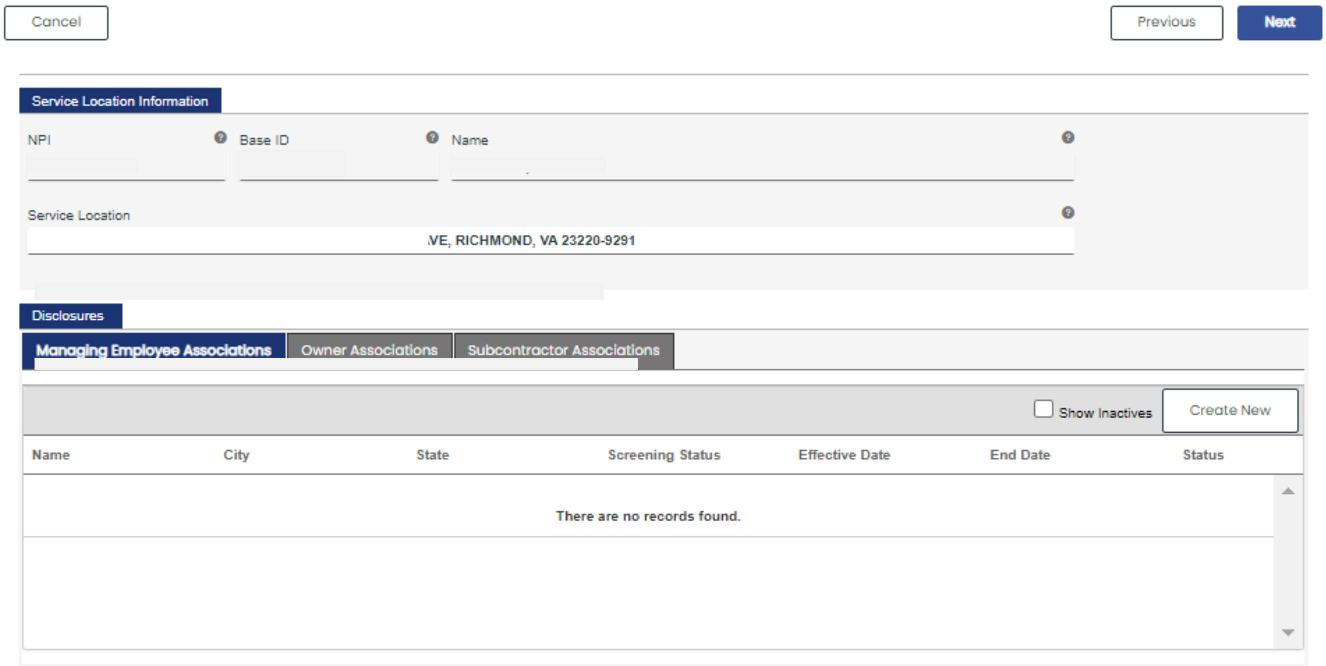
| Disclosures | | |
|---|---|---|
| **Disclosure** | **Disclosure Fields** | **Requires Processing?** |
| Managing Employee Associations | • Relationship with Provider's Organization<br>• Last Name<br>• First Name<br>• Middle Name<br>• Suffix<br>• SSN<br>• DOB<br>• Fingerprinting Confirmation Number<br>• Address Line 1<br>• Address Line 2<br>• City<br>• State<br>• Country<br>• Zip Code<br>• Effective Date<br>• End Date | Add and Edit Only |
| Managing Employee Associations - Individual Relationship Disclosure | • First Name<br>• Last Name<br>• Middle Name<br>• Suffix<br>• SSN<br>• Individual Relationship Type | Add and Edit Only |
| Owner Associations | • Owner Association Type (Individual/Business)<br>• Business Name<br>• Employer Identification Number (EIN)<br>• Last Name<br>• First Name<br>• Middle Name<br>• Suffix<br>• SSN<br>• Birth Date<br>• Fingerprinting Confirmation Number<br>• Address Line 1<br>• Address Line 2<br>• City<br>• State<br>• Country<br>• Zip Code<br>• Email Address<br>• Percentage Interest | Add and Edit Only |

| Disclosures | | |
|---|---|---|
| | • Effective Date<br>• End Date | |
| Owner Associations - Individual Relationship Disclosure | • First Name<br>• Last Name<br>• Middle Name<br>• Suffix<br>• SSN<br>• Individual Relationship Type | Add and Edit Only |
| Subcontractor Associations | • Subcontractor, Association Type (Individual / Business)<br>• Business Name<br>• Last Name<br>• First Name<br>• Middle Name<br>• Suffix<br>• Tax ID (SSN/EIN)<br>• Birth Date<br>• Effective Date<br>• End Date | Add and Edit Only |

*Note: Ownership Changes – The* ***Percentage Interest*** *of all owners may not exceed 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 does not exceed 100%.*

*Note: Ownership Changes  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 111: Disclosures




## 8.12 MCO Network

The MCOs Network page displays a list of the MCOs the Provider has contracted with. You may submit a request to contract with another MCO, including any required attachments. Refer to Figure 123.

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

Follow the steps in Section **7.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 17 for a list of fields that can be viewed or edited in the **MCO Network** module.

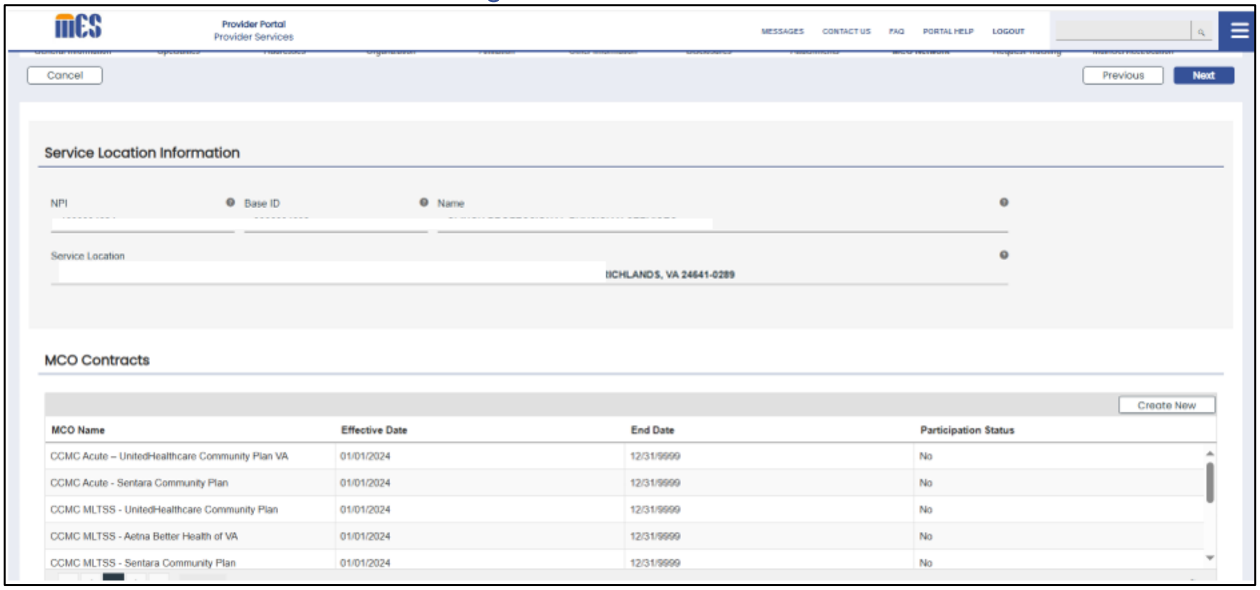
- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a checkmark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **7.1.5 - Track Changes** to track changes that require processing.

*Table 17: MCO Network Fields*

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

| MCO Network | | | |
|---|---|---|---|
| **Section** | **Section Fields** | **Editable?** | **Requires Processing?** |
| MCO Contracts | MCO Name | ✓ | Contract changes are submitted to the MCO for processing |
| | Effective Date | ✓ | |
| | End Date | ✓ | |
| | Participation Status | ✓ | |

Figure 112: MCO Network




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

## 8.12.1 Creating an MCO Request

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

Click **CREATE NEW** from the **MCO Contracts** section. The Add Managed Care Organizations window appears.

Select the MCOs by clicking them and using the arrow buttons, then click **NEXT**. Refer to Figure 124.

- ***Available MCOs*** *list (left) includes those with which the Provider does not currently have a contract or pending application.*
- ***Selected MCOs*** *list (right) includes those that the Provider would like to contract with. This list is initially blank.*

Select an MCO from the **Available MCOs** list, then click **>** to move it to the **Selected MCOs** list.

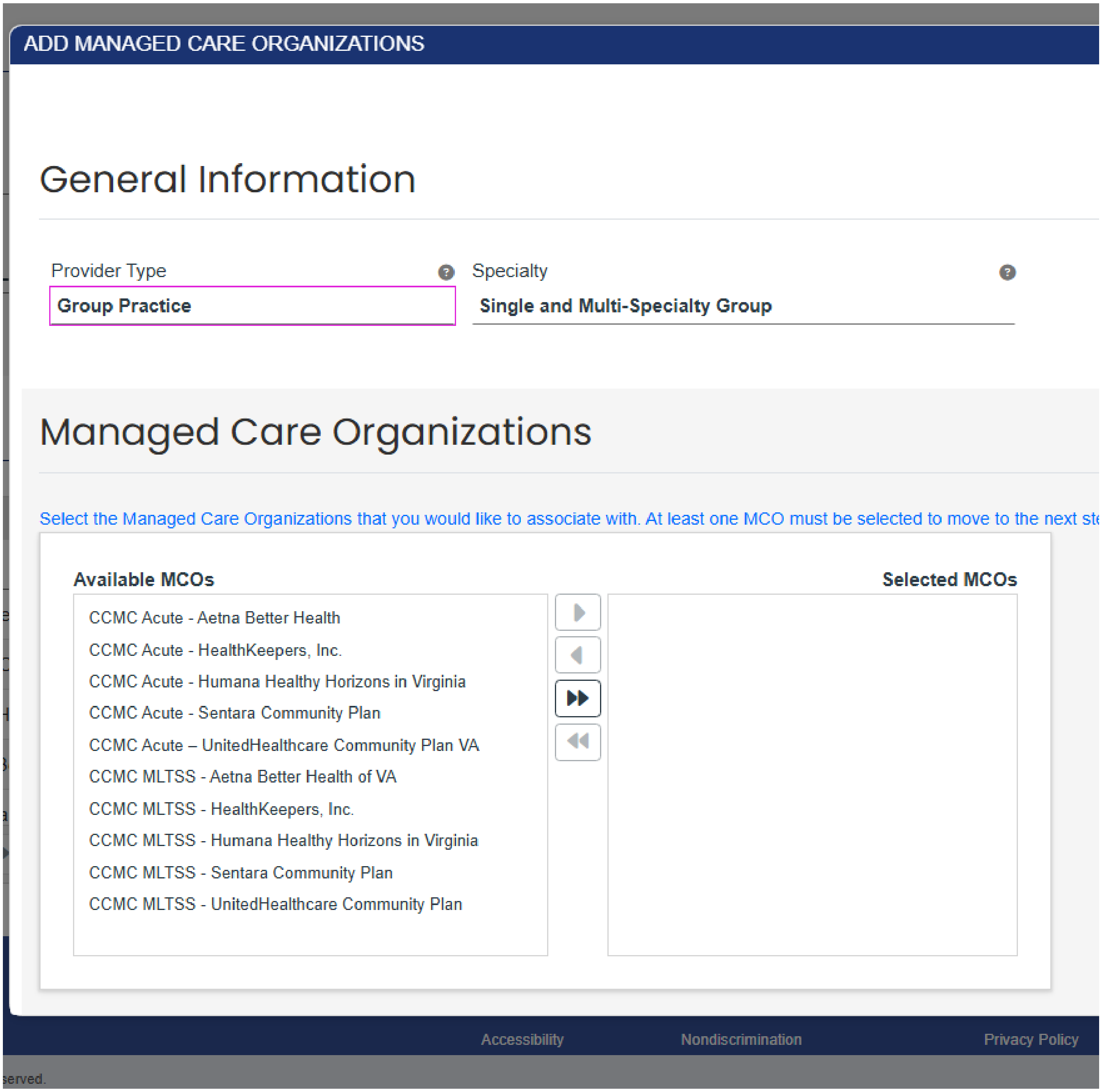
Click **>>** to move all MCOs from the **Available MCOs** list to the **Selected MCOs** list.

Select an MCO from the **Selected MCOs** list, then click **<** to move it to the **Available MCOs** list.

Click **<<** to move all MCOs from the **Selected MCOs** list to the **Available MCOs** list.

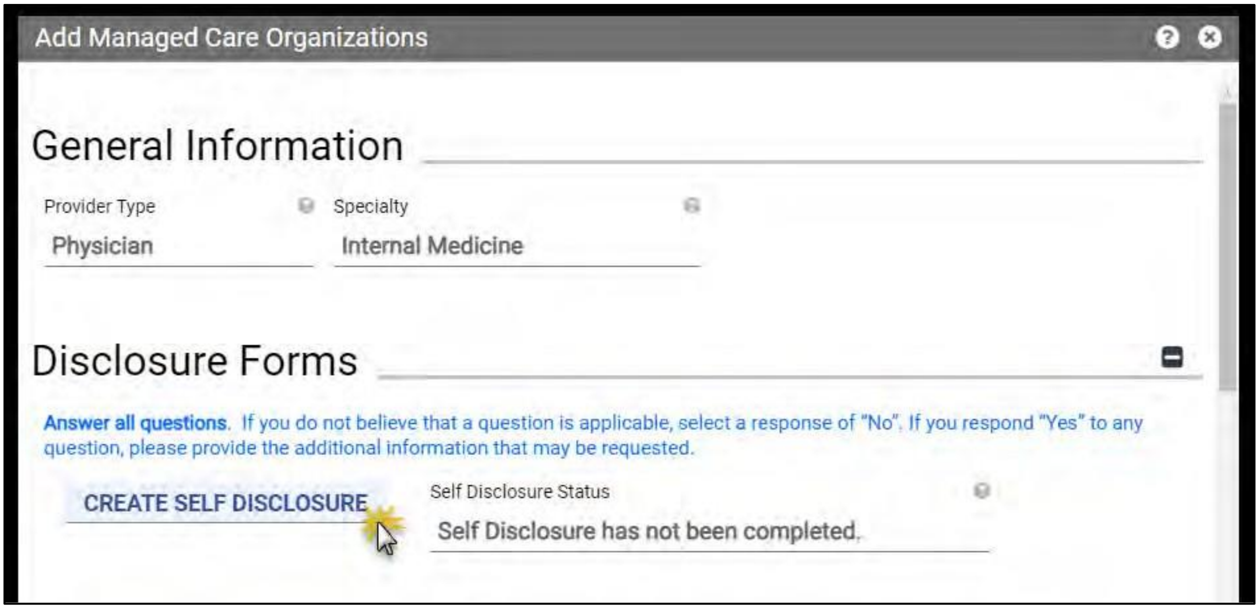
*Note: Press the* ***CTRL*** *key and click multiple MCOs to select more than one to move with* ***>*** *or* ***<****.*

Figure 113: Select MCO



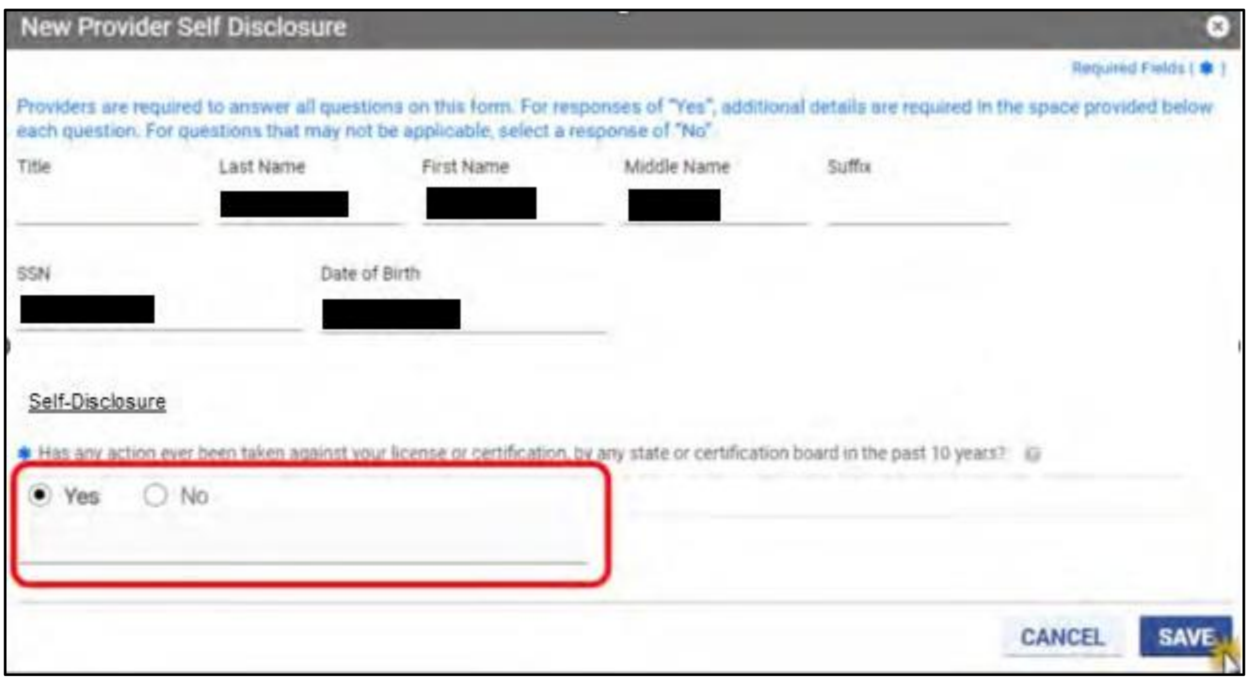

If disclosures are required, they are displayed in the **Disclosure Forms** section. Click **CREATE SELF DISCLOSURE** to open the disclosure in a new window. Refer to Figure 125.

Figure 114: MCO Disclosure Forms




Complete the disclosure and click **SAVE** at the bottom of the form. Refer to Figure 126. Repeat for any additional disclosures.

Figure 115: MCO New Provider Self Disclosure

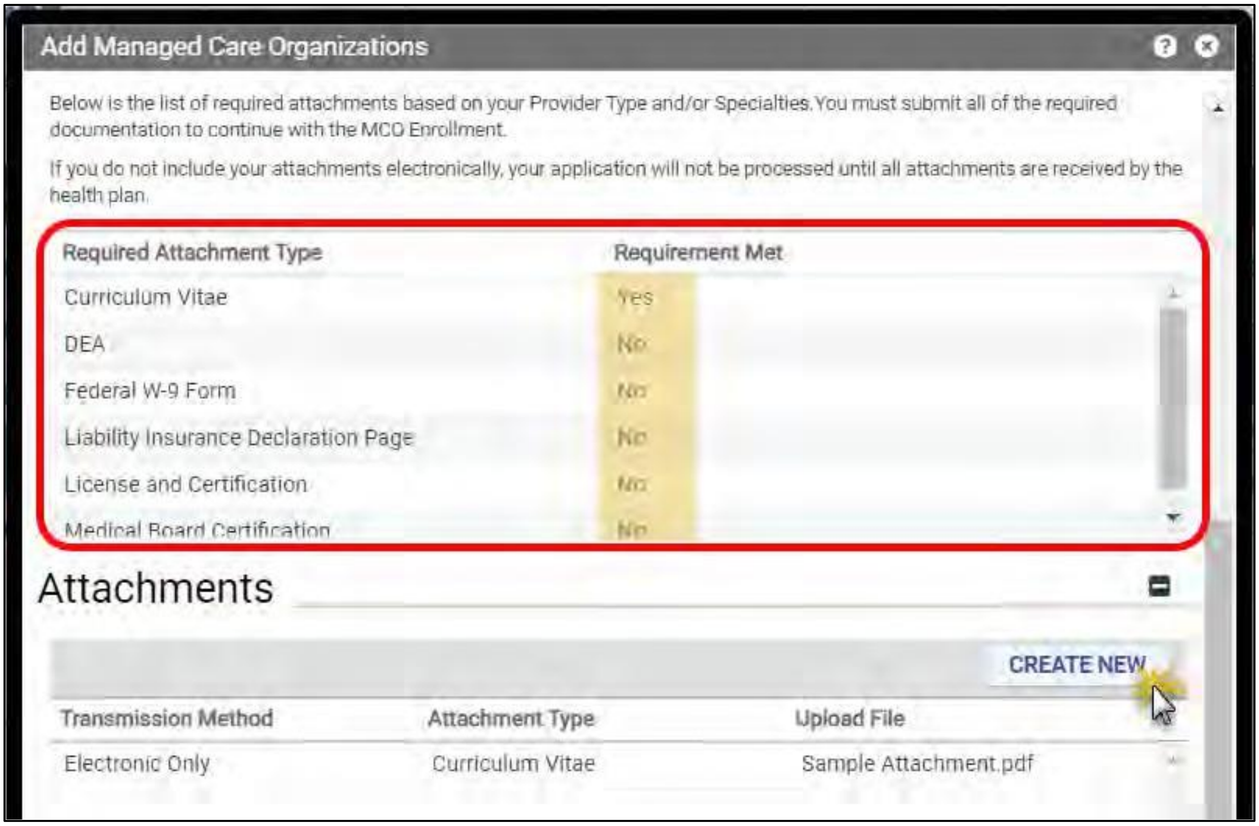



Add **Attachments** by following the steps in Section **7.1.4 - Add Attachments**. Refer to Figure 127. Repeat adding attachments until all **Requirements Met** indicate **Yes** and optional attachments have been added.

- Based on the Provider Type and Specialties for the Provider initiating a contract request, different sets of required attachments will be listed in this table.

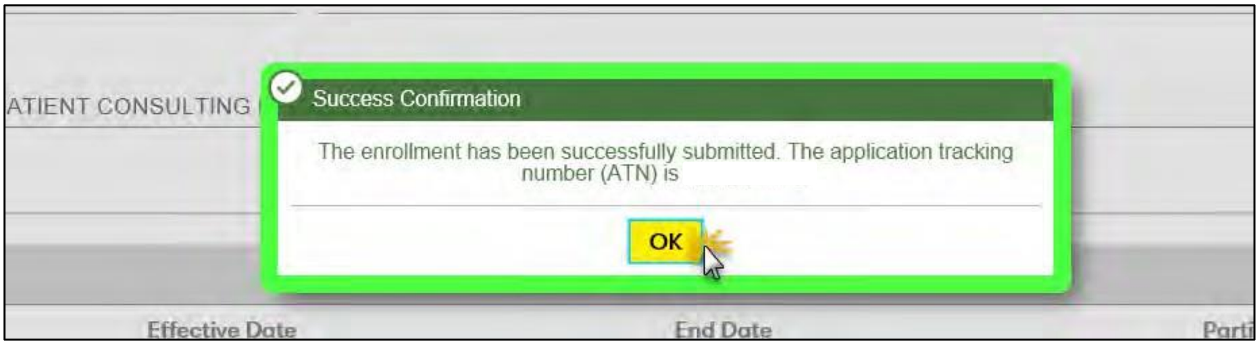
- The first column indicates which attachments are required.
- The second column indicates whether files have been loaded to meet the requirements. As attachments are loaded, the column indicator changes to Yes.
- Optional, additional supporting documentation may be attached.

Figure 116: Required Attachments



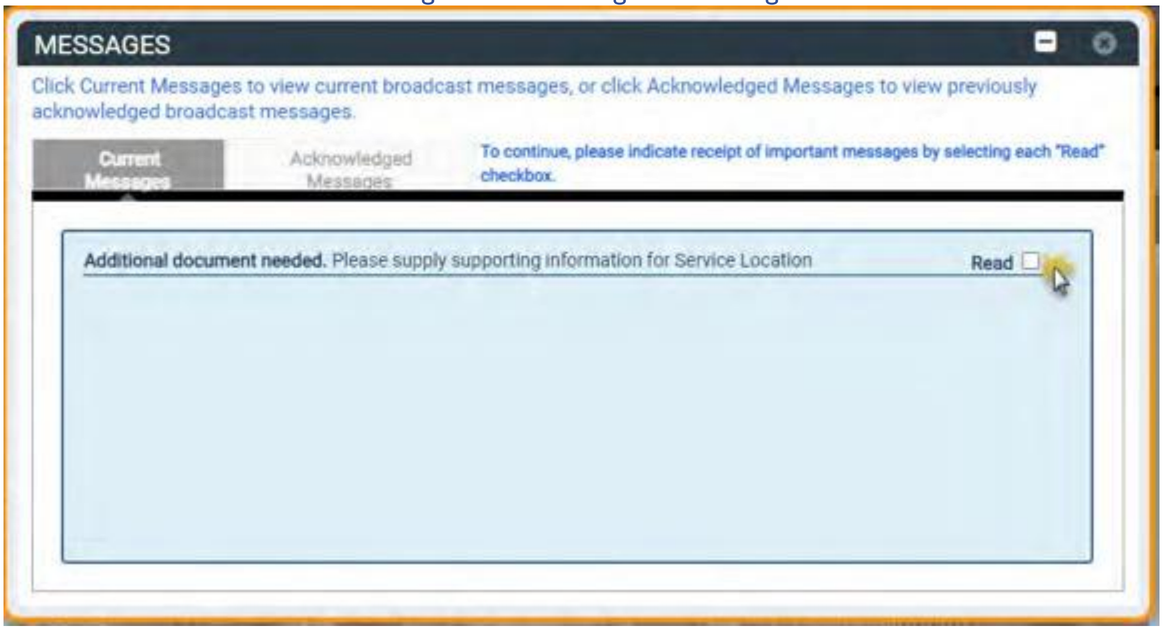

A confirmation message displays with a Tracking Number. Click **OK**. Refer to Figure 128. Your request is sent to the MCOs for review, and the MCOs will reach out to you regarding the next steps.

Figure 117: Confirmation Message



Message displays from the at-a-glance bar. Select the **Read** check box. Refer to Figure 129.

Figure 118: Message from at a glance bar



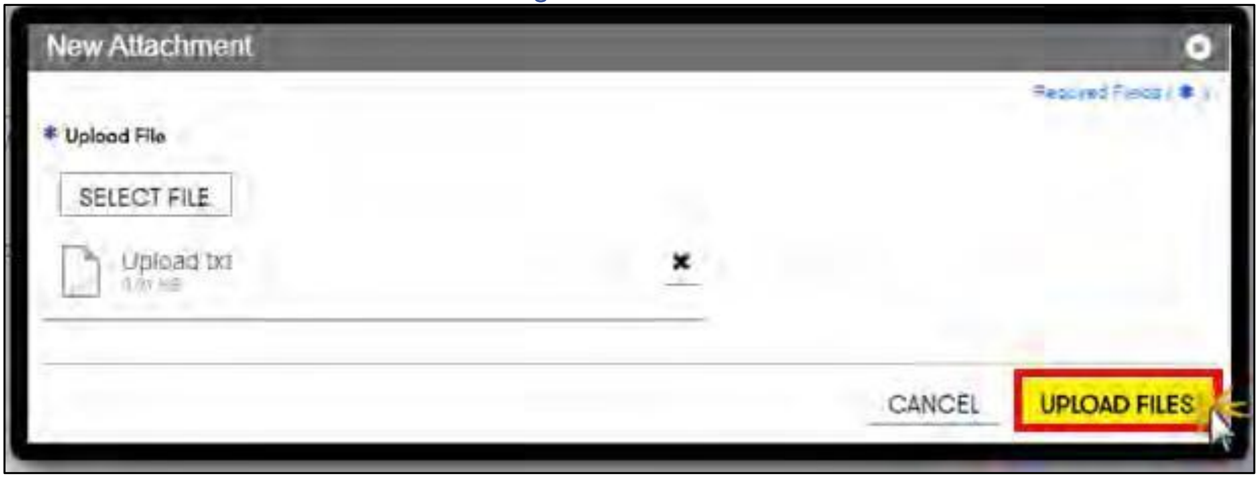
Click the upload files icon ( ) in the **MCO Contracts Attachments Required** section.

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

The **New Attachment** window appears. Complete steps in Section **Add Attachments** to add the attachment.

Click **Upload Files**

Figure 119: Select File



# 9. 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 providers or organizations 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 relate to those assigned Service Locations.
- 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.

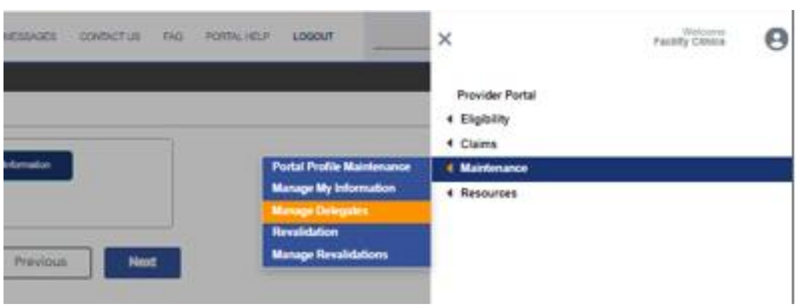
There are two types of delegates:

- **Delegates** who perform select functions in the Provider Portal that are assigned by the Providers 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 AA 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.*

Log in as a DA, navigate to the Maintenance tab, and click **Manage Delegates**. Refer to Figure 132.

Figure 120: Manage Delegates

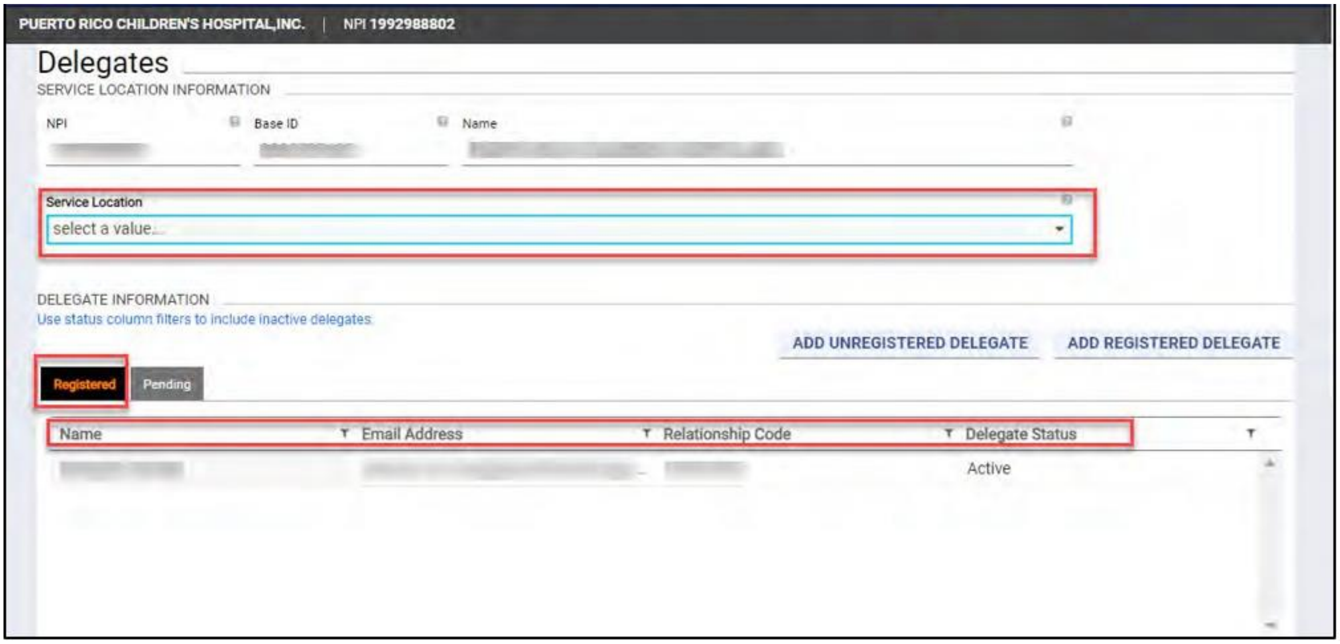



The Service Location field defaults to "Select a Value."

***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 Delegates list for that location.

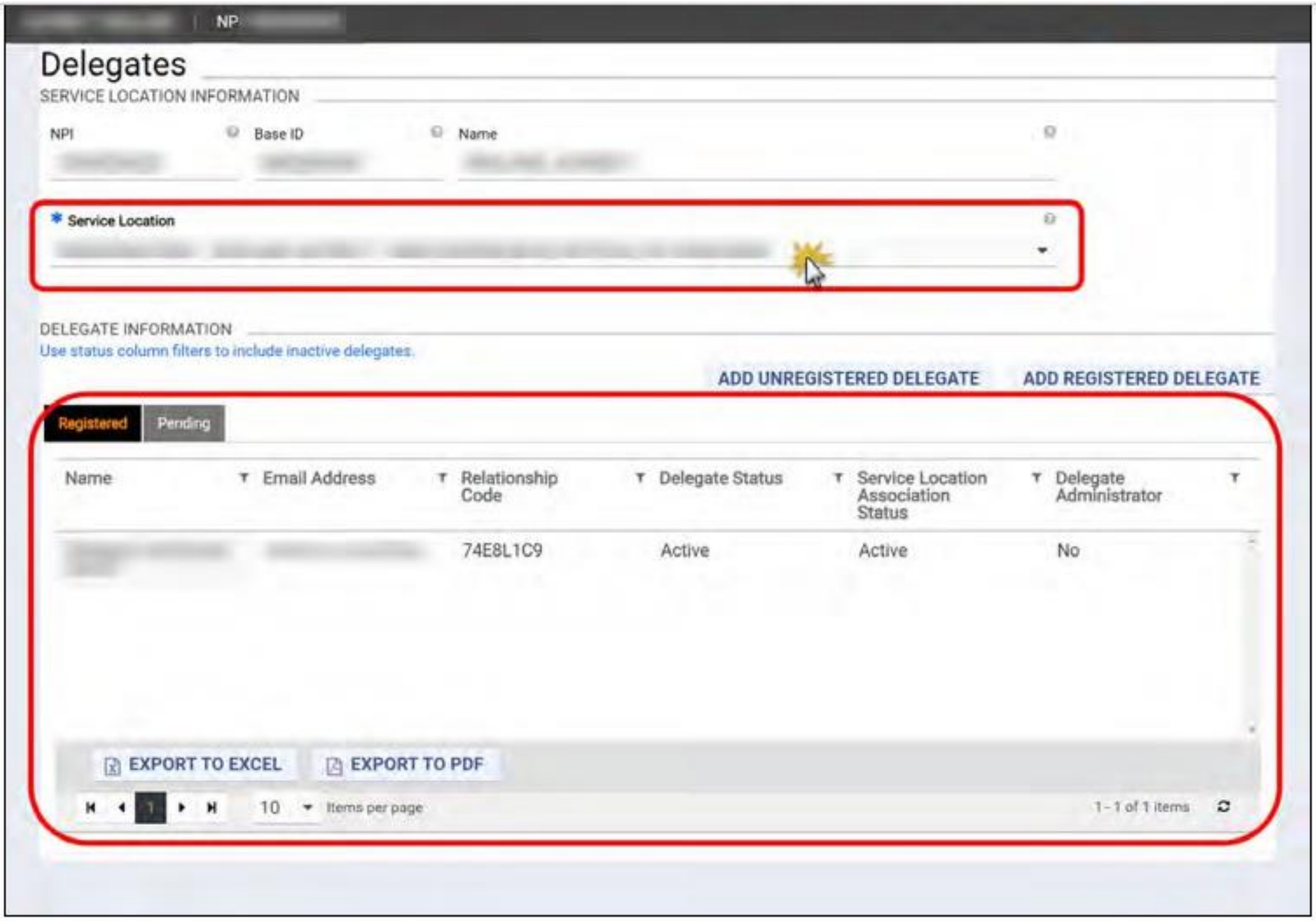
When the Service Location field is set to "**Select a Value,**" all registered delegates at the base ID display on the Registered tab, under the Delegate Information section. When no service location is selected, this section will only display four columns of information.

Figure 121: Service location set “Select a value.”




Select a location using the Service Location dropdown on the Delegates screen. The Registered tab will display only the registered delegates for the service location selected. When viewing delegates associated with a specific service location, additional service location specific information about the delegates displays. Refer to Figure 134.

Figure 122: Location Delegates

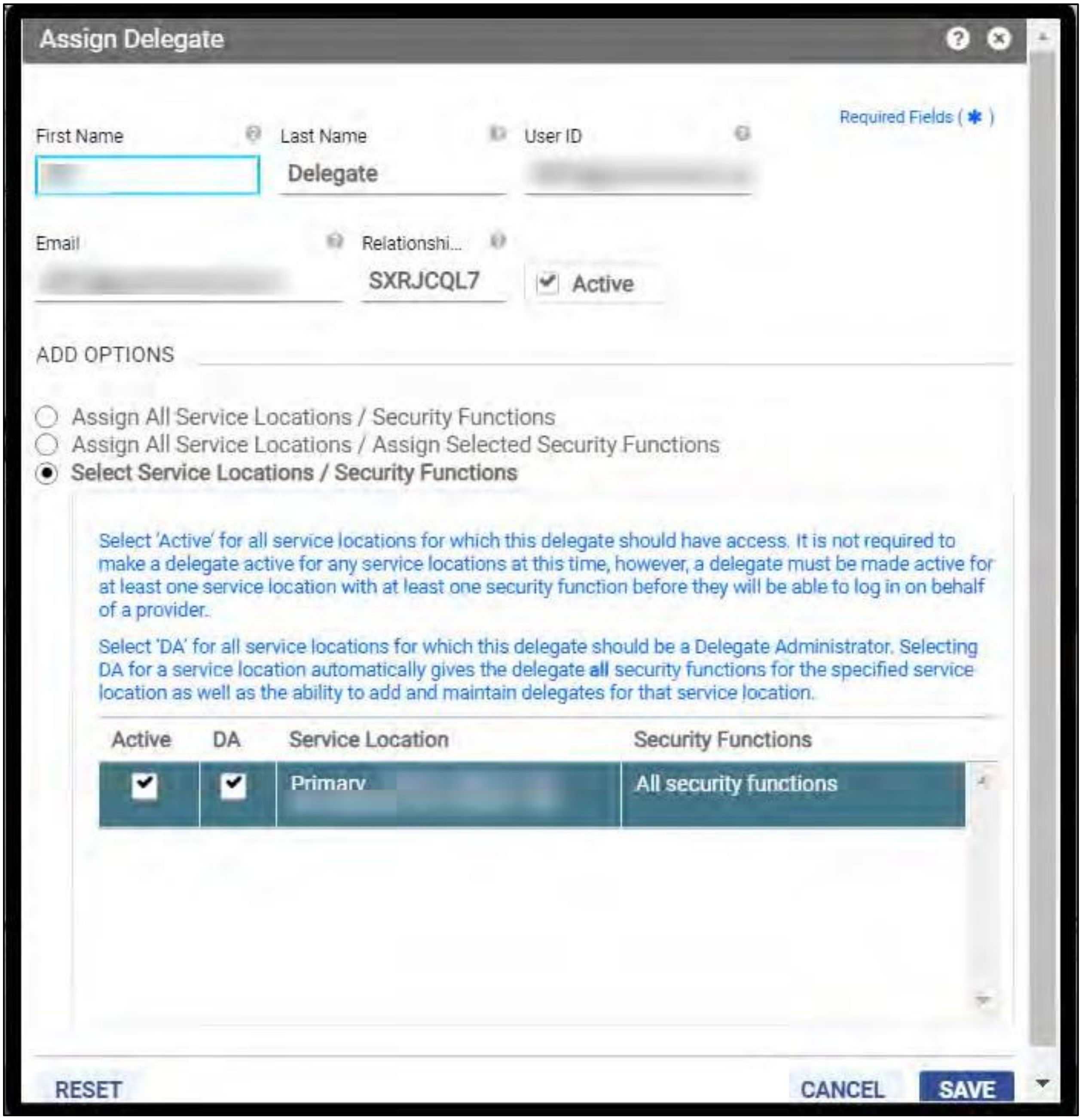



*Note: The **Pending** tab is not applicable for VA Providers.*

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 135.

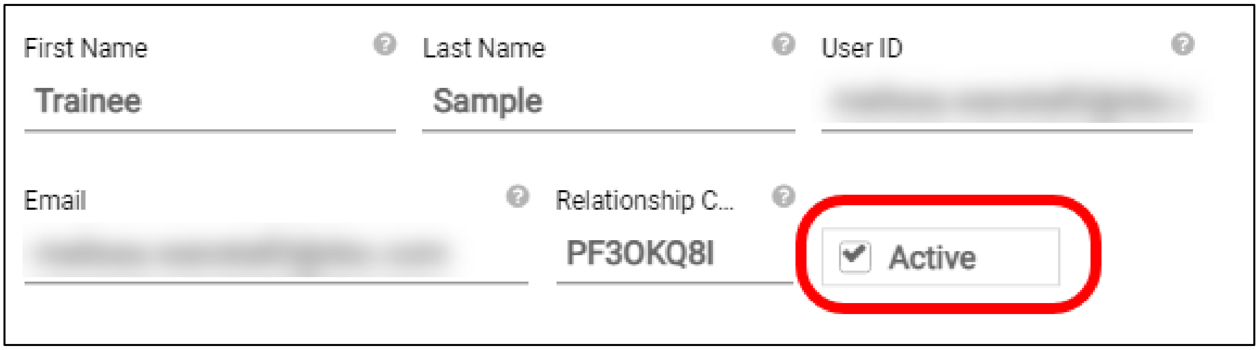
*Note: If nothing happens when you double-click the delegate's name, you will need to clear your browser cache for recent application changes to take effect. Perform the necessary steps to clear the browser cache depending on the browser version. Completely close and exit the browser. Then log back into MES and try again.*

Figure 123: View Delegate Details




*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, the Delegate will not access your account. This check box overrides any active security functions set for specific Service Locations. Refer to Figure 136.*

Figure 124: Active Delegate Setting




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

## 9.1 Delegate Security Access

Delegates Administrator (DA's) can now assign additional Service Locations to delegates that are registered at the Base ID (Tax ID level).

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 18.

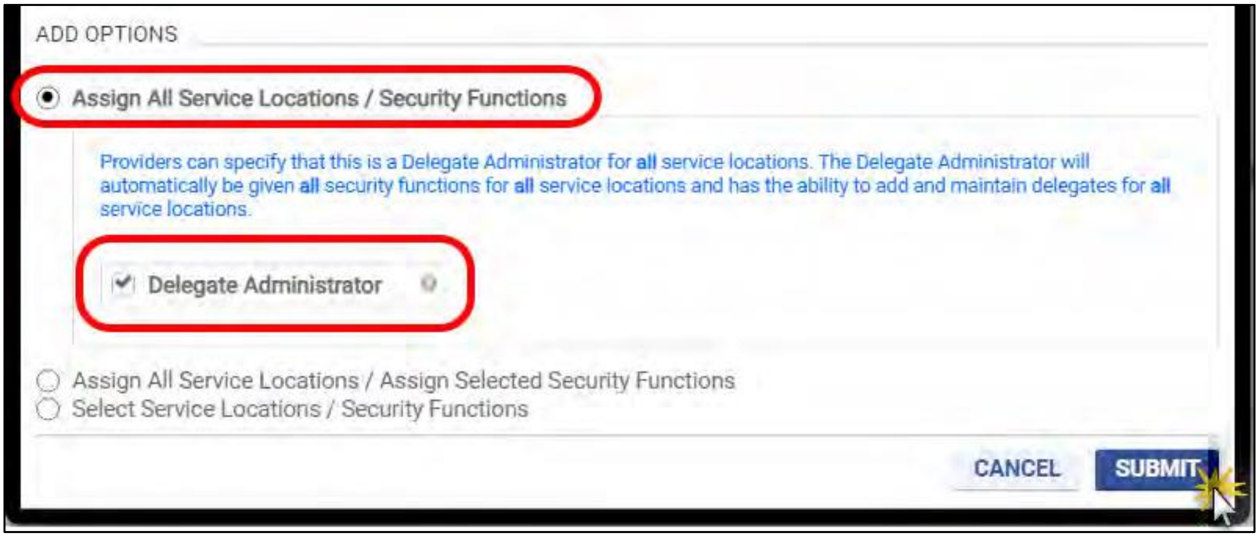
*Table 18: Delegate Security Access*

| 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. |

### 9.1.1 Assign All Service Locations/Security Functions

c. Select Assign All Service Locations/Security Functions.
d. The Delegate Administrator Check box appears. Select the check box if you want the Delegate to have full access, including managing other delegates.
e. Click SUBMIT Refer to Figure 137.
f. The Delegate is authorized to perform all security functions on behalf of the Provider for all the Providers Service Locations.

Figure 125: Assign All Service Locations/Security Functions




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

Select **Assign All Service Locations/Assign Selected Security Functions**.

The **Available Functions** list appears. Select the **Security Functions** by clicking them and using the arrow buttons, click **SUBMIT**. Refer to Figure 138 and Table 19.

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

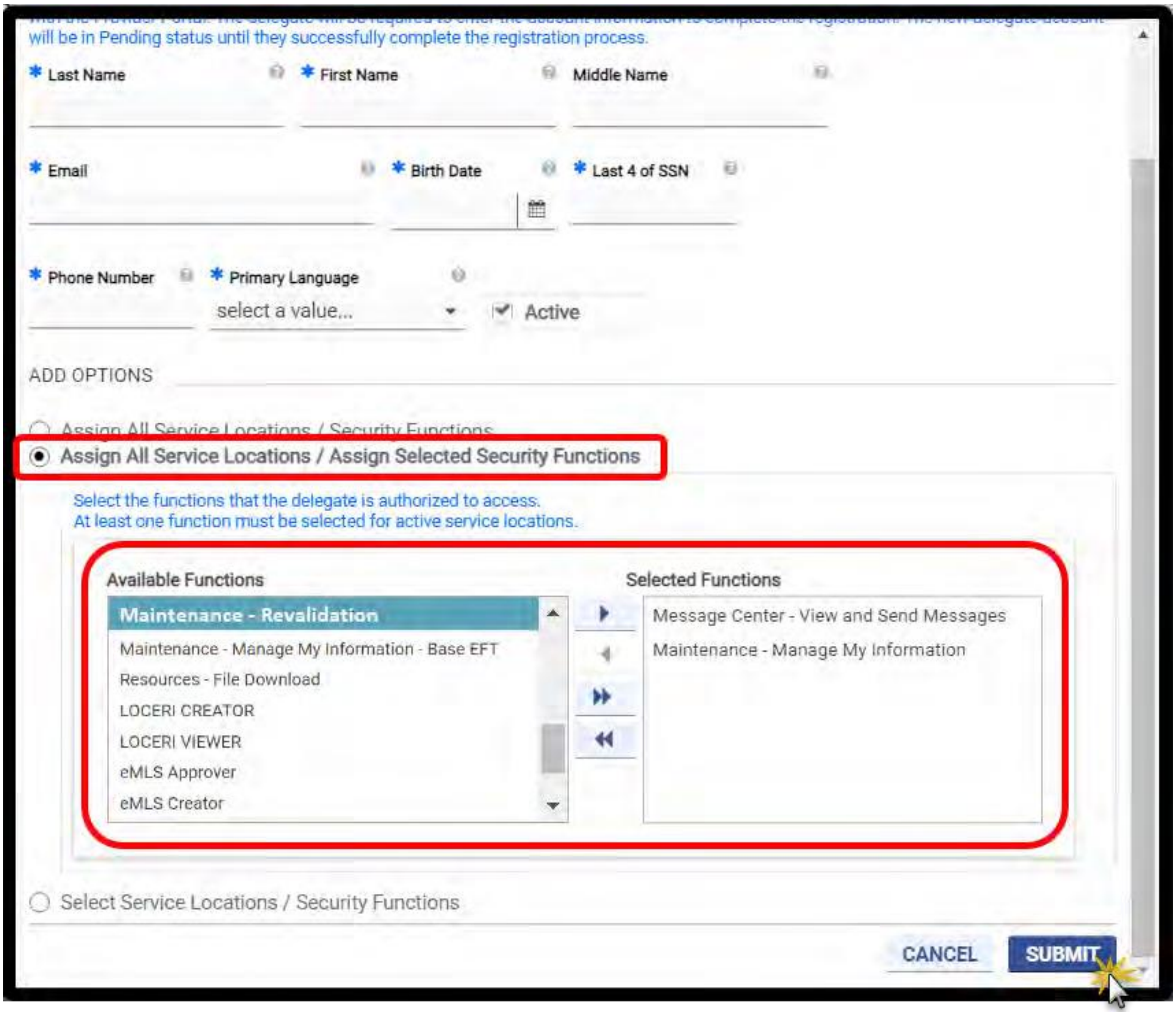
***Selected Functions*** *list (right) includes those that the Delegate will have assigned. When adding a Delegate, this list is initially blank. At least one security function must be added to continue.*

a. Select a security function from the **Available Functions** list, then click **>** to move to the **Selected Functions** list.
b. Click **>>** to move <u>all</u> security functions from the **Available Functions** list to the **Selected Functions** list.
c. Select a security function from the **Selected Functions** list, then click **<** to move to the **Available Functions** list.
d. Click **<<** to move <u>all</u> 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 the Provider's Service Locations.

Figure 126: Assign All Service Locations/Assign Selected Security Functions




*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*** *list. Refer to Figure 139.*

Figure 127: Function Note

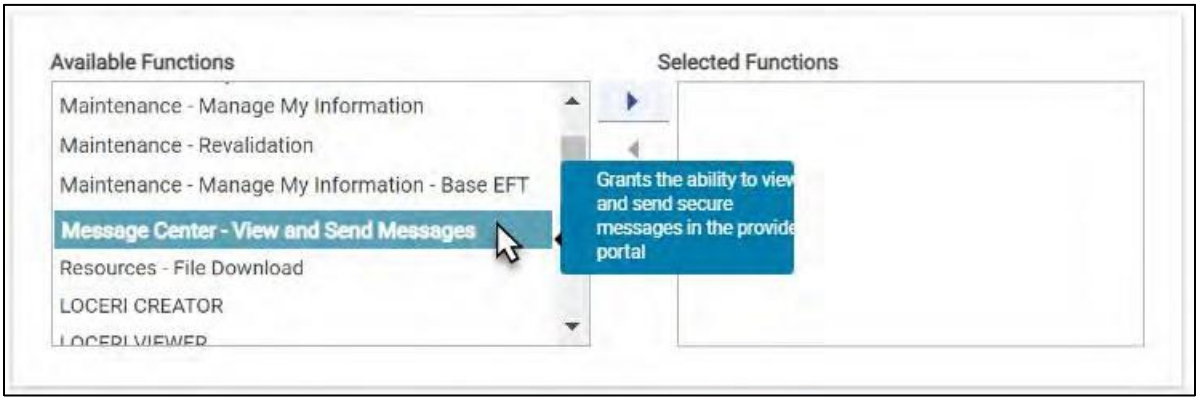



***Table 19: Delegate Security Functions***

| Delegate Function | Menu Options | Description |
|---|---|---|
| Message Center - View and Send Messages | Secure Messages (on Home page) | View, send, and receive correspondence through Secure Messaging. |
| Maintenance- Manage My Information | Maintenance > Manage My Information | View and update provider information. |
| Maintenance- Revalidation | Maintenance > Revalidation | View when revalidation is due. *Note: When revalidation is due, a link will redirect users to the Provider Enrollment system.* |
| Maintenance - Manage My Information Base EFT | None *Note: Add the Maintenance- Manage My Information functionality for menu access.* | Update EFT information for a provider. |
| Resources File Download | Resources | File Download feature providers access to PDFs of letters generated for the provider, such as change request letters, Remittance Advice (RA) notices, and revalidation notices. |
| Level of Care Review Instrument (LOCERI) Creator | Loceri > Loceri | Create LOCERI assessments in the VA Care Management Solution. |
| LOCERI Viewer | Loceri > Loceri | View LOCERI assessments in the VA Care Management Solution. |
| Programs of All-Inclusive Care for the Elderly (PACE) Creator | Loceri > Loceri | Create PACE assessments in the VA Care Management Solution. |
| PACE Viewer | Loceri > Loceri | View PACE assessments in the VA Care Management Solution. |

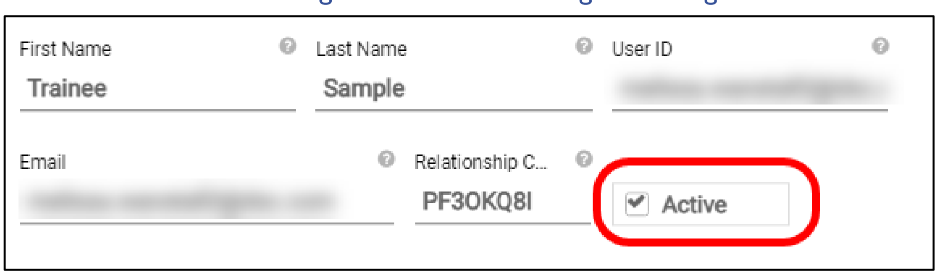
| | | |
|---|---|---|
| eMLS Approver | eMLS > eMLS | Approve updates for LTSS in eMLS from the VA Care Management Solution. |
| eMLS Creator | eMLS > eMLS | Enter data for LTSS into eMLS in the VA Care Management Solution. |
| eMLS Viewer | eMLS > eMLS | View data for LTSS in eMLS from the VA Care Management Solution. |
| Provider Portal EDI Provider Admin | EDI Admin > EDI Admin | Submit EDI Enrollment Forms, update EDI service center addresses, and assign EDI Portal user roles. |
| LTC | LTC > LTC | Search for long-term care segments for members. |
| Claims Entry | Claims > Submit Claim | Ability to submit claims. |
| Automated Response System (ARS) | Claims > Search Claims<br>Eligibility > Verification<br>Service Authorization > Service Authorization<br>Payment History | Searching functionality to support claims verification. |
| eDoc Inquiry | eDoc > eDoc | View files in the VA eDoc Management system such as cost settlements, field audits, and HCBS validations. |
| eDoc Update | eDoc > eDoc | Upload files in the VA eDoc Management system, such as cost settlements, field audits, and HCBS validations. |

### 9.1.3 Select Service Locations/Security Functions

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 140.*

Figure 128: Active Delegate Setting




Click <u>each</u> **Service Location** record to select the Delegate's **Security Functions** for that location. If the security access is missing for any Service Location, the access will not be saved. Refer to Figure 141.

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 managing 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 Functions** by clicking them and using the arrow buttons, click **SUBMIT**. Refer to Figure 141 and Table 19.

- ***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 <u>all</u> 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.

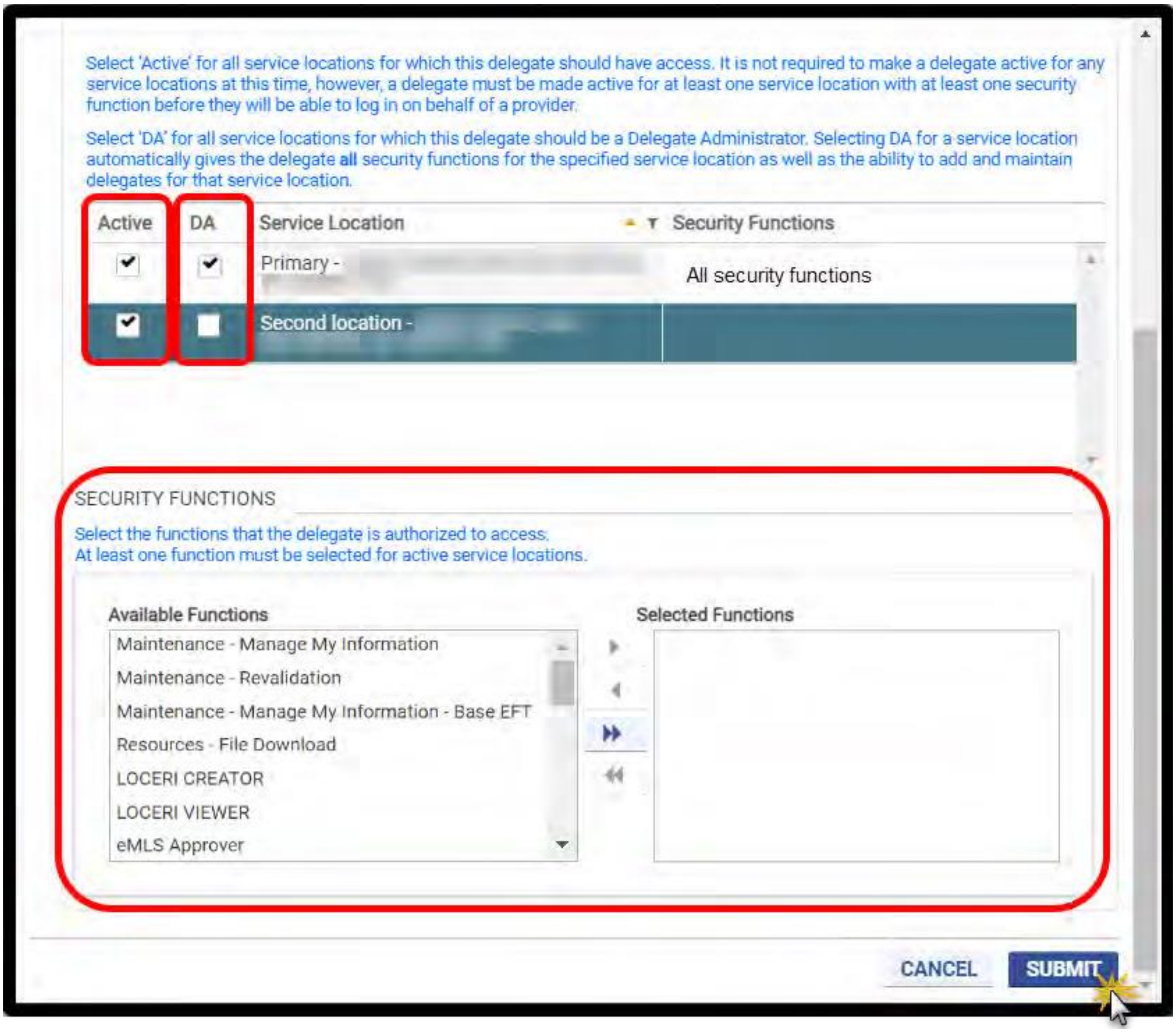
iv. Click **<<** to move <u>all</u> security functions from the **Selected Functions** list to the **Available Functions** list.

v. Click SUBMIT

*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 the Provider's selected Service Locations.

Figure 129: Selection Service Locations/Security Functions




## 9.2 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 with their **Last Name** and **Relationship Code** so that your Service Locations and functionality are added to the Delegate's existing account. Refer to Section **6.2 - Portal Profile - 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 Users**, Security Roles, and Functions

## 9.3 Provider Portal Users

There are three tiers of Secure Provider Portal Users.

- Primary Account Holder (PAH)
- Delegated Administrator (DA)
- Delegate

Additional User authorized by individual providers.

- Authorized Administrator (AA)

## 9.4 Primary Account Holder (PAH)

- Provider Portal Registration and Security Roles.

## 9.5 Add Registered Delegate

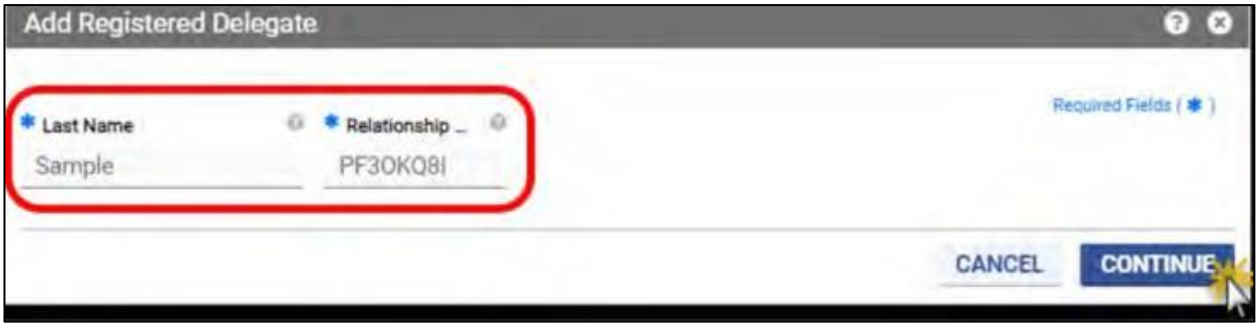
To add a Registered Delegate, complete the following steps:

From the **Delegates** page, click **ADD REGISTERED DELEGATE**. Refer to Figure 143.

Figure 130: Add Registered Delegate Button


The **Add Registered Delegate** window appears. Enter the supplied Delegate **Last Name** and **Relationship Code**, then click **CONTINUE**. Refer to Figure 144.

Figure 131: Add Registered Delegate Window



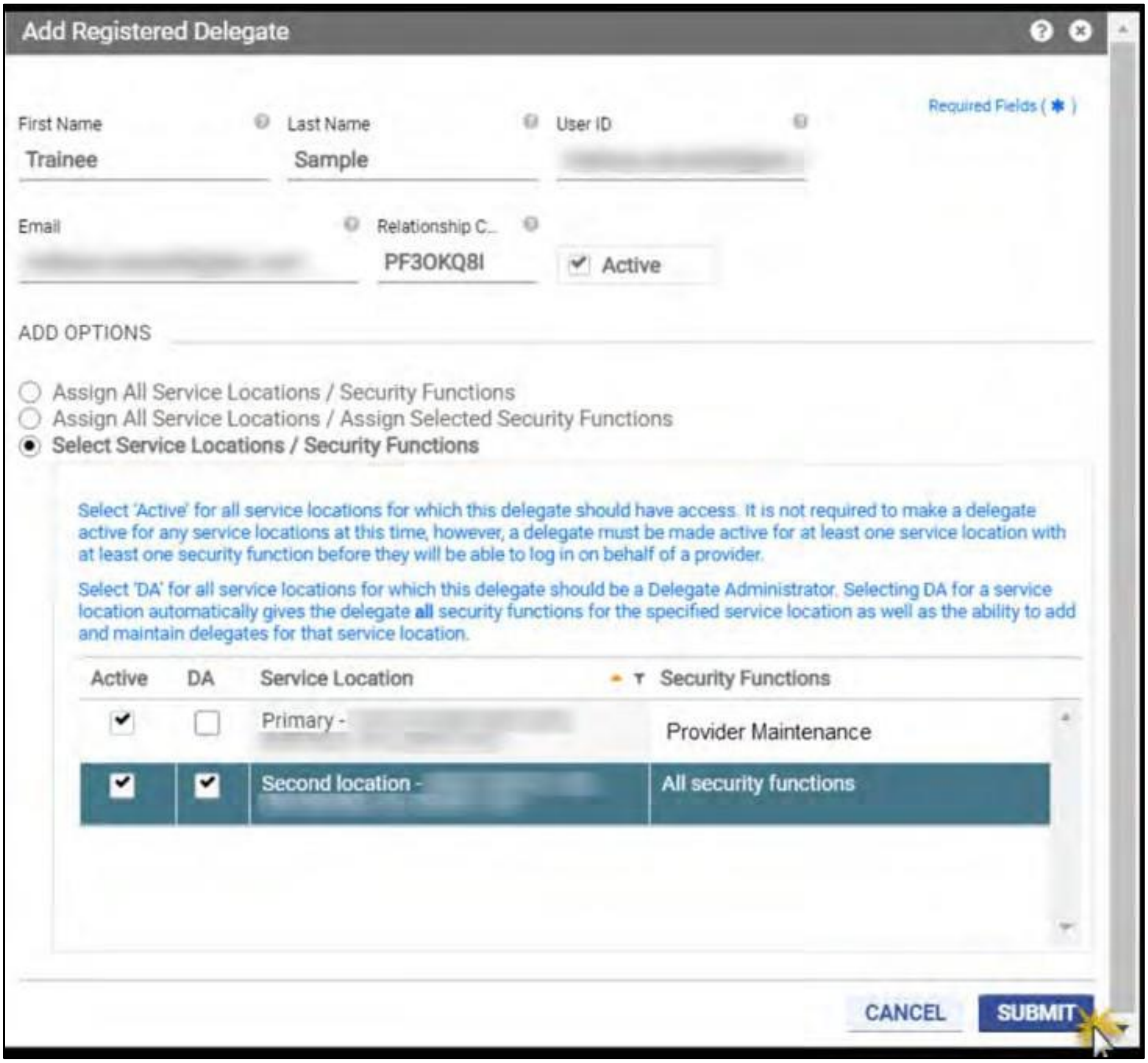

When the system validates the Last Name and Relationship Code, the Add Registered Delegate window displays the validated Delegate's information. Refer to Figure 144.

Figure 132: Add Registered Delegate Validation


Navigate to the **ADD OPTIONS** section and select the appropriate Service Locations and security levels. Refer to Section **9.1 - Delegate Security Access** for an explanation of security functions and detailed instructions.

When you have finished assigning rights, click **SUBMIT**. A confirmation message is displayed. Refer to Figure 145.

Figure 133: Add Registered Delegate Submit




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

### 9.5.1 Add Unregistered Delegate

To add an Unregistered Delegate, complete the following steps:

From the **Delegates** page, click **ADD UNREGISTERED DELEGATE**. Refer to Figure 146.

Figure 134: Add Unregistered Delegate

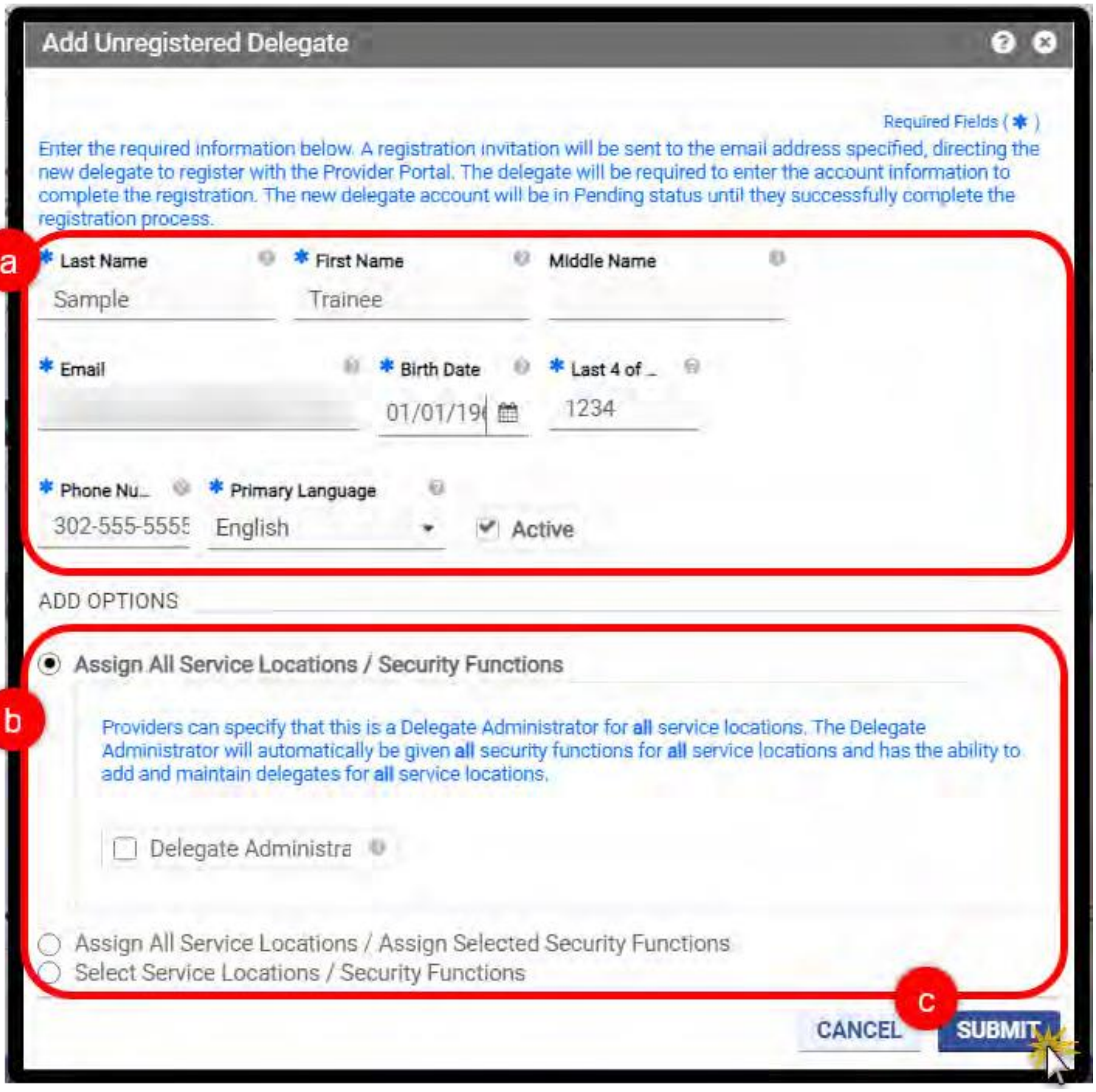

The **Add Unregistered Delegate** window displays. Refer to Figure 147.

Complete the Delegate’s profile information.

Select the appropriate Service Locations and security levels. Refer to Section **9.1 - Delegate Security Access** for an explanation of security functions and detailed instructions.

Click **SUBMIT**. A confirmation message is displayed.

Figure 135: Add Unregistered Delegate Window



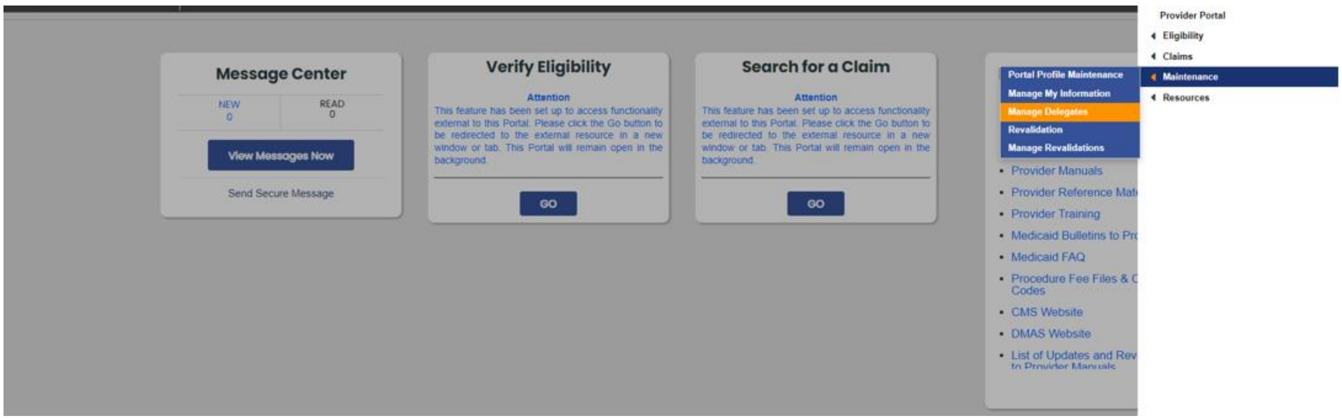

The Delegate receives the emails to complete Provider Portal registration. The Delegate will access your account from **Switch Provider** as soon as registration is complete.

### 9.5.2 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 delegate's access rather than adding the delegate again.

Click **Maintenance** from the **Navigation Menu** to manage Delegates, then click **Manage Delegates**. Refer to Figure 148.

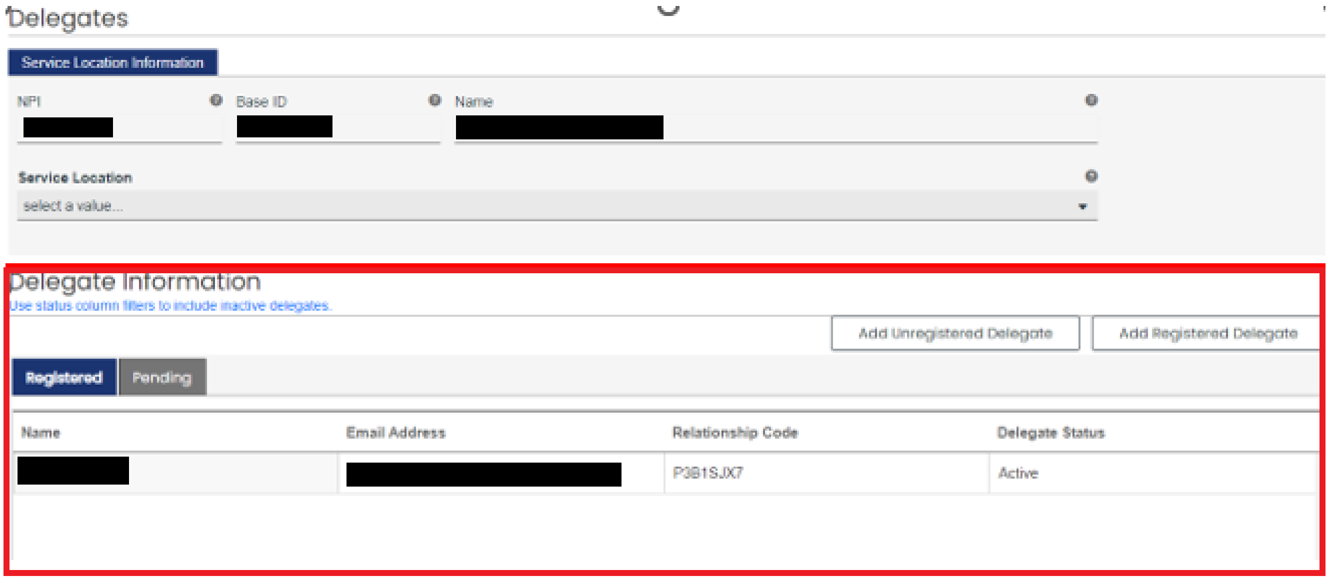
Figure 136: Manage Delegates




*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 Delegates list for that location.

The **Delegates** page displays. The delegates assigned to that location are displayed on the **Registered** tab. Double-click the delegate record that you want to activate or inactivate. Refer to Figure 149.

Figure 137: Delegates Page

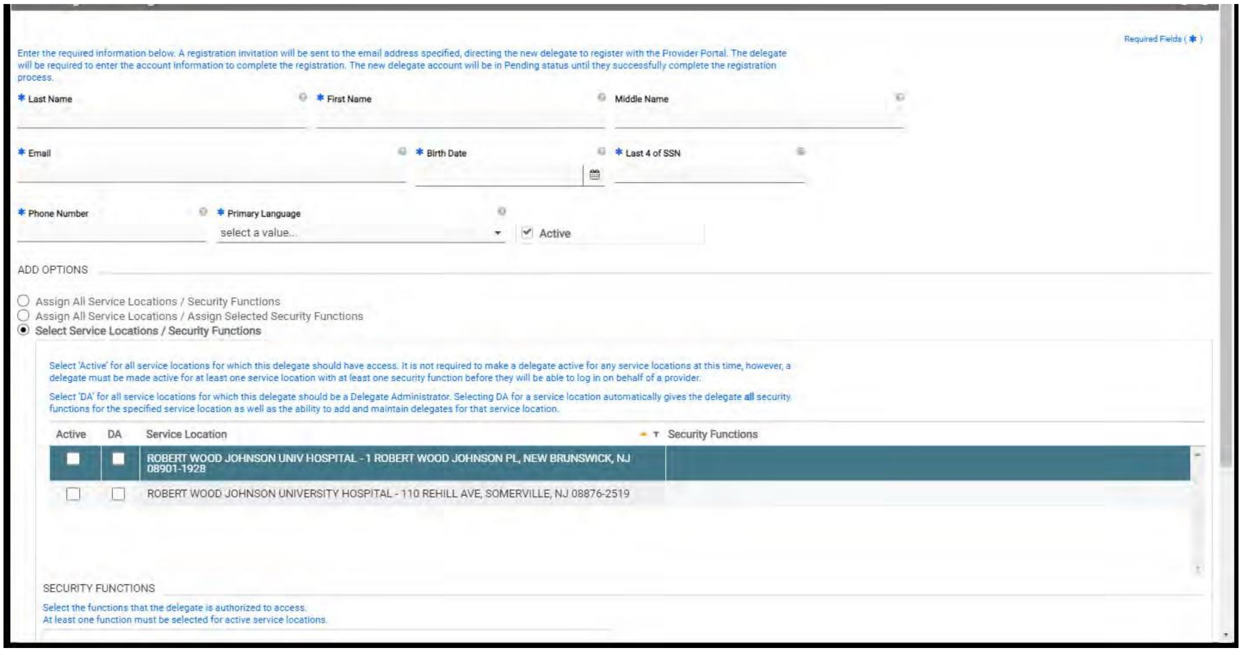



*Note: If you do not see the delegate, update the Delegate Status filter to include Inactivate.*

Select or de-select the status checkboxes to change the delegate's security status for the Provider Portal. Refer to Figure 150.

a. The **Active** check box at the top applies to all the provider's Service Locations. If this check box is de-selected, the delegate will no longer have access to <u>any</u> Service Location functionality for this provider, regardless of the individual Service Location settings.
b. The **Active** checkboxes in the table only apply to a specific Service Location.
c. Click **SAVE**.

Figure 138: Active Delegate Status



# 10. Revalidation

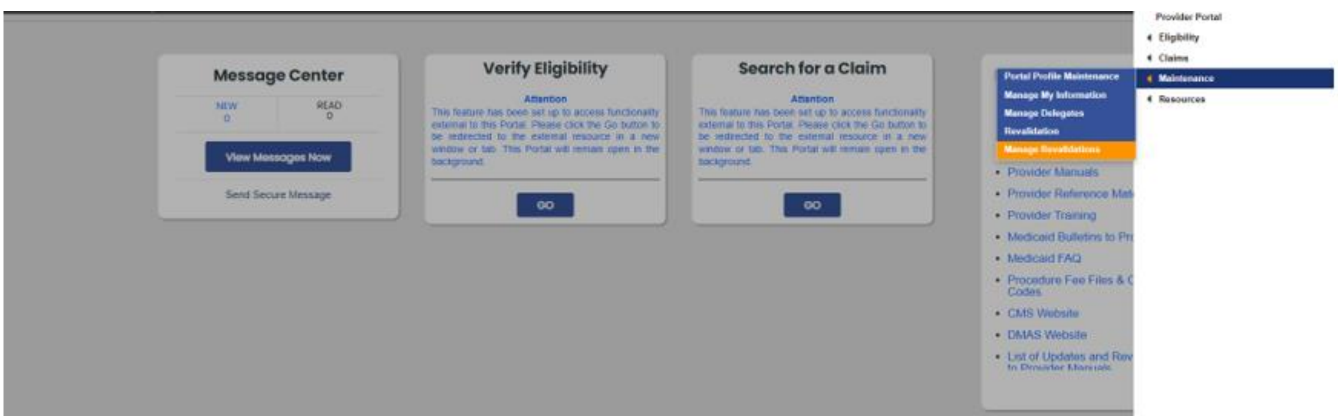
In accordance with the Affordable Care Act (ACA) Provider Enrollment and Screening Regulations, all VA Medicaid Providers are required to revalidate their enrollment information at least every five years. When a Provider's Service Location has met the required revalidation criteria, a revalidation notification 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 VA 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 revalidation application.

The **Revalidation** feature lets providers view the revalidation due date for a Service Location. A Delegate can also view this page in the Provider Portal if the Revalidation Security Function for the Service Locations assigns them.

To begin revalidation, click Maintenance from the Navigation Menu and select Revalidation Ref to Figure 151.

Figure 139: Revalidation

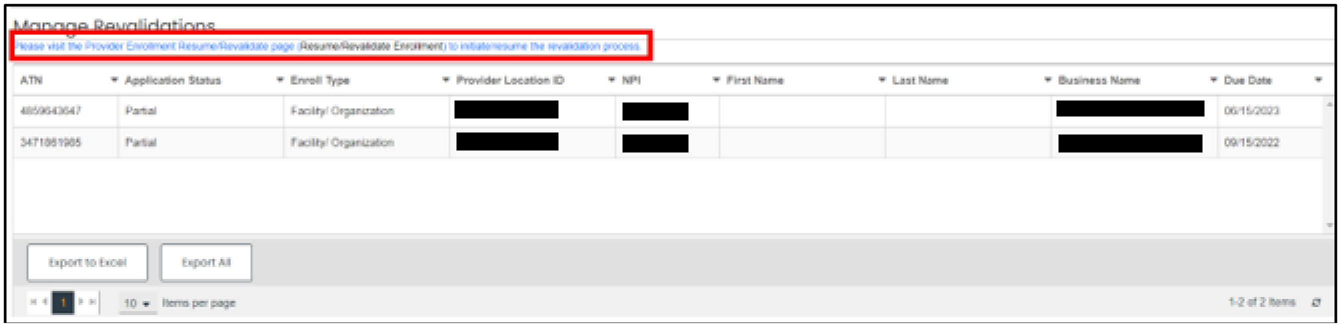



## 10.1 Manage Revalidations

The **Manage Revalidations** Information appears at the bottom of the maintenance sub menu. Refer to Figure 152.

Optional: If you have more than one Service Location, click the field for a drop-down list and select a specific **Service Location**.

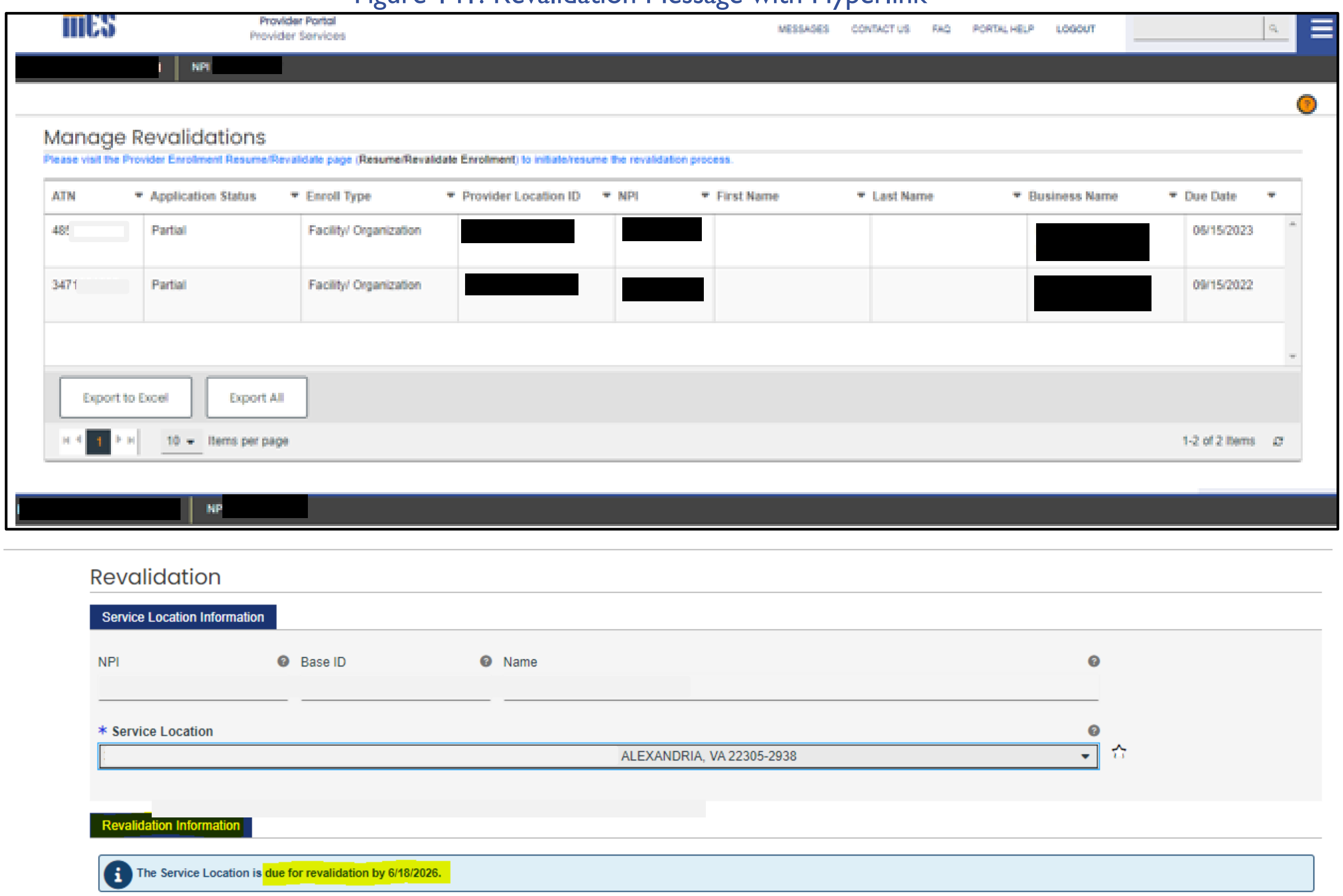
Figure 140: Revalidation Due Details




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

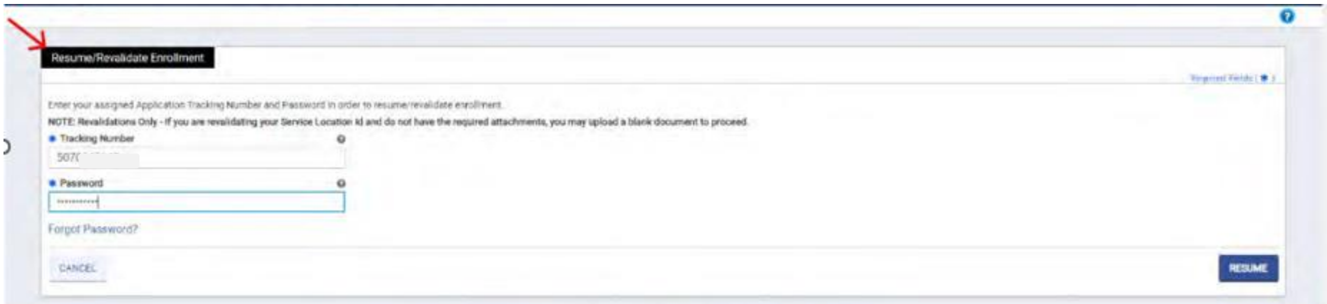
Revalidation is available ninety (90) days before your due date. A hyperlink is displayed in the **Revalidation Information** section when it is time to complete the application. Click the hyperlink for the **Provider Enrollment Revalidation** page. Refer to Figure 153.

Figure 141: Revalidation Message with Hyperlink




You are directed to the **Resume/Revalidate Enrollment** page. Refer to Figure 154.

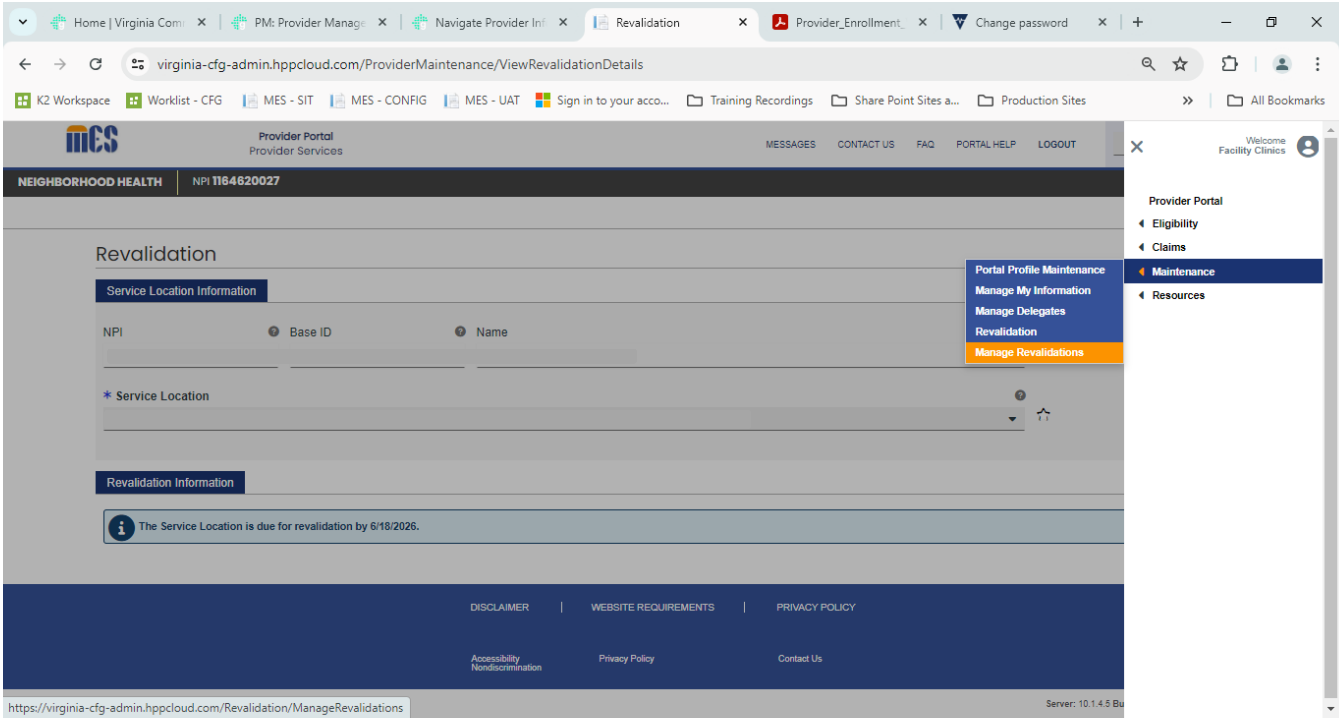
Figure 142: Resume/Revalidation Enrollment




*Note: Refer to the **Provider Enrollment User Guide** for details on completing revalidation.*

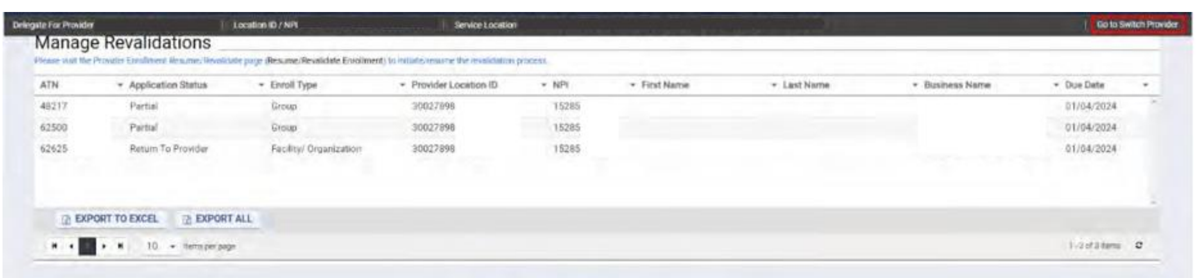
## 10.2 Manage Revalidation

Manage Revalidations panel will display a list of ATNs for revalidation for their Provider Base ID, and any locations the provider may be an Authorized Administrator for primary Account holder.



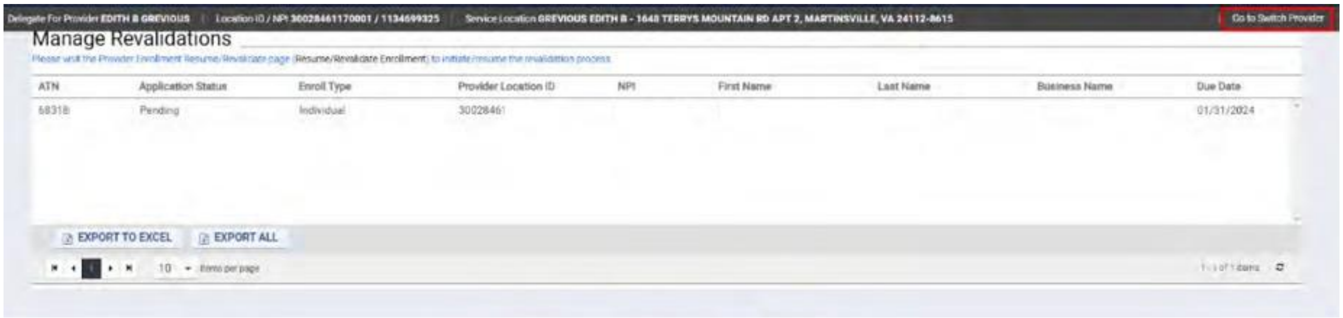
1. Click the **Maintenance** icon on the home page and select or hover over the Manage Revalidation menu option.
2. Select **Manage Revalidation icon** from the main menu.

The manage revalidations page will display if the provider user has active revalidations to manage assigned. If there are no revalidations to manage the user will encounter messaging that **there are no records found**, as seen above. Select the service location intended for revalidation details.



3. Sort the data using sort button available for each column, also **Export to Excel** or **Export All** to Excel.

**NOTE:** The list of ATNs for the provider chosen on the Switch Providers page will appear when a delegate user navigates to Manage Revalidations. This list will include all service locations associated with the provider for which the delegate has access, as well as any locations the provider may be an Authorized Administrator




**NOTE:** An instructional text is displayed along with the link which allows the user to navigate to Provider Enrollment to continue processing the ATN by clicking the link provided in the new Manage Revalidations panel.

1. Navigate to the Provider Enrollment Home page: https://virginia.hppcloud.com/

Click Menu then Provider Enrollment then Resume/Revalidate Enrollment.

Access the VA Provider Enrollment User Guide for step by step guidance on the Revalidation application.

# 11. External Modules Accessed through Provider Portal

## 11.1 Electronic Data Interchange (EDI) Admin

This module allows you to submit Electronic Data Interchange (EDI) Enrollment Forms, update EDI service center addresses, and assign EDI Portal user roles.

## 11.2 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 or submit a claim.

1. From the Navigation Menu, click Claims, then Search or Submit Claims.

## 11.3 eDoc

This module allows you to view and upload files in the VA eDoc Management system such as cost settlements, field audits, and Home Community Based Services (HCBS) validations.

## 11.4 Eligibility

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

To access member eligibility verification.

1. From the Navigation Menu, click Eligibility, then Verification.

## 11.5 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 that appears in a new window.

To access authorization information.

1. From the Navigation Menu, click Service Authorization.

## 11.6 Electronic Medicaid Long-Term Support and Services Screening

This module allows you to view, modify, and approve updates for long-term support and services (LTSS) in Electronic Medicaid LTSS Screening (eMLS) from the VA Care Management Solution.

## 11.7 Level of Care Review Instrument

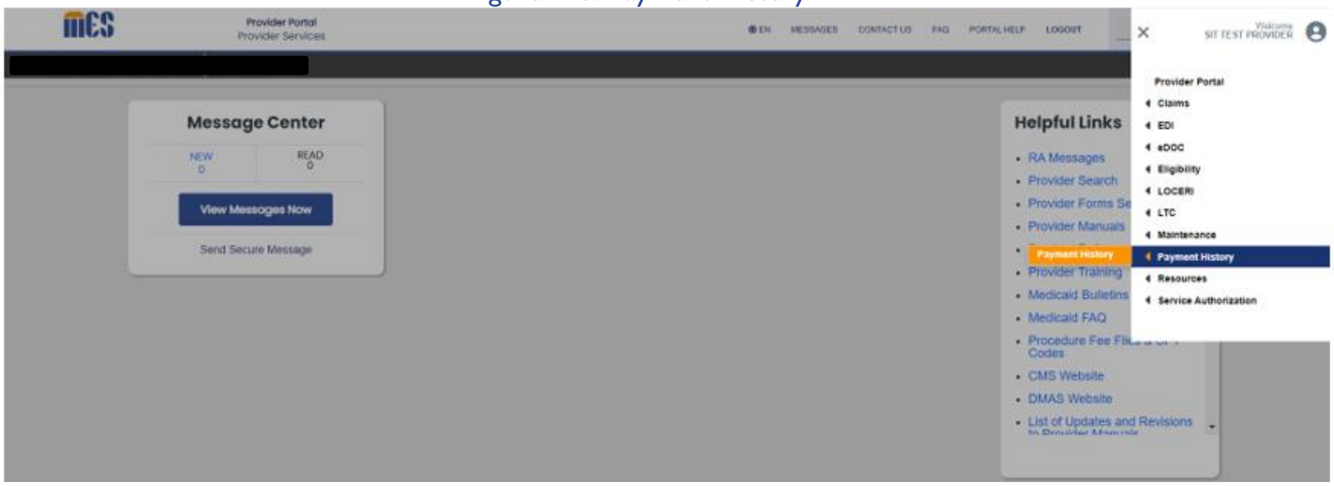
This module allows you to view and create Level of Care Review Instrument (LOCERI) assessments in the VA Care Management Solution.

Long-Term Care (LTC)

## 11.8 Payment History

This module allows you to conduct payment inquiries based on your NPI for a specific date range. Refer to Figure 155.

Figure 143: Payment History

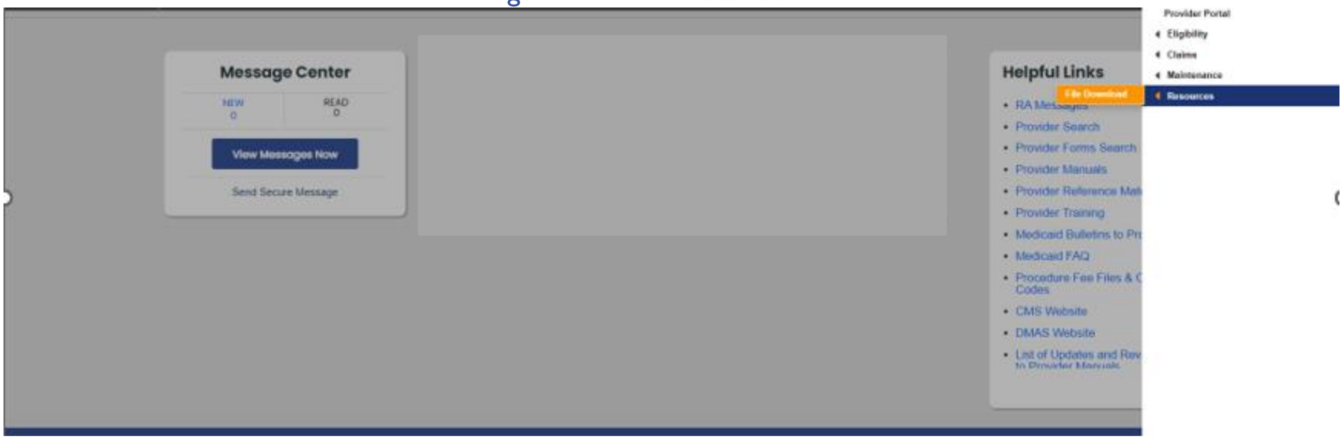


## 11.9 Resources

This module allows you to download documents related to maintaining your provider's information, such as Claims, RA notices, and Provider Enrollment and Revalidation notices. A full list of these resources is listed below.

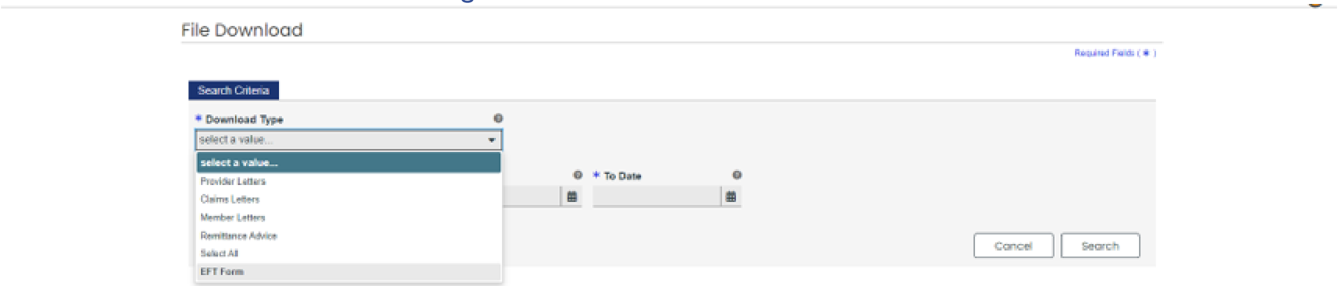
From the **Navigation Menu**, click **Resources**, then click **File Download**. Refer to Figure 156.

Figure 144: File Download




The **File Download** page appears. Enter details, then click **SEARCH**. Refer to Figure 157.

Figure 145: File Download Search



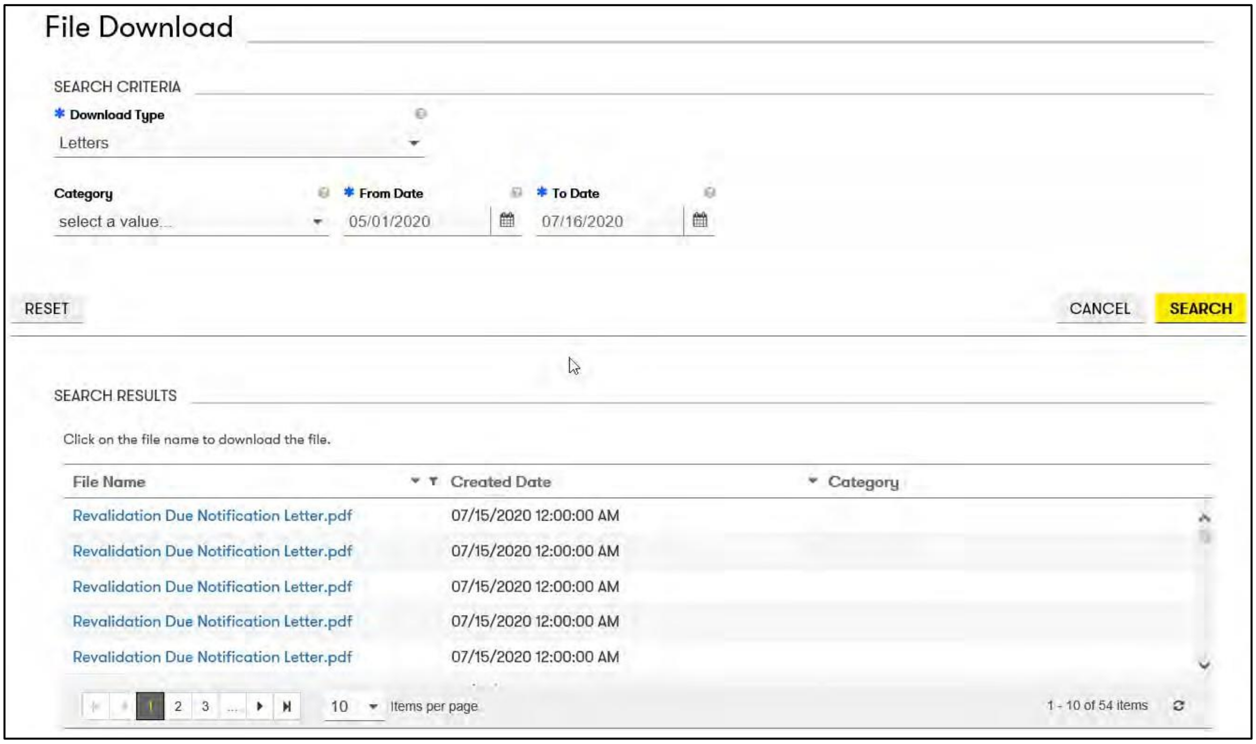

The search results appear below the **Search Criteria** in the **Search Results** table. Click the file name to download the file, then double-click the file to view the contents.

**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.*

**Note:** *The following document types are available for retrieval or download.*

- **Provider Letters** – Search for historical provider correspondence.
- **Claims Letters** – Search for historical letters regarding provider claims.
- **Member Letters** – Search for historical member related correspondence.
- **Remittance Advice** – Search for historical remittance advice for the provider.
    - **EFT Form** – Search for and download to complete form and attach to the portal request for EFT maintenance.
    - **Select all** - Search for all document types available.

Figure 146: File Download Search Results




*Note: Search results are displayed only for the Provider below the **Navigation Menu**. If you are a Delegate or AA, verify that you have switched to the desired Provider. Refer to Sections **4.5 - Switch Provider – Delegates**, **4.6 - Switch Provider – Authorized Administrators**, or **4.7 - Switch Provider – Delegates for Authorized Administrators** for instructions to switch Providers.*

# 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 or Delegate Administrator | Authorized Administrator |
|---|---|
| All Providers may manage. | Only IG Providers may manage. |
| Single person | Group Provider affiliated with the IG's Service Location. |
| Multiple allowed | Only one is allowed per Service Location. |
| View and update access may be restricted.<br>DAs have full view and update access, except to manage other DAs. | All view and update access for the Service Location, except the ability to change the AA.<br>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 an 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 Locations. |

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

To ensure that VA Medicaid correctly represents your information, changes need to reflect the state of the record accurately. 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. They, therefore, should be submitted appropriately 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 incorrectly entered, 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 VA Medicaid program and is applying again.

# Appendix B. Acronyms

| Acronym | Definition |
|---|---|
| AA | Authorized Administrator |
| ACA | Affordable Care Act |
| AIMS | Appeals Information System |
| ARRA | American Recovery and Reinvestment Act |
| ARS | Automated Response System |
| 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 |
| DMERC | Durable Medical Equipment Regional Carrier |
| DOB | Date of Birth |
| EDI | Electronic Data Interchange |
| EFT | Electronic Funds Transfer |
| EIN | Employee Identification Number |
| eMLS | Electronic Medicaid LTSS Screening |
| FAQ | Frequently Asked Questions |
| FFS | Fee-for-Service |
| HCBS | Home Community Based Services |
| HIPAA | Health Insurance Portability and Accountability Act |
| HSMMS | Healthcare Solutions Modular Management System |
| ID | Identification |
| IG | Individual within a Group |
| Loceri | Level of Care Review Instrument |
| LTC | Long-Term Care |
| LTSS | Long-Term Support and Services |
| MCO | Managed Care Organizations |
| MES | Medicaid Enterprise System |
| NPI | National Provider Identification |
| ORP | Ordering and Referring Physicians |
| PACE | Programs of All-Inclusive Care for the Elderly |
| PAH | Primary Account Holder |
| PCP | Primary Care Provider |
| PRSS | Provider Services Solution |
| RA | Remittance Advice |
| SSN | Social Security Number |
| UI | User Interface |
| VA | Virginia |