

## Provider Web Portal Quick Set Up Guide

For all functions listed on this page, go to the Provider Web Portal at <https://www.or-medicaid.gov>. Make sure to include “https://” when entering this address into your Internet browser.

### Administrators - After you get the PIN letter . . .

<b>Setup Account</b> - for your Provider ID	<b>Go to:</b>	Account → Account Setup
	<b>Type:</b>	<ul style="list-style-type: none"> <li>◆ Login ID: Your DHS Provider ID</li> <li>◆ Personal Identification Number (PIN): Sent by DHS (case-sensitive)</li> </ul>
	<b>Click on:</b>	“setup account” button (lower right)
	<b>Type:</b>	Your unique user name, personal info and password
	<b>Click on:</b>	The Security Agreement “I Agree” box (lower left)
<b>Create Clerk Roles</b> - for provider staff	<b>Go to:</b>	Account → Clerk Maintenance
	<b>Click on:</b>	“add clerk” button (lower right)
	<b>Type:</b>	<p>The unique user name, temporary password and contact information for the person who needs access.</p> <ul style="list-style-type: none"> <li>◆ Click on “<b>Eligibility Inquiry</b>” in the “Available Roles” window.</li> <li>◆ Click on the arrow button to move this role to the “Assigned Role” window</li> <li>◆ Click “Submit”</li> </ul> <p><b>Click on “add clerk”</b> to repeat process for another staff member.</p>
<b>Distribute Initial Logins</b>	<p><b>Assign and distribute</b> these user names and temporary passwords to the staff who need to access the Web portal.</p> <p><b>Save the list</b> of the initial user names and passwords you have created for future reference.</p>	

**User names** must be unique and at least 8 letters.

**Passwords** must be at least 8 characters and include 3 of the following 4 criteria:

- UPPER-CASE letter
- lower-case letter
- Number
- Special character such as **!, @, &**

### Staff - After you get your initial login information . . .

<b>Setup Account</b> - for provider staff	<b>Go to:</b>	Account → Secure Site
	<b>Type:</b>	Assigned user name and temporary password
	<b>Click on:</b>	“login” button
	<b>Type:</b>	Your new password
	<b>Click on:</b>	“change password” button
	<b>Review/update:</b>	Contact information and secret questions
	<b>Click on:</b>	“submit” button
<b>Eligibility Verification</b>	<b>Go to:</b>	Account → Secure Site
	<b>Login:</b>	<p>Type user name and password.</p> <ul style="list-style-type: none"> <li>◆ <b>WARNING:</b> If login fails on second try, click the “<b>reset password</b>” button immediately!</li> <li>◆ After three failed logins, call Provider Services at 800-336-6016 to reset your password.</li> </ul>
	<b>Go to:</b>	Eligibility
	<b>To verify eligibility:</b>	<p>Complete the following fields:</p> <ul style="list-style-type: none"> <li>◆ <b>Client ID:</b> Enter client’s 8-digit ID number.</li> <li>◆ <b>From DOS:</b> Enter the beginning date of service (MM/DD/YYYY). This date cannot be more than 13 months before the date of inquiry.</li> <li>◆ <b>To DOS:</b> Enter the ending date of service. This cannot be later than the date of inquiry.</li> </ul>
<b>To Logoff</b>	<b>Go to:</b>	Account → Logoff

<https://www.or-medicaid.gov>

**Questions?** Call DMAP Provider Services at 800-336-6016.