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# Oregon Health Plan Provider Web Portal

**Account setup and maintenance**  
**Clerk setup and maintenance**  
**Demographic maintenance**



Division of Medical Assistance Programs

August 2011

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# Web portal home page

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

The screenshot shows a navigation bar with the following items: Home (highlighted in red), Contact Us, Directory Search, Clients, Account (highlighted in grey), and Providers. Below the navigation bar, there are links for 'home' and 'site settings'. A dropdown menu is open under the 'Account' tab, listing 'Account Setup', 'Logoff', 'Reset Password', and 'Secure Site'. A yellow callout box with a black border points to the 'Account Setup' option with the text: 'Account menu, click Account Setup'.

Providers - Login to set up your Web portal accounts and verify eligibility for OHP clients

Providers - What you need to know about the Web portal

OHP provider announcements

AMH Providers - View the Addictions and Mental Health home page

SPD Providers - View the Seniors and people with physical disabilities home page

Links to OHA Web sites

# Getting started

Home Contact Us Directory Search Clients **Account** Providers Help  
home **account setup** logoff reset password secure site

**Account Setup**

Login ID\* 153430  
Personal Identification Number\* J7qWdbJfd

Please note Login ID and Personal Identification Number are case sensitive.

setup account

Login ID is your 6 or 9-digit Medicaid provider ID

PIN is issued by OHP and is case-sensitive

1. Enter Login ID and Personal Identification Number (PIN)
2. Click setup account

# Account Setup

**Account Setup**

Login ID 153430  
Personal Identification Number J7qWdbJfd

Please note Login ID and Personal Identification Number are case sensitive.  
Required fields are indicated with an asterisk (\*). 1

User Name*	BESTPROVIDEREVER
Contact Last Name*	Frog
Contact First Name*	Kermit
Phone Number*	(800)555-1212
1st Secret Question*	Favorite Muppet
1st Answer*	Miss Piggy
2nd Secret Question	Best friend
2nd Answer	Jim

Answers are case-sensitive

Password*	●●●●●●●●
Confirm Password*	●●●●●●●●
E-Mail*	kfrog@muppets.com
Confirm Email*	kfrog@muppets.com

Security Agreement

Trading Partner and Oregon DHS shall take reasonable care to ensure that data and data transmissions are timely, complete, truthful, accurate and secure, and shall take reasonable precautions to prevent unauthorized access to the information system, the data transmission itself or the contents of information which transmitted either to or from Oregon DHS in compliance

I Agree 2

submit 3 cancel

1. Enter information; all fields are required  
2. Check I Agree  
3. Click submit

Password requirements:

1. At least eight characters
2. One upper-case letter
3. One lower-case letter
4. One number or special character

# Web portal home page

The screenshot shows the Oregon Health Authority web portal home page. At the top is a navigation bar with links: Home, Contact Us, Directory Search, Clients, Account, Claims, Eligibility, Trade Files, Prior Authorization, Providers, POC, and Help. Below this are several dropdown menus. The 'Account' menu is highlighted with a yellow box labeled 'Account menu' and contains options like Account Setup, Account Maintenance, Change Password, Clerk Maintenance, Logoff, Messages, Reset Password, Secure Site, and Switch Provider. The 'Providers' menu is highlighted with a yellow box labeled 'Providers menu' and contains options like Demographic Maintenance, Drug Search, Enrollment, Enrollment Tracking Search, Links, and Benefits and HSC Inquiry. A yellow box labeled 'Message center from Oregon Health Authority' points to a 'Messages' section below the navigation. This section contains a table of messages with columns for Category, Subject, and Message. To the right of the navigation bar, there is a browser compatibility notice: 'This page is designed to be compatible with following browsers: Microsoft Internet Explorer 6, Microsoft Internet Explorer 7 Service Pack 2, Mozilla FireFox 2.0'. Below this notice are logos for Get Firefox and Get Windows Internet Explorer 7.

**Account menu**

- Account Setup
- Account Maintenance
- Change Password
- Clerk Maintenance
- Logoff
- Messages
- Reset Password
- Secure Site
- Switch Provider

**Providers menu**

- Demographic Maintenance
- Drug Search
- Enrollment
- Enrollment Tracking Search
- Links
- Benefits and HSC Inquiry

**Message center from Oregon Health Authority**

**Messages**

Category	Subject	Message
General Message	Reminder - EDI Registration Not Required for Web Portal	EDI registration is only required for providers who currently submit Medicaid claims using the ASC X12 transactions.
General Message	NDC Reporting Requirements	Starting July 1, you must report the National Drug Code and NDC quantity for most physician-administered drugs billed using HCPCS
General Message	Submit claims by noon Friday for timely processing	Otherwise, your claims may process the following weekend. Read more at <https://apps.state.or.us/cf1/OHP/OHPadmin/files/claim-p
General Message	PSU phones are currently not operating correctly	PSU phones are currently not operating correctly.
General Message	DMAP is unable to make outgoing calls	DMAP is unable to make outgoing calls to providers, clients and other customers due to a phone issue. The issue has been reported b
General Message - DMAP	New EDMS Coversheet	Make sure to use the most recent version at <a href="http://dhsforms.hr.state.or.us/Forms/Served/DE3970.pdf">http://dhsforms.hr.state.or.us/Forms/Served/DE3970.pdf</a> . DHS will only accept the 8/10
General Message	Change to 8/28 weekend claim cycle	Submit claims by 10 p.m. Thursday for processing this weekend. Read more at <www.oregon.gov/DHS/healthplan/notices_providers
General Message	Web Claims Error Resolved 6/1/10	You can submit Web claims again. If you received the "communications error" message while submitting a claim, search for the claim
General Message	Web Claims Errors 6/1/10	Web claims are not processing this morning due to a "communications error." Do not try to submit claims at this time; DHS will send
General Message	OHP Plus dental and vision changes	Find out about the changes coming 1/1/10 at <http://www.oregon.gov/DHS/healthplan/plus-changes.shtml>.

NOTE: The Web portal times out after 20 minutes of inactivity.



# Clerk set up

Home Contact Us Directory Search Clients **Account** Claims Eligibility Trade Files Prior Authorization  
 home account setup account maintenance change password **1** clerk maintenance logoff mess  
 secure site switch provider

**Clerk Maintenance**

User Name	Contact First Name	Contact Last Name
Type data below for new record.		
User Name*	BESTCLERKEVER	[ Search ]
Contact First Name*	MISS	
Contact Last Name*	PIGGY	
Phone Number*	(800)555-1234	<b>3</b>
EMAIL*	MPIGGY@MUPPETS.COM	
Confirm EMAIL*	MPIGGY@MUPPETS.COM	
Password*	●●●●●●●●	
Confirm Password*	●●●●●●●●	

The password assigned by the administrator is temporary

Assigned Roles	Available Roles
<p><b>Clerk Roles</b></p> <ul style="list-style-type: none"> <li>Benefits HSC Inquiry</li> <li>Claim Inquiry</li> <li>Claim Submission</li> <li>Eligibility Inquiry</li> <li>Prior Auth Inquiry</li> </ul>	<ul style="list-style-type: none"> <li>Trade Files</li> <li>Prior Auth Submit</li> <li>Drug Search</li> <li>Plan of Care Inquiry</li> <li><b>Claim Void</b></li> <li>Clerk Maintenance</li> </ul>

2

5

1. Account menu, click Clerk Maintenance
2. Click add clerk
3. Enter clerk information
4. Assign roles from the Available Roles section
5. Click submit

- Password requirements:

  1. At least eight characters
  2. One upper-case letter
  3. One lower-case letter
  4. One number or special character

# Account maintenance

Home Contact Us Directory Search Clients **Account** Claims Eligibility Prior Authorization  
home account setup **1 account maintenance** change password logoff messages res

1. Account menu, click Account Maintenance
2. Change information as needed
3. Click save

**Account Maintenance**

User Profile

User Name	BESTCLERKEVER
Contact First Name*	MISS
Contact Last Name*	PIGGY
Phone Number*	(800)555-1234 <b>2</b>
E-Mail*	MPIGGY@MUPPETS.COM
Confirm E-Mail	MPIGGY@MUPPETS.COM
1st Secret Question*	Favorite Muppet
1st Answer	Kermit
2nd Secret Question	Favorite color
2nd Answer	pink

save **3** cancel change password

# Change password

Home Contact Us Directory Search Clients **Account** Claims Eligibility Prior Authorization  
home account setup account maintenance **1 change password** logoff messages re

**Change Password**

User Name	BESTCLERKEVER
Current Password*	●●●●●●●●
New Password*	●●●●●●●● <b>2</b>
Confirm New Password*	●●●●●●●●

1. Account menu, click Change Password
2. Enter current, new and confirm password
3. Click save

save **3** cancel

- Password requirements:
1. At least eight characters
  2. One upper-case letter
  3. One lower-case letter
  4. One number or special character

# Demographic maintenance

Home [Contact Us](#) [Directory Search](#) [Clients](#) [Account](#) [Claims](#) [Eligibility](#) [Trade Files](#) [Prior Authorization](#) **Providers** [PO](#)  
 home **1** [demographic maintenance](#) [drug search](#) [enrollment](#) [enrollment tracking search](#) [links](#) [benefits and hsc in](#)

Base Information > Service Location **2** [Location Name Address](#) > EFT Account > Service Language > Tax ID > Directory L

**Location Name Address**

Usage	Name	Address 1	City	State	Zip	Zip + 4	Phone
Corporate Office	DMAP PROVIDER SERVICES UNIT	500 SUMMER ST NE,# E	SALEM	OR	97301	1063	(800)336-6016
Home Office	DMAP PROVIDER SERVICES UNIT	500 SUMMER ST NE,# E	SALEM	OR	97301	1063	(800)336-6016
Medical Records	DMAP PROVIDER SERVICES UNIT	500 SUMMER ST NE	SALEM	OR	97301	1063	(503)945-5933
Mail to	DMAP PROVIDER SERVICES UNIT	500 SUMMER ST NE,# E	SALEM	OR	97301	1063	(503)945-5933
Pay to	DMAP PROVIDER SERVICES UNIT	500 SUMMER ST NE,# E	SALEM	OR	97301	1063	(503)945-5933
Service Location	DMAP PROVIDER SERVICES UNIT	500 SUMMER ST NE,# E	SALEM	OR	97301	1063	(503)945-5933

Select row above to update.

**3**

Name Type  Business Name  Personal Name

Name

Usage

Address 1

Address 2

International Address

Country

City

State

Zip

E-Mail

**4**

**Apply Changes To:**

Svc Loc

Pay To

Mail To

Home Office

Corporate Office

Medical Info

Cell Phone

Phone

Fax

International Fax

International Phone

ADA Accessible?

**5** save cancel

1. Providers menu, click Demographic Maintenance
2. Click Location Name Address
3. Click on a row for updating
4. Update information
5. Click save

Check boxes to apply changes to multiple rows

# Do you need further assistance?

## **Provider Services Unit (PSU)**

800-336-6016

[dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us)

M-Th 8:30 a.m. to 4:30 p.m., F 10:00 a.m. to 4:30 p.m.

Webinar and classroom training:

## **DMAP Provider Training**

503-945-6549

[provider-trng.dmap@state.or.us](mailto:provider-trng.dmap@state.or.us)

M-F 9:00 a.m. to 5:30 p.m.