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DMAP Operations Section

Authorized Signature

Number: DMAP-IM-07-055

Issue Date: 05/03/07

Topic: Medical Benefits

Subject: Provider Announcement: New Web-based AIS update

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

Message: DMAP is mailing the following announcement to all OHP providers. They can use the Web-based Automated Information System to verify OHP eligibility. First Health has introduced an updated, NPI-compliant User Administration Console that allows providers to delegate user access to appropriate people.

If you have any questions about this information, contact:

Contact(s):	First Health Services Corporation, Web Support Call Center		
Phone:	1-800-241-8726	Fax:	
E-mail:			



Important Information

About updates to the Web-based Automated Information System (AIS)

Beginning Monday, May 7, 2007, Oregon Health Plan providers will be able to use the newly updated, NPI-compliant AIS to verify OHP client eligibility online.

First Health Services Corporation (FHSC) is introducing the **User Administration Console (UAC)**, a new registration and user management tool that allows providers to delegate access to AIS Web applications on their behalf.

- AIS Web users who already have an ID can upgrade to become Delegated Administrators.
- New users who do not have an ID can register to become Delegated Administrators for one or more organizations (see next page for New User directions).

Current users

Current AIS Web users may continue to use their existing user IDs to access the application.

- Navigate to <<https://oregon.fhsc.com>> on your Internet browser.
- Select the “Providers” tab on the FHSC Oregon Health Plan home page.
- Select “AIS Web Secure Login” from the menu.
- Enter your User ID and password.
- Click [Submit].
- You will see a list of providers for which you have access. Select the desired provider from the drop-down list and another drop-down list appears with all provider numbers associated with the selected provider (*e.g.*, NPI, Medicaid).
- Select the appropriate provider number and click the [Submit] button to access AIS Web.

Any current AIS Web user wishing to register for the enhanced capabilities provided by the User Administration Console (UAC) can go to <<https://oregon.fhsc.com>> and click on the “User Administration” hyperlink.

Delegated Administrators

If you are an existing AIS Web user and you wish to manage other users on behalf of a provider, you can select the option, “I have a User ID and need to be upgraded to a Delegated Administrator.”

A Quick Start Guide is available on the UAC Upgrade User Home tab. You may want to print it out and keep it handy until you have completed the entire upgrade process.

- **Step One – Request a PIN:** The provider designates a requestor with the authority to access secure information on its behalf. The requestor will register online for each provider requiring access to the UAC. In response to the online PIN request, FHSC will send a PIN letter via the U.S. Postal Service to each provider for which access is requested in order for the provider to verify authenticity.
- **Step Two – Register with a PIN:** It is the responsibility of the provider to determine who will complete the registration process and who will be allowed access to the provider’s information. The PIN letter will provide instructions for completing the registration process.

Complete documentation for creating and managing users through the User Administration Console is provided online within the application.

New AIS Web users

If you are not a current AIS Web user, you need to select “I do NOT have a User ID and need to be a Delegated Administrator.” The User Administration Console (UAC) will guide the registrant through a three-step process to request a PIN, register, and activate a new account.

The registration process is designed to include the provider in the decision-making process. A Quick Start Guide is available on the UAC New User Home tab. You may want to print it out and keep it handy until you have completed the entire registration process.

- **Step One – Request a PIN:** The provider designates a requestor with the authority to access secure information on its behalf. The requestor will register online for each provider requiring access to the UAC. In response to the online PIN request, FHSC will send a PIN letter via the U.S. Postal Service to each provider at their address of record in order for the provider to verify authenticity.
- **Step Two – Register with a PIN:** It is the responsibility of the provider to determine who will complete the registration process and who will be allowed access to the provider’s information. The PIN letter will provide instructions for completing the registration process. Once the registration process is complete, FHSC sends an activation e-mail to the requestor.
- **Step Three – Activate your user ID and password:** By selecting the activation link in the e-mail, the registration process is completed and the provider or authorized users can begin using the UAC.

Once you activate your user login ID and password as a Delegated Administrator, you will need to access the UAC in order to assign your access privileges to the Web Inquiry application, “Oregon Provider Automated Information System.”

To assign your own access privileges, follow these steps:

- Log in to the User Administration Console through the User Administration link on the Home page of <<https://oregon.fhsc.com>>.
- After logging in, click on the Roles tab.
- Select the appropriate application from the dropdown list (Web Inquiry) and select the appropriate Role from the dropdown list (Oregon Provider Automated Information System). Click [List Users].
- Click the checkbox next to your user profile.
- Click the [Save] button to save your changes.

NOTE: No changes should be made to your role assignments for the FHSC UAC application.

You can now access the Oregon AIS Web from the AIS Web Secure Login menu option on <<https://oregon.fhsc.com>>.

Complete documentation for creating and managing users through the UAC is provided online within the application.

AIS Web support

1-800-241-8726

You may contact the First Health Services Web Support Call Center if you have any questions or problems regarding the new User Administration Console.



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