Oregon Health Plan
Provider Web Portal

Account Setup and Maintenance
Clerk Setup and Maintenance
Demographic Maintenance
Use the PIN Letter to Set Up the Provider Web Portal Account

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

Login ID is your 6 or 9-digit Medicaid provider ID
PIN is issued by OHP and is case-sensitive
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

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name*</td>
<td>JAMJON</td>
</tr>
<tr>
<td>Contact Last Name*</td>
<td>Jones</td>
</tr>
<tr>
<td>Contact First Name*</td>
<td>James</td>
</tr>
<tr>
<td>Phone Number*</td>
<td>(503)555-1212</td>
</tr>
<tr>
<td>1st Secret Question*</td>
<td>color of sky</td>
</tr>
<tr>
<td>1st Answer*</td>
<td>blue</td>
</tr>
<tr>
<td>2nd Secret Question</td>
<td></td>
</tr>
<tr>
<td>2nd Answer*</td>
<td></td>
</tr>
</tbody>
</table>

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 with HIPAA 45 CFR.
ACCOUNT MAINTENANCE
Providers Page

Account menu

Providers menu

NOTE: Provider Web Portal times out after 20 inactive minutes
1. Account menu, click Account Maintenance (see slide 7)
2. Change information as needed
3. Click save
Change Password

1. Account menu, click Change Password (see slide 7)

2. Enter current, new and confirm password

3. Click save

Password requirements:
1. At least eight characters
2. One upper-case letter
3. One lower-case letter
4. One number or special character
1. Providers menu, click Demographic Maintenance (see slide 7)
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
Set Up and Delete Clerks for Provider Web Portal Access

CLERK MAINTENANCE
Clerk Setup Steps

1. Make sure you are logged in under the correct provider ID (If applicable: Account menu, switch provider)

2. Account menu, clerk maintenance

3. Add clerk
   1. Set up an account for someone or
   2. Give access to someone who already has a Provider Web Portal account

4. Assign clerk roles

5. Click submit
Upon initial login, the portal displays the Medicaid provider ID that is currently logged in. Some logins have access to multiple provider IDs. Remember to switch provider if needed. Account menu, click Switch Provider.
Switch Provider, if needed

Indicates the default provider ID; the portal automatically logs you in under this ID.

If you set a clerk up under the default ID, the clerk does not carry over to the other IDs. Clerks accounts must be set up and assigned under each ID separately.

1. Account menu, click Switch Provider (see slide 13)
2. Click the row for the provider you want to switch to
3. Click switch to

Change your default provider by clicking the row for the provider you want (step 2 above) then click set as default.
Clerk Setup

1. Account menu, click Clerk Maintenance (see slide 13)
2. Click add clerk
3. Enter clerk information
4. Use arrows to assign roles from the Available Roles section
5. Click submit

The password assigned by the administrator is temporary

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

1. Account menu, click Clerk Maintenance (see slide 13)
2. Click add clerk
3. Click Search hyperlink
4. Enter search criteria
5. Click search
6. Click on the appropriate row in the Search Results
1. Assign roles from the Available Roles section
2. Click submit
1. Account menu, click Clerk Maintenance (see slide 13)

2. Click a row to select a clerk

3. Select roles, and use arrows to assign or remove roles

4. Click Submit
Delete a Clerk

1. Account menu, click Clerk Maintenance (see slide 13)
2. Click a row to select a clerk
3. Click remove clerk
4. Click Submit
Do You Need Further Assistance?

Provider Services Unit (PSU)
800-336-6016
dmap.providerservices@state.or.us

Medicaid Provider Training
Medicaid.Provider-Training@state.or.us