
Oregon Health Plan Provider Web Portal

Account Setup and Maintenance
Clerk Setup and Maintenance
Demographic Maintenance



September 2015

Use the PIN Letter to Set Up the Provider Web Portal Account

ACCOUNT SETUP

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

Account menu,
Click Account Setup

Home Contact Us Directory Search Clients **Account** Providers

home site settings site map validate

Account Setup

Logoff

Reset Password

Secure Site

Security Information

Warning: Use of this network is restricted to authorized users only and must comply with Oregon Health Authority privacy and security policies. User activity may be monitored and/or recorded. Anyone using this network expressly consents to such monitoring and/or recording. BE ADVISED: if possible criminal activity is detected, these records, along with certain personal information, may be provided to law enforcement officials.

Security incidents should be directed to the Security Incident Response Team at (503) 945-6812.

All other issues, including Password Resets, should be directed to Provider Services at (800) 336-6016.

Welcome to the Medicaid Portal web site!

Getting Started

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

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

Account Setup

Login ID* 506675928
Personal Identification Number* BHgck78j8

Please note Login ID and Personal Identification Number

1

2 setup account

2

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

PIN is issued by OHP and is case-sensitive

Account Setup

Account Setup

Login ID

Personal Identification Number

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

User Name*	<input type="text" value="JAMJON"/>
Contact Last Name*	<input type="text" value="Jones"/>
Contact First Name*	<input type="text" value="James"/>
Phone Number*	<input type="text" value="(503)555-1212"/>
1st Secret Question*	<input type="text" value="color of sky"/>
1st Answer*	<input type="text" value="blue"/>
2nd Secret Question	<input type="text"/>
2nd Answer	<input type="text"/>

Answers are case-sensitive

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

I Agree 2

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

3 submit cancel

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

Change Account and Demographic Maintenance

ACCOUNT MAINTENANCE

Providers Page

The screenshot shows a navigation bar with the following items: Home, Contact Us, Directory Search, Clients, Account, Claims, Eligibility Trade Files, Prior Authorization, Providers, POC, Help. Below this, a secondary menu is visible with items like home, demographic maintenance, drug, client pmpm history, client pmpm attest, Account Maintenance, Incent tracking search, links, Demographic, incentive, Change Password, Clerk Maintenance, Enrollment, Enrollment Tracking, Messages, Enrollment Tracking, Search, Links, Benefits and HSC Inquiry, EHR Incentive, Client PMPM History, Client PMPM Attestation, and Switch Provider. A warning message is displayed below the navigation: 'Warning: Use of this network is restricted to authorized users only and must comply with Oregon security policies. User activity may be monitored and/or recorded. Anyone using this network expects monitoring and/or recording. BE ADVISED: if possible criminal activity is detected, these records, information, may be provided to law enforcement officials. Security incidents should be directed to the Security Incident Response Team at (503) 945-6812. All other issues, including Password Resets, should be directed to Provider Services at (800) 330-...' Two yellow callout boxes are present: 'Account menu' pointing to the 'Account' menu item, and 'Providers menu' pointing to the 'Providers' menu item.

Account menu

Providers menu

NOTE: Provider Web Portal times out after 20 inactive minutes



Account Maintenance

1 Account Maintenance

User Profile

User Name	CAPTAIN
Contact First Name*	JACK
Contact Last Name*	SPARROW
Phone Number*	(541)555-5555 <input type="text"/> 2
E-Mail*	JSPARROW@THEPEARL.COM
Confirm EMail	<input type="text"/>
1st Secret Question*	Ship
1st Answer	<input type="text"/>
2nd Secret Question	Best friend
2nd Answer	<input type="text"/>

3 save cancel change password

1. Account menu, click Account Maintenance (see slide 7)
2. Change information as needed
3. Click save

Change Password

Home Contact Us Directory Search Clients **Account** Claims Eligibility Trade File
home account maintenance **change password** 1 clerk maintenance logoff

Change Password

User Name	JAMJON
Current Password*	●●●●●●●●
New Password*	●●●●●●●● 2
Confirm New Password*	●●●●●●●●

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

1. Account menu, click Change Password (see slide 7)
2. Enter current, new and confirm password
3. Click save

POC Help

? ^

3 save cancel

Demographic Maintenance

Base Information > Service Location > Location Name Address ²EFT Account > Service Language > Tax ID > Direct

Location Name Address						
Usage	Name	Address 1	City	State	Zip	Zip + 4
Corporate Office	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301	
Home Office	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301	
Medical Records	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301	
Mail to	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301	
Pay to	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301	
Service Location	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301	

Select row above to update.

Name Type Business Name Personal Name

Name

In Care Of

Usage

Address 1

Address 2

International Address

Country

City

State

Zip

E-Mail

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

Check boxes to apply changes to multiple rows

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

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

Providers Page

Account menu

Home Contact Us Directory Search Clients Account Claims Eligibility Trade Files Prior Authorization Providers POC Help
home demographic maintenance drug Account Maintenance Incident tracking search links benefits and hsc inquiry ehr incentive
client pmpm history client pmpm attest Change Password
Clerk Maintenance
Logoff
Messages
Switch Provider

Information ? ^

Warning: Use of this network is restricted and must comply with Oregon Health Authority privacy and security policies. User activity may be monitored and/or recorded. Anyone using this network expressly consents to such monitoring and/or recording. BE ADVISED: if possible criminal activity is detected, these records, along with certain personal information, may be provided to law enforcement officials.

Security incidents should be directed to the Security Incident Response Team at (503) 945-6812.

All other issues, including Password Resets, should be directed to Provider Services at (800) 336-6016.

This site is designed to be compatible with following browsers:

- Microsoft Internet Explorer 6
- Microsoft Internet Explorer 7 Service Pack 2
- Microsoft Internet Explorer 8 and 9 (using compatibility mode)
- Mozilla FireFox 2.0



Remember to switch provider if needed. Account menu, click Switch Provider

What's New

Provider ID:506662627 MCD
Taxonomy:3104A0630X
Zip Code: 97307 -

Upon initial login, the portal displays the Medicaid provider ID that is currently logged in. Some logins have access to multiple provider IDs



Switch Provider, if needed

1 Switch Provider

National Provider ID	Medicaid Provider ID	Address	City	State	Zip	Zip + 4	Taxonomy	Provider Type	Default Provider
1891792313	506662624	124 MONITOR STREET	SALEM	OR	97301	2	207V00000X	Physician	<input type="checkbox"/>
1811287295	506662627	78 BLACK HAWK WAY	JEFFERSON	OR	97307		3104A0630X	MH Provider	<input checked="" type="checkbox"/>

Select row above to update.

Current Provider 506662627

National Provider ID

Address

City

State

Zip

Medicaid Provider ID

Taxonomy

Provider Type

Default Provider ID

3 switch to set as default

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

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.

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

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

Clerk Setup

1 Clerk Maintenance

User Name Contact First Name Contact Last Name

A

Type data below for new record.

User Name* JOHNNIE5 [Search]

Contact First Name* JOHNNIE **3**

Contact Last Name* FIVE

Phone Number* (800)555-5555

E-Mail* JOHNNIE@5.COM

Confirm E-Mail* JOHNNIE@5.COM

Password* ●●●●●●

Confirm Password* ●●●●●●

The password assigned by the administrator is temporary

Assigned Roles **4** **Available Roles**

Assigned Roles	Available Roles
Benefits HSC Inquiry	Drug Search
Claim Inquiry	Plan of Care Inquiry
Claim Submission	Claim Void
Eligibility Inquiry	Clerk Maintenance
Prior Auth Inquiry	EHR Incentive
Prior Auth Submit	PCPCH

remove clerk add clerk **2**

5 submit cancel

3

4

5

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

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 Clerk Maintenance

User Name Contact First Name Contact Last Name

A

User Name* [Search] **3**

Contact First Name*

Contact Last Name*

User Name

Search

User Name JENJEN10

First Name **4**

Last Name

Search Results

User Name	First Name	Last Name
JENJEN10	JENNIFER	SMITH

6

Assigned Roles

Clerk Roles

< << >> >

Bene Dem Trad Prior Prior Claim

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

[?] [^]

[Close]

[?] [^]

5

search clear

2

remove clerk add clerk

submit cancel

Auto-Populated Clerk

1. Assign roles from the Available Roles section
2. Click submit

Clerk Maintenance

User Name Contact First Name Contact Last Name

A

User Name JENJEN10 [Search]

Contact First Name JENNIFER

Contact Last Name SMITH

Phone Number (503)602-1128 []

E-Mail JENNIFER.R.SMITH@STATE.OR.US

Clerk Roles

Assigned Roles 1

- Eligibility Inquiry
- PCPCH
- Plan of Care Inquiry
- Prior Auth Inquiry
- Prior Auth Submit
- Trade Files

Available Roles

remove clerk add clerk

2 submit cancel

Update a Clerk

The screenshot shows the 'Clerk Maintenance' web application. At the top, a blue header bar contains the title '1 Clerk Maintenance'. Below this is a table with columns 'User Name', 'Contact First Name', and 'Contact Last Name'. The first row is highlighted in blue and contains 'WALLE08', 'EVA', and 'STANTON'. A yellow callout box labeled '2' points to this row. Below the table, there are input fields for 'User Name' (WALLE08), 'Contact First Name' (EVA), 'Contact Last Name' (STANTON), 'Phone Number' ((503)555-9255), and 'Email' (WALLE@PIXAR.COM). A section titled 'Clerk Roles' is divided into 'Assigned Roles' and 'Available' columns. The 'Assigned Roles' list includes Claim Inquiry, Eligibility Inquiry, Prior Auth Inquiry, Benefits HSC Inquiry, and Plan of Care Inquiry. The 'Available' list includes Demographic Maint, Trade Files, Prior Auth Submit, Claim Submission, Drug Search, and Claim Void. A yellow callout box labeled '3' points to the arrow buttons between these two lists. At the bottom right, there are buttons for 'remove clerk', 'add clerk', 'submit', and 'cancel'. A yellow callout box labeled '4' points to the 'submit' button.

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 Clerk Maintenance

User Name	Contact First Name	Contact Last Name
WALLE08	EVA	STANTON
JOHNNIES	JOHNNIE	FIVE

Type changes below.

User Name WALLE08 [Search]

Contact First Name EVA

Contact Last Name STANTON

Phone Number (503)555-9255

Email WALLE@PIXAR.COM

Assigned Roles

Clerk Roles

- Claim Inquiry
- Eligibility Inquiry
- Prior Auth Inquiry
- Benefits HSC Inquiry
- Plan of Care Inquiry

Demographic
Trade Files
Prior Auth Submit
Claim Submission
Drug Search
Claim Void

3 remove clerk add clerk

4 submit cancel

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