



OREGON
HEALTH
AUTHORITY

September 2024

MMIS Provider Portal Account Maintenance

Change contact and security information
Update or remove clerks
Update addresses



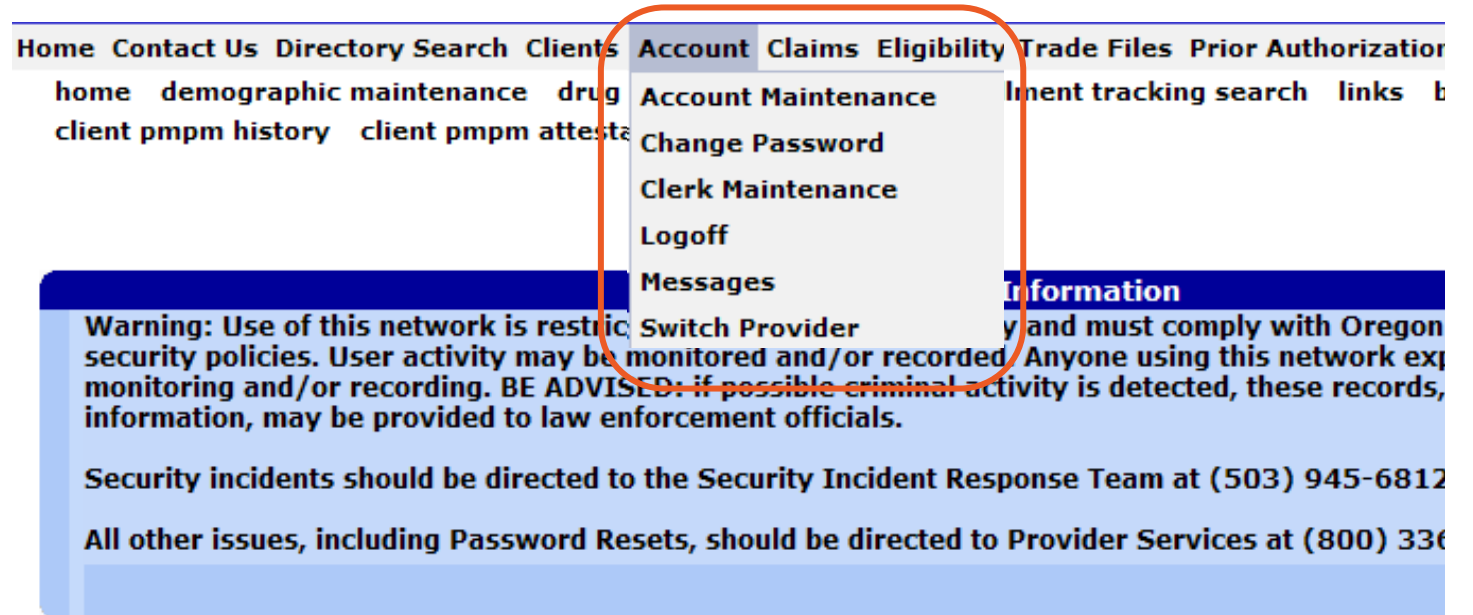
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Account maintenance

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

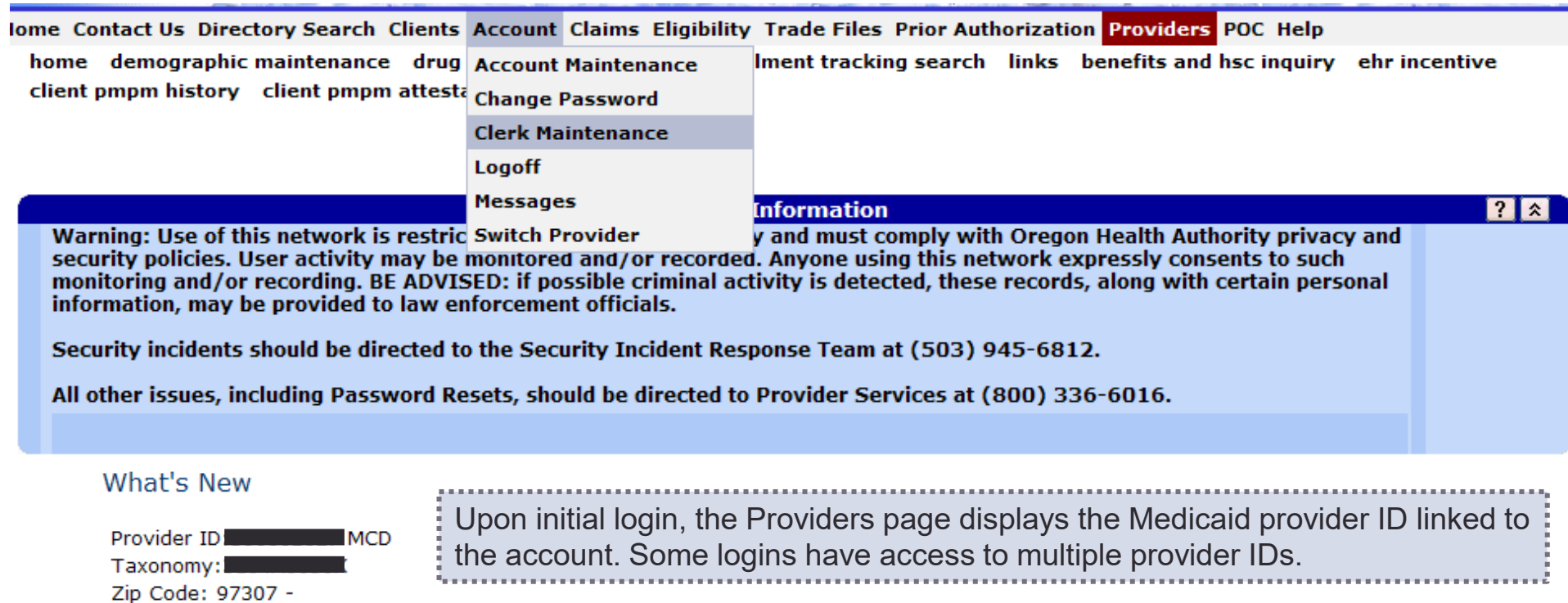
After login, click **Account**. In this menu, you can choose:

- **Account Maintenance** to view and update account information
- **Change Password** to change the account password
- **Clerk Maintenance** to update user access to the account
- **Switch Provider** to switch to a different Provider Portal account



Before making account changes:

- If you have access to more than one Provider Portal account, make sure you are logged in under the correct provider ID. Click **Providers** to see your provider ID.
- If you need to switch accounts, go to **Account>Switch Provider**.



The screenshot displays the Provider Portal interface. At the top, a navigation bar includes links for Home, Contact Us, Directory Search, Clients, Account, Claims, Eligibility, Trade Files, Prior Authorization, Providers (highlighted in red), POC, and Help. Below this, a secondary navigation bar lists various services: home, demographic maintenance, drug, Account Maintenance, Document tracking search, links, benefits and hsc inquiry, ehr incentive, client pmpm history, and client pmpm attest. A dropdown menu is open under the 'Account' tab, showing options: Account Maintenance, Change Password, Clerk Maintenance, Logoff, Messages, and Switch Provider. Below the navigation bars, a large blue box contains a warning message: '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.' Below the warning, it states: 'Security incidents should be directed to the Security Incident Response Team at (503) 945-6812.' and 'All other issues, including Password Resets, should be directed to Provider Services at (800) 336-6016.' At the bottom left, under 'What's New', it shows: 'Provider ID: [redacted] MCD', 'Taxonomy: [redacted]', and 'Zip Code: 97307 -'. A dashed box on the right contains the text: 'Upon initial login, the Providers page displays the Medicaid provider ID linked to the account. Some logins have access to multiple provider IDs.'

home Contact Us Directory Search Clients Account Claims Eligibility Trade Files Prior Authorization **Providers** POC Help

home demographic maintenance drug Account Maintenance Document tracking search links benefits and hsc inquiry ehr incentive
client pmpm history client pmpm attest Change Password Clerk Maintenance Logoff Messages

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.

What's New

Provider ID: [redacted] MCD
Taxonomy: [redacted]
Zip Code: 97307 -

Upon initial login, the Providers page displays the Medicaid provider ID linked to the account. Some logins have access to multiple provider IDs.

To switch providers:

Go to **Account>Switch Provider**.

1. Click the row for the provider you want to switch to
2. Click **switch to**

The screenshot shows a web interface titled "Switch Provider". At the top is a table with columns: National Provider ID, Medicaid Provider ID, Address, City, State, Zip, Zip + 4, Taxonomy, Provider Type, and Default Provider ID. The first row is highlighted in light blue and has a yellow "1" next to it. The second row is highlighted in light green. Below the table is a text prompt "Select row above to update." and a detailed view of the selected provider. The detailed view has two columns: "Current Provider" and "Medicaid Provider". The "Current Provider" column contains fields for National Provider ID, Address, City, State, and Zip. The "Medicaid Provider" column contains fields for Medicaid Provider ID, Taxonomy, Provider Type, and Default Provider ID. A yellow "2" is next to the "switch to" button at the bottom right. A callout box points to the "Default Provider ID" checkbox in the table, stating: "The default provider ID is marked with a check. This is the account you normally see when you log in."

National Provider ID	Medicaid Provider ID	Address	City	State	Zip	Zip + 4	Taxonomy	Provider Type	Default Provider ID
								Physician	☐
								MH Provider	☒

Select row above to update.

Current Provider
National Provider ID
Address
City
State
Zip

Medicaid Provider
Medicaid Provider ID
Taxonomy
Provider Type
Default Provider ID ☐

switch to set as default

The default provider ID is marked with a check. This is the account you normally see when you log in.

To change Default Provider ID

Go to **Account>Switch Provider**

1. Click the row you want to be the default ID
2. Click **set as default**

The screenshot shows a window titled "Switch Provider" with a table of providers and a summary section below it.

National Provider ID	Medicaid Provider ID	Address	City	State	Zip	Zip + 4	Taxonomy	Provider Type	Default Provider ID
								Physician	☐
								MH Provider	☒

Select row above to update.

Current Provider
National Provider ID
Address
City
State
Zip

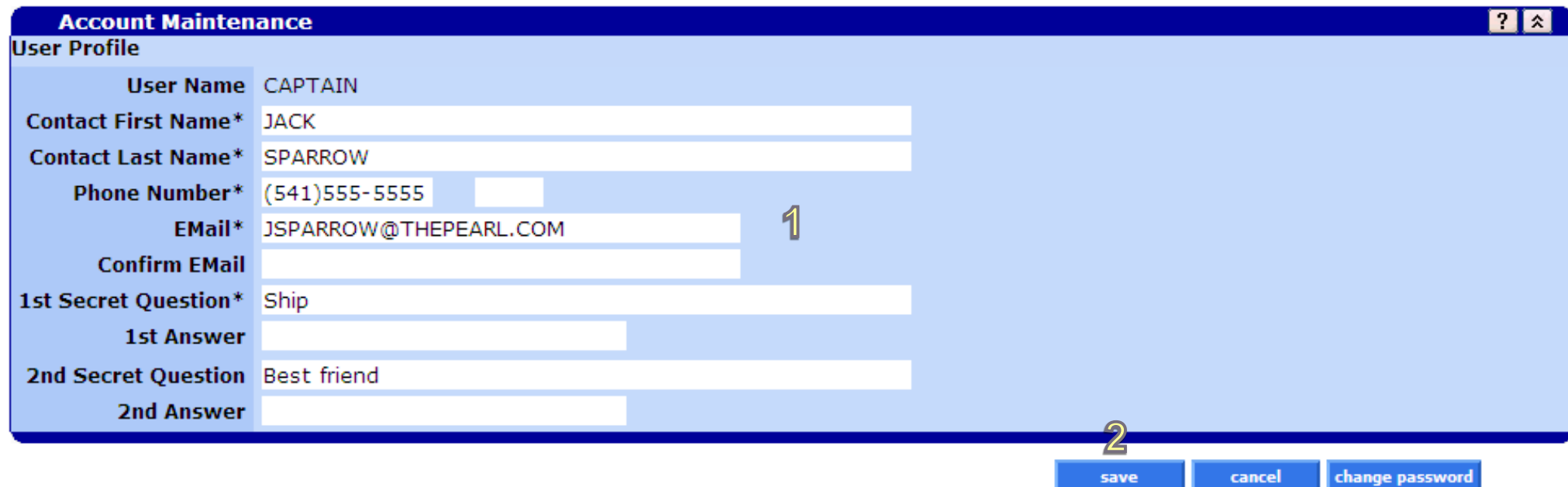
Medicaid Provider ID
Taxonomy
Provider Type
Default Provider ID ☐

switch to set as default

To update account information:

Go to **Account>Account Maintenance**

1. At the Account Maintenance screen, change information as needed
2. Click **save**



The screenshot shows a web application window titled "Account Maintenance" with a "User Profile" section. The form contains the following fields and values:

Field	Value
User Name	CAPTAIN
Contact First Name*	JACK
Contact Last Name*	SPARROW
Phone Number*	(541)555-5555
EMail*	JSPARROW@THEPEARL.COM
Confirm EMail	
1st Secret Question*	Ship
1st Answer	
2nd Secret Question	Best friend
2nd Answer	

At the bottom of the form, there are three buttons: "save", "cancel", and "change password". A yellow number "1" is placed next to the EMail field, and a yellow number "2" is placed above the "save" button.

To change password:

Go to **Account>Change Password**

1. Enter current password, new password, then confirm new password
2. Click **save**

Home Contact Us Directory Search Clients **Account** Claims Eligibility Trade Files Prior Authorization Providers POC Help

home account maintenance **change password** clerk maintenance logoff messages switch provider

Change Password ? ^

User Name

JAMJON

Current Password*

●●●●●●●●

New Password*

●●●●●●●●

1

Confirm New Password*

●●●●●●●●

2

save

cancel

Password requirements:

1.

At least eight characters

2.

One upper-case letter

3.

One lower-case letter

4.

One number or special character



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Clerk maintenance

If you have more than one Provider Portal account:

- Make sure you are logged in under the correct provider ID.
- [Switch providers](#) if needed.
- If you want to add a clerk under more than one ID, the clerk does not carry over to the other IDs. Clerk accounts must be added to each ID separately.

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

- After login, go to **Account > Clerk Maintenance**

The screenshot displays the Oregon Medicaid Provider Portal interface. At the top, a navigation bar includes links for Home, Contact Us, Directory Search, Clients, Account, Claims, Eligibility, Trade Files, Prior Authorization, Providers (highlighted in red), POC, and Help. Below this, a secondary navigation bar lists various services: home, demographic maintenance, drug, client pmpm history, client pmpm attest, Account Maintenance, Claim tracking search, links, benefits and hsc inquiry, and ehr incentive. A dropdown menu is open under the 'Account' link, showing options: Account Maintenance, Change Password, Clerk Maintenance (highlighted), Logoff, Messages, and Switch Provider. Below the navigation bars, a blue banner contains a warning message: 'Warning: Use of this network is restricted to authorized personnel 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.' Below the warning, contact information is provided: 'Security incidents should be directed to the Security Incident Response Team at (503) 945-6812.' and 'All other issues, including Password Resets, should be directed to Provider Services at (800) 336-6016.'

To add a new user as a clerk:

1. Click **add clerk**
2. Enter clerk information
3. Use arrows to assign roles from the Available Roles Section
4. Click **submit**

The screenshot shows the 'Clerk Maintenance' window. At the top, there's a header bar with a question mark and an up arrow. Below it, a table header lists 'User Name', 'Contact First Name', and 'Contact Last Name'. A sub-header 'A' is present. The main area is titled 'Type data below for new record.' and contains several input fields: 'User Name*' (JOHNNIE5), 'Contact First Name*' (JOHNNIE), 'Contact Last Name*' (FIVE), 'Phone Number*' ((800)555-5555), 'EMail*' (JOHNNIE@5.COM), 'Confirm EMail*' (JOHNNIE@5.COM), 'Password*' (masked with dots), and 'Confirm Password*' (masked with dots). A red bracket labeled '2' groups these fields. Below the input fields, there are two sections: 'Assigned Roles' and 'Available Roles'. The 'Assigned Roles' section lists: Benefits HSC Inquiry, Claim Inquiry, Claim Submission, Eligibility Inquiry, Prior Auth Inquiry, and Prior Auth Submit. The 'Available Roles' section lists: Drug Search, Plan of Care Inquiry, Claim Void, Clerk Maintenance, EHR Incentive, and PCPCH. Between these sections are four arrow buttons: '<', '<<', '>', and '>>'. A red box labeled '3' highlights the '<' button. At the bottom right, there are two buttons: 'remove clerk' and 'add clerk'. A red box labeled '1' highlights the 'add clerk' button. At the very bottom, there are two buttons: 'submit' and 'cancel'. A red box labeled '4' highlights the 'submit' button.

To add an existing user as a clerk:

1. Click **add clerk**
2. Click Search hyperlink
3. Enter search criteria
4. Click **search**
5. Click on the appropriate row in the Search Results

The screenshot displays the 'Clerk Maintenance' application interface. At the top, there is a header bar with the title 'Clerk Maintenance' and a help icon. Below the header, there is a search section with three input fields: 'User Name*', 'Contact First Name*', and 'Contact Last Name*'. A search button is located to the right of the 'User Name' field. Below the search section, there is a 'Search Results' table. The table has three columns: 'User Name', 'First Name', and 'Last Name'. A single row is displayed with the values 'JENJEN10', 'JENNIFER', and 'SMITH'. To the right of the search results, there is a 'Clerk Roles' section with a list of roles: 'Benefits HSC Inquiry', 'Demographic Maint', 'Trade Files', 'Prior Auth Submit', 'Prior Auth Inquiry', and 'Claim Inquiry'. A 'remove clerk' button and an 'add clerk' button are located at the bottom right of the interface. A 'submit' button and a 'cancel' button are located at the bottom of the interface.

Clerk Maintenance

User Name Contact First Name Contact Last Name

A

User Name* [Search]

Contact First Name*

Contact Last Name*

User Name Search [Close]

User Name JENJEN10

First Name

Last Name

search clear

Search Results

User Name	First Name	Last Name
JENJEN10	JENNIFER	SMITH

Assigned Roles

Available Roles

Benefits HSC Inquiry

Demographic Maint

Trade Files

Prior Auth Submit

Prior Auth Inquiry

Claim Inquiry

remove clerk add clerk

submit cancel

To add an existing user as a clerk (continued):

At the resulting screen:

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

The screenshot displays the 'Clerk Maintenance' window. At the top, there's a header bar with a title and navigation icons. Below it, a table lists columns: 'User Name', 'Contact First Name', and 'Contact Last Name'. A search bar is present next to the 'User Name' column. The main form area contains fields for 'User Name' (JENJEN10), 'Contact First Name' (JENNIFER), 'Contact Last Name' (SMITH), 'Phone Number' ((503)602-1128), and 'Email' (JENNIFER.R.SMITH@STATE.OR.US). Below these fields, there's a section for 'Clerk Roles' with two panes: 'Assigned Roles' and 'Available Roles'. The 'Assigned Roles' pane lists: Eligibility Inquiry, PCPCH, Plan of Care Inquiry, Prior Auth Inquiry, Prior Auth Submit, and Trade Files. The 'Available Roles' pane is currently empty. Between the panes are navigation buttons: '<', '<<', '>', and '>>'. A red dashed box highlights the '<<' button, with a yellow '1' above it. At the bottom right, there are buttons for 'remove clerk', 'add clerk', 'submit', and 'cancel'. A yellow '2' is placed above the 'submit' button.

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

Email JENNIFER.R.SMITH@STATE.OR.US

Clerk Roles

Assigned Roles

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

Available Roles

1

2

remove clerk add clerk submit cancel

To update a clerk:

1. Click a row to select a clerk
2. Select roles, and use arrows to assign or remove roles
3. Click **submit**

The screenshot displays the 'Clerk Maintenance' web application. At the top, a table lists two clerks: 'WALLE08 EVA STANTON' and 'JOHNNIES JOHNNIE FIVE'. A red '1' is placed next to the first row. Below the table, a section titled 'Type changes below.' contains input fields for 'User Name' (WALLE08), 'Contact First Name' (EVA), 'Contact Last Name' (STANTON), 'Phone Number' ((503)555-9255), and 'Email' (WALLE@PIXAR.COM). Below these fields, a section titled 'Clerk Roles' shows two lists of roles. The 'Assigned Roles' list includes 'Claim Inquiry', 'Eligibility Inquiry', 'Prior Auth Inquiry', 'Benefits HSC Inquiry', and 'Plan of Care Inquiry'. The 'Available Roles' list includes 'Demographic Maint', 'Trade Files', 'Prior Auth Submit', 'Claim Submission', 'Drug Search', and 'Claim Void'. A red '2' is placed between the two lists. Between the lists are five arrows: a single left arrow, a double left arrow, a single right arrow, and two double right arrows. At the bottom right, there are buttons for 'remove clerk', 'add clerk', 'submit', and 'cancel'. A red '3' is placed above the 'submit' button.

Clerk Maintenance

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

1

Type changes below.

User Name: WALLE08 [Search]

Contact First Name: EVA

Contact Last Name: STANTON

Phone Number: (503)555-9255

Email: WALLE@PIXAR.COM

Clerk Roles

Assigned Roles

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

2

Available Roles

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

remove clerk add clerk

3 submit cancel

To delete a clerk:

1. Click a row to select a clerk
2. Click **remove clerk**
3. Click **submit**

The screenshot shows the 'Clerk Maintenance' window. At the top, a table lists clerks. The first row is selected, indicated by a blue background and a yellow '1' in the first column. Below the table, a message says 'Type changes below.' followed by a form with fields for User Name, Contact First Name, Contact Last Name, Phone Number, and Email. Below the form, there are two sections: 'Assigned Roles' and 'Available Roles'. The 'Assigned Roles' section lists: Claim Inquiry, Eligibility Inquiry, Prior Auth Inquiry, Benefits HSC Inquiry, and Plan of Care Inquiry. The 'Available Roles' section lists: Demographic Maint, Trade Files, Prior Auth Submit, Claim Submission, Drug Search, and Claim Void. At the bottom right, there are buttons for 'remove clerk' (labeled with a yellow '2'), 'add clerk', 'submit' (labeled with a yellow '3'), and 'cancel'.

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

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

Available Roles

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

remove clerk add clerk

submit cancel

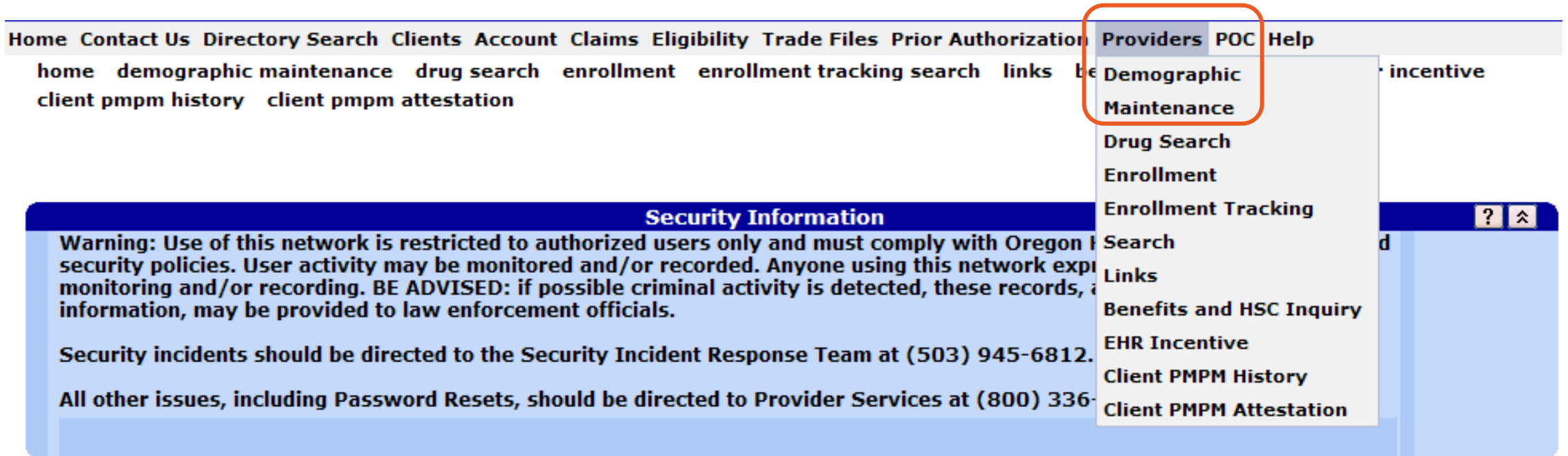


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Update addresses

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

- After login, go to **Providers > Demographic Maintenance**



The screenshot displays the Oregon Medicaid Provider Portal interface. At the top, a navigation bar contains links: Home, Contact Us, Directory Search, Clients, Account, Claims, Eligibility, Trade Files, Prior Authorization, Providers, POC, and Help. The 'Providers' link is highlighted with an orange box, and its dropdown menu is open, showing 'Demographic Maintenance' as the first option, also highlighted with an orange box. Other options in the dropdown include Drug Search, Enrollment, Enrollment Tracking, Search, Links, Benefits and HSC Inquiry, EHR Incentive, Client PMPM History, and Client PMPM Attestation. Below the navigation bar, a blue banner reads 'Security Information'. The text below the banner states: '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, and 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-'. On the right side of the page, there is a vertical sidebar with a question mark icon and an upward arrow icon.

Update addresses

1. Click **Location Name Address**
2. Click the row for the type of address you want to update
3. Update information
4. Click **save**

1

Base Information > Service Location > **Location Name Address** > EFT Account > Service Language > Tax ID > Directory Listing > Office Hours

Usage	Name	Address 1	City	State	Zip	Zip + 4	Phone	Ext	Handicap Access
Corporate Office	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301		(503)555-1212		Y
Home Office	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301		(503)555-1212		Y
Medical Records	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301		(503)555-1212		Y
Mail to	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301		(503)555-1212		Y
Pay to	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301		(503)555-1212		Y
Service Location	JAMES JONES	124 MONITOR STREET	SALEM	OR	97301		(503)555-1212		Y

Select row above to update.

2

3

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?

If your changes apply to other address types, mark the types here. The changes will then get added to the other address types.

4

save **cancel**

Need help?

Contact OHP Provider Services

800-336-6016 Option 5

team.provider-access@oha.oregon.gov

Thank you

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OHP Provider Services at dmap.providerservices@oha.oregon.gov or 800-336-6016 (voice). We accept all relay calls.

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500 Summer St NE, E44
Salem, OR 97301
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OHP.Oregon.gov/Providers

