



OREGON
HEALTH
AUTHORITY

September 2024

MMIS Provider Portal Account Setup

**Use the PIN letter to set up your account
Give others access to your account**

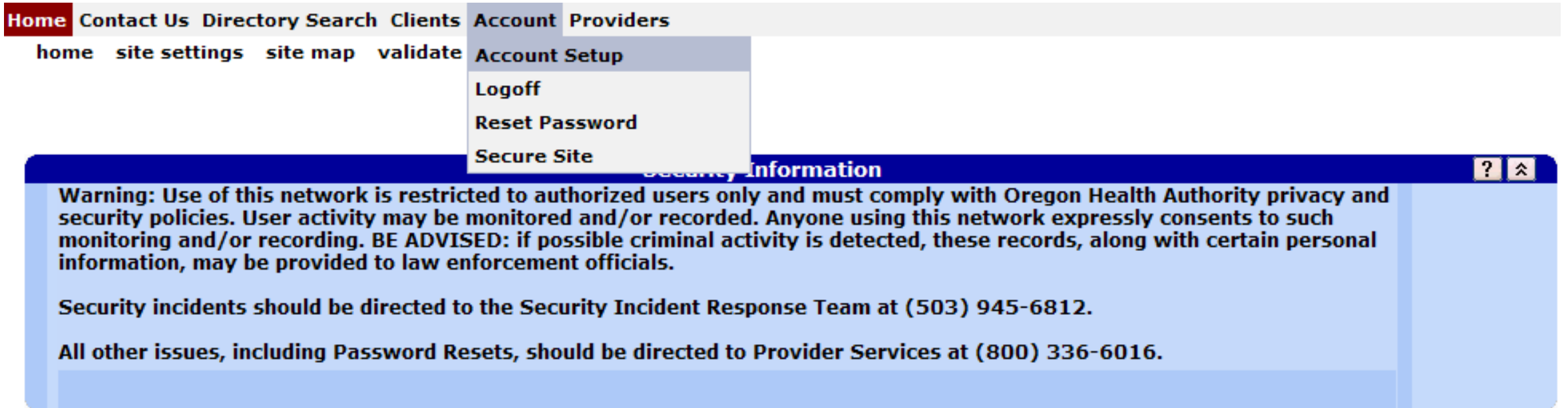


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Account Setup

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

- Click **Account > Account Setup**



Welcome to the Medicaid Portal web site!

Account Setup: Login

- Enter these items from your PIN letter, then click **setup account**.
 1. Login ID: This is your 6- or 9-digit Oregon Medicaid provider ID.
 2. Personal Identification Number: This number is case-sensitive.

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

home **account setup** logoff reset password secure site

Account Setup

Login ID*

Personal Identification Number*

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

setup account

Account Setup: Main screen

- Complete all fields.
- Secret question answers are case-sensitive.
- Check the **I Agree** box.
- Click **submit**.

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 (*).

User Name*

Contact Last Name*

Contact First Name*

Phone Number*

1st Secret Question*

1st Answer*

2nd Secret Question

2nd Answer

Password*

Confirm Password*

E-Mail*

Confirm E-Mail*

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

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

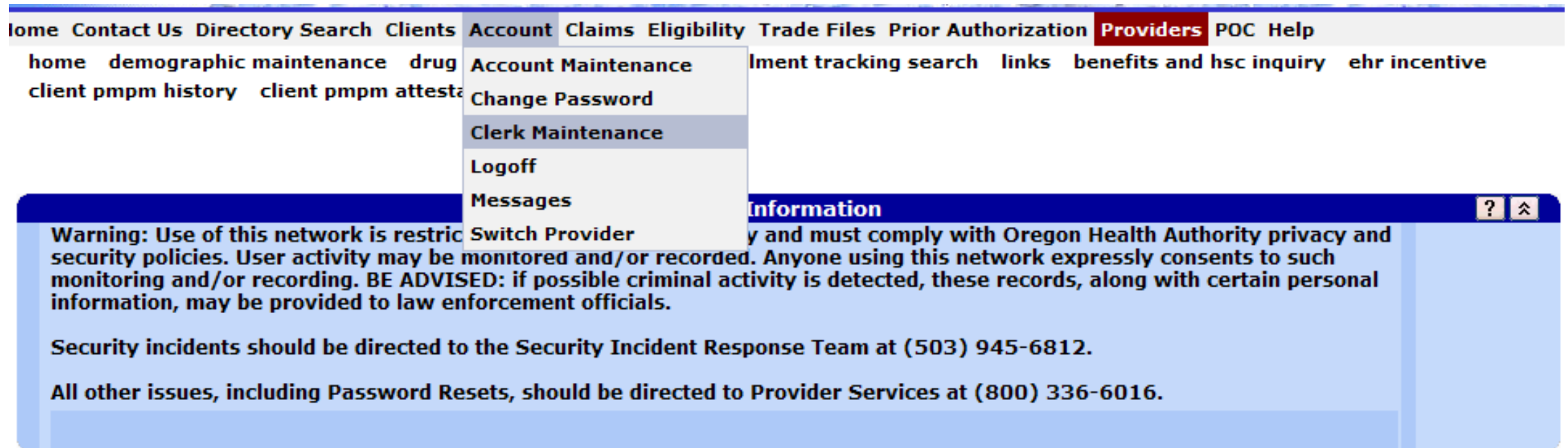


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Clerk Setup

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

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



The screenshot shows the top navigation bar of the Oregon Medicaid Provider Portal. The 'Account' menu is open, and 'Clerk Maintenance' is highlighted. Other menu items include 'Account Maintenance', 'Change Password', 'Logoff', 'Messages', and 'Switch Provider'. The 'Providers' menu item is highlighted in red in the main navigation bar. Below the navigation bar is a blue banner with a warning message and contact information for security incidents and password resets.

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
Switch Provider 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.

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' form with the following fields and sections:

- User Name***: JOHNNIE5 [Search]
- Contact First Name***: JOHNNIE
- Contact Last Name***: FIVE
- Phone Number***: (800)555-5555
- EMail***: JOHNNIE@5.COM
- Confirm EMail***: JOHNNIE@5.COM
- Password***: [masked]
- Confirm Password***: [masked]

Clerk 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

Buttons: remove clerk, add clerk, submit, cancel

Annotations: 1 (add clerk), 2 (form fields), 3 (role selection arrows), 4 (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. The window title is 'Clerk Maintenance'. The main area is divided into several sections:

- Search Section:** Contains input fields for 'User Name*', 'Contact First Name*', and 'Contact Last Name*'. A '[Search]' button is located to the right of the 'User Name' field, marked with a '2'.
- Search Results Section:** A table with columns 'User Name', 'First Name', and 'Last Name'. The first row contains 'JENJEN10', 'JENNIFER', and 'SMITH', respectively. This row is highlighted in light blue and marked with a '5'. A 'search' button and a 'clear' button are located to the right of the table, with the 'search' button marked with a '4'.
- Assigned Roles Section:** A table with the header 'Assigned Roles' and a 'Clerk Roles' label. It is currently empty.
- Available Roles Section:** A list of roles: 'Benefits HSC Inquiry', 'Demographic Maint', 'Trade Files', 'Prior Auth Submit', 'Prior Auth Inquiry', and 'Claim Inquiry'. This list is marked with a '1'.

At the bottom right of the interface, there are buttons for 'remove clerk', 'add clerk', 'submit', and 'cancel'. The 'add clerk' button is highlighted in blue.

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' web application interface. At the top, there is a header bar with the title 'Clerk Maintenance' and a search icon. Below the header, there is a table with columns for 'User Name', 'Contact First Name', and 'Contact Last Name'. The table contains one row with the following data: 'JENJEN10', 'JENNIFER', and 'SMITH'. Below the table, there are several input fields for user details: '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 is a section for 'Clerk Roles'. This section is divided into two columns: 'Assigned Roles' and 'Available Roles'. The 'Assigned Roles' column contains a list of roles: Eligibility Inquiry, PCPCH, Plan of Care Inquiry, Prior Auth Inquiry, Prior Auth Submit, and Trade Files. The 'Available Roles' column is currently empty. Between the two columns are four buttons: '<', '<<', '>', and '>>'. A red box highlights the '<<' button, and a yellow '1' is placed above it. At the bottom right of the interface, there are four buttons: 'remove clerk', 'add clerk', 'submit', and 'cancel'. A yellow '2' is placed above the 'submit' button.

Need help?

Contact OHP Provider Services

800-336-6016

team.provider-access@odhsoha.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@odhsoha.oregon.gov or 800-336-6016 (voice). We accept all relay calls.

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