

Giving Ayin Clerk Access in MMIS for HRSN Claims Assistance

A how-to guide for HRSN providers enrolled with Open Card

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Giving Ayin Clerk Access in MMIS

The Oregon Health Authority (OHA) encourages Open Card/fee-for-service providers to **give MMIS Provider Portal clerk access to Ayin** to help with HRSN billing challenges. This document explains why it's important and how to provide access.

Frequently Asked Questions

Who is Ayin?

Ayin Health Solutions (Ayin) works with the Oregon Health Authority (OHA) to help process claims for Open Card/fee-for-service members who receive Health Related Social Needs (HRSN) benefits.

What is the current process?

HRSN providers send their invoices for Open Card members to Ayin. Ayin checks them to make sure they are complete and accurate, then sends them to the MMIS Provider Portal for payment.

What is clerk access and how is it helpful?

Sometimes Ayin accepts an invoice, but MMIS cannot finish the payment. This could be due to billing errors or issues with how MMIS processes payments for HRSN benefits.

To be able to help, Ayin needs to be added as a clerk in each provider's MMIS Provider Portal profile.

Is providing clerk access required?

No. Ayin can still help explain what changes the provider needs to make in MMIS and may ask for screenshots or documentation to understand the issue and confirm that the changes were made.

With clerk access, what can Ayin see or do on my behalf?

With clerk access, Ayin can view and adjust HRSN claims, view provider remittance, and check eligibility. The five roles we assigned above provide the following access:

1. **Eligibility Inquiry:** Verify Oregon Health Plan eligibility and coordinated care
2. **Claim Inquiry:** Search for and view submitted claims
3. **Claim Submission:** Submit claims
4. **Claim Void:** Void claims
5. **RA Online:** View remittance advices

If I give Ayin clerk access, can I see what they are doing in my MMIS Provider Portal account?

No, there is no “audit trail” in the Provider Portal.

How does this align with Minimum Necessary under HIPAA rule?

Clerk access aligns with Minimum Necessary under HIPAA, as providers are limiting Ayin’s access to only the five roles we assigned above.

Where can I learn more?

- [Provider Portal Account Maintenance](#): shows how to switch a provider and add/delete clerks.
- [Portal Clerk Roles](#): lists all the clerk roles and what they mean.

How to provide Ayin with clerk access:

Step	Procedure:							
1	You will need to switch providers. Go to Account and then Switch Providers .							
2	<p>Make sure that the right provider is selected.</p> <table border="1"><thead><tr><th>If the provider is...</th><th>Then...</th></tr></thead><tbody><tr><td>HRSN Medicaid (MCD) Provider</td><td>Go to Step 3.</td></tr><tr><td>Anything else</td><td><ul style="list-style-type: none">• Click the row for the provider you want to switch.</td></tr></tbody></table>		If the provider is...	Then...	HRSN Medicaid (MCD) Provider	Go to Step 3.	Anything else	<ul style="list-style-type: none">• Click the row for the provider you want to switch.
If the provider is...	Then...							
HRSN Medicaid (MCD) Provider	Go to Step 3.							
Anything else	<ul style="list-style-type: none">• Click the row for the provider you want to switch.							

		<ul style="list-style-type: none"> • Select Switch to and select HRSN Medicaid (MCD) provider <p>For more information, see Provider Portal Account Maintenance.</p>
3		Go to Account and then Clerk Maintenance .
4		<p>In the Clerk Roles section, move the roles listed below from Available Roles to Assigned Roles</p> <ul style="list-style-type: none"> • Eligibility Inquiry • Claims Inquiry • Claim Submission • Claim Void • RA Online
5		Click Submit .

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