

# Giving Ayin Clerk Access in MMIS for HRSN Claims Assistance

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

## 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.

## To provide Ayin with clerk access, please contact Ayin:

- Email [HRSNMMISclerk@ayin.com](mailto:HRSNMMISclerk@ayin.com).
- Ayin staff will provide MMIS usernames for their staff who need clerk access.

- Once you receive the existing MMIS usernames, you can follow the directions in the table below.

Step	Procedure:						
1	You will need to switch providers. Go to <b>Account</b> and then <b>Switch Providers</b> .						
2	<p>Make sure that the right provider is selected.</p> <table border="1" data-bbox="331 506 1495 1087"> <thead> <tr> <th data-bbox="331 506 914 583">If the provider is...</th> <th data-bbox="914 506 1495 583">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="331 583 914 661">HRSN Medicaid (MCD) Provider</td> <td data-bbox="914 583 1495 661">Go to Step 3.</td> </tr> <tr> <td data-bbox="331 661 914 1087">Anything else</td> <td data-bbox="914 661 1495 1087"> <ul style="list-style-type: none"> <li>• Click the row for the provider you want to switch.</li> <li>• Select <b>Switch to</b> and select <b>HRSN Medicaid (MCD) provider</b></li> </ul> <p>For more information, see <a href="#">Provider Portal Account Maintenance</a>.</p> </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"> <li>• Click the row for the provider you want to switch.</li> <li>• Select <b>Switch to</b> and select <b>HRSN Medicaid (MCD) provider</b></li> </ul> <p>For more information, see <a href="#">Provider Portal Account Maintenance</a>.</p>
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3	Go to <b>Account</b> and then <b>Clerk Maintenance</b> .						
4.	Enter the <b>User Name</b> and then click on [ <b>Search</b> ].						
5.	Look in the <b>Search Results</b> and click on the <b>User Name</b> that matches your search.						
6.	Click on <b>Add Clerk</b> .						
7.	<p>In the <b>Clerk Roles</b> section, move the roles listed below from <b>Available Roles</b> to <b>Assigned Roles</b></p> <ul style="list-style-type: none"> <li>• Eligibility Inquiry</li> <li>• Claims Inquiry</li> <li>• Claim Submission</li> <li>• Claim Void</li> </ul>						

	<ul style="list-style-type: none"><li>• RA Online</li></ul>
8.	Click <b>Submit</b> .

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