Idaho Medicaid Provider Portal

Fall Workshop 2017
Objectives

• Exciting upgrades to Idaho Medicaid provider portal
• How is your experience as a provider going to change?
• All providers must have a Trading Partner Account
• What can you do now to prepare?
• Resources
Anticipated Implementation

Upgrade projects for www.idmedicaid.com

1. Trading Partner Account (TPA)
   - New look and feel
   - Fall 2017
   - Modifications to the locations of documents
   - Mandatory TPA for all providers in order to access Provider Enrollment/ Maintenance

2. Provider Enrollment/Maintenance Application
   - New look and feel coming late 2018
   - New and improved functionality
Public Portion
www.idmedicaid.com
Welcome to Idaho Medicaid

- **August Medicaid Newsletter Now Online**: The August edition of the Medicaid Newsletter is now available online. Please click here for the latest news and information affecting Idaho Medicaid providers. If you must receive the Medicaid by mail, please dial 1 (866) 686-4272 and select option 3.

- **A Trading Partner Account (TPA) provides a fast, efficient way to**:
  - Submit claims
  - View claim status, regardless of the method of submission (paper, electronic, etc.)
  - View payment information
  - Check eligibility and limitations
  - Access referral and prior authorization information

- **Starting 8/30/2017**, the Molina Provider Relations Consultants (PRCS) will be holding workshops throughout Idaho for our Certified Family Home, Residential Assisted Living Facility, and Skilled Nursing Facility providers. These workshops will introduce the expanded Trading Partner Account (TPA) portal coming in Fall 2017. When the portal is expanded, all
New Look Coming | Public Homepage

Welcome to the Idaho Molina Online Portal for Medicaid Providers!

This website provides information to Idaho Medicaid providers, trading partners, and the public. Helpful documents and links can be found in the menu bar above.

Claims Processing

Paper claims must be received by 5:00 P.M. Monday in order to be included in the next regular weekly payment processing cycle.

Electronic claims must be received by 8:00 p.m. Thursday to be included in the next regular weekly payment processing cycle.

Click here to view the 2017 Financial Payment Processing Cycles.

Trading Partner Account Login

Click here to sign in to your secure Trading Partner Account. By logging into the secure portal, you can view eligibility, view and submit claims, manage patient rosters, perform enrollment and maintenance, view authorizations, download reports, and more.

Molina Partners

Click here for a list of contact information for our valued partners.
To search for a provider, use one or more of the fields below.

- Provider/Clinic Name:
- Provider ID:
- Specialty:
- Type:
- City:
- County:
- ZIP Code:
- State: Idaho

 dagen

Maximum distance from the following location: Miles

Enter one of the following:
- Street address, City, State and optional ZIP OR just the ZIP

Search  Reset
New Look Coming | Provider Directory

1. ANGLETON, PETER
   8854 W EMERALD #140
   BOISE, ID 83704
   [Details]

2. ASHBUT, HANSEL
   8854 W EMERALD #140
   BOISE, ID 83704
   [Details]

3. BINNER, DIANNA LEE
   8854 W EMERALD #140
   BOISE, ID 83704
   [Details]

4. BODEGER, BRIAN
   2312 N COLE SUITE B
   BOISE, ID 83704
   [Details]

5. BURRISCI, MARK
   2312 N COLE RD
   BOISE, ID 83704
   [Details]

6. CAMPSELL, MATTHEW

Search Again
New Look Coming | Contact Us

Support Hours
Monday - Friday
7:00 am to 7:00 pm MST

Contact Us

**Provider Services**
Toll Free Phone: 1 (866) 686-4272
Toll Free Fax: 1 (877) 661-0974
Enrollment Toll Free Fax: 1 (877) 517-2041
Local: 1 (208) 373-1424
E-Mail: idprovider.services@molinahealthcare.com

**Participant Services**
Toll Free Phone: 1 (866) 686-4272
Toll Free Fax: 1 (877) 517-2039
Local: 1 (208) 373-1432
E-Mail: idparticipant.services@molinahealthcare.com

**Technical Services**
Toll Free Phone: 1 (866) 686-4272
Toll Free Fax: 1 (877) 517-2040
Local: 1 (208) 373-1424
E-Mail: idedsupport@molinahealthcare.com

For additional contact options including telephone/fax numbers, and email/physical mailing address, [Click here](#).
Referral Material | Provider Handbook

IDaho Department of Health & Welfare

Provider Handbook

General Information
- Overview
- Directory
- General Billing Instructions
- General Provider and Participant Information
- ICD-9 and ICD-10 Diagnosis Billing Requirements
- Remittance Advice Analysis

Reference
- Glossary
- HCPCS - NDC Crosswalk
- NDC Format for Billing PAD
- Provider Enrollment Requirements
- Provider Types and Specialties
- TPR Carrier Codes

Links
- CMS POA Exemption Lists
- DHW Dental Services
- Idaho Behavioral Health Plan
- Idaho Medicaid Pharmacy Claims Submission Manual
Trading Partner Sign-In

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Molina Partners

Click here for a list of contact information for our valued partners.
Signing In

User Name
Forgot User Name? Retrieve

Password
Forgot Password? Reset

☐ I have read and accept the HIPAA PHI privacy policy

SIGN IN

Attention HIPAA PHI: Special Handling Required.
This website contains Protected Health Information (PHI) as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Federal law mandates that you not use or disclose the information contained herein in any way that will compromise the privacy, security or confidentiality of the individual to whom the information pertains.
Current Secure Trading Partner Homepage

Welcome to Idaho Medicaid Health PAS Online.
We thank you for your participation in the Medicaid program and decision to submit electronic transactions.

Multiple User Access to Your Trading Partner Account:
IDMMSI trading partner accounts support multiple users in compliance with HIPAA security regulations. If you have additional employees that require access to your trading partner information, please invite the users and set security permissions by selecting 'Manage Users' under 'Account Maintenance.'

Associate Billing Providers to Your Trading Partner Account:
When you created this account you were required to link the trading partner account to a billing provider. If you have additional billing providers, please select 'Provider Associations' and associate the remaining billing providers. Billing Providers must be associated to your trading partner account to use the web-form entry features of this site.

X12 Submission:
HIPAA X12 transactions may be submitted using the 'X12 Upload' feature under 'File Exchange' in the left navigation menu. You must be certified to submit production transactions. For example, if you are submitting (Professional Claims), (Claim Status Requests), (Eligibility Requests), etc., you are required to upload at least two test files (indicated by a 'T' in the element IDA-12 - Usage Information) that receive no validation errors. Upon passing the testing requirements, you will automatically be certified to submit production transactions. View your EDI transaction certification under 'Account Maintenance.' Please note your Trading Partner ID was assigned at the time of registration and is displayed at the top of this page.

Interchange Admission (ITA1) responses are displayed at the time you upload your transactions. Please be sure to check your EDI Responses. WECID SNIP levels 1-2 edits are returned on a 999 for 9910 transactions. Levels 3-7 are returned on an 824 for most transaction types. The responses may be accessed by selecting 'Responses' under 'File Exchange', Response 'Alerts' feature.

Web Form Entry:
You may use web-forms to submit claims, referrals and authorizations, and verify eligibility, claim status and payment status. Billing providers must be associated to the trading partner account. These features are available under 'Form Entry.' Rendering providers affiliated with your billing provider will automatically be populated on web forms. If one of your claims is denied, you can resubmit the claim, contact your provider enrollment to check the status of the rendering provider's enrollment or for instructions to enroll the provider.
New Look Coming | Secure Homepage

Welcome to Health PAS-OnLine

Welcome to MyHealth PAS, our web-based administrative services tool that delivers provider and trading partner access to medical information and medical administration transactions in real-time through secure Internet. Using a web-based solution like MyHealth PAS, we have the ability to share valuable medical information with members, providers, and trading partners in real-time environment without calling Provider Services or waiting for mail deliveries.

Molina Contacts

Molina Provider Relations Consultants Contact Information

Idaho Medicaid Contact Information (Provider Services, Provider Enrollment, and Molina partners)

Resources & Links

Provider Handbook
MediShare Newsletters
Announcements
Medicaid Fee Schedules
User Guides
Provider Enrollment and Maintenance Forms
Information Releases

Messages & Alerts

SECURE MESSAGING
You have 9 Unread Messages

ALERTS
You have 0 Unread Documents

Provider Enrollment / Maintenance

Need to Enroll as a Medicaid Provider?
Need to update your current enrollment, affiliations, or demographic data?

Provider Enrollment Application

Provider Training Opportunities

You are invited to attend webinars offered by Molina Medicaid Solutions Regional Provider Relations Consultants.

Training Links:
- How to Register
- Training Calendar
- Training Materials
- Idaho Medicaid Training Center

For training support, contact
IDTraining@MolinaHealthcare.com
Form Entry | View Authorizations

Billing Provider: ACME HEALTH | 1234567890

Listed below are currently active or future authorizations, up to a maximum of 40 in order of date of service. Use the search feature to find other authorizations.

<table>
<thead>
<tr>
<th>Authorizations</th>
<th>Print List</th>
<th>Export to Excel</th>
<th>Search</th>
</tr>
</thead>
</table>

**Date of Service:** 7/26/2017
**To:** 8/25/2017

**Authorization #:**
**Member ID:**
**Member Last Name:**
**Date of Birth:**
**Social Security Number:** ### ### ##
**Requesting Provider:**

**Status:** ALL
**Region:**

[core.htm/SecureDefault.aspx]
On the portal today, Claim Submission and Claim Status are two separate options.

On the upgraded portal, these two options are wrapped up under one option.
Form Entry | View & Submit Claims

Once you select your Billing Provider, you can choose to view existing or submit new claims.
Form Entry | Submit Claim

After clicking **Submit Claim** on the previous screen, you can choose the claim type for your submission.

You Are Here: Submit Claim - Find Member

Select Billing Provider: ACME HEALTH | 1234567890

Select a Claim Type:
- Professional
- Dental
- Institutional
- Copy Last Claim

To search for a member, enter search criteria in any two rows. For example enter the Name (last and first) and the Date of Birth.

**Member ID:**

**Name (Last and First):**

**Date of Birth:** MM/DD/CCYY

**Social Security Number:** ### ## ####

[Submit] [Reset]
Account Maintenance

Welcome to MyHealth PAS, our web-based administrative services tool that delivers provider and trading partner access to medical information and medical administration transactions in real-time through secure Internet. Using a web-based solution like MyHealth PAS, we have the ability to share valuable medical information with members, providers, and trading partners in real-time environment without calling Provider Services or waiting for mail deliveries.
## Manage Users

Registered users for this trading partner account are displayed below. Invite additional users by selecting 'Add User'.
Existing users may be edited, deactivated or reactivated by clicking on the rows. You must have security role 'R7-User Management' to use these features.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Email Address</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>John</td>
<td>Provider</td>
<td><a href="mailto:johnprovider@providermail.com">johnprovider@providermail.com</a></td>
<td>Activated</td>
</tr>
<tr>
<td>Jane</td>
<td>Medicine</td>
<td><a href="mailto:janemedicine@providermail.com">janemedicine@providermail.com</a></td>
<td>Activated</td>
</tr>
</tbody>
</table>
Account Maintenance | Provider Enrollment

Only provider TPA accounts have access to the Provider Enrollment links; billing agents will not be able to access the Provider Enrollment application.
# File Exchange

<table>
<thead>
<tr>
<th>File Exchange</th>
<th>Provider Directory</th>
<th>Contact Us</th>
<th>Reference Material</th>
</tr>
</thead>
<tbody>
<tr>
<td>X12 Upload</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X12 Archive Search</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>X12 Responses</strong></td>
<td><strong>Reports</strong></td>
<td><strong>Alerts &amp; Notifications</strong></td>
<td><strong>Correspondence</strong></td>
</tr>
<tr>
<td>Claim (837)</td>
<td>Remittance Advice (pdf)</td>
<td>Manage Notifications</td>
<td>Messages / Alerts</td>
</tr>
<tr>
<td>Claim Status (276)</td>
<td>Other Reports &amp; PCP Incentive Payment</td>
<td>Manage Recipients</td>
<td>Unread Documents</td>
</tr>
<tr>
<td>Eligibility (270)</td>
<td>Claims In Process</td>
<td>Document Library Alerts</td>
<td></td>
</tr>
<tr>
<td>Finance (835, 820)</td>
<td>Healthy Connections Roster</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services Review (278)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Trading Partner Account
Featured Capabilities
Secure Messaging

Secure Messaging

- Allows providers to send/receive secure messages to Molina within their Trading Partner Accounts
- Each TPA user gets their own Secure Messaging account
- Messages and Alerts displayed
Secure Messaging

Benefits
- Time saving – can be sent while reviewing information in TPA
- Sending by topic removes guesswork – routed to the right place
- Correct Security Protocol – worry-free communication
Secure Messaging

• Messaging routed by topic
• Supports rich text
• Attachment supported file types: .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .pdf, .txt, .rtf
Association Invite
Provider/Billing Agent
Featured Capability
Association Invite – Provider Account

Today’s Options:
Providers wanting to have a billing agent/clearinghouse bill on their behalf have to relay identification information to the billing agent via phone call or e-mail. Then the billing agent must add the provider’s information to their TPA account in order to perform billing for that provider.
Association Invite – Provider Account

Process After Upgrade

The provider can now search for the billing agent or clearinghouse by name and/or Trading Partner ID. With one click, they can choose to associate that billing agent to their account.

- Select from one of their associated billing providers to manage its billing agent list
- Association is created instantly; billing agent will receive a notification via Secure Messaging
- Ability to instantly terminate billing agent associations
Provider Account | Manage Billing Agent

Manage Billing Agents

The following billing providers are associated with this trading partner account. Providers may approve or reject association requests by using the options provided. Billing provider associations must be established to use the direct data entry forms and provider maintenance feature of Health PAS Online.

Billing Agents

Add Billing Agent

Search for the Billing Agents / Clearing house to create an association.

Trading Partner ID

Billing Agent / Clearing House Name

SEARCH  RESET  CANCEL

Billing Agent / Clearing House Name  Trading Partner ID  Associated

CREATE ASSOCIATION  CANCEL
Association Invite – Billing Agent Account

Today’s Options:

A billing agent or clearinghouse wishing to add a provider to their TPA account for billing purposes must contact the provider by phone call or e-mail to obtain PIN information. The PIN is required in order to create an association in the TPA.
Association Invite – Billing Agent Account

Options After Upgrade:
The billing agent can search for the provider in the TPA by NPI, and send a request to the provider within the TPA to create an association with one click.

Providers will receive a notification of the request via Secure Messaging, and the billing agent will receive notification of the provider’s approval.

The billing agent can also terminate the association within the TPA.
Association Invite – Billing Agent Account

Manage Providers

The following billing providers are associated with this trading partner account. Add additional billing/pay-to provider records by selecting the 'Add Provider Association' button.

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Atypical ID / NPI</th>
<th>FED ID</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACME HEALTH</td>
<td>1234567890</td>
<td>9999999999</td>
<td>DELETE</td>
</tr>
</tbody>
</table>

Request Association

* Atypical ID / NPI: 1234567890

Provider Name: ACME HEALTH

[REQUEST ASSOCIATION] [CANCEL]
Association Invite Delivery

Association’s request and provider’s response all communicated within the secure messaging.

• Association request notification delivered to provider’s Secure Messaging account

![Secure Messaging](image_url)
Association Invite Approval

The following billing providers are associated with this trading partner account. Providers may approve or reject association requests by using the options provided. Billing provider associations must be established to use the direct data entry forms and provider maintenance feature of Health PAS Online.

**Billing Agents**

<table>
<thead>
<tr>
<th>Trading Partner ID</th>
<th>Billing Agent</th>
<th>Effective Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>No records to display.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Association Requests**

<table>
<thead>
<tr>
<th>Trading Partner ID</th>
<th>Requestor</th>
<th>Request Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDTPID0000001</td>
<td>ABC Billing Agency</td>
<td>08/18/2017</td>
<td>![Approve Button]  [Reject Button]</td>
</tr>
</tbody>
</table>
Association Invite Delivery

Response to request notification delivered to billing agent’s Secure Messaging account
Provider Enrollment Application (PEA)

Coming Late 2018 – Watch announcements and newsletters for more information
How Do I Prepare?

• Set up your Trading Partner Account **NOW**
  o Trading Partner Account User Guide

• Start the discussion with your staff
  o Identify your Trading Partner Administrator
    ▪ Review the new roles (who controls, who adds, who accesses)
    ▪ Review the process to add users and set correct security clearance
    ▪ Add these users prior to implementation of the upgrade
      • Billing agencies should be set up as such, not as the provider
  o Share the upcoming changes with each member of your staff that interfaces in these areas
  o Register for WebEx trainings
  o Review internal processes for submitting maintenance
    ▪ Wrap up maintenance and submit on a schedule
  o Verify that the contacts listed on file within your provider record are current
Resources
Resources

We are here to help

• MACS 1 (866) 686-4272
• Provider Services
  idproviderservices@molinahealthcare.com
• Provider Enrollment
  idproviderenrollment@molinahealthcare.com
• Technical Services/EDI
  idedisupport@molinahealthcare.com
We welcome your feedback! Let us know how we are doing.

Providerfeedback@molinahealthcare.com
We appreciate spending this time with you today.

Thank you for everything you do for Idaho Medicaid, the Medicaid participants, and our healthcare community.

Please take a moment to complete our survey.

Questions?