



IDAHO DEPARTMENT OF
HEALTH & WELFARE

***Trading Partner Account (TPA)
Provider Not Yet Enrolled
Registration Guide
for
State of Idaho MMIS***



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1. TRADING PARTNER ACCOUNT (TPA)

This user guide is to assist providers who are not yet enrolled with Idaho Medicaid, with registering for a TPA in order to complete the enrollment application. This guide also provides instruction on linking a provider's record with their TPA account once their enrollment application has been approved.

2. DETAILED REGISTRATION STEPS

Register by selecting the **Register** link in the upper right-hand corner of the www.idmedicaid.com homepage (Figure 2-1).

Figure 2-1: Register Link



In all steps of the registration process, a red asterisk (*) indicates required information.

2.1. Step 1 – Demographic Information

- 1) After **Register As**, select *Provider – Not Yet Enrolled*.
- 2) Enter **First Name**, **Middle Initial (M.I.)**, **Last Name**, and select a **Title**.
- 3) Enter the **Company Name**, if applicable.
- 4) Enter the **ZIP** code in the five-digit format, with or without the four-digit zip code extension (XXXXX or XXXXX-XXXX) using numeric values only. The City, State and Country associated to the ZIP code will auto-populate into the respective fields.
- 5) Enter **Address 1** with street address and/or **Address 2** with P.O. Box or additional address information.
- 6) The **City** will be auto-populated based on the ZIP code.
- 7) The **State** will be auto-populated based on the ZIP code.
- 8) The **Country** will be auto-populated based on the ZIP code.
- 9) Enter a **Telephone** number in a 10-digit format (numeric values only).
- 10) Enter a **Website Address** (optional).
- 11) Enter nine-digit **Tax ID** (numeric values only), if required.
- 12) Enter the **NPI**, if available.
- 13) At the bottom of the screen, select **NEXT** to move to the next portion of the registration or select **CANCEL** to exit your TPA registration without saving and return to the homepage.
- 14) The address entered on the **Demographic Information** screen is required to be validated against the USPS database. The **Verify Address** screen will populate and display the **Validated** address. It is recommended that you select the USPS validated address. Select the **Use this Address** link and then select **ACCEPT ADDRESS SELECTION** to proceed.

Figure 2-2: Step 1 - Demographic Information

Health PAS-OnLine Registration

Step 1
Demographic Information

* Indicates required field.

Register As	Provider - Not Yet Enrolled			
*Name	*First Name	M.I.	*Last Name	Title
	Joe		Provider	
Company Name				
ZIP code must be in xxxxx or xxxxx-xxxx for USA and AXA XAX for Canada. Where A is any uppercase alphabetic character and X is a numeric digit from 0 to 9.				
*ZIP	83706			
*Address 1	1111 Provider Street			
Address 2				
*City	BOISE			
*State/Province	Idaho			
Country	USA			
*Telephone	208-555-5555			
Website Address				
*Tax ID	123456789			
NPI				

NEXT
CANCEL

Figure 2-3: Address Verification

Verify Address

Entered

Select this address

Address 1 1111 Provider Street

Address 2

City BOISE

State/Province ID

ZIP 83704

It is recommended that you select USPS Validated addresses.

Validated

Use this Address ←

Address 1 1111 PROVIDER STREET

Address 2

City BOISE

State/Province ID

ZIP 83704-9704

ACCEPT ADDRESS SELECTION
CLOSE

2.2. Step 2 – Security Information

- 1) Enter the **User Name** that will be used for the TPA online access.
- 2) Enter a **Password**. Passwords must be at least eight characters long, cannot contain spaces, and must contain at least one each of:
 - a. Upper case letter
 - b. Lower case letter
 - c. Special character (such as an asterisk *)
 - d. Number
- 3) Re-enter the same password entered above. Please retain your password as it will be needed for accessing your TPA.
- 4) Enter your **Email Address**.
- 5) Re-enter the same Email Address entered above.
- 6) Select **Next** to proceed.

Figure 2-4: Step 2 - Security Information

The screenshot shows a web form titled "Step 2 Security Information". A red asterisk indicates required fields. The form contains the following fields and text:

- * User Name**: Input field containing "JohnProvider".
- Password**: Input field with masked characters (dots). A green bar is visible below the field. Below the field, text reads: "Password must contain at least 8 characters consisting of an upper and lower case letter, a special character such as a # or ^ or ^ (except .) and a number."
- *Re-enter Password**: Input field with masked characters (dots).
- * Email Address**: Input field containing "johnprovider@providermail.com".
- *Re-enter Email Address**: Input field containing "johnprovider@providermail.com".

2.3. Step 3 – Security Questions and Answers

Three security question prompts will display and all questions are required to be chosen and answered. Answers are not case sensitive. Special characters are not allowed. Answers must contain at least four characters.

- 1) Select your first security question from the **Select one...** drop-down.
- 2) Enter your answer or response in the **Answer** field.
- 3) Select your second security question from the **Select one...** drop-down.
- 4) Enter your answer or response in the **Answer** field.
- 5) Select your third security question from the **Select one...** drop-down.
- 6) Enter your answer or response in the **Answer** field.

Figure 2-5: Step 3 - Security Questions and Answers

Step 3
Security Questions and Answers

* Indicates required field.

In case you forget your password.....
Please set your security questions and answers, so you will be able to reset your password.
Answers are not case sensitive. Answers with or without capitalization are okay. Remember to create answers that are unique so you'll remember them.
Special characters are not allowed.
Answer must contain at least 4 characters.
All fields are required.

* Your first question	What was your childhood nickname? ▾
* Answer
* Your Second question	In what city or town was your first job? ▾
* Answer
* Your third question	What school did you attend for sixth gr ▾
* Answer

2.4. Step 4 – Confirm Information

- 1) View the confirmation page and make any necessary corrections.
- 2) Select **CONFIRM** located at the bottom of page to move to the next screen or select **BACK** to return to the previous step to make corrections. Selecting the **CANCEL** button will cancel the registration and return to the homepage.

Figure 2-6: Step 3 - Confirm Information

Step 4
Confirm Information

	Name	John Provider
	Address	1111 Provider Street
	City	Boise
	State	ID
	ZIP	83706
	Country	USA
	Telephone	208-555-5555
	User Name	JohnProvider
	Email Address	johnprovider@providermail.com
	Your first question	What was your childhood nickname?
	Answer	****
	Your Second question	In what city or town was your first job?
	Answer	*****
	Your third question	What school did you attend for sixth grade?
	Answer	*****

2.5. Step 5 – Agreement and Completion

This screen contains the Trading Partner Agreement, which varies by user type. Use the right side scroll bar to read the entire agreement or select the **Print** link to print a copy.

- 1) Select the check box located below the Trading Partner Agreement to complete the registration and accept the terms and conditions.
- 2) In the **Signature** field, enter the first and last name (no middle initial) that were entered during Step 1. Completing the electronic signature signifies that the terms and conditions in the Trading Partner Agreement have been read and are accepted. **Note:** A copy of the Trading Partner Agreement will be available for download after you select **REGISTER**.
- 3) Select **REGISTER** at the bottom of the screen to complete the registration process or select **BACK** to return to the previous screen to make corrections. Select **CANCEL** to exit your TPA registration without saving and return to the homepage.

Figure 2-7: Step 4 - Agreement

Once the registration agreement has been completed, the TPA registration will be processed. A confirmation message will display and an e-mail will be sent with further activation instructions.

Figure 2-8: Registration Confirmation

3. ACCOUNT ACTIVATION

An account activation e-mail will be sent to the TPA administrator.

- 1) Select the link in the e-mail to go to the activation page.
- 2) On the *Trading Partner Account Activation* page, enter the password chosen during registration in the Password box (Figure 3-1).

Note: Please be sure to look in your SPAM folder if you do not find the activation e-mail in your inbox.
- 3) Select **ACTIVATE ACCOUNT**. Your account will now be activated and you may proceed to sign in.

Figure 3-1: Account Activation Page

The screenshot shows the 'Trading Partner Account Activation' page. At the top, there is a navigation bar with links for 'Home', 'Provider Directory', 'Contact Us', and 'Reference Material'. Below this, the page title is 'Trading Partner Account Activation'. The form contains three input fields: 'User Name' with the value 'JohnProvider', 'Activation PIN' with a masked value 'XXXXXXXX-XXXX-XXXX-XXXXXXXX', and '*Password' with a masked value '*****'. An 'ACTIVATE ACCOUNT' button is located at the bottom left of the form area. The top right of the page includes links for 'Enable Accessibility', 'Help', 'Sign In', and 'Register', along with a search bar.

If you receive an error message during account activation, call Gainwell Technologies EDI support at 1 (866) 686-4272 or e-mail IDEDISupport@gainwelltechnologies.com and request a manual activation for your account.

4. SIGN IN TO TPA

Select the **Sign In** link on the Idaho Gainwell Technology Medicaid website homepage (Figure 4-1). The *Sign In* page (Figure 4-2) will display.

Figure 4-1: Sign In Link



- 1) On the *Sign In* screen, enter your User Name and Password.
- 2) Select the "I have read and accept the HIPAA PHI privacy policy" check box.
- 3) Select **SIGN IN**.

Figure 4-2: Sign In

Once you are signed in, the *Trading Partner* page will display (Figure 4-3). From this page, you can begin your Provider Enrollment Application.

Figure 4-3: Trading Partner Page

E-mail	idproviderenrollment@gainwelltechnologies.com
Toll Free Phone	1 (866) 686-4272
Toll Free Fax	1 (877) 517-2041
Local Phone	1 (208) 373-1424

For further instruction on completing the Provider Enrollment Application, refer to the New Provider Enrollment User Guides on www.idmedicaid.com.

5. LINK TPA TO PROVIDER RECORD

Once your enrollment application with Idaho Medicaid has been approved, you will be notified. Follow the steps below to link your provider record to your TPA and allow access to additional functions within the TPA.

1. Log in to your TPA (See section 4 *Sign In to TPA*).
2. From the *Trading Partner* screen, select **Link TPA and Provider Record** (Figure 5-1).

Figure 5-1: Link TPA and Provider Record

The screenshot shows the user interface of the Idaho Department of Health & Welfare website. At the top, there is a navigation bar with the following items: Home, Trading Partner (selected), Account Maintenance, Contact Us, Provider Directory, and Reference Material. Below the navigation bar, there is a 'Welcome' message and a 'Provider Enrollment Application' section with a link to apply for enrollment. A 'Messages & Alerts' box indicates 'SECURE MESSAGING' with 1 unread message. The 'Enrollment Forms' section contains a link for 'Link TPA and Provider Record', which is highlighted with a red rectangular box. Below this link is the text: 'Use this link to join your approved Idaho Medicaid provider record to your Trading Partner Account.'

3. The *Add New Provider* box will display. Enter the provider's **FEIN/SSN**, **NPI** or **Atypical ID**, and **PIN** (received during enrollment).
4. Select **ADD PROVIDER**. Additional TPA features will now be available.

Figure 5-2: Add New Provider Information

The screenshot shows a modal window titled 'Add New Provider'. It contains a form with the following fields:

- * FEIN/SSN (required)
- NPI
- Atypical ID
- * PIN (required)

 At the bottom of the form are two buttons: 'ADD PROVIDER' and 'CANCEL'.

For information on account maintenance and additional functionality within the TPA, refer to the *Trading Partner Account Registration and Maintenance User Guide* and the *Trading Partner Account User Guide* on www.idmedicaid.com.

5.1. **Electronic Remittance Advice (ERA) Information**

Once you have linked your provider record and your TPA account, you will need to set up your ERA preferences for your account under the Account Maintenance tab. For detailed instructions, refer to the *Trading Partner Account Registration and Maintenance User Guide* on www.idmedicaid.com.

REVISION HISTORY

Version	Date	Author	Action/Summary of Changes
1.0	10/20/2017	Hope McCain	Initial Document
1.1	10/31/2017	Hope McCain, Rainy Natal, Kelsey Gudmunson	Additional updates based on PRC review.
1.2	10/31/2017	Hope McCain	Added ERA information
1.3	11/8/2017	State Team	Updated for clarity
2.0	12/1/2017	TQD	DHW approved via UB01901B. Finalized and promoted to next whole version.
2.0	6/19/2018	Myranda Payne	Semi-annual review; no updates necessary.
2.0	10/5/2018	M Zampierin	Removed Molina references and replaced with DXC Technology
2.0	1/11/2019	M Zampierin	Updated Copyright statement to DXC
2.1	3/27/2019	Myranda Payne	Add address verification functionality per CR57337/57339 Releases
3.0	4/3/2019	TQD	DHW validated changes 4/3/19. Finalized and published.
3.1	5/14/2019	Myranda Payne	Updated Demographic information functionality to support TPA 4.17.0.0 release for 18018 Zip Code Validation.
4.0	6/18/2019	TQD	Validated per DHW 30 day notification agreement.
4.0	5/29/2020	Myranda Payne	Semi-annual review; no updates necessary.
4.1	9/25/2020	Myranda Payne	Updated section 2. detailed registration steps, sections 2.2 through 2.5 to support TPA 4.23.0.0/CR33184 release.
5.0	11/06/2020	TQD	Finalized per DHW validated changes.
5.1	6/14/2021	Myranda Payne	Semi-annual review. Rebranded throughout from DXC to Gainwell. Email approval granted by DHW.
6.0	07/08/2021	TQD	Finalized per rebranding approval granted.
6.1	12/3/2021	Myranda Payne	Semi-annual review. Updated email handles from DXC to Gainwell. No other changes necessary. Email approval granted by DHW.
7.0	01/25/2022	TQD	Finalized for publishing.
7.1	01/31/2022	Myranda Payne	Updated for TPA release 4.27.0.0, CR72926. Portal rebranded.
8.0	03/23/2022	TQD	Finalized per 30-day notification agreement