

# CoreMMIS *bulletin*

Core benefits – Core enhancements – Core communications

INDIANA HEALTH COVERAGE PROGRAMS

BT201661

OCTOBER 6, 2016

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## Register for the new Provider Healthcare Portal beginning October 11, 2016

On December 5, 2016, the Indiana Health Coverage Programs (IHCP) will replace its current Medicaid management information system (MMIS), IndianaAIM, with the new CoreMMIS. Along with CoreMMIS, a new provider interface called the Provider Healthcare Portal (Portal) will replace Web interChange.

To conduct electronic business transactions with the IHCP, providers will first need to register their service locations on the Portal. To allow ample time before CoreMMIS implementation, the Portal will be made available to providers *for registration only* beginning October 11, 2016. Only service locations with current active enrollments as of October 9, 2016, will be able to register beginning October 11. Providers enrolling after October 9 will be informed of the availability of Portal registration in a separate communication. No other functionality will be available in the Portal until CoreMMIS implementation on December 5, 2016. To avoid disruptions, Portal registration must be completed *before* that date.

On or after October 11, 2016, providers can access the Portal to begin the registration process through a link on the Indiana CoreMMIS page at [indianamedicaid.com](http://indianamedicaid.com). As announced in *CoreMMIS Provider Bulletin BT201650*, access will require the latest version of Internet Explorer or Firefox. If providers do not have the latest version of these browsers, they can download them for free from the [Web Toolkit](#) page at [indianamedicaid.com](http://indianamedicaid.com).

### Steps to registering on the Portal

#### 1. Select a representative for each *Provider* account.

Providers must designate a representative to register a *Provider* account in the Portal for **each service location**. The same person can serve as the representative on different *Provider* accounts for providers that have multiple IHCP service locations. Think of the provider representative as a gatekeeper — a key person who has full access to all information related to the service location. The representative also assigns and manages any delegates with Portal access for a service location. The role of representative should not be assigned to trading partners or contractors. All provider staff should be made aware of the designated representative for security purposes.

**2. Create a *Provider* account.**

After the provider representative has been selected, he or she must register the *Provider* account for the service location; **each service location is limited to one *Provider* account.** Complete the following steps to create a *Provider* account:

1. Visit the Portal via indianamedicaid.com and click **Register Now** on the left side of the page.
2. Select **Provider** and enter the required information, including the appropriate federal taxpayer identification number (TIN) and Provider ID.\*
3. Complete the additional security information, including creation of a user name and password.
4. Receive a registration email and click the link to verify registration.
5. Receive a confirmation email with the account username and encrypted password for future reference.

**\*For Your Information**

The Provider ID uniquely identifies the service location. For currently enrolled IHCP providers, the Provider ID consists of the provider's nine-digit Legacy Provider Identifier (LPI) and service location code – for example, 123456780A.

**3. Identify and authorize delegates.**

A delegate is anyone designated to work in the provider's Portal account for a specific service location. Delegates will likely be the persons who are current users of Web interChange. The provider's representative must authorize all delegates and assign delegate permissions in the Portal before delegates can register on the Portal. The system will generate a Delegate Code unique to each authorized delegate. The provider representative will also manage delegate permissions and access, as appropriate, as staff changes occur. The following permissions may be assigned to delegates:

- Submit/resubmit prior authorization
- View prior authorization
- Claim inquiry
- Claim submit/resubmit
- Provider revalidation
- Provider Profile maintenance
- Provider disenrollment
- Notification of Pregnancy (NOP) inquiry
- Payment history inquiry
- Verify eligibility
- Medical Assistance Provider Incentive Repository (MAPIR)
- Secure correspondence
- Submit Right Choices Program referrals
- Member-focused viewing

**4. Create *Delegate* accounts.**

The provider's representative must provide all delegates with their unique Delegate Code and instruct them to register a *Delegate* account in the Portal. Each delegate will need to complete the following steps:

1. Visit the Portal and click **Register Now** on the left side of the page.
2. Select **Delegate** and enter the required information, including name, date of birth, last four digits on the individual's driver's license, and the Delegate Code.
3. Complete the additional security information, including the creation of a user name and password.

4. Receive a registration email and click the link to verify registration.
5. Receive a confirmation email with the account user name and encrypted password for future reference.

### Portal Passwords

For security purposes, Portal passwords must be reset every 30 days. It is the responsibility of Portal users to keep a record of the system passwords they create.

Registered delegates will be able to use the same user identification for multiple service locations. Delegates will be able to switch between different service location accounts within the Portal for which they have been given authorization. A delegate's assigned permissions may be different from one provider service location to another.

**NOTE: The Portal can be accessed by anyone with a current *Delegate* account, regardless of whether that person is still employed by the provider, unless their association with that *Provider* account has been deactivated. It is the responsibility of the provider representative to add and remove delegate access, as appropriate when staff changes occur.**

### Portal Training

Before registering on the Portal, it is recommended that providers and their staff review the following related web-based training sessions that are available on the [Provider Healthcare Portal Training](#) page at indianamedicaid.com. These training courses contain specific step-by-step instructions, along with self-tests, to check understanding. Most courses also contain exercises, allowing practice in a training environment.

- [Provider Healthcare Portal Overview](#)
- [Provider Healthcare Portal Overview for Provider Delegates](#)
- [Provider Healthcare Portal: Online Registration](#)
- [Provider Healthcare Portal: Managing Delegate Assignments – Quick Reference Guide](#)

In addition to the web-based training, workshops on the Portal will be presented at the [2016 IHCP Annual Provider Seminar](#) in Indianapolis October 18-20, 2016. Hewlett

Packard Enterprise (HPE) [Provider Relations field consultants](#) are available for additional support. Technical questions regarding Portal registration should be directed to the HPE Electronic Solutions Help Desk toll free at 1-877-877-5182, option 2.

### Stay Informed

The IHCP appreciates the quality services providers offer our members and is committed to working closely with the provider community during this transition. It is critical that providers stay informed as implementation approaches. Watch for future publications and sign up for the [IHCP email notification](#) alerts at indianamedicaid.com. Direct questions to your HPE [Provider Relations field consultant](#) or email [incoremms2015im@hpe.com](mailto:incoremms2015im@hpe.com).

**QUESTIONS?**

For additional questions about CoreMMIS, email [incoremmis2015im@hpe.com](mailto:incoremmis2015im@hpe.com).

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