

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT201771 OCTOBER 31, 2017

Role to manage delegates added in the Provider Healthcare Portal

In response to feedback from providers, the Indiana Health Coverage Programs (IHCP) has added a function to the IHCP Provider Healthcare Portal (Portal) that allows a provider account representative to designate one or more Portal users to create and manage delegate accounts for that service location. Provider account representatives can now access this function from the **Manage Accounts** link on their Portal home page.

The **Manage Accounts** link takes the user to the *Delegate Assignment* page, where delegate accounts can be created and managed, including assignment of the administrative functions each delegate is authorized to perform on behalf of that provider's registered account. A "Manage Delegate Accounts" function has been added in the list of permissions that can be granted to a delegate user (see Figure 1). Users assigned this function are authorized to establish or delete delegate accounts, as well as manage the permissions for all delegates. Only delegates authorized to perform this function will have access to the new function. Authorized delegates will see the **Manage Accounts** link on their delegate account home page. This link gives authorized delegates access to the *Delegate Assignment* page.

Figure 1 – New Manage Delegate Accounts function

Delegate Assignment [Back to My Home](#) ?

Add New Delegate | Add Registered Delegate

* Indicates a required field.

Enter the fields below and click **Submit** to generate the delegate code for the new delegate to register.

*First Name

*Last Name

*Birth Date

*Last 4 of Driver's License Number

Select the functions that the delegate is authorized to access.
(At least one function must be selected)

*Functions

- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization
- Claim - Inquiry
- Claim - Submit and Resubmit
- Disenroll
- Manage Delegate Accounts**
- MAPIR
- Member Focus Viewing
- Notification of Pregnancy Inquiry
- Payment History - Inquiry
- Provider Maintenance
- Revalidation
- Secure Correspondence
- Submit RCP Referral to Lock-In List
- Verify Eligibility

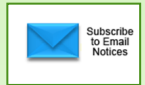
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