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Enterprise**

**RI Medicaid
Healthcare Portal
*Registering to use the HCP – for Enrolled
Trading Partners***

November, 2015

PR0053 V1.3 11.01.2015



What is the Healthcare Portal?

- The Healthcare Portal provides access to verification of eligibility, claim status, remittance advice, and other business functions.
- All enrolled Trading Partners need to register to use the portal
- Trading Partners need their existing Trading Partner ID, tax ID (FEIN), and their Trading Partner name as originally enrolled to complete the registration process
- Access the Healthcare Portal through this link:
www.riproviderportal.org




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Healthcare Portal Registration

How to use this guide:

- Each page will walk you through the steps to register to use the Healthcare Portal
- The top of the page will show what you will see on the screen, and highlight important parts
- The bottom of the page gives more detailed instructions
- Print a copy of this guide to have on hand as you complete the registration process.



Healthcare Portal Registration

Access the
Healthcare Portal at
www.riproviderportal.org

Register to
use the
Healthcare
Portal
Here

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Home Tuesday 10/07/2014 12:35 PM EST

Login

User ID

Log In

[Forgot User ID?](#)
[Register Now](#)

[Where do I enter my password?](#)

Protect Your Privacy!
Always log off and close all of your browser windows

Would you like to enroll as a Trading Partner?
[Click here to Enroll](#)

What can you do in the RI Medicaid Health Care Portal

Through this secure and easy to use internet portal:

- Healthcare providers and Billing Agents can **enroll as a Trading Partner** with RI Medicaid.
- Trading Partners can access eligibility, claim status, file exchange and other Interactive Web Services including the Electronic Health Record (EHR) Incentive Program - **MAPER** - utilizing their Trading Partner ID as their User ID.

FAQs **Trading Partner Agreement** **Trading Partner Enrollment User Guide**

Website Requirements
[Rhode Island Medicaid Providers](#)

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- Registration for the Healthcare Portal is accessed from the Provider Welcome Page of the Healthcare Portal.
- The arrow shows where Trading Partners will click to **register** to use the portal

Registration Selector screen

EXECUTIVE OFFICE OF HEALTH & HUMAN SERVICES
Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Home > Registration Selector Tuesday 06/10/2014 11:42 AM EST

Registration

Select one of the following options that best describes your role.

Trading Partner
An entity with whom an organization exchanges data electronically. The trading partner may send or receive information electronically.

Delegate
An individual designated by the Provider for the sole purpose of performing clerical functions and is responsible for ensuring patient privacy information accessed via this website is to be used only for legitimate business reasons.

Billing Agent
An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a billing agent for services.

Internal
Internal use only.

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- When you click **Register Now**, this screen will appear.
- On this screen, you must select the option that best describes your role.
- **Providers** will click on **Trading Partners**.
- **Billing agents and Clearinghouses** click on **Billing Agent**.
- **Subordinate** users will need to click on **Delegate** – the new terminology.
- **Delegates cannot register until the Trading Partner registers**. This will be described later in this guide.

Trading Partners

[Home](#) > [Registration Selector](#) > Registration

Tuesday 06/10/2014 11:43 AM EST

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

NPI and Taxonomy must be entered for all healthcare providers. If NPI and Taxonomy have not been assigned, please provide your Medical Assistance Provider Number.

Please provide the following information to get started.

*Trading Partner ID

*Trading Partner Full Name

*FEIN (Tax ID)

*ID Type

*Provider ID

Taxonomy

[Continue](#) [Cancel](#)

Trading Partners complete this screen. Enter TP ID. Your TP name must match the name originally enrolled with. ID type will be NPI in most cases*. Provider ID is your NPI.

* Except for atypical providers




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TRADING PARTNER ROLE

- If Trading Partner is selected by a provider, the user will be brought to this screen and will need to enter all of this information.
- Users will enter their Trading Partner ID (the number that begins with 60 or 71) and the Trading Partner name.
- Remember the name must match the name you enrolled with originally.
- Tax ID must then be entered.
- ID type will be NPI for most Trading Partners, or Medicaid ID for atypical providers who do not qualify for an NPI.
- The ID number will then be entered on the Provider ID line. If the provider has an NPI – **the NPI must be put here** and not the Medicaid ID. That will error back to you.
- Do not enter taxonomy
- Click continue

Billing Agent Role

Billing Agents complete this screen with the Trading Partner Number, Name, and FEIN.

The screenshot shows a web browser window with the following content:

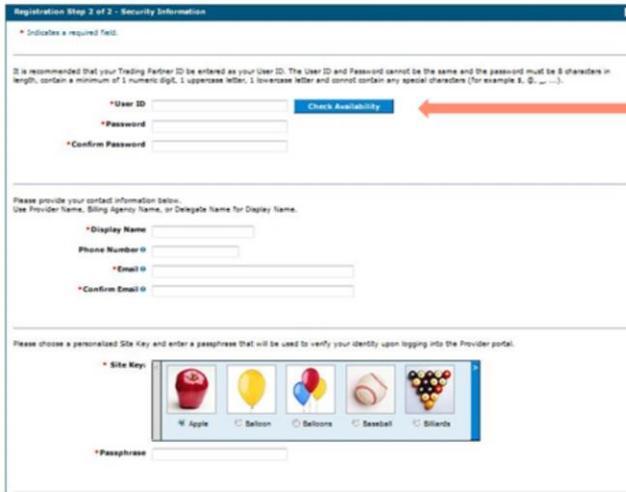
- Navigation: Home > Registration Selector > Registration
- Date/Time: Tuesday 06/10/2014 11:44 AM EST
- Page Title: Registration Step 1 of 2 - Personal Information
- Message: * Indicates a required field. Please provide the following information to get started.
- Fields:
 - *Trading Partner ID
 - *Billing Agency Name
 - *FEIN (Tax ID)
- Buttons: Continue, Cancel



BILLING AGENT ROLE

- If Billing agent is selected, you will be brought to this screen
- You are still considered a trading partner but within the portal we make the distinction between billing agents and providers.
- Enter the Billing Agency name and the Tax ID.
- Click continue

Security Information



Registration Step 3 of 2 - Security Information

* Indicates a required field.

It is recommended that your Trading Partner ID be entered as your User ID. The User ID and Password cannot be the same and the password must be 8 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter, 1 lowercase letter and cannot contain any special characters (for example !, @, ...).

*User ID

*Password

*Confirm Password

Please provide your contact information below.
Use Provider Name, Billing Agency Name, or Delegate Name for Display Name.

*Display Name

Phone Number

*Email

*Confirm Email

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

* Site Key

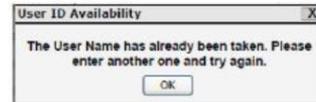
<input checked="" type="radio"/> Apple	<input type="radio"/> Balloon	<input type="radio"/> Balloons	<input type="radio"/> Baseball	<input type="radio"/> Biscuits
--	-------------------------------	--------------------------------	--------------------------------	--------------------------------

*Passphrase



User ID Availability

The User Name is available.



User ID Availability

The User Name has already been taken. Please enter another one and try again.


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- Trading Partners and Billing Agents are both brought to this security screen.
- The first step is to select your user name. **The user name should be your Trading Partner number** as before. If you click on the check availability box, it should return that it is available, since you are the only one with that number. If you get an error that it is in use, be sure to verify that you are using the correct Trading Partner number.
- Then you will choose a password, following guidelines on top of the page. (8 characters, minimum of 1 number, 1 uppercase letter, 1 lower case, no special characters)
- The display name is how your user name will appear – You might want display name to be your facility/company name, example: XXX Medical Associates, or XXX Medical Billing Co. or you can use your trading partner number again.
- Complete the phone number, and email address fields
- Select a site key of your choice and a passphrase for security. The passphrase is **not** the password. The passphrase is one more level of security. It should be something known to you....like *iloveicecream* or describe your selected site key (ex. turtle) (20 character limit)

Security – part 2

Please select a unique challenge question and provide an answer for each of the question groups below.

*Challenge Question #1

*Answer to #1

*Challenge Question #2

*Answer to #2

User Agreement

I enter into this Agreement to facilitate business transactions by electronically transmitting and receiving data in agreed formats in substitution for conventional paper-based documents and to assure that such transactions are not legally invalid or unenforceable as result of the use of available electronic technologies for mutual benefit of the Trading Partners.

By entering my full name in the space provided below and transmitting this form electronically, I state that, I am the person whom I represent myself to be herein, and I acknowledge that I have read and understand the User Agreement and agree to the terms and conditions as described about the role that I will perform and the documents I will submit.

*Please sign by typing your full name here:

Provider ID

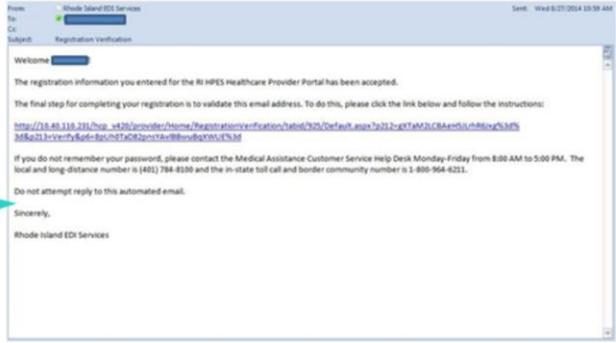


- Select two different challenge questions and enter the answers.
- Read the user agreement and enter your name as an electronic signature. The Provider ID (most cases NPI) will be prepopulated.
- For billing agents, there will be no provider ID listed.
- When completed, the submit button will be enabled and you click it to continue.



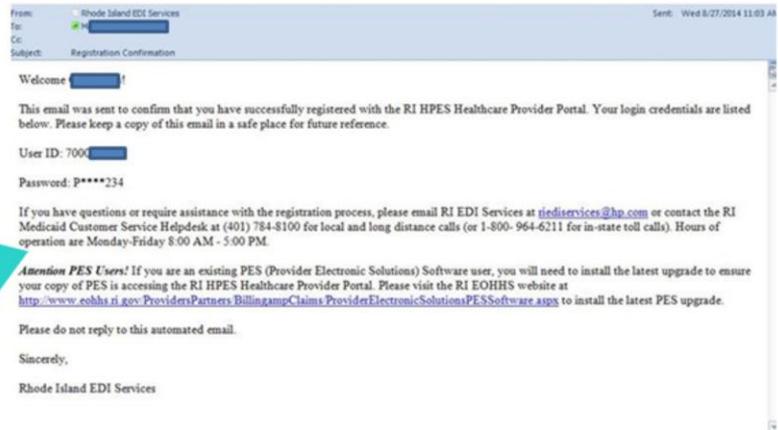
If completed correctly, you will receive this confirmation.

It will be followed by this email. You must click the link to verify that we have the correct email address for the account.



- If completed correctly, you will receive this confirmation in a pop up box.
- It will be followed by this email. **Click the link to follow the verification instructions.**
- This ensures that we have the correct email address for contact information. **Your registration is not complete** until you verify your email address.

Once you confirm the email address by following the directions, you will get another email, shown here. You should keep this email for reference to your user id and password.




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Once you confirm the email address by following the directions, you will get another email, shown above. You should keep this email for reference to your user id and password.

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Home

Login

User ID

Log In

Forgot User ID?
Register Now

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FAQs

Trading Partner

Website Requirements
Rhode Island Medicaid Providers

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- Once registration is complete, return to the Portal home page and log in, entering the user ID and hitting **Log In**.
- Your password is entered on another screen.
- This pop up box tells you that your password will be entered on another screen.

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Medicaid

Home > Challenge Question Friday 06/13/2014 12:20 PM EST

Computer and Challenge Question

Site Key
The HealthCare Portal uses a personalized site key to protect your privacy online. To use a site key, you are asked to respond to your Challenge question the first time you use a personal computer, or every time you use a public computer. When you type the correct answer to the Challenge question, your site key token displays which ensures that you have been correctly identified. Similarly, by displaying your personalized site key token, you can be sure that this is the actual HealthCare Portal and not an unauthorized site.

If this is your personal computer, you can register it now by selecting: **This is a personal computer. Register it now.**

If this is not your personal computer, such as a public computer, select: **This is a public computer. Do not register it.**

Answer the challenge question to verify your identity.

Challenge Question What is your favorite sports team?

***Your Answer**

[Forgot answer to challenge question?](#)

Select

This is a personal computer. Register it now.

This is a public computer. Do not register it.

[Continue](#)

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STATE OF RHODE ISLAND

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- You will be brought to a security page.
- After answering the security question correctly you can choose to register your computer.
 - If you are on a private computer you will always use to access the portal, you can select Register it now. If you do, you will be brought to the password page in the future, without answering a security question.
 - If you are on a public computer, do not register it. You will be given a challenge question first when you log in.

Reminder:

- If you are on the office computer that will often be used, you will select the first option to register the computer.
- If you are on a public computer that others may use, and you want the challenge question to be asked each time, you should click the second option - *This is a public computer. Do not register it.*

The screenshot shows the Rhode Island Executive Office of Health and Human Services Medicaid website. The page title is "Rhode Island Executive Office of Health and Human Services Medicaid". The breadcrumb trail is "Home > Challenge Question > Site Token Password". The date and time are "Friday 06/13/2014 12:26 PM EST".

Confirm Site Key Token and Passphrase

Confirm that your site key token and passphrase are correct.

If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password.

Make sure your site key token and passphrase are correct.

If the site key token and passphrase are correct, type your password and click **Sign In**.

If this is not your site key token or passphrase, do not type your password. Call the [customer help desk](#) to report the incident.

Site Key:

Passphrase: Pool

***Password:**

[Sign In](#)

[Forgot Password?](#)

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- When you are brought to the password page, you should first identify that it is site key and passphrase that you selected during registration.
- If they are both correct, enter the **password** and click the Sign In button.
- If you forgot your password, you can click the *Forgot Password* link.

User's Homepage

My Home Thursday 06/26/2014 12:22 PM EST

Welcome Health Care Professional!

User Details
Welcome THOMAS J ANDERSON

[My Profile](#)
[Manage Accounts](#)

Provider

Name	100	1S
STR		
Provider ID	189	[NPI]
Location ID	100	1S
STR		

Trading Partner

Name	11	3ERS
S*		
O		NS
Trading Partner ID	7()

[Trading Partner Profile](#)

Interactive Web Services

- Check Dental/Vision Limits
- Check Prior Authorization
- Check Debit Authorization
- View Remittance Advice Payment Amt
- NDC Lookup
- Enter Eligibility
- Enter TPL (Third Party Liability)
- View Remittance Advice

Broadcast Messages

This is a test message with URL that should display on both the Welcome and My Home pages. [more...](#)

This is a test message (with URL) that should display on JUST the My Home page. [more...](#)

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- After entering your password, you will be brought to the **User's Home Page**. *Some information has been obscured for privacy.*
- You will note the welcome message.(green arrow) Notice in this example it says Welcome Thomas J Anderson. That name was what the user selected as the *Display Name* part of the security information.
- You can access important screens from your home page: My Profile, Manage Accounts, and Trading Partner profile.
- You will have the ability to update your own account information (contact, challenge questions, site key, token, password).

My Profile

The screenshot shows a web interface for 'My Profile'. It includes sections for Contact Information, Rules, Preferences, Challenge Questions, Site Key Token, and Password. Orange arrows point to 'Edit' buttons in the Contact Information, Primary Language, Challenge Questions, and Site Key Token sections. A green arrow points to the 'Change Password' button at the bottom.

On this screen, you can edit your contact information, preferences, challenge questions, site key and password, by using the edit buttons.



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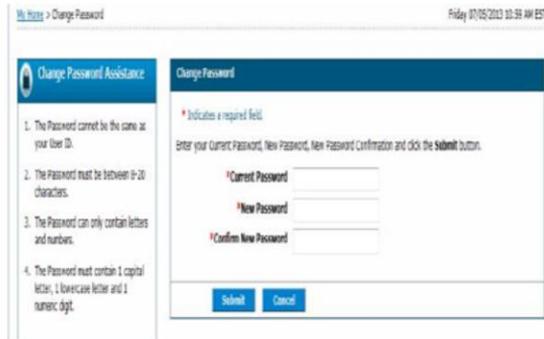
- By selecting My Profile, you will be brought to this screen.
- On this screen you can edit your contact information, preferences, challenge questions, and site key token by using the edit buttons- see orange arrows
- You can also change your password using the Change Password box on the bottom green arrow

Change Password

- Users can change their password clicking the Change Password box on the bottom of the profile page which will open the box on the right



A screenshot of a user profile page. At the top, there is a navigation bar with an 'Edit' button. Below it, a 'Password' field is visible. At the bottom of this field, there is a 'Change Password' button. An orange arrow points to this button.



A screenshot of the 'Change Password' dialog box. The dialog has a title bar that says 'My Home > Change Password' and a timestamp 'Friday 07/05/2013 10:59 AM EST'. The main content area is divided into two sections: 'Change Password Assistance' and 'Change Password'. The 'Change Password Assistance' section contains four numbered rules: 1. The Password cannot be the same as your User ID. 2. The Password must be between 8-20 characters. 3. The Password can only contain letters and numbers. 4. The Password must contain 1 capital letter, 1 lowercase letter and 1 numeric digit. The 'Change Password' section contains a red asterisk indicating a required field, followed by the instruction 'Enter your Current Password, New Password, New Password Confirmation and click the Submit button.' Below this are three input fields labeled 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom of the dialog are 'Submit' and 'Cancel' buttons.



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- To change your password, you will need to enter your current password first
- Then enter your new password
- Important note: your password may only be changed once in one day, and you cannot choose a password that was one of your last 6 passwords.

Add Role – Important!

The image shows a user profile page with several sections: 'My Profile', 'Contact Information', 'Roles', 'Primary Language', 'Challenge Questions', and 'Site Key Token'. The 'Roles' section is enlarged to show a table with two columns: 'Current Roles' and 'Provider Trading Partners'. The 'Current Roles' column contains the text 'Provider Trading Partners' and an 'Add Role' button. The 'Provider Trading Partners' column is empty. An orange callout box points to the 'Add Role' button in the enlarged view. Another orange arrow points to the 'Add Role' button in the main profile view.

Enlarged view of Roles section



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- One other very important function on this page is the **Add Role** function.
- This is **critical to be able to search claims and eligibility**.
- Click on the Add Role box. (shown in the enlarged section)

Add Role

When you click add role, box will expand as shown below

Roles

* Indicates a required field.

Select the role you wish to add, fill out the role information then click the **Submit** button, or click **Cancel** to go back.

NPI and Taxonomy must be entered for all healthcare providers. If NPI and Taxonomy have not been assigned, please provide your Medical Assistance Provider Number.

Current Roles Provider Trading Partners

***Available Roles** Search Claims And Verify Eligibility

***Trading Partner ID**

Trading Partner Full Name LAI

***FEIN (Tax ID)**

***ID Type**

***Provider ID**

Taxonomy

Submit **Cancel**



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- This function, **Add Role**, is how you add the function to search claims and verify eligibility
- For you to be able to search claims and verify eligibility, you **must** add that role, using the ID number of an associated provider.

Ex. Dr Jones enrolls as a new trading partner. His office manager then registers the Trading Partner number to use the portal. In order to search claims or verify eligibility, the office manager must now add the search claims and eligibility role here by entering the Trading Partner ID and then the Trading Partner's tax ID, Dr Jones NPI.

- To add this role, click Add role in the Role section shown here with blue arrow. By clicking the Add Role button, the Role panel will be displayed.
- The Search Claims and Verify Eligibility role will be in the **Available Roles** box.
- Enter the Trading Partner ID, Trading Partner name and the tax ID (FEIN)
- Then enter the ID type (NPI or Medicaid ID for atypical providers) and the Provider ID number (taxonomy is optional)
- Click the submit button.

Add Role

Note that the "Search Claims and Verify Eligibility" role is now added

Roles

Current Roles: Provider Trading Partners
Search Claims And Verify Eligibility

Preferences

Primary Language: English (US)

Challenge Questions

Challenge Question #1: In what city were you born?
Answer to #1: PROVIDENCE

- After hitting submit – this will appear. (this image is just a portion of the profile page, enlarged so you can see the role has been added.)
- The original notation “Provider Trading Partners” will be followed by “Search Claims and Verify Eligibility”
- For Billing Agents, “Provider Billing Agent” will be followed by “Search Claims and Verify Eligibility”

My Profile - *continued*

Site Key Token [-]

Site Key: 

Passphrase: SPORTS

[Edit](#)

Password [-]

[Change Password](#)

Eligibility Verification Service Type Codes [-]

Up to 35 service type codes can be selected for use with eligibility verification. Click **Edit** to add and/or modify service type codes.

Service Type Code #1

[Edit](#)

Select edit to
add codes




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- Also at the bottom of My Profile page, you may select from 35 eligibility verification Service Type Codes to customize your eligibility searches.
- Select the edit button to add the codes.

My Profile - *continued*

Eligibility Verification Service Type Codes in edit mode

Eligibility Verification Service Type Codes

Select up to 33 Service Type Codes to be used as default search criteria.

Service Type Code #1 Service Type Code #2

Service Type Code #3

Service Type Code #4

Service Type Code #5 Service Type Code #6

[Show More Service Type Codes](#)

Save Cancel

Click here to add additional codes




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- Up to 6 entries can be made on your screen.
- Select the service types you want to use when searching for eligibility. These codes will narrow the information returned to the information you are seeking.
- To enter more, select Show More Service Type Codes to add more.
- Codes entered here will apply to all of your eligibility verification searches.

Manage Account – Add delegates

User Details
Welcome, Thomas J. Anderson
[My Profile](#)
[Manage Account](#)

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
*Add Date

This is a unique 4 digit identifier to be assigned by you (i.e. employee/badge number, site code).
*Delegate PIN

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

*Functions Check Debit Authorization
 Check Dental/Vision Limits
 Check Prior Authorization
 EHR Incentive Program - MAPR
 Enter TPL (Third Party Liability)
 File Management (Upload / Download)
 Message Center
 NDC Lookup
 View Remittance Advice
 View Remittance Advice Payment Amt

Submit **Cancel**

No Delegates are assigned.

Select Manage Account from home page to add delegates (subordinate users)

The User assigns the pin to the delegate.

The User selects the functions that the delegate should have access to.

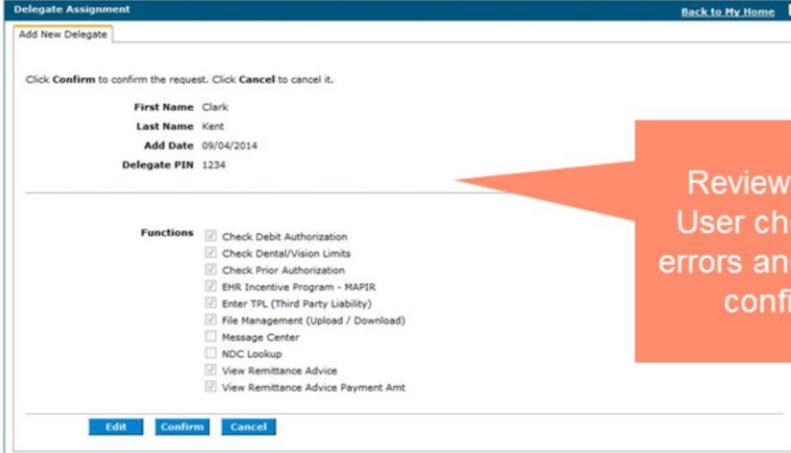
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STATE OF MISSISSIPPI

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- To manage your account, return to the **User Home Page** and select **Manage Account**. (shown with the blue arrow)
- You will need to add delegate users (previously called subordinate users) who work on your behalf – to your account.
- **It is a two step process.**
- **Step one:** Select the **Add New Delegate** tab.
- Enter their first and last name and date you are adding them.
- Assign them a four digit pin number. (make a note of this)
- Then select the functions that you want them to be able to access
- To complete, click submit.

Manage Account – Add delegates *continued*



Delegate Assignment [Back to My Home](#)

Add New Delegate

Click **Confirm** to confirm the request. Click **Cancel** to cancel it.

First Name Clark
Last Name Kent
Add Date 09/04/2014
Delegate PIN 1234

Functions

- Check Debit Authorization
- Check Dental/Vision Limits
- Check Prior Authorization
- EHR Incentive Program - MAPIR
- Enter TPL (Third Party Liability)
- File Management (Upload / Download)
- Message Center
- NDC Lookup
- View Remittance Advice
- View Remittance Advice Payment Amt

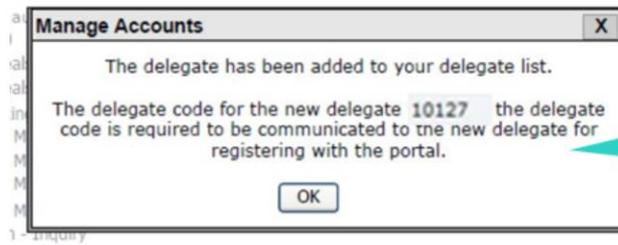
[Edit](#) [Confirm](#) [Cancel](#)

Review panel.
User checks for
errors and edits or
confirms.



- The information will come back to you for review/edit.
- It will show the delegate being added, the pin number and the functions you selected.
- You can edit, confirm or cancel the information.

Manage Delegates



Important!
You will get a confirmation with a delegate code. You must give this code and the pin to the delegate so that they can complete their registration.

Delegates						
Click the Delegate's name to change the status and/or the functions of the delegate.						
#	Name ▲	Display Name	Add Date	Delegate PIN	Delegate Code	Status
1	kent.clark	clark kent	09/04/2014	1234	10127	Active - Pending



- When you complete the process correctly, you will get this confirmation pop up box with a delegate code, shown by arrow. Make a note of this code.
- You will need to give the delegate **both the pin and the code to register themselves.**
- You will also need to tell them the date that you added them. They will need this to register.
- The delegate will be added to your delegate list shown above.
- The delegate then goes back to the homepage, and registers in the same way that the Trading Partner did. (this will be explained on next few slides)

Completing Registration - Delegates

The delegate clicks here to register

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Home

Tuesday 10/07/2014 12:35 PM EST

Login

User ID

[Log In](#)

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[Where do I enter my password?](#)

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[Rhode Island Medicaid Providers](#)

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- Once a delegate user receives their PIN and Delegate code, they must complete their registration.
- Delegates should go to the home page and click **Register Now**



Registration

Select one of the following options that best describes your role.



Trading Partner

An entity with whom an organization exchanges data electronically. The trading partner may send or receive information electronically.



Delegate

An individual designated by the Provider for the sole purpose of performing clerical functions and is responsible for ensuring patient privacy information accessed via this website is to be used only for legitimate business reasons.



Billing Agent

An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a billing agent for services.



Internal

Internal use only.



On the registration selector page, click **Delegate**

Delegate Registration

Home > Registration Selector > Registration Thursday 09/04/2014 12:55 PM EST

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

Please provide the following information to get started. Delegate PIN and Delegate Code will be provided by your site's EDI Administrator.

*First Name

*Last Name

*Add Date

*Delegate PIN

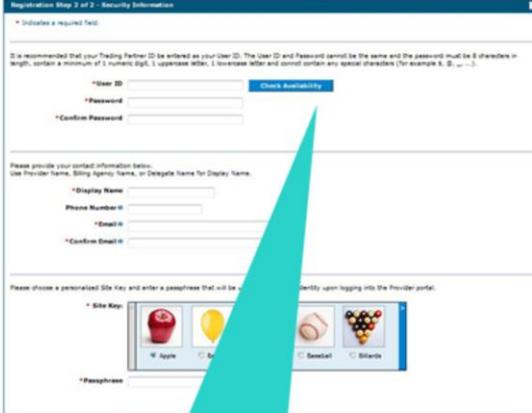
*Delegate Code

Delegates enter name, date they were added, and the PIN and Delegate Code.



Delegates will be brought to this screen.
Enter all of the information **INCLUDING the pin and code** that was given by the administrator.
They will use the date that the administrator added them.
When completed, click continue.

Delegate Registration - *continued*



Registration Step 2 of 2: Security Information

* Indicates a required field.

It is recommended that your Trading Partner ID be entered as your User ID. The User ID and Password cannot be the same and the password must be 8 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter, 1 lowercase letter and cannot contain any special characters (for example #, @, _ ...).

*User ID

*Password

*Confirm Password

Please provide your contact information below.
Use Provider Name, Billing Agency Name, or Delegate Name for Display Name.

*Display Name

Phone Number

*Email

*Confirm Email

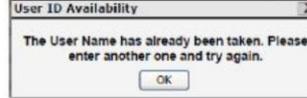
Please choose a personalized Site Key and enter a passphrase that will be used to identify upon logging into the Provider portal.

* Site Key

Apple Samsung Microsoft Other

*Passphrase

Delegates will need to click here to ensure that the user ID they picked is available.



User ID Availability

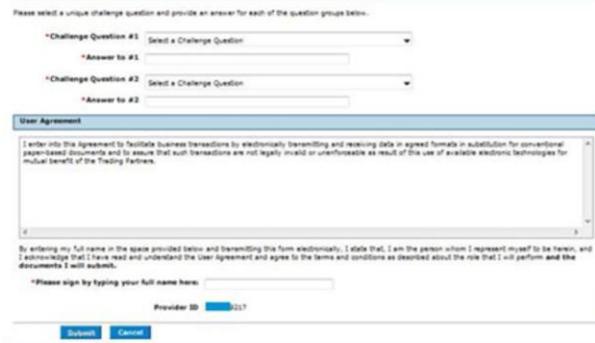
The User Name has already been taken. Please enter another one and try again.

OR



User ID Availability

The User Name is available.



Please select a unique challenge question and provide an answer for each of the question groups below.

*Challenge Question #1

*Answer to #1

*Challenge Question #2

*Answer to #2

User Agreement

I enter into this Agreement to facilitate business transactions by electronically transmitting and receiving data in agreed formats in substitution for conventional paper-based documents and to ensure that such transactions are not legally invalid or unenforceable as a result of the use of available electronic technologies for mutual benefit of the Trading Partners.

By entering my full name in the space provided below and transmitting this form electronically, I state that, I am the person whom I represent myself to be herein, and I acknowledge that I have read and understand the User Agreement and agree to the terms and conditions as described about the role that I will perform and the documents I will endorse.

*Please sign by typing your full name here:

Provider ID



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- This will bring delegates to the security page where they will select user name, password, site key, passphrase and security questions.
- When delegates select their user name, they should check availability by clicking the **Check Availability** box.
- The pop up box will show if the name is available or not. (see two boxes on top right)
- Once they complete all of the information and click submit, they will get the confirmation to validate their email address and registration will be complete.
- **Important Note: Each delegate must have a unique user name, and not a shared name with other delegates. If the delegate needs to reset their password, they need to use the “forgot password” link.**

Changing status of Delegates

Once the delegate is registered, the user can go back to the Manage Account screen and either change their status, or change their access.

The screenshot shows a web form titled "Edit Delegate" with the following fields and options:

- First Name:** lois
- Last Name:** lane
- Add Date:** 02/01/1980
- Delegate PIN:** 9876
- Delegate Code:** 10120
- *Status:** Active Inactive
- *Functions:** Claim - Inquiry, File Management, Verify Eligibility

At the bottom of the form are "Submit" and "Cancel" buttons. Two callout boxes are present: an orange one pointing to the "Inactive" radio button with the text "Users would click here to inactivate a delegate", and a teal one pointing to the "Functions" section with the text "Users would click here to change the functions the delegate can access".



- Once the delegate is registered, the Trading Partner is able to change their status in the Manage Account area, if needed.
- The Authorized user can change the status from active to inactive and change which functions the delegate can access. Delegates who leave their employment should be changed to inactive immediately.

Trading Partner Profile

My Home Thursday 06/26/2014 12:22 PM EST

Welcome Health Care Professional!

User Details

Welcome 10I
STI

My Profile

Manage Accounts

Provider

Name 10I .S
STI
Provider ID 18I NPI
Location ID 10I .S
STI

Enrollment

Trading Partner

Name 10I .S
STI
OP
Trading Partner 70I
ID

Trading Partner Profile

Contact Us

Interactive Web Services

- Check Dental/Vision Limits
- Check Prior Authorization
- Check Debt Authorization
- View Remittance Advice Payment Amt
- NDC Lookup
- Enter Eligibility
- Enter TPL (Third Party Liability)
- View Remittance Advice

We are committed to make it easier for physicians and other providers to perform their business. Our secure site provides the ability to verify member eligibility, search for claims, and conduct electronic file exchanges (upload/download).

Help us provide better service to you! Click here to give us your feedback.

Broadcast

This is a text message with URL that should display on both the Welcome and My Home pages. [click...](#)

This is a text message (with URL) that should display on JUST Home page. [click...](#)

Trading Partners change profile information here



- The authorized user for the Trading Partner Account will also manage the account profile.
- From the User home page, click on **Trading Partner Profile**
- This page will allow the authorized user to update the contact information.
- Trading Partner account holders who support multiple providers under one NPI will have the ability to associate additional providers to their account through the add covered providers function.

Trading Partner Profile

My HCS - Trading Partner Profile Tuesday 04/18/2012 12:26AM EDT

Trading Partner Profile [Save My Profile](#)

Last Updated: 12/15/2008 [Export to CSV](#) | [Collapse All](#)

Contact Information

Trading Partner Name: John D Smith Trading Partner ID: 15-0455789

Address: 12345 Elm St

Suite 125A

City: Astoria State: Pennsylvania ZIP Code: 17133-0111

Contact Name: John Smith Contact Phone: (555) 555-5555 Ext. 1234

Contact Email: JohnD@smith@email.com

EDI Contact Name: Kevin Johnson EDI Contact Phone: (555) 555-5555 Ext. 6789

EDI Contact Email: Kevin@Johnson@email.com

Transaction Sets

To request additional access, send an email request to the Rhode Island EDI Services at editservices@hhs.com. Please include your Trading Partner ID, contact information, and the additional access you are requesting for your account.

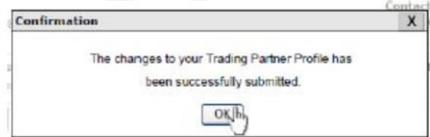
Transaction sets that you will be exchanging:

270 / 271 Healthcare Eligibility Inquiry / Response
 277 Healthcare Enrollment Claim Status Response
 834 Healthcare Benefit Enrollment (for Health Plans only)
 835 Healthcare Participation Advice

Covered Providers

Only Add/Cancel a new Covered Provider or update the one to update the end date or supported transactions of an existing Covered Provider.
 Only Save changes and remove the changes or click Cancel to go back.
 NPI and Taxonomy must be provided for all healthcare providers. If NPI and Taxonomy have not been assigned, please provide your Medical Assistance Provider Number.

Provider ID	ID Type	Taxonomy	Effective Date	End Date
1274	RI	HPD	11/01/1999	12/31/9999
1371	99	HPD	11/01/1999	12/31/9999



Trading Partners can edit contact information here



- This screen is where Trading Partner will verify information and make necessary changes.
- It lists contact information on the top, transaction sets, and covered providers that were set up on enrollment.
- For existing Trading Partners, who were using IWS and are registering to use the Healthcare Portal, this will be prepopulated with the information that was already associated to their Trading Partner ID.
- For new trading partners you entered this information when you enrolled.
- To change information, click edit, make changes and then click save.
- If changes were accepted they get the confirmation shown on the right.

Covered Providers

Add Covered Provider

Click Add to add a new Covered Provider or expand the row to update the end date or supported transactions of an existing Covered Provider.
Click Save to save and review the changes or click Cancel to go back.

NPI and Taxonomy must be provided for all healthcare providers. If NPI and Taxonomy have not been assigned, please provide your Medical Assistance Provider Number.

Provider ID	ID Type	Taxonomy	Effective Date	End Date
1776 IL	NPI		11/01/1993	12/31/9999
1776 IL	NPI	23PM03130K	11/01/1993	12/31/9999

ADD

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Additional covered providers can be added here. This field is prepopulated with information added during enrollment

Click Add to add a new Covered Provider or expand the row to update the end date or supported transactions of an existing Covered Provider.
Click Save to save and review the changes or click Cancel to go back.

NPI and Taxonomy must be provided for all healthcare providers. If NPI and Taxonomy have not been assigned, please provide your Medical Assistance Provider Number.

Provider ID	ID Type	Taxonomy	Effective Date	End Date
1776 IL	NPI		11/01/1993	12/31/9999
1776 IL	NPI	23PM03130K	11/01/1993	12/31/9999

* Indicates required field.
Click Save to save and review the changes or click Cancel to go back.

Provider ID: 1776222222
NPI (The ID): 1997054321
ID Type: NPI
Taxonomy: 23PM03130K
Effective Date: 01/01/2009
End Date: 12/31/9999

X12 Outbound Transactions: Check each transaction you will be exchanging.
Select All | Deselect All

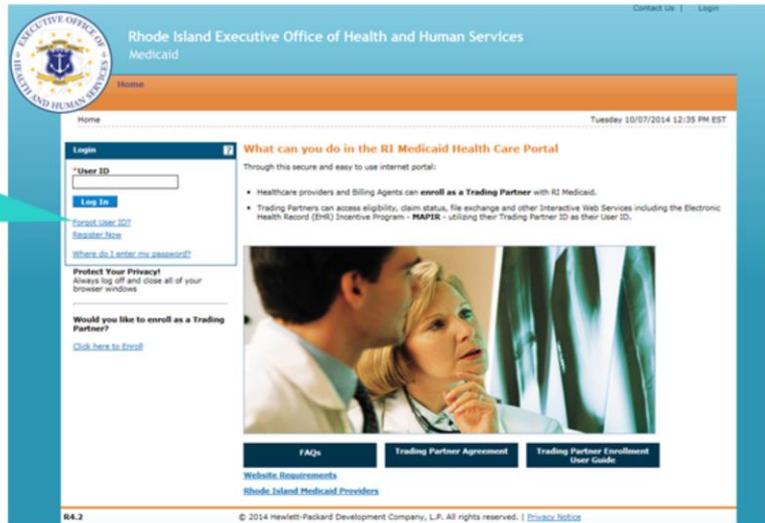
276 - 271 Healthcare Eligibility Benefit Inquiry / Response
 277 Healthcare Unsolicited Claim Status Response
 834 Healthcare Benefit Enrollment (Health Plans only)
 835 Healthcare Maintenance Advice

Save Cancel

- A covered provider is any provider that belongs to your office, facility, or is part of your group under that Trading Partner number.
- For existing Trading Partners who have previously used IWS and are now registering in the portal, this information will be prepopulated for you.
- For new Trading Partners, the information listed when you enrolled will be prepopulated here.
- But, if you need to add another covered provider you would click add. (see the first image)
- Enter all the information and click save. (see the second image)
- Special Note for those providers using an outside company for billing: If at some point you change billing companies, you will need to instruct your original billing agent to remove the 835 electronic admittance advice and the 277 Unsolicited transaction associated to your account, before your new company can add them. These transactions can only be associated to one entity.

Forgot User ID

Click here for forgotten User ID



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If you should forget your user ID, select **Forgot User ID** from home page and follow the instructions on the next screens to retrieve your user ID.

Forgot Password

The screenshot shows the login page for the Rhode Island Executive Office of Health and Human Services Medicaid portal. The page title is "Rhode Island Executive Office of Health and Human Services Medicaid". The breadcrumb trail is "Home > Challenge/Question > Site Token Password". The date and time are "Friday 06/13/2014 12:26 PM EST".

On the left, there is a section titled "Confirm Site Key Token and Passphrase" with instructions: "Confirm that your site key token and passphrase are correct. If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password."

On the right, there is a section titled "Make sure your site key token and passphrase are correct." with instructions: "If the site key token and passphrase are correct, type your password and click **Sign In**. If this is not your site key token or passphrase, do not type your password. Call the [customer help desk](#) to report the incident."

Below the instructions, there are fields for "Site Key" (a grid of colored dots), "Passphrase" (a "Pool" of characters), and "Password" (a text input field). Below the "Password" field are two buttons: "Sign In" and "Forgot Password?". A red arrow points to the "Forgot Password?" link.



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- If you forget your password, you can receive a temporary one.
- After entering your User ID and selecting “log in” you will be brought to the password page.
- From the page asking for password, click **Forgot Password**

Forgot Password

Forgot Password ?

* Indicates a required field.

Answer the following challenge question. We will use the answer to help authenticate your identity. If we find a match, an email will be sent to your email address on record.

Challenge Question What is your favorite sports team?

*Your Answer

Submit **Cancel**

- You will be asked one of your challenge questions.
- If you answer correctly, a temporary password will be sent by email.
- When you log in with the temporary password, you will be asked to change it to a password of your choice.
- Important note: You can only change password once daily, and you can select a password that was one of your last 6 passwords.

Questions?



For questions, contact the
Customer Service Help Desk
Available Monday – Friday 8:00 AM – 5:00 PM
(401) 784-8100
For local and long distance calls
(800) 964-6211
For in-state toll calls


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