



## New Provider ePortal Security Features!

Effective April 24, 2009, Molina implemented new security features to better serve you. There are two key changes:

- 1.) This new functionality provides flexibility to create and manage office user accounts. Administrative (super user) user will have additional selections available in the Welcome menu that do not appear for other users. These links are used to create and manage additional users, and to manage the pay to entities that will be accessed by all users.
  - The Manage Office Users link allows the Administrative user to create new users as well as lock, unlock, and delete existing user accounts.
  - Each user will need to be given a role before they can access ePortal functions. Please note, for those accounts that include multiple pay to records, you can assign different access levels to each user by pay to entity.
  
- 2.) Allow users to access multiple pay-to entities with one user ID and password. To take advantage of this new option, the Administrative User will need to complete the setup process outlined below.

The following outlines the step by step instructions to complete the **one-time** registration process.

Step 1 - Upon reaching the Molina website, [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com), click Login

Step 2 – Select Provider Online Services link

Step 3 - Registered providers can enter their user name and password here. If you have not yet registered, *click* New Provider Registration.

Step 4 - After clicking New Provider Registration, the Provider Online User Agreement will display. Please review the agreement, and *click* I Accept at the bottom of the page to proceed with registration. It is important to note that the first account created is automatically the Admin (administrator) account. The Admin account provides the Admin access to all ePortal functionality, and is responsible for management of all other users under the account.

**To continue with the registration process, *click* the link.**

You also have the option of exiting the ePortal if you do not wish to be the administrator.

**NOTE:**

**If you have trouble seeing the following screen shots, you can find this on our website at <http://www.MolinaHealthcare.com/medicaid/providers/oh/comm/home.html>**

Step 5



## New Provider Registration – Facility/Group

The new screen (below) appears upon selecting New Provider Registration. Provide the requested information as best as possible.

1. Select the **Provider Type** (Facility/Group or Individual Practitioner).

2. When Facility/Group is selected, the provider may enter as many TINs and provider IDs by clicking the **Add additional provider** link. Multiple registered providers will appear in the Home page drop-down list.

The screenshot shows the 'New Provider Registration' form for Facility/Group. It includes a 'General Information' section with a dropdown for 'Provider Type' set to 'Facility/Group' and a 'State' dropdown set to 'Select'. There are two rows of input fields for 'Tax Identification Number' and 'Provider ID'. Each row has a 'What is this?' link and a 'Click here if you do not have a provider ID' link. The 'Add additional provider' link is circled in red. At the bottom, there are 'Next', 'Reset', and 'Cancel' buttons.

3. If you do not have a Provider ID, *click* the **corresponding link**



Step 6



## To obtain a Provider ID

If you do not know your provider ID, clicking corresponding link (upper oval) will display the following window. You must enter at least two of the fields shown to continue registration. If you supply all four data elements, you will receive immediate ePortal access. If you supply two or three data elements, an account will be created; but you will not be able to complete your registration until you receive your temporary user ID and password. For security purposes, these will be mailed to the provider address on file with Molina.

- Click **Search Provider** after entering the requested information to retrieve your account information.

The screenshot shows the 'New Provider Registration' form for Individual Practitioner. The 'Provider Type' is set to 'Individual Practitioner' and the 'State' is set to 'FL'. The 'Tax Identification Number' field contains '109876543'. There are input fields for 'Medicare/Medicaid number', 'DEA Number', 'NPI', and 'State License Number'. A 'Search Provider' button is circled in red. At the top right, there is a link 'Click here if you do not have a provider ID' circled in red. At the bottom, there are 'Next', 'Reset', and 'Cancel' buttons.



Step 6 continued



## To obtain a Provider ID (cont.)

The screen below will be displayed indicating all matches in the Molina database.

- Select the entity you wish to register by **clicking Select Provider.**

If the Molina database cannot find a matching record, the registration process cannot be completed. Please then contact the Molina Help Desk at (866) 449-6848 for assistance.

The screenshot shows a web browser window with the Molina Healthcare logo and a 'New Provider Registration' form. The form has several sections: 'General Information' with fields for Provider Type (Individual Practitioner), State (TX), Tax Identification Number (740665935), and Provider ID; a section for validation requirements (Medicare/Medicaid, DEA, State License, NPI); and a 'Select the Providers' table. The table has columns for Name, Address1, Address2, City, State, and Zip. One entry is visible: JOHN D KIRKWOOD MD, 11703 A EASTEX FREEWAY, HOUSTON, TX, 770396205. A 'Select Provider' button is located below the table.

Select	Name	Address1	Address2	City	State	Zip
<input type="checkbox"/>	JOHN D KIRKWOOD MD	11703 A EASTEX FREEWAY		HOUSTON	TX	770396205



Step 7 – This screen will allow you to select your user name, password and security questions that will allow you to access your account if you forget your password.

Step 8 - If your registration was successful, you will see the following message at the top of the initial Provider Self Services login screen, “Registration was successful. Please sign in with user id and password.”

**Key new features include:**

The ability to toggle between multiple pay to entities under a single user name and password.



## Facility/Group – Home Page

If you registered multiple pay-to entities, the drop-down list at the top of the page will allow you to toggle to each. This list will not appear for Individual Practitioners or Facility/Groups who have registered only one pay-to.

The screenshot shows the MOLINA Healthcare Provider Self Services interface. At the top left is the MOLINA HEALTHCARE logo. A navigation menu includes 'Home', 'MemberEligibility', 'EligibilityListing', 'Download', and 'Logout'. A dropdown menu is open, showing a list of pay-to entities: '12345678 - xxxx3551 - HIGHLINE FOOT & ANKLE CLINIC', '12345678 - xxxx4294 - DUPONT MEDICAL CLINIC', '12345678 - xxxx5438 - WENDY A WEEKS, MD', '12345678 - xxxx7079 - ST ANTHONY FAMILY MEDICINE', '12345678 - xxxx8367 - NW SURGICAL ASSOC'S TACOMA', and '12345678 - xxxx4579 - LAKES ANESTHESIA'. Below the navigation is a message: 'Medicare is available for Member Inquiry or Eligibility Listing. Please click Contact Molina to locate the Molina Medicare Member Services telephone numbers.' The main content area has several sections: 'Newsletter', 'Recent Service Requests \*' (with a 'Show Recent Service Requests' link), 'Recent Claims \*' (with a 'Show Recent Claims' link), 'Recent Claim Files' (with a 'View more Claim files' link), and 'Nurse Advice Reports' (with a 'View more Nurse Advice Reports' link). On the right side, there is a 'Provider Self Services' section with a welcome message for 'HIGHLINE FOOT & ANKLE CLINIC\_FMG' and a list of links: 'Change Password', 'View / Update Profile', 'Manage Office Users', 'Manage Providers', 'Edit Questionnaire', 'Contact Molina', 'View FAQs', 'NPI Submission', and 'What's New'. Below this is a 'Find A Provider' section with a 'Zip Code' input field, a 'Specialty' dropdown menu, and a 'Quick Search' button. At the bottom right is a 'Forms' section with a link to 'Prior Authorization Guide'.



Registering additional pay to entities at anytime under an existing user name and password. This is done by adding each additional pay to entity as shown in the screen shot below.

Please be sure to review the “Note” in the screen shot below. To take advantage of the new single user name and password functionality, the Administrative user will need to **first** get all pay to entities setup on his/her account and **then** setup appropriate access for any additional users. As a reminder, you can assign different access levels/roles to each user by pay to entity.



## New Provider Registration – Group/Facility

As the administrator, you may add as many additional pay-to entities as you need at any time.

1. Click **Add** to add providers.
2. Click **Submit** to complete the registration.

Tax ID	Provider ID	Provider Name	Molina Status	
1234567890	QMP0000012341	HIGHLINE FOOT & ANKLE CLINIC	Active	Delete
1234567890	QMP0000012342	DUPONT MEDICAL CLINIC	Active	Delete
1234567890	QMP0000012343	WENDY A WEEKS, MD	Active	Delete
1234567890	QMP0000012344	ST ANTHONY FAMILY MEDICINE	Active	Delete
1234567890	QMP0000012355	NW SURGICAL ASSOCS TACOMA	Active	Delete
1234567890	QMP0000012330	LAKES ANESTHESIA	Active	Delete
<input type="text"/>	<input type="text"/>			<input type="button" value="Add"/>
				<input type="button" value="Submit"/>

**Note:** If the TIN and the Provider ID are validated against Molina’s database, the Provider Name will display in the list above. If the Provider ID has already been registered, an error message will display. If you believe that you should be the administrator for an account that is currently registered under a different user, please contact the Molina Help Desk at (866) 449-6848, and request that the existing account be deleted.



### Electronic Claims Submission

If your office currently files paper claims, consider the benefits of electronic claims submission:

- ❖ Save money by decreasing the cost of postage and printing!
- ❖ Get your money faster!
- ❖ Reduce claims rejections!
- ❖ Increase the efficiency and productivity in your office!

To learn more, please visit our EDI website at <http://www.molinahealthcare.com/edi>

Molina’s EDI Payer ID – 20149

### We are Here to Serve You

If you have any questions, please call the Provider Services Department. A representative will be available to assist you from 8:00 a.m. – 5:00 p.m. Monday – Friday. Please call toll free at 1-800-642-4168, or TTY: 1-800-750-0750 (or 711).