COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

MES eDocMgmt
Users Guide
(Provider/ Parent Company Version)

MES Version 1.0
Updated: 04/01/2022

HIPAA Privacy Rules

The Health Insurance Portability and Accountability Act of 1996 (HIPAA – Public Law 104-191) and the HIPAA Privacy Final Rule[1] provides protection for personal health information. The regulations became effective April 14, 2003. Conduent developed HIPAA Privacy Policies and Procedures to ensure operations are in compliance with the legislative mandate.

Protected health information (PHI) includes any health information whether verbal, written, or electronic, that is created, received, or maintained by Conduent. It is health care data, plus identifying information that allows someone using the data to tie the medical information to a particular person. PHI relates to the past, present, and future physical or mental health of any individual or recipient; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual. Claims data, prior authorization information, and attachments such as medical records and consent forms are all PHI.

The Privacy Rule permits a covered entity to use and disclose PHI, within certain limits and providing certain protections, for treatment, payment, and health care operations activities. It also permits covered entities to disclose PHI without authorization for certain public health and workers' compensation purposes, and other specifically identified activities.

[1]

[1] 45 CFR Parts 160 and 164, Standards for Privacy of Individually Identifiable Health Information; Final Rule

Revision History

Document Version	Date	Name	Comments
1.0	09/15/2021	Conduent Web Portal Development Team	Initial Document Creation for MES eDoc Management – Provider/Parent Version

Table of Contents

1. Electronic Document (eDoc) Management

The eDoc Management application is a document management system primarily utilized in supporting the financial reporting needs of the nursing facilities, immediate care facilities (ICF), Federally Qualified Health Clinics (FQHC), Rural Health Clinics (RHC) and hospitals.

The application supports two basic organization types:

- Parent Company Users – these users are associated with a parent company that is the owning/administrating agent of a group of providers. Parent companies do not have a National Provider Identifier (NPI). These users are associated to their respective organizations by an Atypical Provider Number (API). This is a unique identifier used specifically in eDoc.

- Provider Users – these are users associated with individual provider organizations. Provider organizations are associated to single NPI.

eDoc supports different security roles for Parent Company and Provider users. These will be explained further in this document.

Organizations will need to be established and users set up and assigned appropriate security roles within the MES/PRSS applications, in order to access eDoc.

This user guide will help Provider organizations and Parent Company organizations with how to use the eDoc Management application and it's functionality to conduct various parent company and provider administrator functions.

It will also walk the user through the Document Search and Document Upload functions.

1.1 MES Introduction

The MMIS provider portal functions are a subset of functionality of the Medicaid Enterprise System (MES).

This user guide addresses this specific functionality. For information regarding MES access and navigation, please see *MES PSS Documentation*

1.2 User Structure

In order to take advantage of the eDoc Management application (to be referred to as 'eDoc' for this document) and its functions, users must be part of the security structure.

For the sake of this document, a 'user' is defined as any person that will access and use eDoc.

The security structure of eDoc is provider centric. Security access for eDoc is based upon a Provider organization or a Parent Company organization.

 A 'Provider organization' is defined as either an individual billing or servicing provider or group provider (and the user community in support of them). The provider organization can be associated with either a NPI (National Provider Identifier) or an API (Atypical Provider Identifier – assigned by the Commonwealth of Virginia for providers that are not eligible for a NPI).

A 'Parent Company organization' is defined as a company or agency that is responsible for the oversight of one or more provider organizations, as well as their organization. Parent Company organizations are associated with an API (assigned within PRSS). There are multiple parent companies within eDoc.

Any users added to the organization will have the ability to access services based on the role they are assigned.

1.3   User Roles

To access the MMIS Provider Electronic Documentation (eDoc) Management functions, users will need to be established and contain the following:

COND_eDocInquiry – The Conduent eDoc - Inquiry role is established by either the Provider or a Delegated Administrator for the Provider/NPI organization. This role is needed for performing document searches and downloading documents.

COND_eDocUpdate – The Conduent eDoc - Update role is established by either the Provider or a Delegated Administrator for the Provider/NPI organization. This role is needed uploading documents to eDoc for later retrieval.

2. MES Portal Access & Navigation (Conduent MMIS Secured Provider Functions)

The Virginia MES Web Portal can be accessed through the following link: https://vamedicaid-sit.dmas.virginia.gov
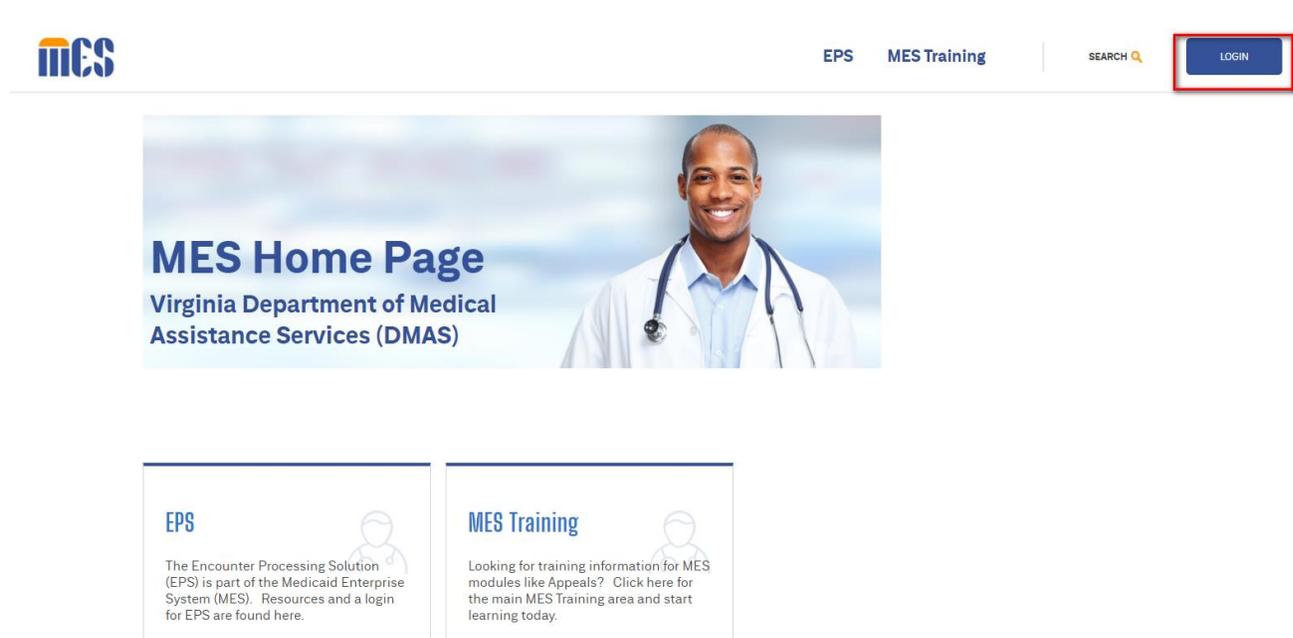
Once a user has received their secured credentials, they access the MES home page and will click on the 'Login' button.

Enter User ID (email) and associated password, click 'Sign-In'.

After logging in, users will see links/options based on their security roles. For secured provider functions, click the 'Provider Management' drop down option
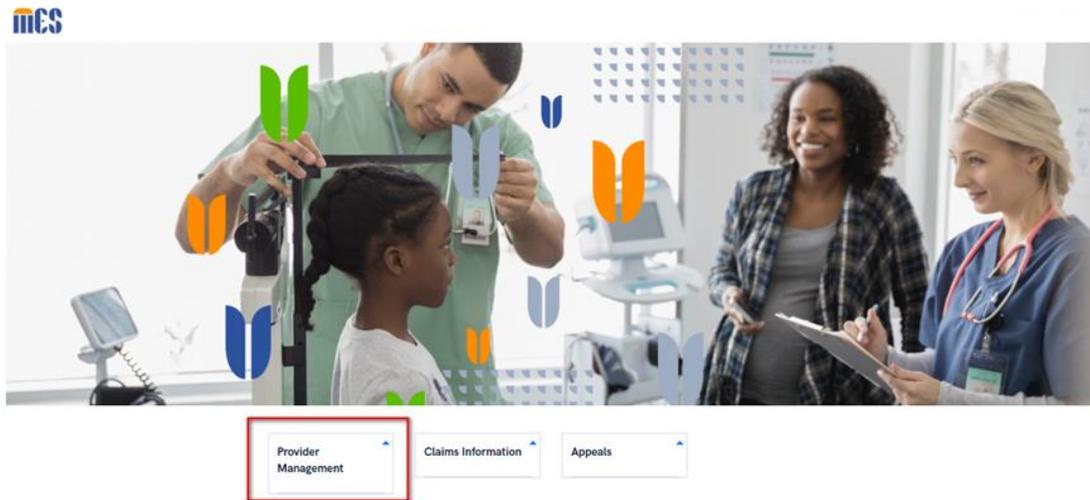
Click the PRSS Portal link

Based on a user's security roles, function tabs will display on the PRSS Portal navigation bar.

Users with COND_eDocInquiry or COND_eDocUpdate security roles will see the eDoc function tab.

The Conduent MMIS Secured Portal – eDoc function will open in a new window, leaving the PRSS portal window open until any system time outs.

3. **Accessing eDoc Management's Secured Functionality**

Based on a user's organization type and security role, different options will display on the eDoc Management Menu.
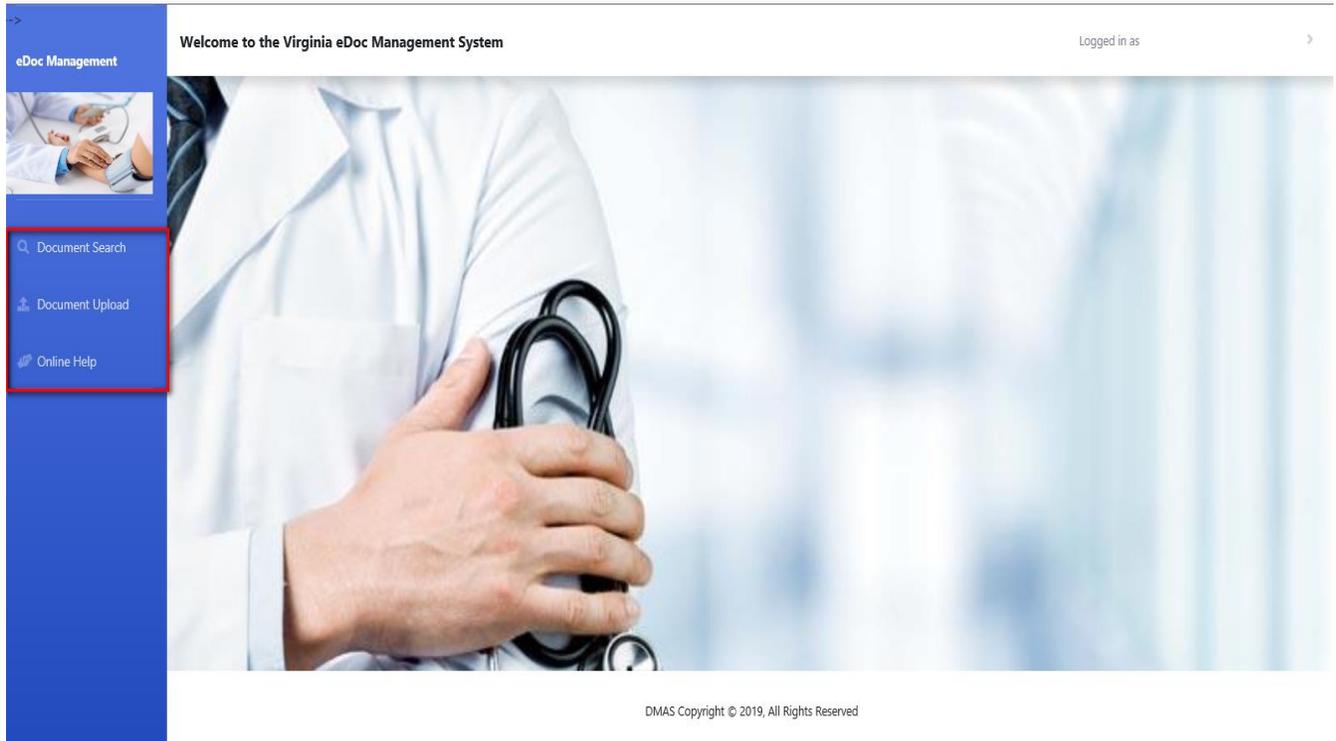
Provider users and Parent Company users with a security role COND_eDocUpdate will see the following options:
- Document Search
- Document Upload
- Online Help

Provider users and Parent Company users with a security role of COND_eDocInquiry will see the following menu options:
- Document Search
- Online Help

For users whose User ID is associated with more than one NPI/API, after selecting eDoc from the PRSS functional tab, prior to receiving the home page, the user will see an NPI selection pop-up. The NPI/API field will contain a drop down list of all associated NPI/APIs with which the user has the COND_eDocInquiry and/or COND_eDocUpdat security role association. Selecting an NPI/API from the drop down is required.
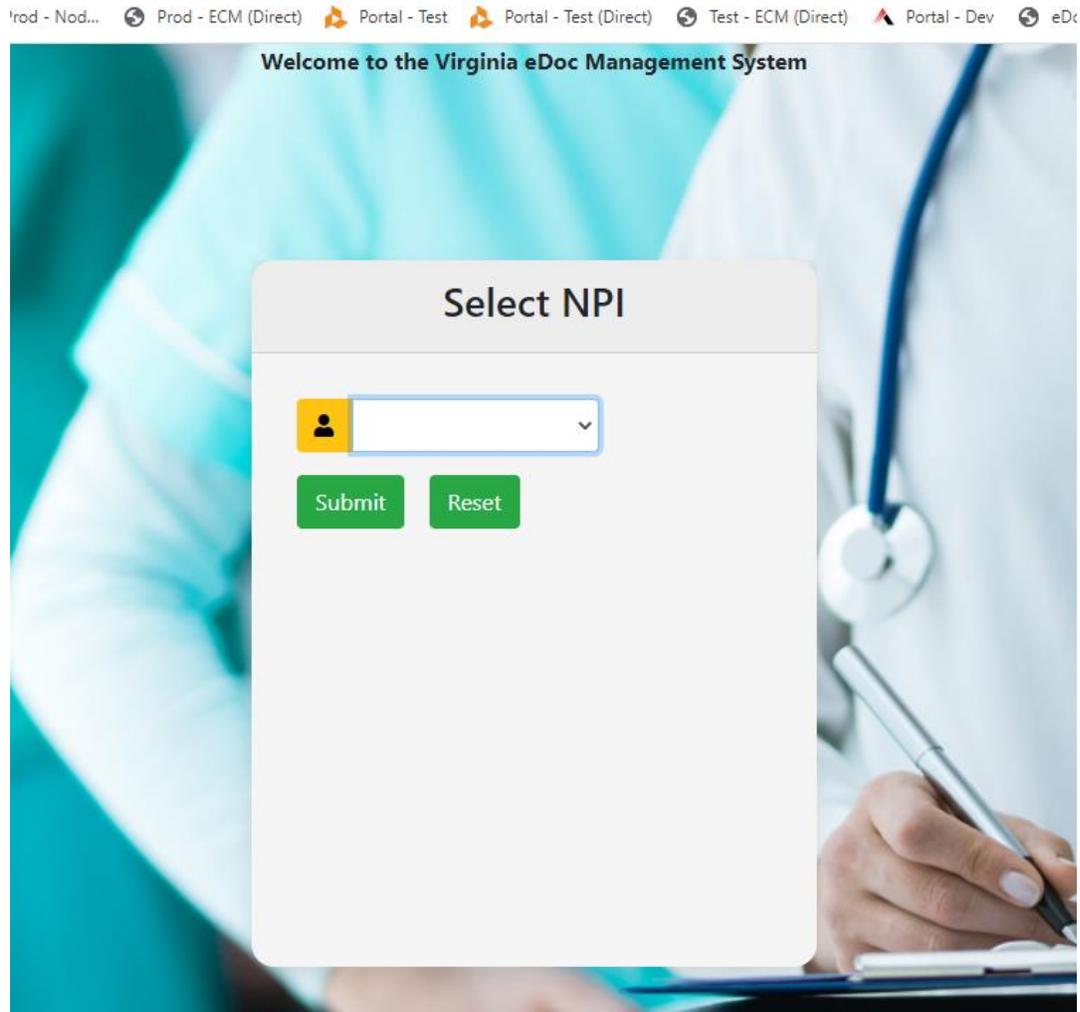
Once completing the selection, the user will be navigated to the eDoc home page.

Document Search – lets a user conduct a basic search with user supplied criteria and displays any results meeting that criteria. See *3.1. Document Search* for more details.
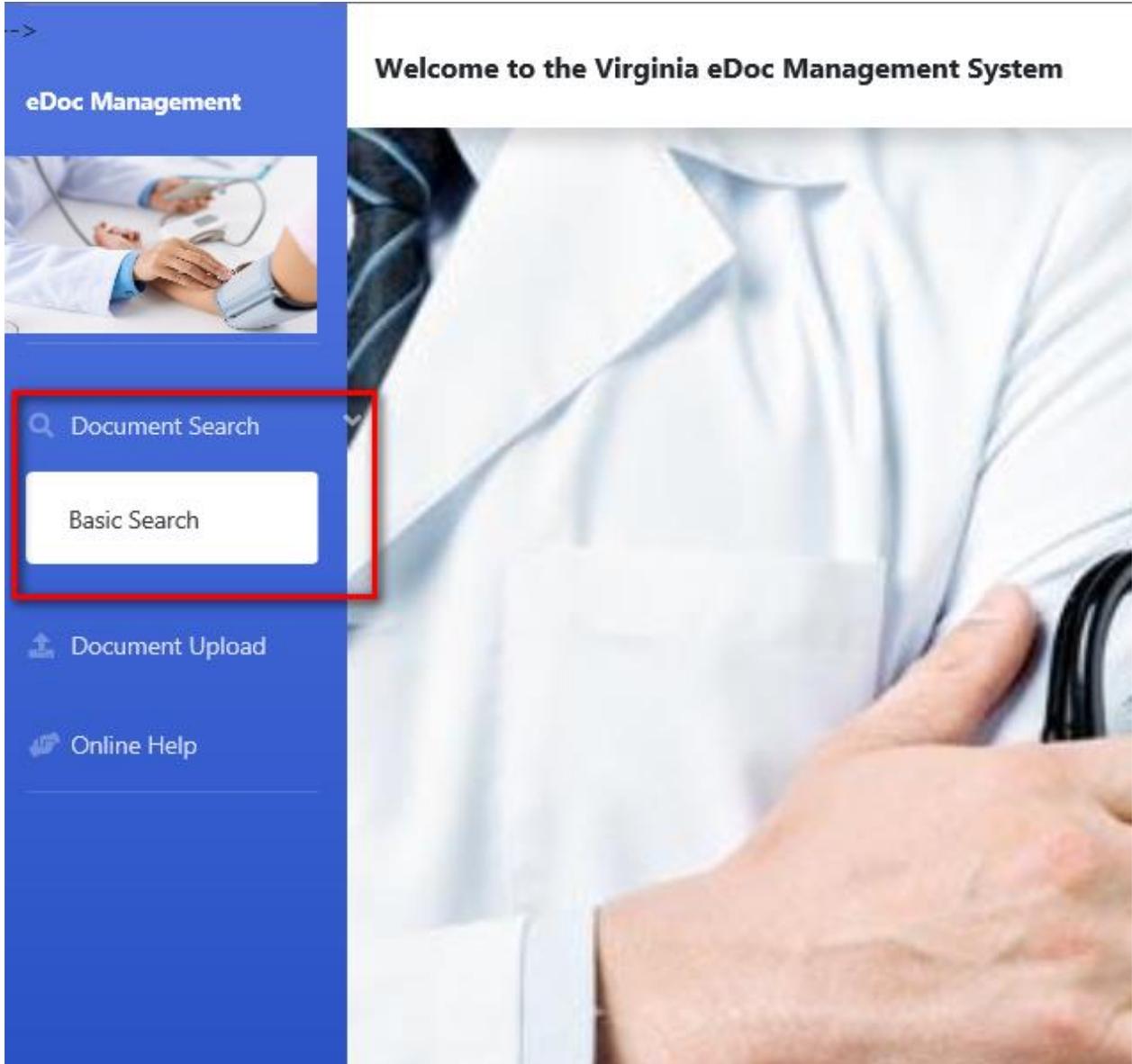
Document Upload – lets a user upload a single document and assign it specific search properties to be retrievable later via the Document Search menu option. See 3.3. *Document Upload* for more details.
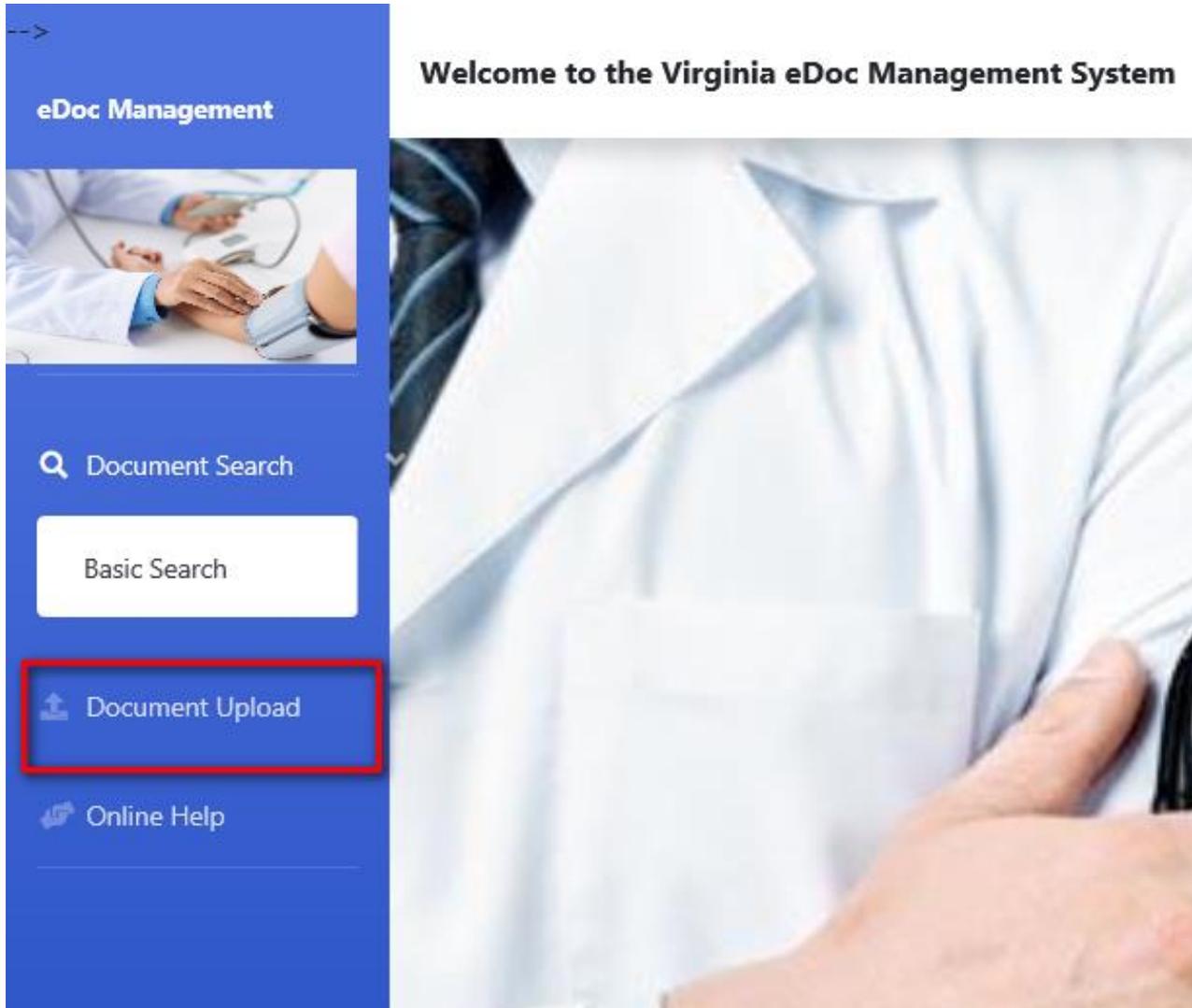
3.1   Document Search

The Basic Search is available to all users in a provider or parent company organization. From the main menu 'Document Search' selection, the user will see the 'Basic Search' option.
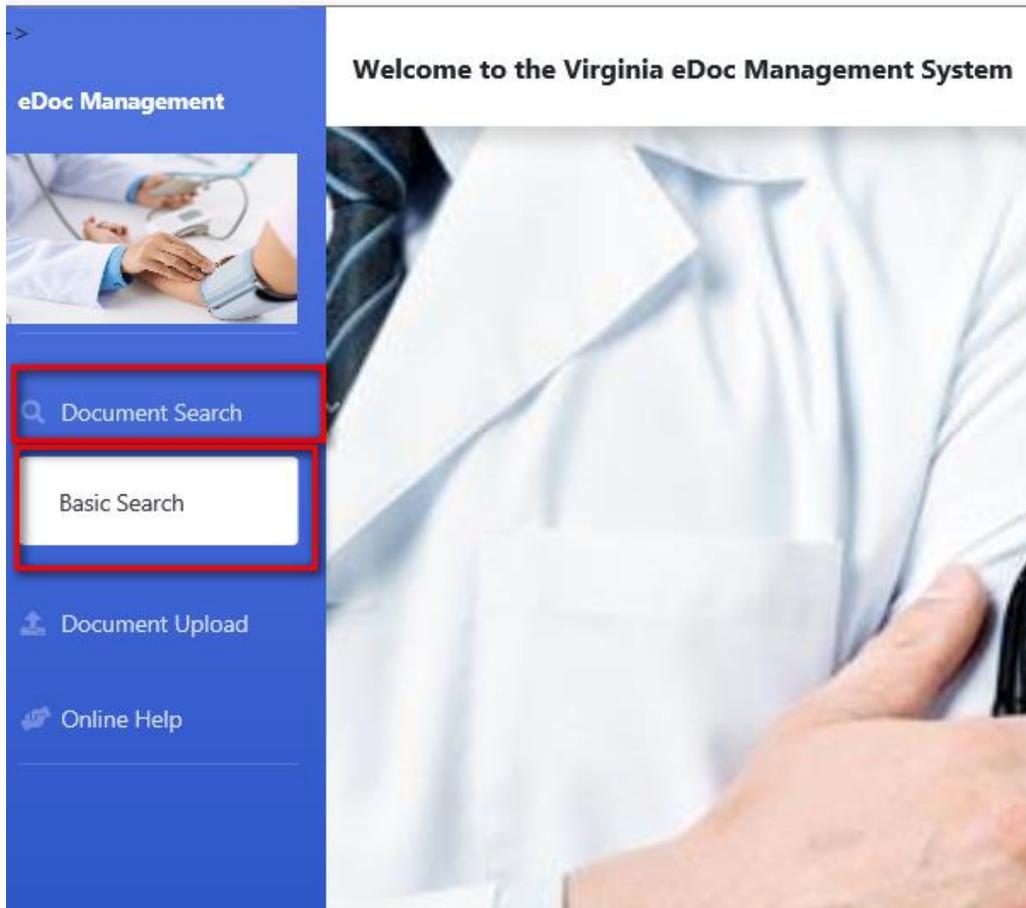
Select 'Basic Search' to navigate to the Document Basic Search page.
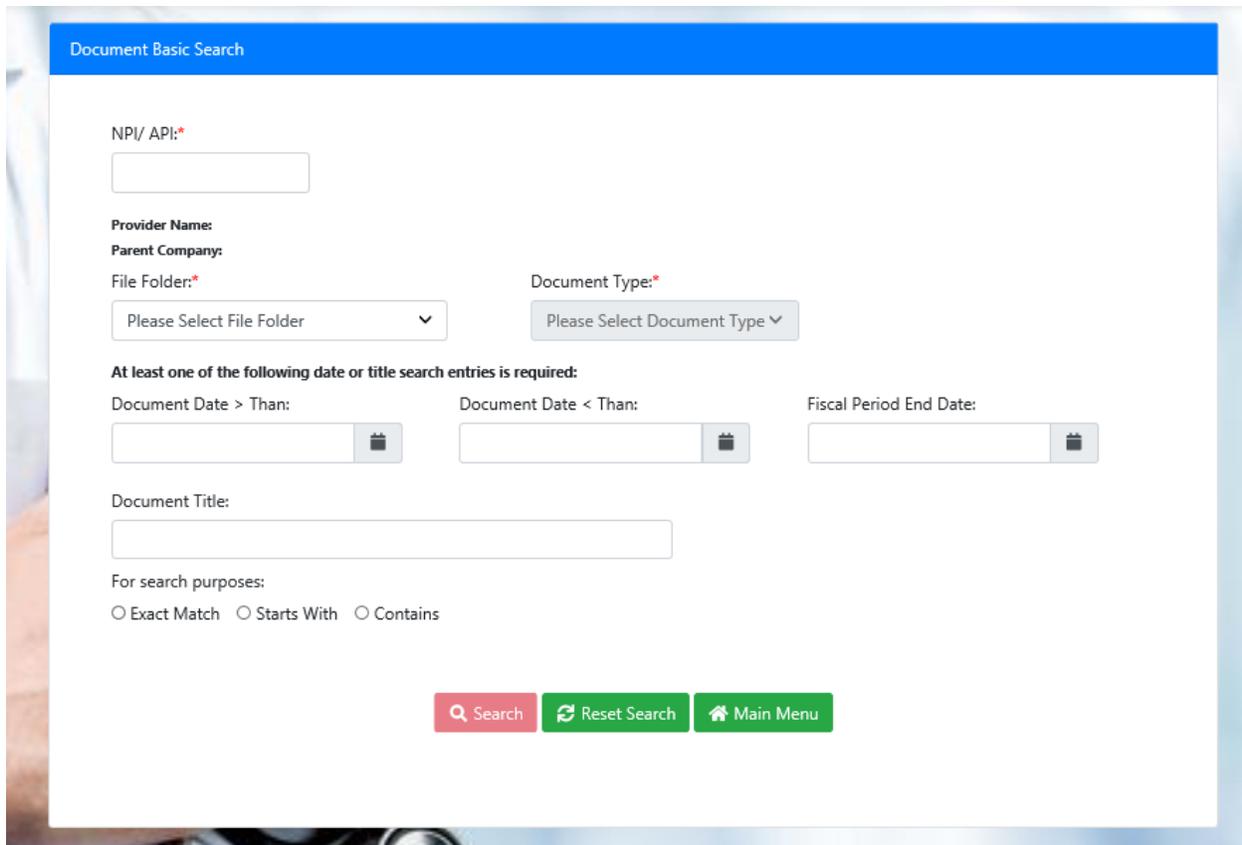
The Document Basic Search page has both required and optional fields. The required fields are indicated with a red asterisk (*)

The following is a list of fields on the page and the necessary information for completing the entries.

NPI/API * - The NPI/API is required.
- For Provider users whose User ID is associated with more than one NPI, the NPI field will be defaulted to the NPI previously selected upon eDoc entry and no entry is necessary.
- For Provider users whose User ID is associated with only one NPI with the COND_eDocInquiry and/or COND_eDocUpdate security roles, the NPI/API field will be defaulted and no entry is necessary.
- For Parent company users, a drop down list will be displayed containing the API and its associated NPIs.   A selection from this drop down will be required.
    - For Parent company users whose User ID is associated with more than one API, the API selected upon eDoc entry is used to populate the drop down list.
    - Parent company users whose User ID is associated with one API will use that API to populate the drop down list.

Provider Name – The provider or parent company name, associated with the NPI/API displayed in the previous field, will be shown here. This field will be disabled and is display only.

Parent Company – If a provider NPI is in the NPI/API field and it's associated with a parent company, the Parent Company's name is noted here. This field will be disabled and is display only

File Folder * – The user will need to select the desired File Folder from the drop down options. This is a required field. See Appendix 4.1 *File Folder/Document Listing* for a full list of the File Folders.

Document Type * – After making the File Folder selection, the associated document types will be populated in the Document Type drop down list. The user will select the Document Type from the available drop down options. This is a required field. See Appendix 4.1 *File Folder/Document Listing* for a full list of the File Folders and their associated Document Types.

At least <u>one</u> of the following three date options or document title is required:

Document Date > Than - The user will enter the starting date of the date range for the document search criteria in the format MM/DD/YYYY or utilize the calendar widget. At least one of the date options or title is required.

Document Date < Than - The user will enter the ending date of the date range for the document search criteria in the format MM/DD/YYYY or utilize the calendar widget. At least one of the date options or title is required.

Fiscal Period End Date - The user will enter the date for the end of the fiscal period to be used as search criteria in the format MM/DD/YYYY or utilize the calendar widget. At least one of the date options or title is required.

Document Title - The user will enter the document title to be used as search criteria. The user can enter the document title (full or partial) along with the desired search option (exact match (default if no option selected), starts with or contains).

The data will be searched for all documents associated to providers and/or parent companies meeting the search criteria entered.

After completing the required information and tabbing out of the last field, the 'Search' button is enabled. Click the 'Search' button to apply the field and page edits. If the edits are successfully met, the entered search criteria will be used to search for and retrieve any documents associated with the NPI/API entered and within/matching the criterion entered.

Any documents meeting the criteria will be displayed in the results section as shown below:

Each document that met the search criteria will be displayed along with the date the document was loaded to eDocMgmt. The document type will also display, along with the date and fiscal year and file size associated with the document.

The document title displays in the Document Description as a hyperlink. Clicking on the title hyperlink will retrieve the document and open it in a new window for viewing, saving to a local drive and/or printing.

Search Results

Document opened successfully.

Show 10 ⌄ entries   Search: [   ]

NPI/API	Provider Name	Document Description	Document Date	Fiscal Year	Doc Type	File Size	Audit ID	Audit Date
		EDOC DEMO PDF	04/28/2019	06/30/2019	pdf	81.43KB	PAH.Admin@admin.com	04/28/2019
		EDOC DEMO WORD DOC	04/26/2019	12/31/2019	docx	12.41KB	PAH.Demo@sprint.com	04/26/2019
		EDOC EXCEL DEMO DOC	04/26/2019	04/30/2019	xlsx	9.49KB	PAH.Demo@sprint.com	04/26/2019
		EDOC PDF DEMO DOC	04/26/2019	04/30/2019	pdf	81.43KB	PAH.Admin@admin.com	04/28/2019

Showing 1 to 4 of 4 entries   First   Previous   1   Next   Last

🏠 Main Menu

The Audit ID and Audit Date associated with the last user to 'touch' the document (either uploaded it to eDocMgmt or opened it from the Document Search results) will also display for audit purposes. The Audit ID is a hyperlink and when clicked will open the Audit History Detail page. See 3.2 *Audit History Detail* for more details.

Clicking 'Main Menu' will return the user to the eDoc Main Menu.

3.2   Audit History Detail

On the Document Search Results page, audit information associated with each document is displayed. The Audit ID column reflects the User ID of the last person to 'touch' the document. This can reflect the ID of the user who uploaded the document (if no downloads of the document have taken place as of yet) or the ID of the last user to download the document. The Audit Date column reflects the date associated with the last audit transaction.

Search Results

Show [10 ∨] entries   Search: [   ]

NPI/API	Provider Name	Document Description	Document Date	Fiscal Year	Doc Type	File Size	Audit ID	Audit Date
		EDOC DEMO PDF	04/28/2019	06/30/2019	pdf	81.43KB	PAH.Admin@admin.com	04/28/2019
		EDOC DEMO WORD DOC	04/26/2019	12/31/2019	docx	12.41KB	PAH.Demo@sprint.com	04/26/2019
		EDOC EXCEL DEMO DOC	04/26/2019	04/30/2019	xlsx	9.49KB	PAH.Demo@sprint.com	04/26/2019
		EDOC PDF DEMO DOC	04/26/2019	04/30/2019	pdf	81.43KB	PAH.Admin@admin.com	04/28/2019

Showing 1 to 4 of 4 entries   First   Previous   1   Next   Last

🏠 Main Menu

Clicking on the document's associated Audit ID hyperlink will route the user to the Audit History Display page.

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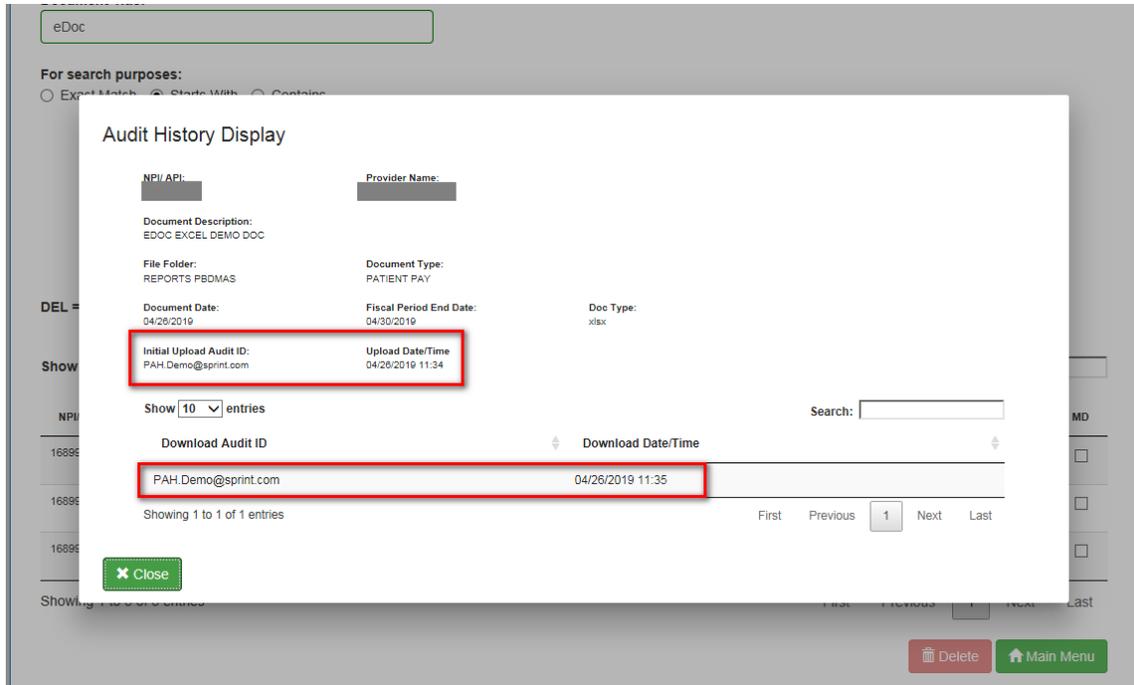
From this page, the user can see information on the user who uploaded the document and the date/ time of the upload. This information will always display in the 'Initial Upload Audit ID' and 'Update Date/Time' fields.

If any user(s) have downloaded the document, the download history will display under the Download Audit ID and Download Date/Time columns. Every download transaction will display in descending date/time order.

After reviewing, the user can click 'Close' and return to the Search Results.

3.3 Document Upload

Parent Company and/or Provider users with COND_eDocUpdate security role can upload documents to eDocMgmt for retrieval within the Document Search function.

Users with the appropriate security role will see the Document Upload option.
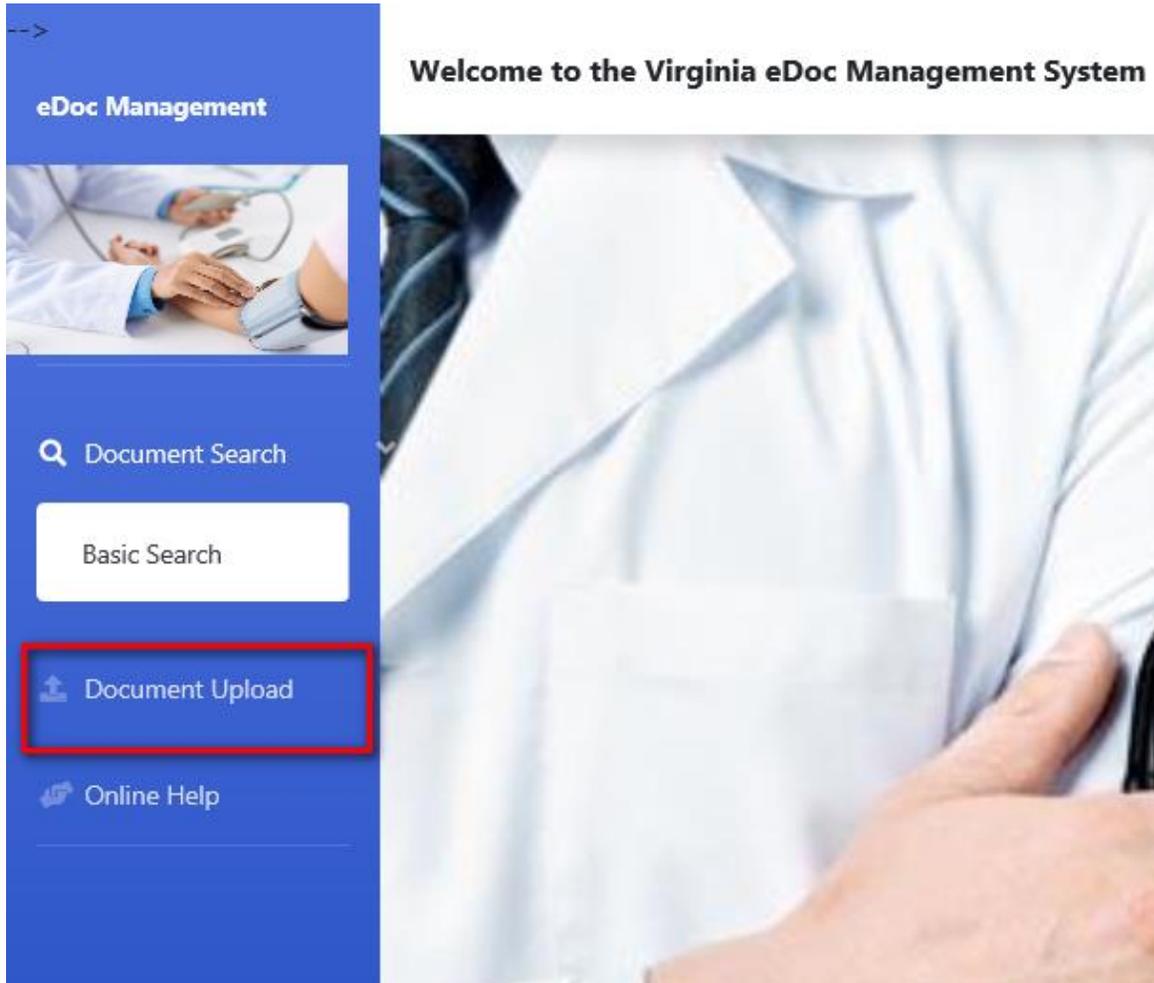
Clicking on 'Document Upload', the user will be directed to the Document Upload page to upload a document and associate the appropriate document properties.

Page sample below:
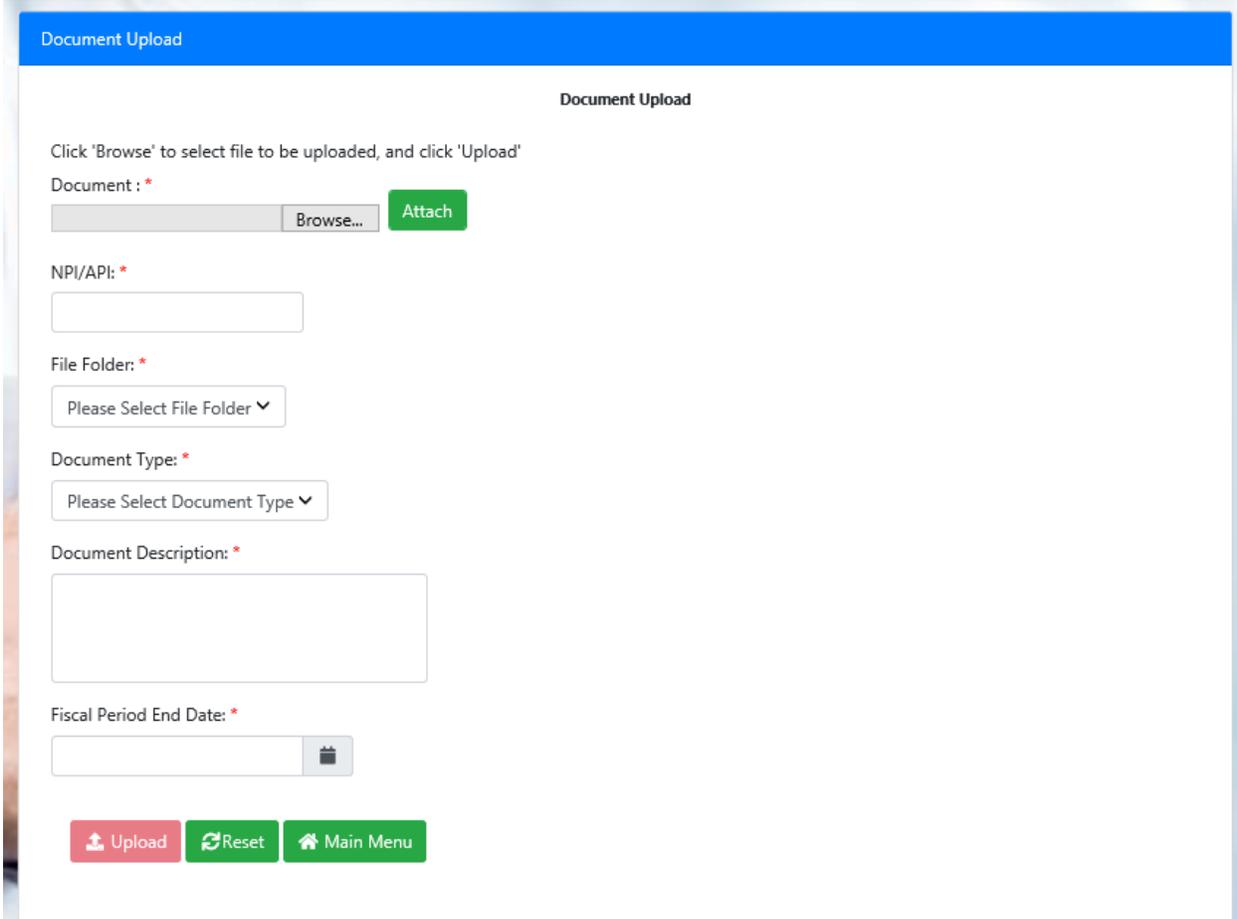
The Document Upload page contains only required fields. The required fields are indicated with a red asterisk (*****)

The following is a list of fields on the page and the necessary information for completing the entries.

Document * - This field will be used to select the document from the user's local drive/computer and attach it for uploading.

The following is a list of valid document format types that can be used within eDocMgmt:
- Word
- Excel
- PDF
- Txt
- Zip
- Prn
- 2540 Cost Report (extensions may vary i.e. 13a1)

The user will click the 'Browse' button to open a network folder displaying documents on the user's drive(s). Select the desired document and click 'Open'.
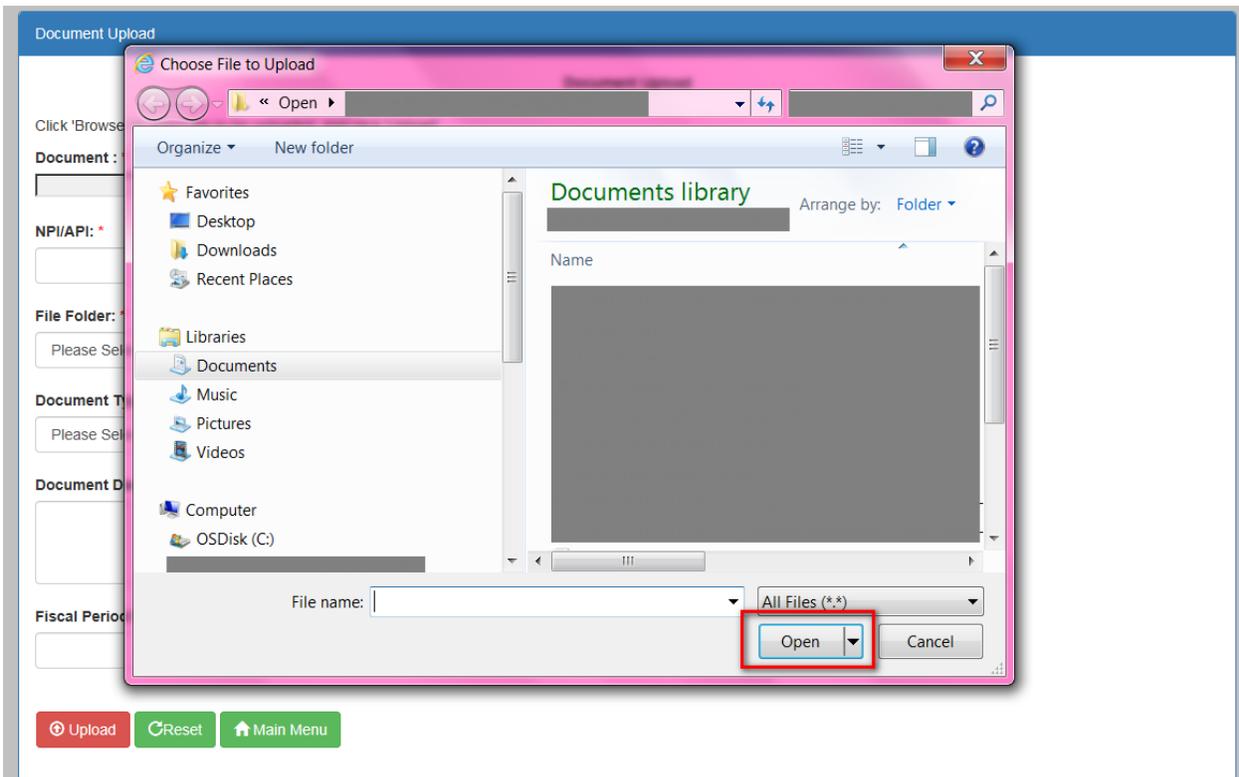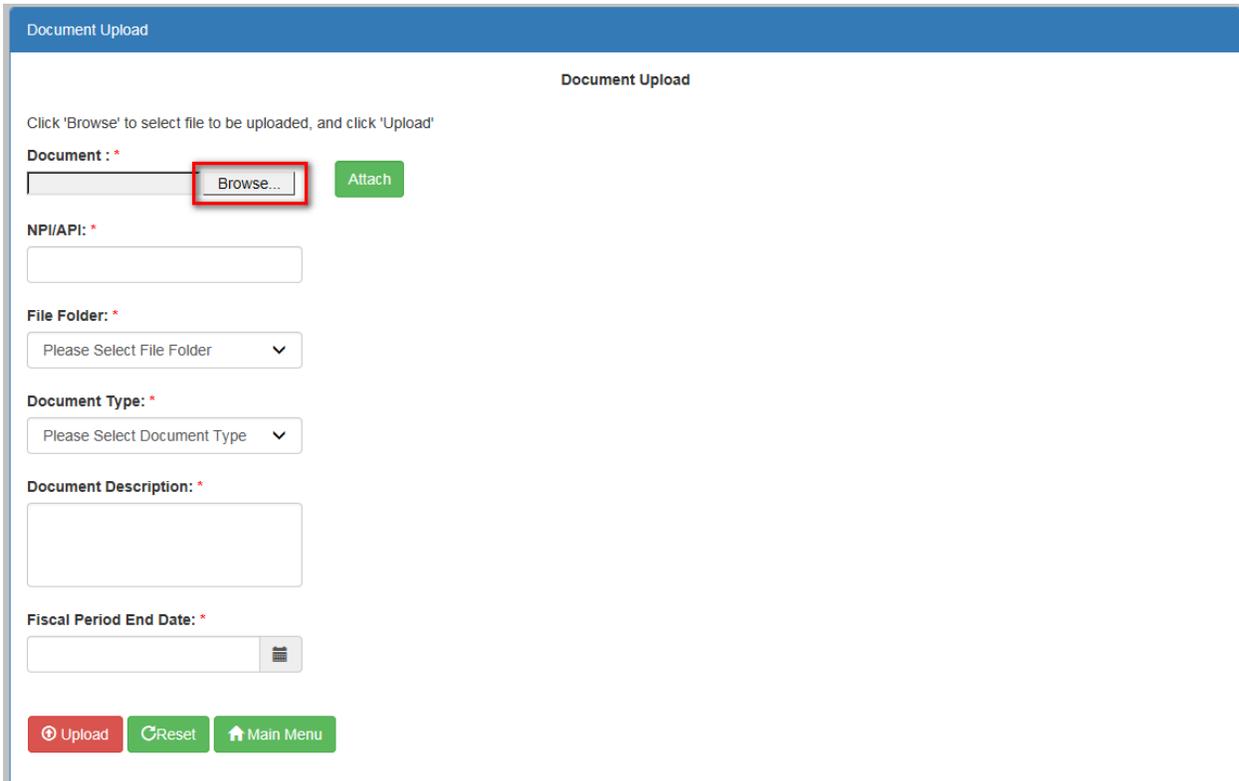
The document title will display in the Document field. To attach the document, click the 'Attach' button.

After clicking the 'Attach' button, the document name will display immediately below the Document field. Following the file name will be a 'Remove' hyperlink that can be leveraged if the wrong document was attached.

Note: only one document can be uploaded at a time

Once the document has been attached, the user will need to assign the document's properties.

NPI/API * - The NPI/API is required.
- For Provider users whose User ID is associated with more than one NPI, the NPI field will be defaulted to the NPI previously selected upon eDoc entry and no entry is necessary.
- For Provider users whose User ID is associated with only one NPI with the COND_eDocInquiry and/or COND_eDocUpdate security roles, the NPI field will be defaulted and no entry is necessary.
- For Parent company users, a drop down list will be displayed containing the API and its associated NPIs. A selection from this drop down will be required.
    - For Parent company users whose User ID is associated with more than one API, the API selected upon eDoc entry is used to populate the drop down list.
    - Parent company users whose User ID is associated with one API will use that API to populate the drop down list.

File Folder * – The user will select the File Folder from the drop down options. This is a required field.

Document Type * – After making the File Folder selection, the associated document types will be populated in the drop down list. Please note that any document type(s) that were excluded for the user (based on the User ID used at the time of login) will not be displayed as selection options. Please select the Document Type from the available drop down options. This is a required field.

See Appendix 4.1 *File Folder/ Document Type Listing* for a complete list of File Folders and their associated Document Types.

Document Description * - The user will need to enter the description to be associated with the attached document. This is a required field.

Fiscal Period End Date * - The user will enter the fiscal period end date to be associated with the document in the format MM/DD/YYYY or utilize the calendar widget.

After completing the required information and clicking the 'Upload' button, the document will be uploaded to eDocMgmt with the associated properties. The current date will be assigned as the document date.

Once complete, the user will receive a successful upload message.

Document Upload

Successfully uploaded the document.

Click 'Browse' to select file to be uploaded, and click 'Upload'

Document : *

[Browse...]   [Attach]

NPI/API: *

File Folder: *

Document Type: *

Document Description: *

Fiscal Period End Date: *

[Upload] [Reset] [Main Menu]

Clicking on 'Main Menu' will route the user back to the appropriate menu.

3.4 Log Out

From any of the eDoc screens, the user can leave the eDoc functions by clicking on 'Logout' from the upper right hand corner of the screen. After logging off, the user can go back the PRSS portal window (assuming the system has not timed out).

4. Appendices

4.1 File Folder / Document Type Listing

The File Folder options have been established and within each File Folder selection is a list of defined Document Types. The following is a list of the File Folders and the Document Types associated with each:

Field Name	Description or Values
File Folder	Folder Description associated with report. Valid Values are: • General Correspondence • Permanent • Cost Report Filing PBP • Field Audit PBP • Home Office PBP • PFA PBP • Reports PBDMAS • Cost Settlement PB Myers and Stauffer • Field Audit PB Myers and Stauffer • Home Office PB Myers and Stauffer • PFA PB Myers and Stauffer
Document Type	Document Type Description associated with report Valid Values are (associated to Folder): • All (indicates user is restricted from all doc types associated with the named folder) General Correspondence • Incoming • Outgoing Permanent • Articles of Incorporation • Board of Director Minutes

| | • Chart of Accounts
• Contracts
• Corporate By-Laws
• Equity Accounts and Ownership
• Fixed Assets & Depreciation Schedules
• Insurance
• Leases
• Legal and Capital Structure
• Loans and L/T Debt Agreements
• Operating/Partnership Agreement
• Organizational Charts
• Real Estate
• Stock Book

Cost Report Filing PBP

• A-4 Support
• A-6 Support
• A-8 Support
• Additional Requested Information
• Audited Financial Statements
• Cost Report
• Cost Report Questionnaire
• Fixed Asset Schedule
• Grouping Schedule
• Proof of Payment
• Trial Balance
• NF Wage Survey
• FRV Reporting Form

Field Audit PBP

• General Ledger
• Invoices
• Workpapers

Home Office PBP

• Additional Requested Information
• Audited Financial Statements
• B-1 Support
• C Support
• Cost Report Questionnaire
• Fixed Asset Schedule |

• Grouping Schedule • Home Office Cost Report • Trial Balance   PFA PBP • A/R Aging • Admissions Package • Bank Statements • DMAS 122 • GL Trial Balance • Petty Cash Reconciliation • PFA Account Bank Signature Card • PFA Account Reconciliation • PFA Quarterly Statement • PFA Trial Balance • Surety Bond   Reports PBDMAS • Annual CMI Notification • Cost Report Settlement Data • ECR Data • Facility Case Mix • Resident Case Mix • Old ECR Versions • Patient Pay • Facility Enrollment File   Cost Settlement PB Myers and Stauffer • Adjustment Report • Adjustment Report Workpapers • NPR Letter • Settled Cost Report • Settlement Summary • Transmittal Letter • FRV Annual Report   Field Audit PB Myers and Stauffer • FAAR Supporting Workpapers • Field Audit Adjustment Report

	Home Office PB Myers and Stauffer • Adjustment Report • Adjustment Report Workpapers • NPR Letter • Settled Cost Report PFA PB Myers and Stauffer • Attachment A • Attachment B • Attachment C • Audit Report • Schedule A • Schedule B