Virginia Medicaid Web Portal
Web Registration
Frequently Asked Questions
Revised 02/05/2015

FAQ Contents

General Questions

How do I access the new Virginia Medicaid Web Portal?

The new Virginia Medicaid Web Portal can be accessed through the following link:
www.virginiamedicaid.dmas.virginia.gov

If I forget my password then who should I contact to have my password reset?

On the Virginia Medicaid Web Portal – Provider Login Page there is a 'Login' portlet. At the bottom of that portlet, click on the link labeled "Forgot My Password". The link will direct you to the three security questions submitted during the creation of your Security Profile. (See 'Establishing a Security Profile' FAQ Section).   You will be required to answer all three security questions correctly. Enter your User ID then select continue. Your password will be emailed to the email address in your user profile; the email address entered when registering. (See 'Establishing a User Profile' FAQ Section – Completing the User Profile').

If I forget my User ID what do I need to do to retrieve my User ID?

On the Virginia Medicaid Web Portal – Provider Login Page there is a 'Login' portlet. At the bottom of that portlet, click on the link labeled "Forgot User Name". The link will direct you to the three security questions submitted during the creation of your Security Profile. (See 'Establishing a Security Profile' FAQ Section).   You will be required to answer all three security questions correctly. Enter your Email Address (previously entered in your profile when you registered, then

select continue. Your User ID will be emailed to your email address. (See 'Establishing a User Profile' FAQ Section – Completing the User Profile').

Getting Started

First Time Users

I'm an enrolled provider, or user associated to an enrolled provider, who has never registered with the Virginia Medicaid Web Portal. What is involved in the registration process?

To take advantage of the portal, your designated Primary Account Holder, will need to register and request secured access. Requesting secured access is used to authenticate you as the provider or Primary Account Holder.

As a new user you will need to complete the following steps:

1. Establish a User ID, Password and security profile
2. Request secured access for your organization
3. Successfully complete a one-time verification process of 3 questions
4. Upon receipt of confirmation email, click link within email
5. Sign in to the secured portal

As a user trying to register with the Virginia Medicaid Web Portal, how do I start?

To begin the registration process, please access the portal at
www.virginiamedicaid.dmas.virginia.gov .

On the portal home page select 'Provider' from the Login portlet. You'll be directed to the Provider Login page where you'll see the 'First Time User Registration' portlet. Click on 'Register' to begin the registration process. You can also access the registration process via the 'First Time User?' link in the Login portlet.

As part of this process, you'll be directed through the creation of a user and security profile. The user profile will help you to create a User ID and password. See 'Establishing a User Profile' FAQ Section.

 The Security Profile will request the completion of three (3) questions. These will be needed in order to assist you should you forget your User ID or password in the future. See 'Establishing a Security Profile' FAQ Section – 'Creating Security Questions'.

After completing your profile, if you are the designated Primary Account Holder, you may request secured access for the NPI organization.

Requesting secured access will initiate the authentication process and establish your access to your secured provider functions. See 'Establishing a Security Profile' FAQ Section – 'Requesting Secured Access'.

You will also be able to leverage the portal to establish a user organization, enabling the addition of Organization Administrators and Authorized Staff as needed to support your organizational needs. See 'Establishing a User Organization' FAQ Section

How is my User ID assigned?

For the first time portal user, the User ID is determined and entered by the user at the time of registration, in conformance with the User ID criteria. (See 'Establishing a User Profile' FAQ Section – 'Creating a User ID')

How is my password assigned?

For the first time portal user the password is determined and entered by the user at the time of registration, in conformance with the password criteria. (See 'Establishing a User Profile' FAQ Section – 'Creating a Password')

I have to complete a User Profile and establish a Security Profile. What are these and why do I need them?

The User Profile is part of the registration process and contains the following information. Any information that is required (noted with an asterisk *) will need to be supplied by you at the initial login.

- Associated NPI
- User ID *
- NPI's FEIN
- Password *
- First Name *
- Middle Initial
- Last Name *
- Phone Number *
- Extension
- Preferred email *

The Security Profile contains three (3) security questions. Completion of three questions is required. This information is used in assistance with forgotten User IDs or passwords.

For more information, please see 'Establishing A User Profile' and 'Establishing a Security Profile' FAQ Sections

I'm a designated Primary Account Holder for my provider organization. I need to request secured access in order to complete my authentication process and gain access to secured provider functionality. What is 'secured access'?

Requesting secured access is a mechanism for authenticating the Primary Account Holder with the associated provider.

To initiate the authentication process, you will complete the registration and then Request Secured Access. See 'Establishing a Security Profile' FAQ Section – 'Request Secured Access'

Upon successful authentication, an email will be sent to the Primary Account Holder. Once received, you will click the included link to complete the authentication. See 'Establishing a Security Profile' FAQ Section – 'Request Secured Access'

Once validated you will have access to secured provider functionality such as:
Claims – Claims Status Inquiry and Claims Direct Data Entry options
Member – Member Eligibility, Member CoPay and Member Service Limits
Service Authorization – Service Authorization Log
Payment History – Provider Payments
EHR Incentive Program – Information and Links associated with the EHR Incentive Program
Provider Maintenance – Provider Demographic Maintenance, Disclosure, Revalidations and Revalidation Status Tracking.
Provider Enrollment – Online applications for provider enrollment
RA Messages – RA messages available for providers receiving electronic remittances.
Level of Care Review - Level of Care Review Instruments
Pre-Admission Screening – Pre-Admission Screening forms, Status Tracking, File Upload and Assessment Search

I'm a designated Primary Account Holder for my provider organization. How do I establish my user organization?

The Primary Account Holder will be able to establish the provider organization, setting users up as either Organization Administrators or Authorized Staff. Organization Administrators will be able to set up Authorized Staff.

See 'Establishing a User Organization' FAQ Section for more details.

Establishing a User Profile

Creating a User ID

Is a User ID required for initial registration on the Web Portal?

Yes, you must create a User ID to log in to the Web Portal.

How do I get a User ID?

For an already established organization, the Primary Account Holder and OrgAdmin for your organization have the authority to establish User IDs.

For a designated Primary Account Holder, you will need to create your User ID at the time of initial registration.

What are the criteria for creating a User ID?

The User ID must be a minimum of 6 characters and a maximum of 16 characters. It can include hyphens, underscores or periods. The User ID can not start with special characters nor can it contain spaces.

Creating a Password

How was my password assigned?

If you're the designed Primary Account Holder for your provider organization, the first time you access the portal, you will create the password in conformance with the password criteria.

If you're not the designated Primary Account Holder for your organization, you will need to get your initial password from your Primary Account Holder or Organization Administrator. Upon your initial access to the portal, you will be immediately directed to change your password.

What are the criteria for creating a password?

The portal password must be a minimum of 8 characters and must include three (3) of the following four (4) requirements:

- Capital/Upper case letter
- Lower case letter
- Number
- Special character (!, $, #, %)

How often will I be required to change my password?

Passwords will need to be changed every 42 days.

Completing the User Profile

I have to complete a User Profile and establish a Security Profile. What are these and why do I need them?

The User Profile is part of the registration process and contains the following information. Any information that is required (noted with an asterisk *) will need to be supplied by you at the initial login.

- Associated NPI
- User ID *
- NPI's FEIN
- Password *
- First Name *
- Middle Initial
- Last Name *
- Phone Number *
- Extension
- Preferred email *

The Security Profile contains three (3) security questions. Completion of three questions is required. This information is used in assistance with forgotten User IDs or passwords.

For more information, please see 'Establishing a Security Profile' FAQ Sections.

Do I need a NPI or a API to register?

No, a NPI or API is not required at the time of initial registration. An API or NPI is required at the time secured access is requested. If the NPI/API is known at the time of registration, it is recommended that it be entered at that time.

What is the maximum length of the characters allowed for my first name?

The maximum number of characters allowed is 25.

Is the first name field required for registration to the Web Portal?

Yes, this is a required field.

What is the maximum length of the characters allowed for my last name?

The maximum number of characters allowed is 25.

Is the last name field required for registration to the Web Portal?

Yes, this is a required field.

What format do I use to enter the telephone number?

You must enter 10 digits (area code and phone number) with no spaces or hyphens.

Do I have to have an email address to register?

Yes, an email address is required. The email address is utilized to send users temporary passwords and to send users their forgotten User IDs. For the Primary Account Holder, the email address is used in the completion of the authentication process.

Establishing a Security Profile

Creating Security Questions

There are three security questions listed in the Security Profile. Do I need to pick a question from each security drop down list?

Yes, you need to choose a security question from each of the three columns. The same questions appear in each security question drop down. You are required to pick one question from each security question drop down for a total of three questions. You may not choose the same question previously chosen in another security question.

These security questions will be utilized in assisting you with a forgotten User ID or password.

Request Secured Access

Why do I need to Request Secured Access?

As the designated Primary Account Holder for your organization, you will need to initiate and complete the authentication process. Requesting secured access is a one-time process to be completed only by the Primary Account Holder.

Do all users need to request secured access?

No, requesting secured access is a one-time process needed only to authenticate the Primary Account Holder to the provider.

How do I Request Secured Access?

To Request Secured Access, complete the initial registration process. From the Provider Welcome page there are two options for requesting secured access. On the Quick Links to the left is a link to 'Request Secured Access'. In the Welcome verbiage, Step 2 also contains the link to 'Request Secured Access.'

Clicking this link will trigger the authentication process.

How do I complete the authentication process?

The PAH will be required to complete three questions. The first question will require either the provider's SSN or FEIN. Drop down options will be based on what information is captured in the MMIS.

Validation Question 1 could contain the following drop down values:

- Provider's SSN (last 4 digits)
- Provider's FEIN (last 4 digits)

Validation Questions 2 and 3 will contain a list of provider information available on the MMIS. The user can select any question available in the drop down. Question 2 and 3 must be different though.

Possible Question options (unless the information is not on the MMIS for the provider secured access is being requested for):

- License End Year (YYYY)
- Provider's birth year (YYYY)
- Zip Code of Provider's Correspondence Address
- Bank Routing Number (last 4 digits)
- Bank Account (last 4 digits)
- EDI Submitter ID

If validation is unsuccessful, you will receive the following error message:

The secured access for your provider organization has not been validated. Question(s) <<1, 2, 3>> has/have been answered incorrectly. Please correct your answers or contact the provider for information to correctly complete. If you have any additional questions, please contact the Web Portal support help desk at 866-352-0496.

Upon successful authentication of the questions entered, you will receive the following error message:

The secured access for your provider organization has been validated. You will receive an email shortly with instructions for finalizing the authentication process or you can log off now and log back on to trigger your updated access.

I've successfully completed the authentication process. Where is the email sent?

A Secured Access Confirmation will be sent via email to the Primary Account Holder's email address.

Upon receipt, the PAH will need to click the link within the email. Signing in to the web portal will activate the secured access for you and the rest of the provider's organization.

Note: The purpose of the email is to ensure you log off and log on again after registration is complete. This will initiate the secured access. You can do this without waiting for the email if you wish.

You should now see all secured functionality (i.e. Claims Status, Member Eligibility, etc.). If not, please contact the Web Portal Support help desk at 866-352-0496.

If you haven't done so already, you can begin/continue creating (or modifying) your user organization. Click 'Add New Users' or 'View/Edit Users' from the Quick Links on the left side of the portal page. For more complete instructions, please refer to FAQ section '*Establishing a User Organization'*.

Establishing a User Organization

Security Roles

What roles are part of the new Virginia Medicaid Web Portal?

The new Virginia Medicaid Portal has three (3) security roles currently established.

- Primary Account Holder
- Organization Administrator (OrgAdmin)
- Authorized Staff roles:
  - Authorized Staff
  - Authorized Staff – Claims
  - Authorized Staff - Provider

What is a Primary Account Holder?

A Primary Account Holder is the person who will perform the initial web registration. He/she will establish the security needed to allow the access to secured provider functionality (i.e. ARS functions, Claims DDE or Provider Maintenance). The Primary Account Holder can also establish the Organization Administrator (OrgAdmin) and Authorized User roles. The Primary Account Holder can reset the passwords, lock and unlock users for OrgAdmins or Authorized Users.

What do we do if our Primary Account Holder is no longer associated with our organization?

If your Primary Account Holder is no longer associated at your Organization or has moved to another department please contact the Virginia Medicaid Help Desk. For Help Desk information, click on the Contact Us link placed at the right corner of the Provider log in page.

How do we change our Primary Account Holder?

Any change to the Primary Account Holder must be made in writing by the provider of record (for individual providers) or the administrator of record (for groups). The request will need to go to the Virginia Medicaid Help Desk. For Help Desk information, click on the Contact Us link placed at the right corner of the Provider log in page

I'm a user of the First Health web site and received a notice indicating that I need to set up a Primary Account Holder – how do I do that?

The Primary Account Holder can only be established by Virginia Medicaid. Primary Account Holder requests must be made in writing by the provider of record (for individual providers) or the administrator of record (for groups). The request will need to go to the Virginia Medicaid Help Desk. For Help Desk information, click on the Contact Us link placed at the right corner of the Provider log in page

What is an Organization Administrator?

The OrgAdmin can also establish the Authorized User role. He/she can reset the passwords, lock and unlock User IDs for Authorized Users.

Who can be set up as an OrgAdmin?

The Primary Account Holder can establish the OrgAdmin role for an organization.

What is an Authorized Staff?

Within the Authorized Staff category there are three distinct functions:
- Authorized Staff
- Authorized Staff – Claims
- Authorized Staff – Provider

All three roles apply to staff that is responsible for performing Automated Response System (ARS) functions such as Member Eligibility Inquiries, Service Limit Inquiries, Claims Status Inquiries, etc.

Authorized Staff – Claims has the additional capability of being able to submit claims via the Claims Direct Data Entry system on the Web Portal.

Authorized Staff – Provider has the additional capability of being able to update provider demographic information via the Provider Profile Maintenance system on the Web Portal.

Adding and Modifying Users

Who can add or modify users for my organization?

Only Primary Account Holders can add Organization Administrators. Both Primary Account Holders and Organization Administrators can add Authorized Staff.

How do I add a user?

To add a user to your organization, from the Provider Welcome page, click on 'Add User' from the Quick Links on the left.

Establish a User ID for the staff member. The User ID must conform to the User ID requirements. See 'Establishing a User Profile' FAQ Section – 'Creating a User ID' for User ID requirements.

Complete the following required user information:
- Last Name
- First Name
- Phone Number
- Email

Establish a temporary password for the staff member. The password must conform to the password requirements. See 'Establishing a User Profile' FAQ Section – 'Creating a Password' for password requirements.

Choose the user's role within the organization. Your role will determine what available roles are displayed. A Primary Account Holder will see both Authorized Staff and Organization Administrator options where an OrgAdmin will only see Authorized Staff as a role.

Note: The User ID and Password created during this process will NOT be emailed to the new user. The Primary Account Holder must provide the staff member with the User ID and Password created.

How do I modify a previously established user?

To modify a user's information, including resetting their password, changing a user's role, deactivating or activating a user or unlocking a user who's exceeded their log in tries.

From the Provider Welcome page, click on 'View/Edit User' from the Quick Links on the left. Select desired user from list or search for the desired user based on User ID or name.

If I want to change role assignments, do I just call the Virginia Medicaid Help Desk?

There are several ways to learn how to change role assignments.

- Self- Help Methods
    o Web Registration Tutorial
    o Web Registration User Guide
    o Web Registration Quick Reference Guide

All of these can be located on the portal under the Provider Resources tab – Web Registration Reference Material link

- Contact the Virginia Medicaid Help Desk

If you have the necessary authority to make the change, the Virginia Medicaid Help Desk will take the user through the role modification procedure.

 If you do not have the necessary role authority to make the change, Virginia Medicaid will not make any role changes without written authorization from the provider entity authorizing the change.

Virginia Medicaid will retain this authorization for audit purposes. Please submit written authorization to Virginia Medicaid via mail (USPS), email or fax to Virginia Medicaid.