

RI Medicaid Healthcare Portal

*Registering to use the HCP – for Enrolled Trading
Partners*

DXC Technology

November, 2015

PR0053 V1.2 11.1.2015



What is the Healthcare Portal?

- The Healthcare Portal gives access to Trading Partners to do business electronically with RI Medicaid
- All enrolled Trading Partners need to register to use the portal
- They will need their existing Trading Partner ID number, tax ID (FEIN), and Trading Partner name as originally enrolled to complete the registration process
- Access to the Healthcare Portal is found at www.riproviderportal.org

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 register

Healthcare Portal Registration

Register to use the Healthcare Portal Here

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Home

Tuesday 06/06/2017 10:42 AM EST

Login

Enter ID

Log In

Forgot User ID?

Forgot Password

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 - MAPPR - utilizing their Trading Partner ID as their User ID.

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

Would you like to enroll as a Provider?

Provider Enrollment

Would you like to enroll as an OPR (Ordering, Prescribing or Referring) "Non-Billing" Provider?

Enroll as an OPR Provider

Would you like to enroll as a Trading Partner?

Click here to enroll

Provider Enrollment User Guide

Trading Partner Enrollment User Guide

Trading Partner Agreement

Website Requirements

Rhode Island Medicaid Providers

RA.3.16

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

Registration Selector Screen

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

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

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

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

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

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 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.

Home > Registration Selector > Registration Tuesday 06/10/2014 11:44 AM EST

Registration Step 1 of 3 - Personal Information

* Indicates a required field.
Please provide the following information to get started.

*Trading Partner ID

*Billing Agency Name

*FEIN (Tax ID)

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 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 Display 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: 

* 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.

- 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.

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.

From: Rhode Island EDI Services
To: [REDACTED]
Cc: [REDACTED]
Subject: Registration Confirmation
Sent: Wed 9/27/2014 11:03 AM

Welcome [REDACTED]!

This email was sent to confirm that you have successfully registered with the RI HPES Healthcare Provider Portal. Your login credentials are listed below. Please keep a copy of this email in a safe place for future reference.

User ID: 7000 [REDACTED]
Password: P****234

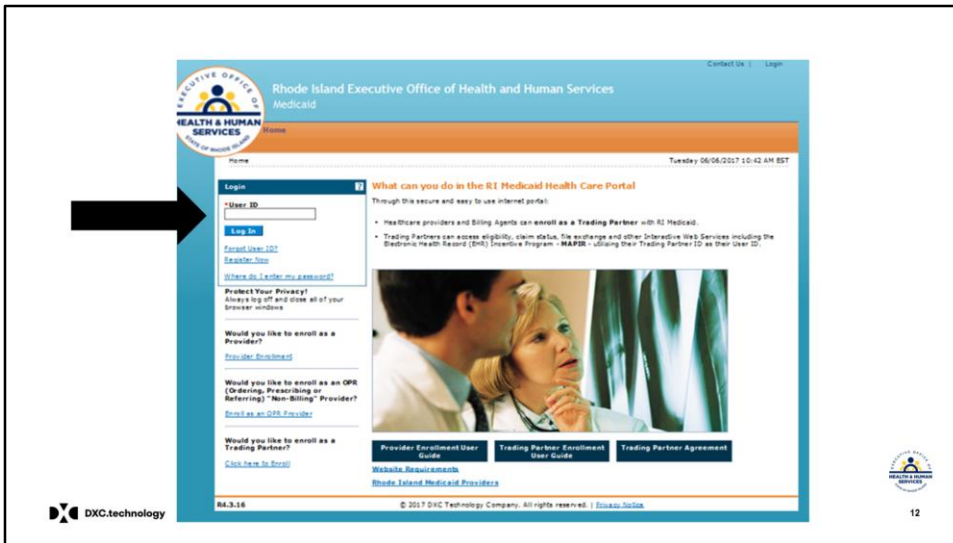
If you have questions or require assistance with the registration process, please email RI EDI Services at riediservices@hp.com or contact the RI Medicaid Customer Service Helpdesk at (401) 784-8100 for local and long distance calls (or 1-800- 964-6211 for in-state toll calls). Hours of operation are Monday-Friday 8:00 AM - 5:00 PM.

Attention PES Users! If you are an existing PES (Provider Electronic Solutions) Software user, you will need to install the latest upgrade to ensure your copy of PES is accessing the RI HPES Healthcare Provider Portal. Please visit the RI EOHHS website at <http://www.eohhs.ri.gov/ProvidersPartners/BillingandClaims/ProviderElectronicSolutions/PESSoftware.aspx> to install the latest PES upgrade.

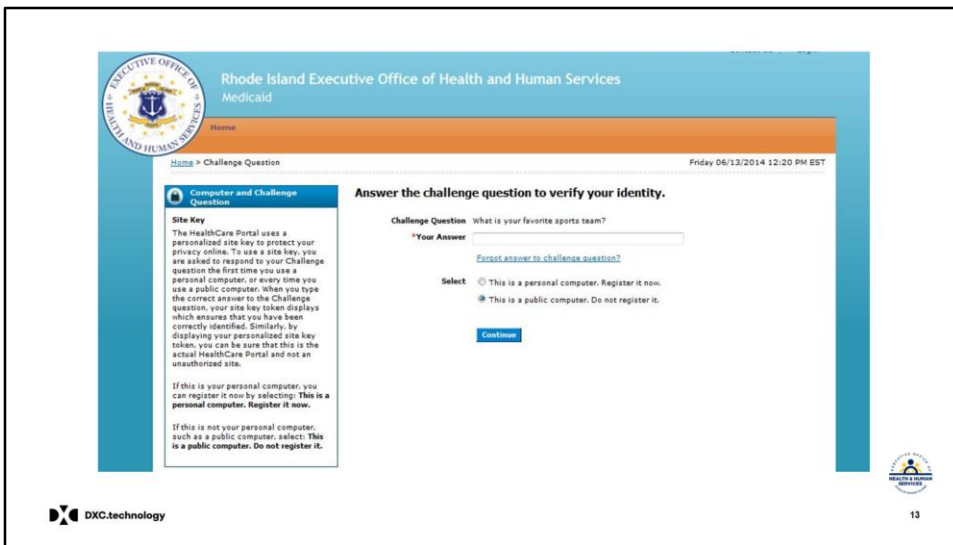
Please do not reply to this automated email.

Sincerely,
Rhode Island EDI Services

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.



- 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.



- 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.*

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Home > Challenge/Question > Site Token Password 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?](#)

- 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 Detail
Welcome THOMAS J. ANDERSON

My Profile
[Manage Account](#)

Provider

Name	11	TERS
Provider ID	11	5 (NPT)
Location ID	11	TERS

Enrollment

Trading Partner

Name	1C	TERS
OT	ST	
Trading Partner ID	7C	VS

[Trading Partner Profile](#)

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 Messages

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

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

Interactive Web Services

- [Check Dental/Vision Limits](#)
- [Check Prior Authorization](#)
- [Check Debt Authorization](#)
- [View Remittance Advice Payment Amt](#)
- [NDC Lookup](#)
- [Enter Eligibility](#)
- [Enter TPA \(Third Party Liability\)](#)
- [View Remittance Advice](#)

[Contact Us](#)

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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, Roles, Preferences, Challenge Questions, Site Key Token, and Password. Orange arrows point to the 'Edit' buttons in the Contact Information, Preferences, Challenge Questions, and Site Key Token sections. A green arrow points to the 'Change Password' button at the bottom.

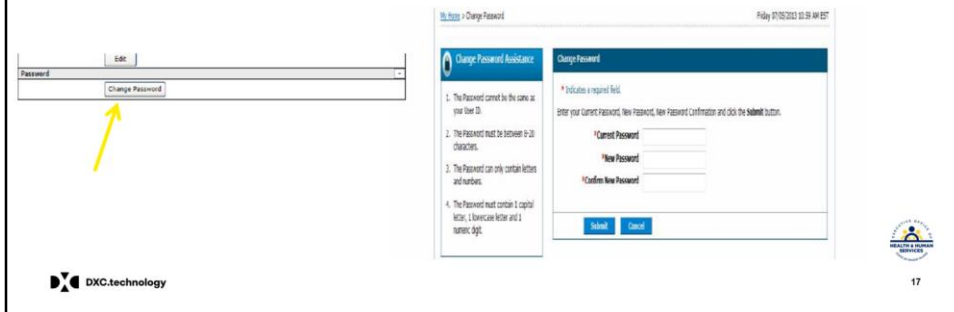
Section	Field	Value	Action
Contact Information	Display Name	John G. Smith	Edit
	Phone Number	909-555-5555	
	Contact Email	John.G.Smith@dxccorp.com	
Roles	Current Role	Invitation Trading Partner	Add Role
	Preferences	Primary Language: English	Edit
Challenge Questions	Challenge Question #1	Which island did you attend in your first year?	Edit
	Answer to #1	Small City (Buenos Aires)	
	Challenge Question #2	In which city were you born?	
	Answer to #2	Small City	
Site Key Token	Site Key	Paraphrase: Turtle	Edit
	Change Password		Change Password

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

- 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

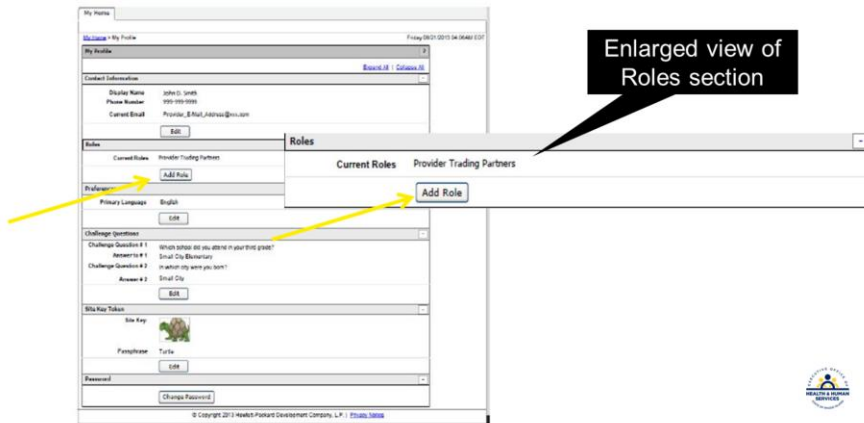
Change Password

- 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



- 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!



- 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

Current Roles Provider Trading Partners

Add Role

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

*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

Edit

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



- 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 30 Service Type Codes to be used as default search criteria:

Service Type Code #1	47 - Hospital	Service Type Code #2	80 - Emergency Services
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

- 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

My Home

User Details

Welcome Thomas J. Anderson

[My Profile](#)

[Manage Account](#)

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

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/bridge number, site code).

*Delegate PIN

The User assigns the pin to the delegate.

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

☐ Enroll Incentive Program - HAPPS

☐ Enter TPL (Third Party Liability)

☐ File Management (upload / Download)

☐ Message Center

☐ NDC Lookup

☐ View Remittance Advice

☐ View Remittance Advice Payment Amt

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

Submit **Cancel**

No Delegates are assigned.

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- To manage your account, return to the **User Home Page** and select **Manage Account**. (shown with the purple 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

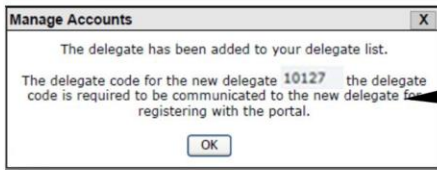
- ☒ Check Debit Authorization
- ☒ Check Dental/Vision Limits
- ☒ Check Prior Authorization
- ☒ ERL Incentive Program - MAPR
- ☒ Enter TRS (Third Party Liability)
- ☒ File Management (Upload / Download)
- ☐ Message Center
- ☐ NDC Lookup
- ☐ View Remittance Advice
- ☐ View Remittance Advice Payment Amt

[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, confirms 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 Contact Us Login

What can you do in the RI Medicaid Health Care Portal

Through this secure and easy to use internet portal:

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- Trading Partners can access eligibility, claim status, file exchange and other Interactive Web Services including the Realtime Health Record (RHR), Insurance Program - iMIPS - utilizing their Trading Partner ID as their User ID.

Provider Enrollment User Guide Trading Partner Enrollment User Guide Trading Partner Agreement

Website Recommendations 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**



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*

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

- 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 the 'Edit Delegate' form. It contains the following fields: First Name (Jois), Last Name (Lane), Add Date (02/01/1980), Delegate PIN (9876), and Delegate Code (10120). Below these is the 'Status' section with radio buttons for 'Active' (selected) and 'Inactive'. A callout points to the 'Inactive' radio button with the text: 'Users would click here to inactivate a delegate'. Below the status section is the 'Functions' section with the instruction 'Select the functions that the delegate is authorized to access. (At least one function must be selected)'. It lists three functions: 'Claim - Inquiry' (checked), 'File Management' (checked), and 'Verify Eligibility' (checked). A callout points to the 'Functions' section with the text: 'Users would click here to change the functions the delegate can access'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

- 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

- My Profile
- My Accounts

Provider

Name	ID	IS
Provider ID	18	(NPI)
Location ID	10	IS
STI	STI	

Trading Partner

Name	ID	IS
Trading Partner	70	GP
ID	ID	

[Trading Partner Profile](#)

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).

[Click here to provide better service to your. Click here to give us your feedback.](#)

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

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

Interactive Web Services

- Check Dental/Insurance Limits
- Check Billing Authorization
- Check Claims Authorization
- View Remittance Advice Payment Amt
- SDC Lookup
- Enter Workflows
- Enter TPA/Third Party Lookup
- View Remittance Advice

- 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

30.10.15 - Trading Partner Profile Tuesday 04/10/2015 12:28AM EDT

Trading Partner Profile [Back to Main](#) [Logout](#)

Last Updated: 11/11/2010 [Logout](#) [Logout](#)

Contact Information

Trading Partner Name: John D Smith Trading Partner ID: 15-045508

Address: 12345 Elm St
Suite 1234
City: Anytown State: Pennsylvania ZIP Code: 17133-1111

Contact Name: John Smith Contact Email: john.d.smith@company.com Contact Phone: (303) 555-5555 Ext.: 5234

EDI Contact Name: Mary Johnson EDI Contact Email: mary.johnson@company.com EDI Contact Phone: (303) 555-5555 Ext.: 4567

Transaction Data

To request additional access, send an email request to the Xchange Landed EDI Services at land@xchange.com. Please include your Trading Partner ID, contact information, and the additional access you are requesting for your account. Transactions that you will be exchanging:

215 / 211 Healthcare Eligibility Benefit Inquiry / Response
271 Healthcare Unsolicited Claim Status Response
834 Healthcare Benefit Enrollment (for Health Plans only)
835 Healthcare Membership Advice

Covered Providers

Our affiliated and non-affiliated providers, in response to you to update the end date in supplier transactions of an existing Covered Provider. Our data is used to create the changes in our Covered to go into.

SP and Termination must be provided for all Healthcare providers. If SP and Termination have not been assigned, please provide your Provider Healthcare Provider Number.

Provider ID	SP Type	Termination	Effective Date	End Date
1771 01	NPI		11/01/2009	12/31/9999
1771 02	NPI	2017021300	11/01/2009	12/31/9999

Confirmation

The changes to your Trading Partner Profile has been successfully submitted.

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.
- 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

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

- A covered provider is any provider that belongs to your office, facility, or is part of your group under that Trading Partner number.
- 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

Executive Office of
HEALTH & HUMAN
SERVICES

Rhode Island Executive Office of Health and Human Services
Medicaid

Home Tuesday, 06/06/2017 10:42 AM EDT

Search

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, the exchange and other administrative Web Services including the Pediatric Health Incentive (PHI) Incentive Program - **IMPIN** - allowing their Trading Partner ID as their user ID.

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

Would you like to enroll as a Provider?

Would you like to enroll as an IPE (Ordering, Prescribing or Referring) "Non-Billing" Provider?

Would you like to enroll as a Trading Partner?

Provider Enrollment User Guide
Trading Partner Enrollment User Guide
Trading Partner Agreement

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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

- 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.

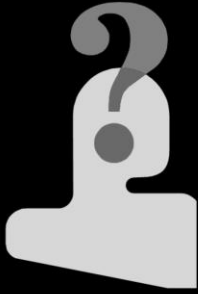
Challenge Question What is your favorite sports team?

*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





Thank you.