

RI Medicaid Healthcare Portal

Quick Reference Guide

Registration Issues

Issue	What to do
Received identification error when trying to	Contact customer services at 401-784-8100 to
register in Healthcare Portal	verify how information is listed in Medicaid
	database.
When attempting to log in to the Healthcare	Be sure that you have completed the
Portal, the system is asking challenge	registration process. For full registration
questions that were never selected	instructions, see the <u>user guide</u> .
When attempting to add delegate, system is	The authorized user of the Trading Partner
asking for a PIN number.	account selects a PIN when adding the
	delegate. This PIN along with a system
	generated code must be used by the delegate
	to register.
Need to give a delegate permission to verify	The Search Claims and Verify Eligibility role
eligibility, and option is not there	must be added to the Trading Partner account
	before it can be assigned to a specific
	delegate. See the <u>user guide</u> .
On the security page, the system won't accept	Be sure the password is <i>exactly</i> 8 characters,
the password you have selected.	including at least one upper case letter, one
	lower case letter, one number and no special
	characters. Ex. October1