



RI Medicaid Healthcare Portal

Quick Reference Guide

Access to Web Services

Issue	What to do
Trading Partner does not have a link to search claims and verify eligibility	Follow these steps: <ul style="list-style-type: none"> • In the Healthcare Portal, go to MY PROFILE. • In the ROLES section, select “add role”. • Select search claims and verify eligibility from the “available roles” drop down box. • Fill in the identifying information and select submit • Eligibility and Claims tabs should now appear in the orange toolbar at the top of the screen.
Trading Partner does not have link to other online services (i.e. view remittance advice, prior authorization, etc.)	Send an email to: riediservices@gainwelltechnologies.com requesting that the specific web service be added. Please include your Trading Partner number and NPI.
Delegate does not have option to search claims and verify eligibility	Trading Partner must first add that role to the account. Then on the Manage Account screen, select the delegate and under Manage Delegate, check off the appropriate boxes.
Delegate does not have option to search on patient share.	Trading Partner must check off both boxes for Verify Eligibility and Search Claims to the Delegate role for access to the Patient Share tab.