Provider Portal: Registering on the Portal – Provider

In order to take advantage of the enhancements of MMIS, providers should register on the Provider Portal. Users planning to perform the following must register as a provider:

- Submitting claims through a direct data entry method (not EDI X12)
- Viewing status of claims online
- Viewing beneficiary eligibility online
- Submitting priority authorization requests online

**NOTE:** If you plan to submit claims or check eligibility via X12 transactions, you will first need to obtain a trading partner ID after registering. Instructions for enrolling for a trading partner ID are at the link below:

[Trading Partner ID Enrollment](#)
1. Go to the portal landing page.

2. Click Register Now.
3. If you are registering as a **Provider** (an individual, state or local agency, corporate or business entity that is enrolled in the Arkansas Medicaid Program as a provider of services), you will click on the **Provider** link.

If you want to register a **Delegate**, please see the *Job+Aid Registering on the Portal–Delegate*. A delegate is an individual who can perform clerical functions via the portal for legitimate business reasons. Please note that only a registered provider can register a delegate. If you are a provider who wants to register a delegate, but you have not registered yourself, please complete the provider registration first, beginning with step 4 below.

If you want to register as a **Trading Partner**, please see the *Job+Aid Registering on the Portal–Trading Partner*. A trading partner is an entity with whom an organization exchanges data electronically.
4. Enter your **Provider ID Number** (9-digit number) and **Last 4 of the Tax ID or SSN**.

**NOTE:** If you have already registered, you will receive a message like the one shown below stating that you have already registered.
5. Enter the following:

- **User ID** (This is your login name that you will create. Must be 8 characters in length)
- **Password** (you will create)
  - **Confirm Password** (re-enter the password you created)
6. Next, enter:

- Display Name
- Phone Number
- Email*
- Confirm Email

*Make sure this is an accurate email address. This email address will be used to send information concerning your registration.
7. Next, select:

**Personalized Site Key** and **PassPhrase**

**Site Key**: Pick a picture that you will recognize when you verify your identity upon logging into the portal.

**Passphrase**: Enter a word or phrase that you will recognize when you verify your identity upon logging into the portal.
8. **Next, select the Challenge Question.**

Select from the drop-down box a unique challenge question and provide an answer for each of the question groups.

Click **Submit**.
9. You will receive a message stating that your registration has been accepted and that you will receive a verification email that contains a secure link needed to complete registration. If you do not see an email, check your spam or junk mail folder.

10. Check the email that you used to register

   1. Once you receive your email, it will allow you to complete your final step for registration.
   2. Click the link in the email.
   3. Once you click the link, it will take you back to the portal and you will enter your password.
   4. Click verify.

11. Confirmation Email
   - You will receive another email with confirmation that you have registered successfully and your registration information. You will want to keep this email for your records.
**NOTE:** Providers who receive capitated fee information (formerly managed care fees) related to the following programs must enroll as a trading partner:

- Independent Choices
- PACE (Programs for All-Inclusive Care for the Elderly)
- CPC (Comprehensive Primary Care)
- Private Option or Arkansas Works
- Long-Term Care adjusted service fee claims
- NET service fee claims
- Assisted living
- PCMH (Patient-Centered Medical Home)

Other providers who should enroll as a trading partner include Medicaid providers who:

- Utilize a billing software to submit EDI X12 batch files
- Upload and download X12 files via FTP website

All PCPs must enroll as a trading partner to see the details of their capitated fees (formerly managed care fees)

For information on how to enroll and link your trading partner ID to your profile, please refer to the Trading Partner ID Enrollment Job Aid:

Trading Partner ID Enrollment
A delegate is an individual who can perform clerical functions via the portal for legitimate business reasons. Please note that only a registered provider can register a delegate. If you are a provider who wants to register a delegate, but have not registered yourself, please review the Job+Aid PROVIDER PORTAL: Registering on the Portal – Provider and complete provider registration first. Steps 12–25 of this Job+Aid must be completed by a registered provider.

12. Go to the portal landing page.

13. Log in as a provider using your:
   - User ID, Challenge Question or Passphrase
   - Click Manage Accounts

NOTE: Provider must complete steps 12 – 25 before a delegate can complete registration.
14. Select **Add New Delegate** (to add a new delegate) or **Add Registered Delegate** (a delegate who has already registered with another provider).

15. Under the **Add New Delegate** tab, enter:

   **First Name, Last Name, Birth Date** and **Last 4 of SSN**. Please verify that the delegate’s name and all information is entered correctly. You **cannot** edit it once you click **Submit**.

16. Select the **Functions** that the delegate is authorized to access.

17. Click **Submit**.
To add a delegate:

18. Once you click Submit, you will have the option to Edit, Confirm or Cancel. If you have no changes, click Confirm.

19. You will receive a message letting you know that your delegate has been added to the delegate list. The message will also state that the Delegate Code is required to be communicated to the new delegate for registering with the portal.

20. Click OK.
To add a registered delegate:

21. Under the **Add Registered Delegate** tab, enter:

   a. **Existing delegate’s Last Name**
   b. **Existing delegate’s Delegate Code**
   c. **Select the Functions** that the delegate is authorized to access
   d. **Click Submit**

### Delegate Assignment

The delegate has been added to your delegate list.

**OK**

21. The **Delegate** will be added to the delegate list for this provider
22. Once you see the delegate’s list, you have the option to click on the Delegate’s Name to change the status and/or the functions of the delegate.

23. Once changes are made, click Submit.
24. Review changes and click **Confirm**.

25. You will receive the message shown here:

   ![Delegate Assignment](image)

   The delegate information has been successfully been changed.

   ![OK Button](image)
To Manage a Trading Partner ID:

26. To add a Trading Partner, enter Trading Partner ID.

27. Click Validate Trading Partner.

28. Once validated click Submit.
Terminating a delegate:

29. Go to the portal landing page. Log in as provider using your: User ID, Challenge Question or Passphrase.

30. Click Manage Accounts.
31. Scroll down to the delegate list and click on the delegate’s name you seek to terminate or deactivate.
32. Next to Status, toggle your selection to Inactive.

33. Click Submit.
34. Click **Confirm**.

35. Click **OK** to close the dialog.
36. The delegate is now inactive.

37. Click OK to close the dialog.