
MANAGING PROVIDER USER SECURITY

Organization Administration

The Organization Administrator is the designated person with the primary responsibility and authority to establish accounts and passwords for access to provider specific secure information in ND Health Enterprise MMIS.

Important:

If a provider did not identify an Organization Administrator during the re-enrollment application process, then they must first perform a web portal registration in Health Enterprise with their new 7-digit Medicaid provider number on the Home page of the web portal. Once web portal registration is complete, the Organization Administrator's user ID and password will be mailed to the provider.

IF you did not register for web portal access during re-enrollment, you can register on Health Enterprise. The user ID and password will be mailed in separate provider letters. Following that step, additional Organization Administrator accounts and other user accounts can be established.

This instruction shows how an Organization Administrator works with security accounts for users within their organization. User has the ability to add, edit, reset passwords and delete user accounts.

Important: The Organization Administrator should set their profile to include Provider-Organization Administrator and Provider-Primary Account Holder.

1. Add a user
2. Search for a user
3. Reset a user's password
4. Deactivate a user
5. Unlock a user account

1. Add a user

North Dakota MMIS Web Portal

May 14, 2014

Home | Member | Provider | Claims | EDI | Authorizations | My Account | FES

Manage Users

Print | Help | Add New User

* Required Field Has not logged in for 30 days Has not logged in for 60 days Has not logged in for 90 days

Name ID

*Last Name First Name MI

Email

Designated as a Supervisor

User Status

Active

Inactive

Locked

Has not logged in for 30 days

Has not logged in for 60 days

Has not logged in for 90 days

Reset Search

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Find 06:26 / 08:08 Minutes Clear

Manage Users

Print | Help | Add New User

Cancel | Reset | Add

Add User

Please enter the following information about the user you would like to add.

Organization:

*User ID
COFFEE10

Prefix *Last Name FIRST3 MI Suffix

*Phone / Ext Email

*Password *Confirm Password

? *What roles will this user have in the organization?

Available Selected

- ND-PharmacyProviderUser
- Provider-AuthorizationsStaff
- Provider-BillingStaff
- Provider-EligibilityStaff
- Provider-EnrollmentStaff
- Provider-FES
- Provider-FinancialStaff
- Provider-OrganizationAdministrator
- Provider-PrimaryAccountHolder

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*Any field with an asterisk requires data

Provider Accounts Security Role Options

Provider Staff Role	Functionality
Provider-Organization Administrator	Ability to create and configure other Provider organizational users and define their role(s) (Security only)
Provider-Primary Accountholder	Has full access (view/add/update) to all provider functions and privileges (including Security)
Provider-Authorizations Staff	Ability to request/edit/view service authorization requests
Provider-Billing Staff	Ability to submit claims via the web portal; check claims status
Provider-Eligibility Staff	Ability to verify member/patient Medicaid eligibility information
Provider-Enrollment Staff	Ability to view/add/update provider enrollment data
Provider-Financial Staff	Ability to view Remittance Advice and other provider accounting information
Provider-FES	Ability to view/add/update the Submit Payment Alert/Hospice Election Form (Functional Eligibility System)
Provider-Trading Partner Enrollment	Ability to view/add/update Trading Partner details

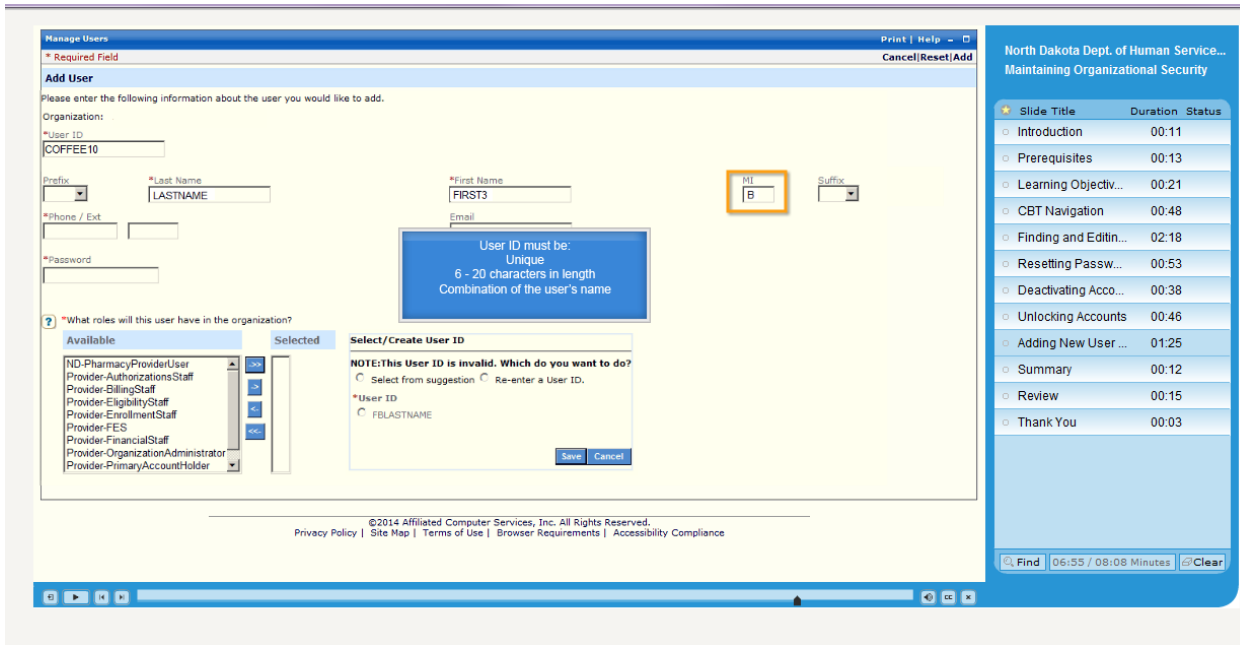
Important: The Organization Administrator should set their profile to include Provider-Organization Administrator and Provider-Primary Account Holder.

Special Considerations

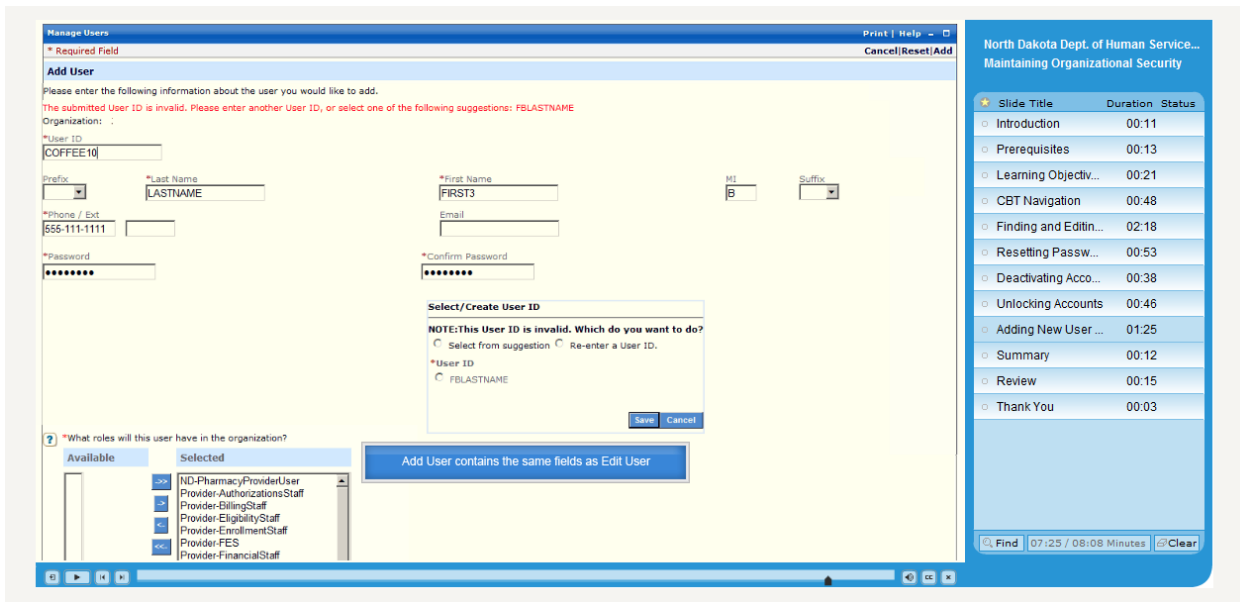
Complex Functional Organizations - For organizations where Medicaid processing is assigned to several individuals or departments we recommend the Organization Administrator create at least one Backup Organization Administrator. In addition, create additional accounts for individuals in the functional areas noted above (Provider Roles) and also create backups for each role in the event of staff absences, job change, or turn over.

Moderate Functional Organizations – For organizations where individuals perform two or more business functions we recommend the Organization Administrator create a Backup Organization Administrator and create additional accounts assigning functional areas, as appropriate for work organization and processes.

Simple (single person) - For organizations where one person performs all business and security functions, the single provider Organization Administrator account also has the Primary Accountholder role assigned and can perform all functions.

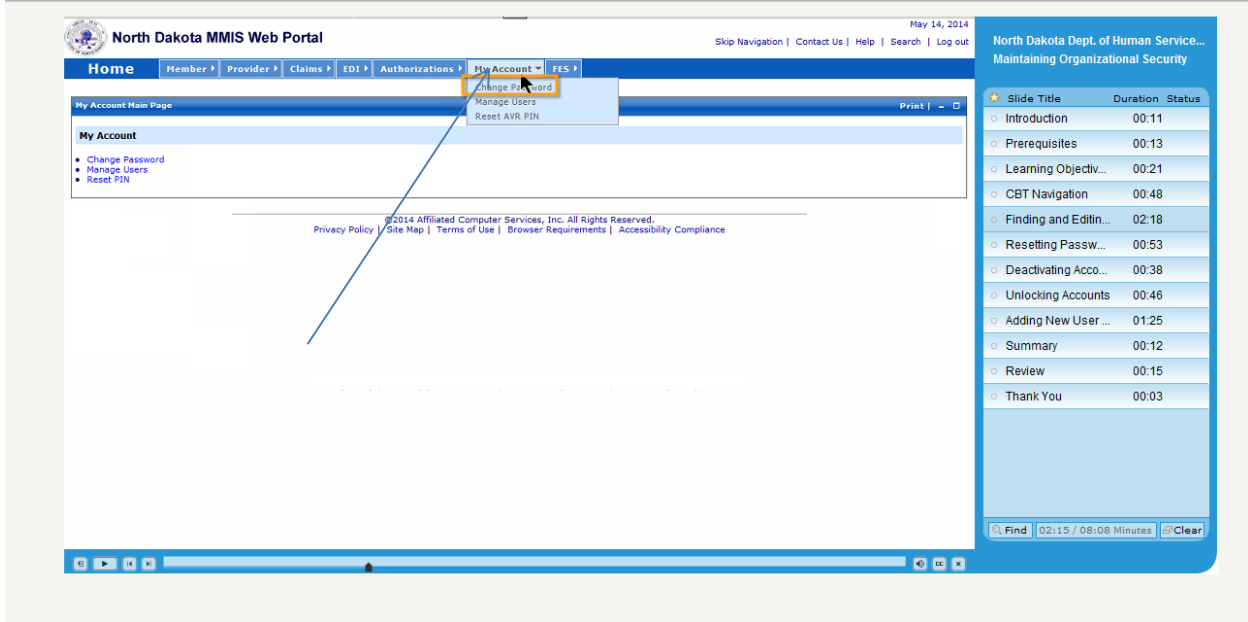


If the user ID is invalid or already used by another provider, the system will suggest alternate user ID's:

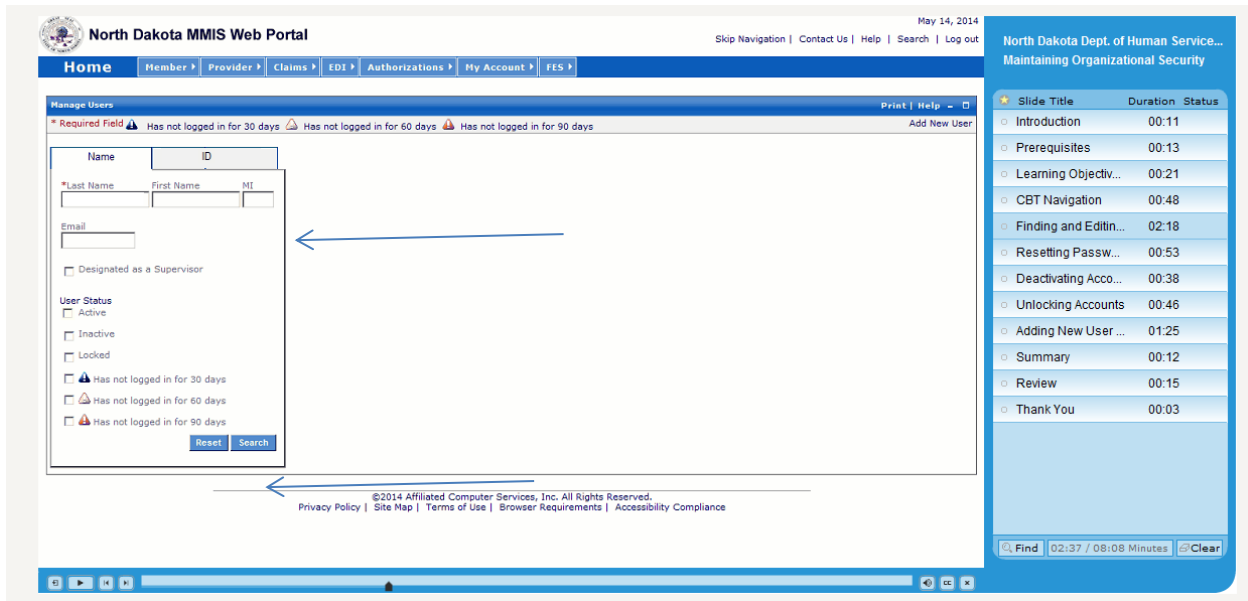


Select Add to save to the database.

2. Search for a user



Select My Account



Search for the user by entering first name, last name or by User ID

North Dakota MMIS Web Portal

May 14, 2014

Home Member Provider Claims EDI Authorizations My Account FES

Manage Users

* Required Field Has not logged in for 30 days Has not logged in for 60 days Has not logged in for 90 days

Name ID

*Last Name First Name MI

Lastname

Email

Designated as a Supervisor

User Status

Active

Inactive

Locked

Has not logged in for 30 days

Has not logged in for 60 days

Has not logged in for 90 days

React Save

User ID	Last Name	First Name	MI	Status
FSLASTNAME	LASTNAME	FIRSTNAME	S	Active
FXLASTNAME	LASTNAME	FIRST2	X	Active, Locked

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Find 02:57 / 08:08 Minutes Clear

Results will present in highlighted box

3. Reset a user's password

- Use step 2 above to search for a user
- Follow steps below to reset a user's password

North Dakota MMIS Web Portal

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Home Member Provider Claims EDI Authorizations My Account FES

Manage Users

* Required Field

View / Edit User

Please enter the following information about the user you would like to edit.

User ID: FSLASTNAME

User Status: Active

Organization:

Last Login:

Password Expiry:

Prefix

*Last Name LASTNAME

*First Name FIRSTNAME

MI S

Suffix

Email FSLASTNAME@MANCL

*Phone / Ext 655-111-1111

*What roles will this user have in the organization?

Available	Selected
ND-PharmacyProviderUser	Provider-OrganizationAdministrator
Provider-AuthzationsStaff	Provider-PrimaryAccountHolder
Provider-BillingStaff	
Provider-EligibilityStaff	
Provider-EnrollmentStaff	
Provider-FES	
Provider-FinancialStaff	
Provider-TradingPartnerEnrollment	

Cancel Reset Deactivate Reset Password Save

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Find 03:59 / 08:08 Minutes Clear

The provider has the option to reset the password; this password is for a one time use only

North Dakota MMIS Web Portal May 15, 2014
Skip Navigation | Contact Us | Help | Search | Log out

Home Member Provider Claims EDI Authorizations My Account

Manage Users Print | Help

* Required field Save | Reset | Cancel

Reset Password

User Status: Active

Last Name: LASTNAME First Name: MI: S

Email: FSLASTNAME@MAINCLINIC.COM Phone / Ext: 555-111-1111

Organizational Roles: Provider-OrganizationAdministrator, Provider-PrimaryAccountHolder User ID: FSLASTNAME

- Password must be a minimum of 6 characters and maximum of 14 characters.
- Password must be different from your last 24 passwords.
- Password cannot use any 4 characters that match your userid.
- Password cannot contain user's first name or last name.
- Password must contain atleast 3 of the 4 following types:
 - Uppercase letters
 - Lowercase letters
 - Numbers
 - Non-Alphanumeric (/, \$, #, @ or %)

*New Password *Confirm New Password

? *What is the reason for this action?

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Thank You	00:03	

Find 04:18 / 08:08 Minutes Clear

4. Deactivate a user

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Skip Navigation | Contact Us | Help | Search | Log out

Home Member Provider Claims EDI Authorizations My Account FES

Manage Users Print | Help

* Required Field

View / Edit User

Please enter the following information about the user you would like to edit.

User ID: FSLASTNAME

User Status: Active

Organization:

Last Login:

Password Expiry:

Prefix *Last Name *First Name MI Suffix

*Phone / Ext 555-111-1111 Email FSLASTNAME@MAINCL

? *What roles will this user have in the organization?

Available	Selected
ND-PharmacyProviderUser	Provider-OrganizationAdministrator
Provider-AuthzationsStaff	Provider-PrimaryAccountHolder
Provider-BillingStaff	
Provider-EligibilityStaff	
Provider-EnrollmentStaff	
Provider-FES	
Provider-FinancialStaff	
Provider-TradingPartnerEnrollment	

Cancel Reset **Deactivate** Reset Password Save

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Thank You	00:03	

Find 04:52 / 08:08 Minutes Clear

Select the deactivate option

North Dakota MMIS Web Portal

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Home Member Provider Claims EDI Authorizations My Account

Manage Users

Print Help

Deactivate Reset Cancel

Deactivate User

User Status: Active

Last Name: LASTNAME

Email: FSLASTNAME@MANCLINIC.COM

Organizational Roles: Provider-PrimaryAccountHolder, Provider-OrganizationAdministrator

First Name: MI: FIRSTNAME S

Phone / Ext: 555-111-1111

User ID: FSLASTNAME

*What is the reason for this action?

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Find 05:03 / 08:08 Minutes Clear

Enter the deactivation reason in the box asking *What is the reason for this action?

5. Unlock a user account

*Follow Step 2 above by searching for the user by entering first name, last name or by User ID

North Dakota MMIS Web Portal

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Home Member Provider Claims EDI Authorizations My Account FES

Manage Users

Print Help

Add New User

Name ID

*Last Name First Name MI

Lastname

Email

Designated as a Supervisor

User Status

Active

Inactive

Locked

Has not logged in for 30 days

Has not logged in for 60 days

Has not logged in for 90 days

Reset Search

User ID Last Name First Name MI Status

FSLASTNAME LASTNAME FIRSTNAME S Active

FSLASTNAME LASTNAME FIRST2 X Active, Locked

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Find 05:31 / 08:08 Minutes Clear

Select user from user list

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- Review 00:15
- Thank You 00:03

View / Edit User

Please enter the following information about the user you would like to edit.

User ID: FXLASTNAME
User Status: Active, Locked
Organization:
Last Login:
Password Expiry:

Prefix: *Last Name: LASTNAME *First Name: FIRST2 MI: X Suffix:
*Phone / Ext: 555-111-1111 Email: FXLASTNAME@MAINCLINIC

*What roles will this user have in the organization?

Available	Selected
ND-PharmacyProviderUser	Provider-PrimaryAccountHolder
Provider-AuthorizationsStaff	Provider-OrganizationAdministrator
Provider-BillingStaff	
Provider-EligibilityStaff	
Provider-EnrollmentStaff	
Provider-FES	
Provider-FinancialStaff	
Provider-TradingPartnerEnrollment	

Cancel Reset Deactivate Unlock Reset Password Save

Find 05:40 / 08:08 Minutes Clear

Select the unlock option

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- Deactivating Acco... 00:38 ✓
- Unlocking Accounts 00:46
- Adding New User ... 01:25
- Summary 00:12
- Review 00:15
- Thank You 00:03

Unlock User

User Status: Active, Locked
Last Name: LASTNAME First Name: FIRST2 MI: X
Email: FXLASTNAME@MAINCLINIC.COM Phone / Ext: 555-111-1111
Organizational Roles: Provider-PrimaryAccountHolder, Provider-OrganizationAdministrator User ID: FXLASTNAME

*What is the reason for this action?

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Find 05:45 / 08:08 Minutes Clear

Enter the unlock reason in the box asking *What is the reason for this action?

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Skip Navigation | Contact Us | Help | Search | Log out

Home Member Provider Claims EDI Authorizations My Account YES

Manage Users Print | Help

* Required Field Unlock | Reset | Cancel

Unlock User

User Status: Active, Locked

Last Name: LASTNAME First Name: FIRST2 MI: X

Email: FXLASTNAME@MANCLINIC.COM Phone / Ext: 555-111-1111

Organizational Roles: Provider-PrimaryAccountHolder, Provider-OrganizationAdministrator User ID: FXLASTNAME

? *What is the reason for this action?

to unlock

Unlocking an account does NOT reset the user's password

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Find 05:56 / 08:08 Minutes Clear

The Organization Administrator can determine if the password should be reset. Otherwise, the user can resume using the password that is in current use.