MITS Go-Live! August 2, 2011

Important Announcement:

Early MITS Web Portal Registration and Account Set up will be available from June 16 – July 25, 2011.

Don't miss this opportunity to prepare for Go-Live!

Providers will be able to create a new MITS web portal account and secure access to MITS prior to Go Live. Based on the needs and functions of your organization, creating access may involve up to three steps for each billing National Provider Identification (NPI).

1. The Administrator Account Setup
2. Agent Account Setup
3. Assigning Agent Role

If only one person needs access to the account you will only need to perform step one, Administrator Account Setup. However, if two or more people need access to your MITS Account, steps two and three will also need to be performed to set up Agent Accounts and Assigning Agent Roles.

INSTRUCTIONS FOR CREATING OF YOUR NEW MITS WEB PORTAL ACCOUNT:

1. Administrator Account Setup: Only one person may set-up an Administrator Account

1. Log into the MITS Public Website: https://portal.ohmits.com/Public/
2. From the **MITS Public Provider** page**,** on the right side of the screen, under the **Provider Setup** heading, click the **Click here to setup your account** link.
3. In the **Login ID** field; type in your Medicaid Provider Number and in the **PIN** field, type in the last four digits of your Employee Identification Number (EIN) or Social Security Number (SSN).
4. Click the **Setup Account** button. The system prompts you to agree by selecting the checkmark **YES** and click **I Agree** to the **Terms of Service** page. After accepting the terms, the registration page will display.
5. On the **Register as a Provider** page, type in the required registration information, including your first and last name, email address, create your own user ID and password, then click the **Register** button.

6. After submitting registration information, a message indicating the registration was successful will display stating**, Your registration request was successfully submitted. Please wait 10 minutes for the process to fully complete before accessing the site.** Close your explorer window and re-access the **MITS Public Portal** by following step 1 above.

7. From the **MITS Public Provider** page**,** select the link **Click Here to Login. O**n the **Sign In** page, type in your newly created User ID and Password, confirm you have read the agreement by clicking **YES**, then click the **Login** button. The **Forgotten Password Challenge Questions** page will display.

8. On the **Forgotten Password Challenge Questions** page, type in the appropriate answers to the questions, and then confirm by clicking **OK**. The **Landing Page** will display with a link to the secure MITS Web Portal.

9. On the **Landing Page**, click the **Secure Provider Portal link**. This will complete the Provider/Administrator account registration process.

2. Agent Account Setup – If you are an employee of a provider or doing work on behalf of a provider such as a billing agency, follow the steps below to set up your agent account.

1. Log into the MITS Public Website: https://portal.ohmits.com/Public/

2. From the **MITS Public Provider page,** on the right side of the screen, under the **Agent Setup** heading, click the **Click here to setup your agent account** link. The system prompts you to agree by selecting the checkmark **YES** and click **I Agree to the Terms of Service** page. After accepting the terms, the registration page will display.

3. On the **Register as an Agent** page, type in the required registration information, including your first and last name, email address, create your own user ID and password, click the **Register** button.

4. After submitting registration information, a message indicating the registration was successful will display, and a message that states that you have to wait 10 minutes for the process to fully complete before accessing the site. Close your explorer window and re-access the MITS Public Portal by following step 1 above.

5. From the **MITS Public Provider** page, select the link **Click Here to Login.** On the **Sign In** page, type in your newly created User ID and Password, confirm you have read the agreement, click the **Login** button. The **Forgotten Password Challenge Questions** page will display.

6. On the **Forgotten Password Challenge Questions** page, type in the appropriate answers to the questions, then click **OK**. The **Landing Page** will display with a link to the secure MITS Web Portal.

7. On the **Landing Page**, click the **Secure Provider Portal link** Your **agent homepage** will display. This will complete the agent account registration process.

8. Notify your account administrator of your User ID so they can assign you the appropriate roles.

   Important Note: In order for an agent to access menus in the secure MITS Web Portal, the account administrator will need to assign the appropriate access roles, which are based on specific job functions. This is a security feature and requires communication between the account administrator

and agents about which roles should be assigned to each agent. Once you log back in you will be able to see the assigned roles.

3. Assigning Agent Account Roles (Administrators ONLY) – You may log into the secure MITS Web Portal to assign agent roles by completing the following steps. Agents may be granted one or more of the following roles within the MITS Web Portal:

- Eligibility Verification – View only

- Prior Authorization Search – View only

- Prior Authorization Submit – Update capability

- Claims Search –View only

- Claims Submit (includes voids and adjusts) – Update capability

- 1099 Information – View only

Important Note: Prior to completing the following steps, we recommend that you obtain the agent account credentials directly from your agent(s), to assure that you are giving roles to the correct person.

1. Log into the MITS Public Website: https://portal.ohmits.com/Public/

2. From the **MITS Public Provider** page, on the right side of the screen, under the **Login to secure site** heading, click the **Click Here to Login** link.

3. On the **Sign In** page, type in your newly created User ID and Password, confirm you have read the agreement, then click the **Login** button. The **Landing Page** will display with a link to the secure MITS Web Portal.

4. On the **Landing Page**, click the **Click the Secure Provider Portal link**. Your Provider Home page will display.

5. From the Main Menu at the top of the page, select **Account**, click on **Agent Maintenance** from the sub menu.

6. On the **Agent Maintenance** page, check the box after reading the **Terms of Service Agreement**. After you accept the terms, the **Agent Maintenance panel** will display.

7. On the **Agent Maintenance** panel, click the **add agent** button.

8. In the in **User Name** field, type in the agent's user name. If you do not know the agent's user name, you may search for the agent by completing the following:

   a. Click the **[Search]** link next to the **User Name** field.

   b. Type in the agent's first name and/or last name and click the **Search** button. Select the appropriate agent from the search results and the agent's credentials will auto populate.

Important Note: If you are still unable to locate the agent's user name, confirm that the agent has logged into the secure Agent Home page at least once, which is needed to populate the agent name fields within the system.

9. Once you have the correct agent showing in the **User Name** field, assign the appropriate roles to the agent. To assign roles, complete the following:

   a. Under the **Available Roles** heading, click the role you wish to grant to the agent, and click the **<** arrow to move the role under the **Assigned Roles** heading. You may assign more than one role to an agent.

   b. Once you have finished adding roles to the agent, click the **submit** button at the bottom on the page to complete the process. There will be a message saying, **Save was successful** Repeat the above steps to add roles to other agents.

Once this process is completed, and the system goes live on August 2, 2011 the agents will be able to log into the secure MITS Web Portal and have access to the menu items based on the roles you have assigned them.

4. Removing Agent Account Roles (Administrators ONLY) – You may log into the secure MITS Web Portal to remove specific access roles from an agent or completely remove an agent's access to your provider account.

To Un-assign Agent Roles:

1. Access the **Agent Maintenance panel** as described under the **Assigning Agent Roles** instructions in section.

2. After reading the **Terms of Service Agreement**, check the box to confirm that you agree with the terms. This will bring you to the **Agent Maintenance** page.

3. Select an agent you wish to un-assign roles from within the list of agents displayed on the initial screen on the **Agent Maintenance panel**.

4. On the bottom of the **Agent Maintenance panel**, under the **Assigned Roles** heading, click the role you wish to un-assign from the agent, and click the **>** arrow to move the role under the **Available Roles** heading.

To Completely Remove an Agent's Access - If someone would leave your employ, or no longer works for your billing agency the following, steps allow you to completely remove an agent's access to your NPI account. It is the account administrator's responsibility to maintain the integrity of the agents that have access to their accounts.

1. Access the **Agent Maintenance panel** as described under Assigning **Agent Roles** in section 3 above.

2. Select an agent you wish to remove from the list of agents displayed on the initial screen on the **Agent Maintenance panel**.

3. Click the **Remove Agent** button and a message will display asking are you sure you would like to remove the agent. Click **OK** to remove the Agent ID. This does not delete an Agent ID from the system; it only removes them from the provider account. Repeat these steps for any other agents you wish to remove.

Ohio | Medicaid Information Technology System

REMINDERS:

- The MITS Web Portal is web-based. We recommend that you add MITS Web Portal Agent Account functions to your employee's new hire and separation list. It is equally important for the administrator to revoke access when an agent's job functions change or are separated from the agency. All access can be revoked at one time or individual roles can be added or deleted as necessary.

- Registration to set up your new MITS account is from June 16 – July 25, 2011. You will be able to set up your Administrator Account, Agent Accounts and assign Agent roles. Otherwise, you will not have access to set up your MITS Web Portal account until after Go-Live on August 2, 2011.

- After Go-Live, passwords to the MITS Web Portal will expire every 30 days! If you are setting up your Account during this Early Registration period, passwords will begin to expire on August 14, 2011.

For assistance with setting up your new MITS Web Portal Accounts during this Early Web Portal Registration period contact the

ODJFS Provider Call center: 1-800-686-1516.