



Medicaid Information  
Technology System

---

# **Provider Medicaid Portal User Manual**

## **Volume 9**

### **Frequently Asked Questions**

**DRAFT**

**August 01, 2011**

---

## TABLE OF CONTENTS

1	Frequently Asked Questions .....	1
1.1	Accessing Provider FAQs From Within the Provider Portal.....	1
	To Access the Provider FAQ Panel .....	1
	Provider FAQ.....	2
	To Access the Managed Care FAQ Panel .....	4
1.2	Obtaining Online Provider Medicaid Portal Training.....	4
1.3	Obtaining Assistance with the Provider Medicaid Portal .....	5
1.4	Provider Services .....	7
1.5	Provider Contact Us .....	9
1.6	Terminating a Web Portal Account.....	17

DRAFT

This page intentionally left blank.

DRAFT

# 1 FREQUENTLY ASKED QUESTIONS

Questions and answers in this document provide information about the following topics:

- Accessing Provider Frequently Asked Questions
- Obtaining Provider Medicaid Portal Training
- Obtaining Assistance with the Provider Medicaid Portal
- Terminating a Medicaid Provider Agreement
- Terminating a Web Portal Account
- Letters

The **Provider FAQ** panel information shown in the image on Page 4 displays links. In the Provider Medicaid Portal, these links access online information to address the associated question. Additional information is also available at these current locations for FAQs on the ODJFS Web site:

- Provider Assistance FAQs: [http://jfs.ohio.gov/OHP/providers/Provider\\_FAQ.PDF](http://jfs.ohio.gov/OHP/providers/Provider_FAQ.PDF)
- Info Center Help/FAQs: [http://jfs.ohio.gov/ocomm\\_root/0000faq\\_help.stm](http://jfs.ohio.gov/ocomm_root/0000faq_help.stm)

If for any reason these links do not access the related information, **copy** the desired link and **paste** it into your Internet browser, then click **Enter**.

## 1.1 Accessing Provider FAQs From Within the Provider Portal

The **Provider FAQ** page contains answers to frequently asked questions regarding topics such as account setup, PINs, password resets, provider agreement termination, remittance advice printing, etc.

The **Provider FAQs** page is accessed from the **Providers** menu or from the **Provider Services** page link to Provider FAQs.

### To Access the Provider FAQ Panel

1. Log into the Provider Medicaid Portal.
2. With the mouse, hover over the **Provider** menu option in the Main Menu. A sub-menu displays. Select the **provider faq** option.
3. Click on the **Provider FAQ** link.



4. The **Provider FAQ** panel displays, as shown below.

# Provider FAQ

The Provider FAQ panel contains links to frequently asked questions such as account setup, password reset, provider agreement termination, remittance advice printing, etc.



## Frequently Asked Questions

- [I am asked to change my password, what to do if I do not have a password yet?](#)
- [What are the password requirements?](#)
- [What password do I use to view and download a remittance advice in PDF format?](#)
- [How do I enroll on the Remittance Advice website?](#)
- [How do I change my password?](#)
- [How do I enter the characters for the security prompt?](#)
- [My provider information is incorrect, how do I change it?](#)
- [How do I print remittance advice?](#)
- [I am not able to use my old password, how do I reset my password?](#)
- [I tried to sign in using my Provider Number as User ID and Federal Tax ID as Password, but it did not work. What should I do?](#)
- [How would I know who set up the account?](#)
- [Will my password expire?](#)
- [Can I set up multiple accounts for one provider?](#)
- [Why did I never receive an email after Password Change/Reset?](#)
- [I still can't access my account, what should I do?](#)
- [What is the password requirements?](#)
- [I could not find the remittance advice for the check I received. Where is the remittance advice?](#)

**Q: When I am asked to change my password, what to do if I do not have a password yet?**

A: When the user is just creating their account, the current password is the last four digits of the tax id number.

**Q: What are the password requirements?**

A: The password must be at least 5 characters/numbers in length and the password strength must be at least **fair**. A password becomes stronger if you use characters and numbers and also mix upper and lower case characters.

**Q: What password do I use to view and download the Remittance Advice in PDF format?**

A: Your provider number is the password to open the PDF document.

**Q: How do I enroll on the Remittance Advice website?**

A: To enroll, click on <https://medicaidremit.ohio.gov/> and then click "sign-in" and enter your Medicaid Provider Number in the "User ID" field and the last four digits of your Federal Tax ID Number (either your Employer Identification Number or Social Security Number) in the "Password" field. You will be prompted to enter your e-mail address. You must have an e-mail address to establish your account. Once you have done this, you will be prompted to change your password.

**Q: How do I change my password?**

A: Please follow the steps below to change your password :

- Sign in to the Remittance Advice website.
- Select My Account Tab.
- Select Change Password link.
- Enter Current Password.
- Enter a New Password and Confirm New Password.
- Click Change Password button.

**Q: How do I enter the characters for the security prompt?**

A: Enter all the characters with no spaces and in lowercase, if the image is hard to read, click on the image to get a new one.



**Q: My provider information is incorrect, how do I change it?**

A: To change your provider information, please call 1-800-686-1516.

**Q: How do I print remittance advice?**

A: To print, select the View PDF link and enter your provider number when asked for a password, then select Print button, and then change the page to landscape.

**Q: I am not able to use my old password, how do I reset my password?**

A: Please follow the steps below to reset password:

- Click the Sign In Tab
- Type in the characters that you see in the image and click the Submit button.
- Select the "I cannot access my account" link.
- Select "I forgot my password" link.
- Enter your provider number, e-mail address and the characters that you see in the image.
- Click Reset Password button.
- You will receive an e-mail with a password.

**Q: I tried to sign in using my Provider Number as User ID and Federal Tax ID as Password, but it did not work. What should I do?**

A: You should verify your Provider Number and Federal Tax ID by calling 1-800-686-1516.

**Q: How would I know who set up the account?**

A: Check with all office personnel to determine if anyone has setup an account with a different email address when the User ID and Password cannot be authenticated.

**Q: Will my password expire?**

A: Yes, it expires every 60 days.

**Q: Can I set up multiple accounts for one provider?**

A: Yes, you may setup multiple accounts for a provider. The provider or the person they designate as the primary user, will be the one to set up the accounts, and be the primary person on the account (with their own email address). The provider or the person they designate can create up to 20 secondary users on the account. To add the users for the secondary accounts, the provider or the person they designate as the primary user would go to the User Management tab, then move the scrollbar at the bottom of the screen to the right, so that the column labeled 'Action' appears. The provider or the person they designate as the primary user, would click on 'Create', then they would enter the secondary person's email address, then click on the 'Save' button. The secondary users will then get their own passwords, they will have a different USER ID. As an example, for Provider #1234567, the first secondary USER ID assigned by the system would be 1234567-1. The provider or the person they designate can disable the accounts for the other secondary users at any time by going to User Management tab, then go to Edit for the USER ID (secondary user) and click on the Account Enabled box and remove the checkmark.

**Q: Why did I never receive an email after Password Change/Reset?**

A: You might have incorrectly entered your email address due to a typo. You can verify your email address by clicking My Account tab after sign-in. Click Change Email link if you find that the email address is wrong.

**Q: I still can't access my account, what should I do?**

A: Click on the "I can't access my account" link on the Sign-In page, click on "I forgot my password" link enter your User ID and Email, type in the characters as given in the image. Click on Reset Password button. A new password will be sent to the email address you registered with. If you don't receive a new password, please [contact the web team](#).

**Q: I could not find the remittance advice for the check I received. Where is the remittance advice?**

A: The check might have been listed under a different provider number. The provider number for the check is included in the invoice id from position 8 to 14 and the remittance advice number is from position 15 to 20.

## Tasks for this Panel

To read answers to commonly asked questions about the Provider Portal:

1. Select from one of the questions at the top of the page to view the answer.

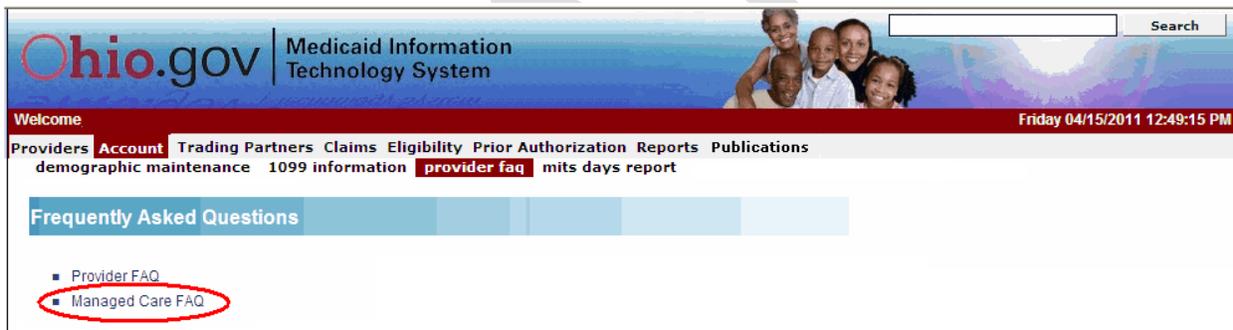
## Field Descriptions – Provider FAQ

Field	Description	Length	Data Type	Field Type
Managed Care FAQ	Opens a new browser that contains frequently asked questions such as account setup, password reset, provider agreement termination, remittance advice printing, etc. for the Managed Care Providers	0	N/A	Hyperlink
Provider FAQ	Opens a new browser that contains frequently asked questions such as account setup, password reset, provider agreement termination, remittance advice printing, etc. for Providers	0	N/A	Hyperlink

## To Access the Managed Care FAQ Panel

The panel groups presented in this document are specific to recipient eligibility verification tasks.

1. Log into the Provider Medicaid Portal.
2. With the mouse, hover over the **Provider** menu option in the Main Menu. A sub-menu displays. Select the **provider faq** option.
3. Click the **Managed Care FAQ** link.



4. The help document **ProviderComplaintFAQs.PDF** opens.

## 1.2 Obtaining Online Provider Medicaid Portal Training

Online e-Learning about MITS for providers is available on the ODJFS Web site. For information about this online Provider Training:

1. Copy this URL: **http://jfs.ohio.gov/mits/MITS%20Provider%20Training.stm**.
2. Paste the copied URL into your Web browser's address field and press the **Enter** key.
3. An ODJFS Web site page opens for MITS Provider Training resources.

### Technical Assistance

For Technical Assistance with information links about training, contact ODJFS at: 614-752-9551.

The Ombudsman area conducts Medicaid provider training and presents seminars in conjunction with provider associations.

## 1.3 Obtaining Assistance with the Provider Medicaid Portal

ODJFS provides several types of support to all consumers and providers.

- Phone support
- Online Provider Services link from the Provider Home page.
- Provider Contact Us email tool from the Provider Home page.

### Phone Support for Providers

To find help for questions or issues about the Provider Medicaid Portal:

- Call 1-800-686-1516
- Provider call center assistance is available 24-hours, 7-days a week for information regarding client eligibility, claim status, payment status, prior authorization, drug and procedure code, and provider information, or
- Click Provider Services from the Public Information or the Providers panels to use the online help request tool.

To find Technical Assistance, contact: 614-752-9551.

### Online Provider Services Assistance

The Welcome page for Ohio Medicaid contains links for assistance with several provider services.

The screenshot shows the Ohio Medicaid website. At the top, there is a header with the Ohio.gov logo and the Department of Job and Family Services. Below the header, there are navigation links: About JFS, Our Services, Info Center, and New & Events. A search bar is located in the top right corner. The main content area is titled "Welcome to Ohio Medicaid" and contains a paragraph of introductory text. To the right of the main content, there are several boxes with links for "Need Help?", "Consumers", "Providers", and "Trading Partners". The "Need Help?" box contains links for Consumers (1-800-324-9680) and Providers (1-800-686-1516). The "Consumers" box contains links for Provider Search, Ohio Medicaid Information, and HelpFAQ. The "Providers" box contains links for Provider Enrollment, Provider Enrollment Status, Provider Services, Secure Site Login, and HelpFAQ. The "Trading Partners" box contains links for Trading Partner Agreement, Trading Partner Enrollment, Trading Partner Information, and ODJFS Trading Partners. At the bottom of the page, there is a "What's New" section.

The Portal Landing Page-**Need Help** box contains phone numbers used to obtain assistance and have questions answered.

**Need Help?**

- Consumers: 1-800-324-8680
- Providers: 1-800-686-1516

Or, for additional assistance, click the **Help/FAQ** link in the **Providers** box.

**Providers**

- Provider Enrollment
- Provider Enrollment Status
- Provider Services
- Secure Site Login
- Help/FAQ

**Provider Services – Quick Links**

The Provider Services-Quick Links panel of the Provider Services page contains links to external Web site as well as pages and panels located within the Ohio MITS Web Portal.

**Quick Links**

- ODJFS Provider e-Manuals
- JFS Provider Forms Central
- Transmittal Letters
- Provider Links

**Field Descriptions – Quick Links**

Field	Description	Field Type	Data Type	Length
JFS Provider Forms Central	Link to the ODJFS Provider Forms Central Web site ( <a href="http://www.odjfs.state.oh.us/forms/inter.asp">http://www.odjfs.state.oh.us/forms/inter.asp</a> ).	Hyperlink	N/A	0
ODJFS Provider e-Manuals	Link to the ODJFS Provider e-Manuals Web site ( <a href="http://emanuals.odjfs.state.oh.us/emanuals/">http://emanuals.odjfs.state.oh.us/emanuals/</a> ).	Hyperlink	N/A	0
Provider Links	Link to the Web Portal Provider Links page.	Hyperlink	N/A	0
Transmittal Letters	Link to Transmittal Letters ( <a href="http://emanuals.odjfs.state.oh.us/emanuals/">emanuals.odjfs.state.oh.us/emanuals</a> )	Hyperlink	N/A	0



## 1.4 Provider Services

The Provider Services panel contains links to ODJFS contacts, schedules, and provider training.

### Provider Services

#### ODJFS Contacts

The Ohio Department of Jobs and Family Services (ODJFS) is responsible for the administration of the Ohio Medicaid Program. In its role as the administrator of the program, ODJFS interprets the State and Federal Laws and regulations, and develops the necessary policies and procedures to implement those regulations. ODJFS is responsible for policy, procedures, and payment methodology. Questions relating to these areas should be addressed to ODJFS.

- ODJFS Mailing Addresses
- ODJFS Telephone Numbers
- ODJFS Regional Offices

#### Schedules

- Training Schedule

#### Provider Training and Information

- Provider Training Document
- Provider Update Newsletter
- Managed Care Plan Information

#### Quick Links

- ODJFS Provider e-Manuals
- JFS Provider Forms Central
- Transmittal Letters
- Provider Links

#### Provider FAQs

#### Helpful Links

- Ohio State Medical Board
- Ohio Department of Aging
- Ohio State Dental Board
- State of Ohio Board of Nursing
- State Board of Psychology
- Ohio State Board of Optometry
- Ohio State Chiropractic Board
- Ohio State Board of Pharmacy
- Nursing Home Satisfaction Surveys
- Hospital Information
- State of Ohio Immunization Registry (IMPACT SIIS)
- US Census Bureau
- OHIO Lead Poisoning Resource Database

### Tasks for this Panel

To **find** more information about Provider Services:

1. Click **Provider Services** from the **Public Information** or the **Providers** panels to use the online help request tool.
2. Select the appropriate link to find more information about EDS contacts, ODJFS contacts, schedules, and provider training.

### Field Descriptions – Provider Services

Field	Description	Field Type	Data Type	Length
Hospital Information	Link to Hospital Information.	Hyperlink	N/A	0

Field	Description	Field Type	Data Type	Length
JFS Provider Forms Central	Link to the JFS Provider Forms Central page.	Hyperlink	N/A	0
Managed Care Plan Information	Link to Managed Care Plan Information ( <a href="http://jfs.ohio.gov/OHP/bmhc/pro-man-care2.stm">http://jfs.ohio.gov/OHP/bmhc/pro-man-care2.stm</a> ).	Hyperlink	N/A	0
ODJFS Mailing Addresses	Link to the ODJFS Mailing Addresses page.	Hyperlink	N/A	0
ODJFS Provider e-Manuals	Link to the ODJFS eManuals repository.	Hyperlink	N/A	0
ODJFS Regional Offices	Link to the ODJFS Regional Offices page.	Hyperlink	N/A	0
ODJFS Telephone Numbers	Link to the ODJFS Telephone Numbers page.	Hyperlink	N/A	0
OHIO Lead Poisoning Resource Database	Link to OHIO Lead Poisoning Resource Database site.	Hyperlink	N/A	0
Ohio Department of Aging	Link to Ohio Department of Aging site.	Hyperlink	N/A	0
Ohio State Board of Optometry	Link to Ohio State Board of Optometry site.	Hyperlink	N/A	0
Ohio State Board of Pharmacy	Link to Ohio State Board of Pharmacy site.	Hyperlink	N/A	0
Ohio State Chiropractic Board	Link to Ohio State Chiropractic Board site.	Hyperlink	N/A	0
Ohio State Dental Board	Link to Ohio State Dental Board site.	Hyperlink	N/A	0
Ohio State Medical Board	Link to Ohio State Medical Board site.	Hyperlink	N/A	0
Provider FAQs	Link to the Provider FAQs page.	Hyperlink	N/A	0
Provider Links	Links the user to the Provider Links page.	Hyperlink	N/A	0
Provider Training Document	Link to the Provider Training Document.	Hyperlink	N/A	0
Provider Update Newsletter	Link to the Provider Update Newsletter.	Hyperlink	N/A	0
State Board of Psychology	Link to State Board of Psychology site.	Hyperlink	N/A	0
State of Ohio Board of Nursing	Link to State of Ohio Board of Nursing site.	Hyperlink	N/A	0

Field	Description	Field Type	Data Type	Length
State of Ohio Immunization Registry (IMPACT SIIS)	Link to State of Ohio Immunization Registry (IMPACT SIIS) site.	Hyperlink	N/A	0
Training Schedule	Link to Training Schedule.	Hyperlink	N/A	0
Transmittal Letters	Links the user to the e-Manual site where the user can search for a particular document.	Hyperlink	N/A	0
US Census Bureau	Link to US Census Bureau site.	Hyperlink	N/A	0

## 1.5 Provider Contact Us

The Provider Contact Us panel is used to provide the help desk with the information needed to answer user questions. In the sample images of this panel below, the first image shows the how the panel appears on its initial display. The subsequent images show the fields that appear based upon the values selected from the drop-down lists.

Press the submit button when you are done with all of your changes.

**Contact Information** ? ↕

How can we help you?  
\*Select an Item

Enter Category Details

How can we help you?

How do you want to be contacted?  
\*Contact Method

■ ODJFS Feedback

**Contact Information** ? ↕

How can we help you?  
\*Select an Item

Enter Category Details

How can we help you?

How do you want to be contacted?  
\*Contact Method

■ ODJFS Feedback

How do you want to be contacted?

\* Contact Method

Last Name, First Name

E-Mail Address

Confirm EMail

How do you want to be contacted?

\* Contact Method

Last Name, First Name

Fax Number

How do you want to be contacted?

\* Contact Method

Attention To

Address Line 1

Address Line 2

City

State, Zip Code

How do you want to be contacted?

\* Contact Method

Last Name, First Name

Phone Number, Ext

**Contact Information** ? ⌵

How can we help you?

\* Select an Item

Enter Category Details

Which area were you in?

Which page were you accessing?

Describe the problem you encountered.

How do you want to be contacted?

\* Contact Method

Last Name, First Name

Phone Number, Ext

■ ODJFS Feedback



**Contact Information** ? ↕

How can we help you?  
 \*Select an Item

Enter Category Details

How can we help you?

How do you want to be contacted?  
 \*Contact Method

Last Name, First Name

Phone Number, Ext

■ ODJFS Feedback

**Contact Information** ? ↕

How can we help you?  
 \*Select an Item

Enter Category Details

How can we help you?

How do you want to be contacted?  
 \*Contact Method

■ ODJFS Feedback

How do you want to be contacted?  
 \*Contact Method

How do you want to be contacted?  
 \*Contact Method

Last Name, First Name

E-Mail Address

Confirm EMail

How do you want to be contacted?  
 \*Contact Method

Last Name, First Name

Fax Number



How do you want to be contacted?

\*Contact Method

Attention To

Address Line 1

Address Line 2

City

State, Zip Code

---

How do you want to be contacted?

\*Contact Method

Last Name, First Name

Phone Number, Ext

### Tasks for this Panel

1. Click **Contact Us** from the Public Portal toolbar.
2. Select an item for inquiry from the **How can we help you?** drop-down. Select 'Other' to type in an item not on the list.
3. **Enter Category Details.** Depending on your choice in step 2 requested details might be:
  - a. What is your Provider ID?,
  - b. Medicaid Billing Number,
  - c. Last Name, First,
  - d. Client City,
  - e. What dental care do you need?,
  - f. How far are you willing to travel?,
  - g. Procedure Code,
  - h. PA Number (if known),
  - i. From Date of Service,
  - j. Total Amount Billed,
  - k. Medicare/HIC,
  - l. Which area were you in?,
  - m. Which page were you accessing?, or
  - n. Additional Information.
4. Select a preferred **Contact Method** using the **How do you want to be contacted?** drop-down menu.
  - a. Telephone, Mail, E-mail, Portal Mailbox, or No response needed.
5. Complete additional contact fields as appropriate.
  - a. Last Name, First Name,
  - b. Phone Number, Ext,
  - c. Address Line 1, Address Line 2, City, State, Zip Code, or

d. Email Address, Confirm Email.

6. Click the **submit** button.

To **request** termination of your Provider Agreement:

1. Click **Contact Us** from the Public Portal toolbar.
2. Select 'Request Termination of Provider Agreement' as reason for inquiry from the drop-down.
3. Complete the required fields (marked by an \* asterisk).
4. Click the **submit** button.

To **find** support for all Provider Medicaid Portal questions or issues:

1. Click **Contact Us** from the Public Portal toolbar.
2. Select an item for inquiry from the drop-down. Select 'Other' to type in an item not on the list.
3. Enter a detailed question or request.
4. Select a preferred Contact Method using the How do you want to be contacted? drop-down menu.
5. Complete additional contact fields as appropriate.
6. Click the **submit** button.

#### Field Descriptions – Contact Us

Field	Description	Field Type	Data Type	Length
cancel	Clears all changes applied to all panels on the page.	Button	N/A	0
submit	Submits the question or problem data to the help desk.	Button	N/A	0
Address Line 1	First line of the address for the contact. Displayed when Contact Method is Mail.	Field	Character	30
Address Line 2	Second line of the address for the contact. Displayed when Contact Method is Mail.	Field	Character	30
Attention To	Address Attention. Displayed when Contact Method is Mail.	Field	Character	30
City	City of the contact's address. Displayed when Contact Method is Mail.	Field	Character	30
Confirm E-mail	Re-typing of the Email Address field to confirm the correct address. Displayed when Contact Method is E-mail.	Field	Character	50
Contact First Name	First name for contact. Displayed when Contact Method is Telephone, Fax, or E-mail.	Field	Character	20
Contact Last	Last name for contact. Displayed when Contact	Field	Character	30

Field	Description	Field Type	Data Type	Length
Name	Method is Telephone, Fax, or E-mail.			
Contact Method	Method the user wants to be contacted by. Valid values: Telephone, Fax, Mail, E-mail, Portal Mailbox, and No response needed. The Portal Mailbox option only displays when logged on to the secure web portal.	Field	Drop Down List Box	0
Describe the problem you encountered	Description of the issue. Displayed when selected item is Having technical problems?	Field	Character	200
E-mail Address	Email address for the contact. Displayed when Contact Method is E-mail.	Field	Character	50
Extension	Phone number extension of contact. Displayed when Contact Method is Telephone.	Field	Number	4
Fax Number	Fax number for the contact.	Field	Number	10
How can we help you?	Free form text field to allow the user to specify the help that is needed. Displayed when the selected item is Other.	Field	Character	200
Phone Number	Phone number of the contact. Displayed when Contact Method is Telephone.	Field	Number	10
Select an Item	List that allows the user to select an item for support.	Field	Drop Down List Box	0
State	State of the contact's address. Displayed when Contact Method is Mail.	Field	Drop Down List Box	0
Which area were you in?	Area of the Web portal where issue was encountered. Displayed when selected item is Having technical problems?	Field	Drop Down List Box	0
Which page were you accessing?	Name of the Web portal page where issue was encountered. Displayed when selected item is Having technical problems?	Field	Character	40
Zip Code	Zip code of the contact's address. Displayed when Contact Method is Mail.	Field	Number	5
Zip Code Extension	Zip code extension of the contact's address. Displayed when Contact Method is Mail.	Field	Number	4
ODJFS Feedback	Link to the ODJFS Feedback site.	Hyperlink	N/A	0

## Field Edits – Contact Us

Field	Field Type	Error Code	Error Message	To Correct
Address Line 1	Field	0	Address Line 1 is required when Contact Method is Mail.	This field must be completed.
All fields	Field	0	Invalid number / Invalid date / Invalid character data.	Ensure that the field matches the datatype as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z and 0 - 9.
All fields	Field	1	Field exceeds max length.	Ensure that the entered data does not exceed the maximum length.
Attention To	Field	0	Attention To is required when Contact Method is Mail.	This field must be completed.
City	Field	0	City is required when Contact Method is Mail.	This field must be completed.
Confirm E-mail	Field	0	Confirm E-mail is required when Contact Method is E-mail.	This field must be completed.
Contact First Name	Field	0	Contact First Name is required when Contact Method is Telephone, E-Mail or Fax.	This field must be completed.
Contact Last Name	Field	0	Contact Last Name is required when Contact Method is Telephone, E-Mail or Fax.	This field must be completed.
Contact Method	Field	0	Contact Method is required.	Select a Contact Method.
Describe the problem you encountered	Field	0	Describe the problem you encountered is required when selected item is 'Having technical problems'.	This field must be completed.
E-mail Address	Field	0	E-mail Address is required when Contact Method is E-mail.	Enter a valid email address.
E-mail Address	Field	1	Confirm Email must match Email Address.	Email Address and Confirm Email need to be the same.
Extension	Field	0	Extension is invalid.	Ensure field only contains digits 0-9.

Field	Field Type	Error Code	Error Message	To Correct
Fax Number	Field	0	Fax Number is required when Contact Method is Fax.	Enter a fax number.
Fax Number	Field	1	Fax Number is invalid.	Ensure field only contains digits 0-9.
How can we help you?	Field	0	How can we help you? is required when Category is Other.	This field must be completed.
Phone Number	Field	0	Phone Number is required when Contact Method is Telephone.	Enter a valid phone number.
Phone Number	Field	1	Phone Number is invalid.	Ensure the field only contains digits 0-9.
Select an Item	Field	0	Select an Item is required.	Select an item from the list.
State	Field	0	State is required when Contact Method is Mail.	Select a state.
Which area were you in?	Field	0	Which area were you in? is required when selected item is 'Having technical problems'.	This field must be completed.
Which page were you accessing?	Field	0	Which page were you accessing? is required when selected item is 'Having technical problems?'.	This field must be completed.
Zip Code	Field	0	Zip Code is required when Contact Method is Mail.	Enter a valid zip code.
Zip Code	Field	1	Zip Code is invalid.	Ensure field only contains digits 0-9.

## 1.6 Terminating a Web Portal Account

To request termination of your Provider Portal MITS account:

1. Select **Contact Us** from the Public Portal toolbar.
2. Call the ODJFS phone number provided to terminate your account.

When a provider account has been terminated, no new Medicaid business can be conducted with ODJFS. To become an Ohio Medicaid provider in the future after an account has been terminated requires re-enrollment as a new provider.

This page intentionally left blank.

DRAFT