



Medicaid Information  
Technology System

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# **Provider Medicaid Portal User Manual**

## **Volume 2**

### **Introduction: Provider Portal Features, General Information, Online Help, and Getting Started**

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# 1 INTRODUCTION TO THE PROVIDER MEDICAID PORTAL

Welcome to the Ohio Provider Medicaid Portal. This new online claims reimbursement system contains state-of-the-art access to the information Medicaid providers need, and the most efficient electronic claims management features available in today's electronic healthcare environment.

The federal government now requires the Ohio Department of Job and Family Services (ODJFS) to process Medicaid claims through an automated claim processing system known as the Medicaid Information Technology System (MITS). Enhancements to the MITS include improved claims processing functions for providers, as well as better features for communicating with ODJFS and maintaining a provider Medicaid account.

One of the main improvements is the delivery of MITS functions via the Internet-based self-service Provider Medicaid Portal. The secure Provider Medicaid Portal allows healthcare professionals such as nurses, doctors, dentists, medical facility office staff, billing services, insurance companies and others who need to view or update Medicaid transactions the ability to perform the following tasks:

- Complete and submit claims, with attachments when necessary
- Track claims
- Resubmit denied claims
- Perform claims adjustments via the Portal
- Numerous other Medicaid-related business functions.

## 1.1 Key Features and Benefits

The interactive features of the Provider Medicaid Portal site provide easy access and exchange of up-to-date information previously unavailable between providers and ODJFS. One of the immediate advantages of this Web technology is that there is no need to purchase, install, or develop special software or applications to use the Provider Medicaid Portal application. Use of this system allows providers to log on using a standard Internet browser to enter or request information. Any information exchanged within this application is specific to each provider's identification number and will not be shared with others. In addition, there will be a significant reduction in the amount of time it takes to submit and fully process claims.

This manual is not intended to replace provider training materials and instruction conducted by ODJFS, but is offered as an online general reference guide for using the Ohio MITS Provider Medicaid Portal to perform the tasks associated with doing business with ODJFS as a Medicaid provider. In conjunction with submitting Professional, Institutional, and Dental claims online, other Provider Medicaid Portal tasks are discussed throughout this manual.

Please note that although Pharmacy claims can not currently be submitted by using the Provider Medicaid Portal, any Pharmacy claims submitted otherwise to ODJFS can be viewed online by pharmaceutical providers. Pharmacists are encouraged to complete an application for an online Provider Medicaid Portal account to view and manage their submitted claims.

## 1.2 How to Use This Manual – Locating Task Information Across Volumes

The tasks necessary to submit and process claims or perform other claim-related Medicaid business functions in the MITS online Provider Medicaid Portal are presented in detail in the online *Provider Medicaid Portal User Manual* volumes. These volumes are set up as separate files that are available for viewing on the ODJFS web site. MITS information has been organized in each volume of this manual to present step-by-step assistance with completing tasks in logical groupings. These groupings are presented in the order in which they appear on the primary menu options in MITS.

Two parts of MITS are structured together to create the system. The public area of MITS is used to enroll and set up a provider account with Ohio Medicaid, and to view provider information and publications, or download forms that are available from the public Web site. The secure area of MITS is used to conduct Medicaid business with Ohio and perform transactions, including claims submission, obtaining prior authorization, and viewing remittance advice reports.

### The Public Primary Menu and Options

The image below depicts the Main Menu for the publicly available area of MITS that is accessed from the Ohio Medicaid Web page. Each option on the Main Menu displays the associated secondary menu options when selected.



The table below explains the available options from this menu.

Primary Menu Option	Associated Secondary Menu Options	Menu Option Task
Home	MITS Site Search	Search the MITS site.
	MITS Contact Us	Contact Ohio Medicaid regarding MITS.
	Site Map	View a map of site content.
Consumers	Search Provider Directory	Search for a participating provider.
	Help/FAQ	View Help information and frequently asked questions for consumers.
Providers	Provider Enrollment	Enroll as an Ohio Medicaid provider.

Primary Menu Option	Associated Secondary Menu Options	Menu Option Task
	Provide Enrollment Status	Check the status of an enrollment request.
	Provider Services	Access forms, links to agency Web sites, and other services.
	Secure Site Login	Log into the secure MITS site after a provider account has been set up.
	Help/FAQ	View Help information and frequently asked questions for providers.
Trading Partners	Trading Partner Agreement	Access the agreement to do business with Ohio Medicaid for Trading Partners.
	Trading Partner Enrollment	Enroll as a Trading Partner with Ohio Medicaid.
	Trading Partner Information	Access Trading Partner information.
Public Information (for Providers)	What's New	View new information and updates that pertain to MITS and Ohio Medicaid.
	Search Fee Schedule	Search fee schedules.
	Search Drug Codes	Search for a drug code.
	Search Provider Directory	Search for a participating provider.
	Companion Guides	Access guidelines and information about HIPAA transaction sets for exchanging information electronically.
	Provider Bulletins	View available provider bulletins.
	Provider Notices	Read provider notices posted by Ohio Medicaid.
	Provider Reports	View provider reports.
	Provider Links	Access additional links to information for providers.
	Privacy Statement	Read the Ohio Medicaid privacy statement.

Primary Menu Option	Associated Secondary Menu Options	Menu Option Task
Admin		Maintain administrative settings for a provider MITS account.

## The Secure Primary Menu and Options

The image below depicts the Main Menu for the available secure area of MITS that is accessed from the login on the Ohio Medicaid Web site. Each option on the Main Menu displays the associated secondary menu options when selected.



The table below explains the available options from this menu.

Primary Menu Option	Associated Secondary Menu Options	Menu Option Task
Provider Home	Demographic Maintenance	Maintain address and contact information for a provider.
	Clerk Maintenance	Maintain information about account access and permissions provided to a secondary party on the provider's behalf.
	1099 Information	Search for 1099 information.
Claims	Search Claims	Search for a current claim that has been submitted.
	Search Claims Detail	Search for a submitted claim using detail information about the claim.
	Submit Dental Claim	Access a dental claim panel and create a new dental claim to submit.
	Submit Institutional Claim	Access an institutional claim panel and create a new institutional claim to submit.

Primary Menu Option	Associated Secondary Menu Options	Menu Option Task
	Submit Professional Claim	Access a professional claim panel and create a new professional claim to submit.
Eligibility		Search for information about a recipient's eligibility for Medicaid services.
Prior Authorization	Search Prior Authorization Status	Search for the status of a previously submitted request for prior authorization.
	New Prior Authorization	Submit a new request for a prior authorization.
Reports		Search for a remittance advice report.
Trade Files	Upload	Load a report into MITS for Ohio Medicaid.
	Download	Retrieve a report from MITS.
Account Maintenance	Account Setup	Maintain provider account information.
	Switch Provider	View the account for a different, related provider. A security setting that grants permission to access the other provider's account is required.
	Messages	View messages from Ohio Medicaid.
Training		Access information about obtaining MITS training.
Sign Out		Sign out of MITS.

## Locating Task Information – User Manual Volumes

Detailed information about performing tasks in MITS is presented in the *Provider Medicaid Portal User Manual*. This manual is separated into several volumes to make locating the desired information easier and quicker. Please note that there is no Volume 1.

To locate specific task information, proceed to any of the following online volumes of the *Provider Medicaid Portal User Manual* listed in the table below to view detailed information related to the desired task.

Volume Number	Provider Medicaid Portal User Manual Volume Name	General Task Content
02	Provider Medicaid Portal User Manual – Introduction	General Information about MITS, Navigating MITS, Setting Up a MITS Account
03A	Provider Medicaid Portal User Manual – Enrollment	MITS Enrollment for Individual Practitioners, Trading Partners, and Groups
03B	Provider Medicaid Portal User Manual – Enrollment	MITS Enrollment for Organizations
03C	Provider Medicaid Portal User Manual – Enrollment	MITS Enrollment for Long Term Care, and Intermediate Care Facilities for the Mentally Retarded (ICF/MR)
04	Provider Medicaid Portal User Manual – Logging In, Administration, and Account Maintenance	Logging Into a MITS Provider Account, Creating And Maintaining Account Information
05	Provider Medicaid Portal User Manual – Eligibility	Review and Determine Recipient Eligibility
06A	Provider Medicaid Portal User Manual – Claims Entry	Enter Claims in MITS
06B	Provider Medicaid Portal User Manual – Prior Authorization	Working With Prior Authorization on Claims in MITS
07	Provider Medicaid Portal User Manual – Claims Submission	Submitting Claims in MITS
08	Provider Medicaid Portal User Manual – Reports	Accessing and Reviewing Reports and Remittance Advices (RAs) in MITS
09	Provider Medicaid Portal User Manual – FAQs	Frequently Asked Questions About Using MITS, and ODJFS Contact Information

Each task area listed above is discussed in the online volume designated. Please note that these files are not a substitute for other supporting Medicaid documents available online for the provider community, nor are they intended to replace the MITS provider training available from ODJFS. Information in these files may be used as a reference after Provider MITS training has been completed.

For information about obtaining Provider Portal and MITS training, please refer to the ODJFS Medicaid Web site online by copying, then pasting this link into your Web browser: <http://jfs.ohio.gov/mits/MITS%20Provider%20Training.stm>

- For billing instructions, filing requirements, paper claims submission, rate methodologies, and other billing information please refer to the Provider Medicaid Portal Billing Guides on the ODJFS Web site.

- For information on the use of forms and their completion, please refer to the Provider Medicaid Portal Handbooks on the ODJFS Web site.
- To view these documents or access additional provider resources, visit ODJFS online by copying, then pasting this link into your Web browser:  
<http://jfs.ohio.gov/OHP/provider.stm>.

## 1.3 General Information about the Provider Medicaid Portal

The Provider Medicaid Portal contains some general features that are available across the Ohio MITS system.

Users perform tasks in the Provider Medicaid Portal via a sequence of panels. The panels are designed to assist with performing a task in the most efficient manner possible, while complying with Ohio Medicaid rules.

Other features include icons that provide special functionality in some of the panels, special characters that can appear to provide useful information or assistance, and data viewing options and special navigation tools built into panels that display lists of data. These features are built into specific panels to enhance their ease of use, and are discussed in this section.

### About Panels

A panel is a work area similar to the window design with which most computer users are familiar. Each panel contains individual fields that either display units of information from the MITS system or accept new information that is entered by the user. Each field is labeled to indicate the type of information it contains, and/or the type of data that can be entered into it.

Some tasks require that information be entered or edited in additional panels that are associated to a primary panel. Such panels are presented in Ohio MITS as “stacked” on a Web page. The primary panel displays at the top, and its associated panels appear below it, one on top of the other. This feature provides ease of navigation without the need to toggle back and forth between the panels required to complete a task.

Some panels may have features or functionality that is only visible when the user has taken a specific action in the panel, or entered certain types of information that “trigger” the feature. Therefore, some of these user-triggered functions are not visible in sample screen shots presented in the sections of this manual; they are, however, inherent in the interChange application.

### About Field Descriptions

The panels and reports that appear in this manual both contain a subsection titled “Field Descriptions.” Information about the definition, type of field, and type of data the field will accept or display, and the number of characters allowed in the field are shown in a table that contains all field information for each panel or report.

### What's in a panel field?

The information presented in field description tables is important. If the wrong type of information, or an incorrect format or number of characters is entered in a panel, an error will be encountered. Refer to the field description information presented below to understand what each table heading means, and the kind of information that characterizes each panel field.

**Field** – Displays the actual name of the field as it appears on the associated panel.

**Description** – Provides a brief definition of the field, and indicates if data must be entered in this field.

**Field Type** – Identifies the function of the field within the panel.

**Data Type** – Indicates the type of data that can be entered in the field.

**Length** – Shows the number of characters that can be entered in the field.

Buttons are documented as fields in this manual. For example, the field entry below for “search” refers to a button in the panel that initiates a search for information.

Below is an example of a **Field Description** table for panels.

Field	Description	Field Type	Data Type	Length
Recipient ID	Unique Medicaid identifier for the recipient.	Field	Alphanumeric	9
Birth Date	Recipient's date of birth.	Field	Date MM/DD/CCYY	8
search	Executes a search based on the criteria entered.	Button	N/A	N/A

### What's in a report field?

Reports contain viewable fields that provide information about Remittance Advices, Fee Schedule information, and other report types. To understand how to read the content of reports that can be viewed via the Provider Interactive Portal, refer to the field description information presented below.

**Field** – Displays the actual name of the field as it appears on the report. Field names on reports can be column headings presented from left to right, top to bottom on the left side of the report, or indented within the body of the report.

**Description** – Provides a brief definition of the information presented in the field.

**Data Type** – Indicates the type of data displayed in the field.

**Length** – Shows the number of characters that can display in the report field.

Field	Description	Data Type	Length
Capitation Payment	Amount of money paid for all capitation payments.	Decimal	12
Claim Adjustments (Amount)	Amount of claim adjustments that resulted in a payment.	Decimal	12
Claim Adjustments (Number)	Number of claim adjustments.	Number	9
Claim Specific Adjustment Refunds	Amount of provider refunds applied to claim adjustments.	Decimal	12
Claims Paid (Amount)	Amount of regular claims paid.	Decimal	12
Claims Payments	Amount of money paid for all claims.	Decimal	12

## About Error Messages Associated with Panel Fields

If information is entered in a panel field that is incorrect in some way, or missing when it is required information, an error message is displayed by the system when an action of "save" or "submit" is performed. When an error message associated with a field is presented, information about how to resolve it is offered by the system, as shown below in this Dental Claim panel view that displays error information in **the following messages were generated:** section.

**The following messages were generated:**

A valid Place of Service is required

A valid Medicaid Billing Number is required

DOS is required.

A valid Procedure is required

Units must be greater than 0.

Charges must be greater than 0.

A valid Medicaid Billing Number and Date of Birth combination is required.

[Click here to view the Dental Claim Handbook](#)

**Dental Claim: 0181726 MCD - SMITH & JONES DDS INC**
**DDS INC**
? ↕

BILLING INFORMATION	SERVICE INFORMATION
<p>ICN</p> <p>Provider ID 0181726 MCD</p> <p> *Medicaid Billing Number 1234567890</p> <p> *Date of Birth</p> <p> Last Name</p> <p> First Name, MI</p> <p>*Patient Account # 012345678910</p> <p>Referring Provider #</p> <p>Patient Amount Paid \$0.00</p>	<p>*Release of Information NO</p> <p> From Date</p> <p>To Date</p> <p>Emergency</p> <p>Accident Related To</p> <p>Accident State</p> <p>Accident Country [ Search ]</p> <p>Accident Date</p> <p>EPSDT</p> <p> *Place of Service [ Search ]</p> <p>Prior Authorization #</p>
TOTAL CHARGES	

Each field that contains an error is detailed in error messages above the panel. The icon next to some fields indicates that online help is available for those fields. When clicked, each icon opens a Help page for information about the associated field.

Each panel shown in this manual also includes a **Field Edits** table as a reference for correcting errors in fields. Below is an explanation of how field edits are documented in this manual.

**Field** – Displays the actual name of the field as it appears on the panel.

**Field Type** – Indicates the type of data that can display in the field.

**Error Code** – Shows the numeric identifier assigned to the error message.

**Error Message** – The error message displayed in the panel by the system; this describes why the data entered in the field is incorrect.

**To Correct** – The action necessary to correct the data error.

When there are no field edits for a panel, none are listed.

The following table is an example of a **Field Edits** table as shown in this manual for panels in which field errors may occur:

Field	Field Type	Error Code	Error Message	To Correct
Billed Amt	Number	0	Billed Amount must be less than or equal to 999999.99.	Enter a billed amount that is less than or equal to 999999.99.
Billed Amt	Number	1	Billed Amount must be greater than or equal to 0.	Enter a billed amount that is greater than or equal to 0.
Diagnosis Ind	Char	1	Diagnosis Indicator must be numeric.	Enter valid value for Diagnosis Indicator.
FDOS	Date MM/DD/CCYY	0	FDOS must be less than or equal to 12/31/2299.	Enter FDOS less than or equal to 12/31/2299.

## About Buttons

Throughout the Ohio MITS Provider Medicaid Portal, buttons are found on many panels to activate, assist with, or complete the tasks associated with panels. The table below shows the most common buttons used in the system, and provides general information about the function of each button.

Button	Description
<b>add</b>	Inserts a new record of information into the system. Proper permissions are required to perform an add.
<b>advanced search</b>	Displays more search criteria to help limit the search results. Available on specific search panels only.
<b>cancel</b>	Cancels all changes applied to all panels on the page.
<b>clear</b>	Clears all the search criteria.
<b>delete</b>	Deletes the selected record of information from the system. Proper permissions are required to perform a delete.
<b>save</b>	Saves updated information on all panels on the page.
<b>search</b>	Displays the Search Results based on the criteria entered on the search panel.
<b>select</b>	Navigates to Panel Title [technical name].
<b>select all</b>	Checks all column check boxes.
<b>view</b>	Displays the report based on the criteria entered on the report panel.
<b>view image</b>	Opens a new window to display the image of a scanned document.
<b>[close]</b>	Closes the pop-up search panel.

## About Icons

Some panels display icons in their upper right corner or in the body of the panel. Some panels are grouped with related panels. These icons provide access to functionality within a panel to facilitate working with a group of panels. Icons present the following options:

Icon Image	Meaning
	View more detailed information about a record in a list.
	Access online Help information for a panel.
	Collapse a panel.
	Expand a panel.
	Go to the top panel when panels are stacked.
	Navigate to another panel.
	Go to the bottom panel when panels are stacked.
	Exit the panel.
	Opens a panel in which audit information for the panel can be viewed. Audit information reflects changes that have been made to information in the panel.
	Sets Navigator preferences to change how a panel is displayed.
	Indicates that more information is available for the data in the associated field. Click on the icon to view the information.
	Check boxes are used in some panels to select or deselect a row of information for processing.
	Opens a pop-up panel in which a search can be performed for data that can be entered in the adjacent field.

## Special Characters

Within some panels, and in association with some fields, special characters are used to provide additional information about data in the panel. The table below shows these special characters:

Special Character	Meaning
*	An asterisk next to a field label indicates that data is required in that field. A field with an asterisk can not be left blank.
<b>?</b>	A bold question mark appears when the cursor hovers over a field label to indicate that online help is available to display a definition of the field. If the  icon is clicked in the upper right corner of the panel, Online Help will display that includes information about the subject field.
	An exclamation point in a red circle indicates that an error is present in the adjacent field. Clicking on the icon opens a Help screen for assistance with

Special Character	Meaning
	resolving the error.

## Data Viewing Options

When data appears in a list, as shown below in a search results list with multiple records, the panel may contain features for viewing the listed data records.

Search Results									
National Provider ID	Medicaid Provider ID	Base Provider ID	Name	Type	Description	Address	City	State	Zip
1326114307	0206691	010083282	HOSPITALITY HOME EAST	86	Skilled Nursing Facility (Dual Certified)		XENIA	OH	45385
1346358363	2622693	010159897	HOSPITAL PHYSICIANS INC	21	Physician/Osteopath Group		WESTERVILLE	OH	43081
1427098821	2642895	010160107	HOSPITALIST MED PHY OF CLINT	21	Physician/Osteopath Group	HMP OF CLINTON CTY LTD	WILMINGTON	OH	45177
1477592319	2426306	010157741	HOSPITALIST MEDICINE PHYS	21	Physician/Osteopath Group	HMP OF BUTLER COUNTY LTD	FRANKLIN	OH	45005
1497815476	2728525	010079233	HOSPITAL ANESTHESIA SERVICES	21	Physician/Osteopath Group		PERRYSBURG	OH	43551
1588659841	2490844	010056218	HOSPITALIST SERVICES MEDICAL	21	Physician/Osteopath Group		SPRINGFIELD	OH	45501
1639119027	2294888	010012378	HOSPITALIST MEDICINE PHYS RICH	21	Physician/Osteopath Group	HMP OF RICHLAND COUNTY LTD	SHELBY	OH	44875
1669523726	2728650	010119928	HOSPITALIST MEDICINE PHYS	21	Physician/Osteopath Group	HMP OF ASHTABULA COUNTY LTD	ASHTABULA	OH	43271
1700871068	2544358	010097496	HOSPITALISTS SERVICES MEDICAL	21	Physician/Osteopath Group	MEMORIAL HOSPITAL	MARYSVILLE	OH	43040
1770523136	2594714	010037008	HOSPITALIST MEDICINE PHYSICIAN	21	Physician/Osteopath Group	HMP OF CUYAHOGA COUNTY	PARMA	OH	44129

< Previous 1 2 3 4 5 6 Next >

Viewing Option	Meaning
<a href="#">Type</a>	Hyperlinked column heading, as it appears when hovered over by the mouse cursor for the first time. Click on the column heading to sort the records by that heading in ascending or descending order. <b>Note:</b> "Type" is an example. All column headings that are hyperlinked for sorting are red when first hovered over.
<a href="#">Base Provider ID</a>	Hyperlinked column heading, as it appears when hovered over a subsequent time. Click on the column heading to resort the records by that heading in ascending or descending order. <b>Note:</b> "Base Provider ID" is an example. All column headings that are hyperlinked for sorting a subsequent time are black.
<a href="#">Next &gt;</a>	When more than one page of records is available, use the Next hyperlink to proceed to the next page.
<a href="#">&lt; Previous</a>	When more than one page of records is available, and the current view is set at page 2 or higher, use the Previous hyperlink to return to the previous page.

## Sub-Tab Navigation Feature

Throughout the Ohio MITS Provider Medicaid Portal, optional sub-panels are sometimes used to add information to the top-level panel. For example, to add a national drug code price and quantity to the Claims Detail panel, click the **NDC** sub-tab at the bottom of the Detail Panel:

Item	FDOS	Units	Charges	Medicaid Allowed Amount	Status	Place of Service	Procedure Code
A	2	09/21/2009	0	\$0.00			
A	1	09/21/2009	1.00	\$1.00		12	

Type data below for new record.

<input type="button" value="delete"/>	<input type="button" value="add"/>	<input type="button" value="copy"/>			
Item	1	*Place Of Service	12	[ Search ]	
*From DOS	09/21/2009	*Procedure Code		[ Search ]	
To DOS		Emergency	No	[ v ]	
*Units	1.00	EPSDT Screening/ Family Planning		[ v ]	
*Charges	\$1.00	Diagnosis Code		[ v ]	
Medicaid Allowed Amount	\$0.00	Pointer		[ v ]	
*Rendering Provider	1720159288	Modifiers		[ Search ]	[ Search ]
Status				[ Search ]	[ Search ]

NDC Other Payer - Detail ←

- The NDC (Detail Item 1) panel displays:

NDC Sequence Number	NDC	Drug Name	UOM	Prescription Number	Drug Unit Price	Unit Quantity Submitted
A	2	00045012306	TYLENOL	UN-Unit	\$1.00	30.000
A	1				\$0.00	0.000

Type data below for new record.

<input type="button" value="delete"/>	<input type="button" value="add"/>				
*NDC	00045012306	[ Search ]	*Drug Unit Price	\$1.00	
Drug Name	TYLENOL		*Unit Quantity Submitted	30.000	
*Unit of Measure [UOM]	UN-Unit	[ v ]			
Prescription Number					

- Information can be selected from this panel and added to the Detail panel.

## 1.4 Using Online Help

In the upper right corner of primary panels the question mark icon  is available. When clicked, this question mark icon accesses online help for the current panel. Online help provides field information to assist with understanding and entering information in the panel.

? 

Claim Search Detail: 1234567890 NPI - PHARMACY NAME CO.

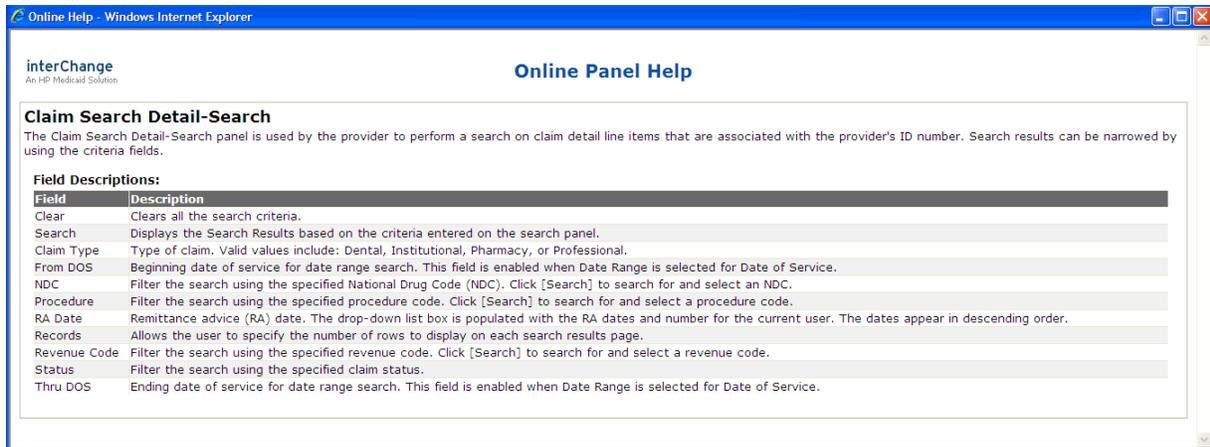
Claim Type	[ v ]	Procedure	[ Search ]
Status	[ v ]	Revenue Code	[ Search ]
RA Date	[ v ]	NDC	[ Search ]
From/Thru DOS	02/28/2010	03/30/2010	
Limited to 12 month range			
Records			20 [ v ]
<input type="button" value="search"/>			<input type="button" value="clear"/>

This Help icon does not display on Detail or Search Results panels, which display below the primary panel to which they are related.

1 2 3 4 5 6	When more than one page of records is available, the page numbers are hyperlinked. Click on a page number to view another page.
-------------	---------------------------------------------------------------------------------------------------------------------------------

## Sample Online Help Panel

Help panels are dynamic and display different help text based on the panel the user is viewing. The sample online Help panel shown here is for the Claim Search Detail panel. It provides information about the purpose of the panel, and describes each field that displays in it. All online Help panels are view-only. No information can be entered in them.



**interChange**  
An HP Medicaid Solution

## Online Panel Help

### Claim Search Detail-Search

The Claim Search Detail-Search panel is used by the provider to perform a search on claim detail line items that are associated with the provider's ID number. Search results can be narrowed by using the criteria fields.

**Field Descriptions:**

Field	Description
Clear	Clears all the search criteria.
Search	Displays the Search Results based on the criteria entered on the search panel.
Claim Type	Type of claim. Valid values include: Dental, Institutional, Pharmacy, or Professional.
From DOS	Beginning date of service for date range search. This field is enabled when Date Range is selected for Date of Service.
NDC	Filter the search using the specified National Drug Code (NDC). Click [Search] to search for and select an NDC.
Procedure	Filter the search using the specified procedure code. Click [Search] to search for and select a procedure code.
RA Date	Remittance advice (RA) date. The drop-down list box is populated with the RA dates and number for the current user. The dates appear in descending order.
Records	Allows the user to specify the number of rows to display on each search results page.
Revenue Code	Filter the search using the specified revenue code. Click [Search] to search for and select a revenue code.
Status	Filter the search using the specified claim status.
Thru DOS	Ending date of service for date range search. This field is enabled when Date Range is selected for Date of Service.

When finished viewing the information, click the  icon in the upper right corner of the panel to close the panel.

This page has intentionally been left blank.

## 2 GETTING STARTED

To begin using the Ohio MITS Provider Medicaid Portal, please read the information in this section. Before setting up an account, Providers must do the following:

- Have the Welcome letter from ODJFS that contains the initial Medicaid Provider ID and a Personal Identification Number (PIN) to use for registration.
- Complete MITS provider training. For information about obtaining online MITS Provider Training, visit the ODJFS Web site MITS Provider Training page, or copy the following URL and paste it into your internet browser's address field:

<http://jfs.ohio.gov/mits/MITS%20Provider%20Training.stm>

After pasting this URL into the Internet browser, press **Enter** on the keyboard. The ODJFS public Web site home page below should display:



## Job &amp; Family Services MITS

<p>MITS Home</p> <p>MITS Information Releases</p> <p>MITS Provider Training</p> <p>MITS Publications</p> <p>MITS Implementation Notices</p> <p>MITS Non-Provider Communications</p> <p>Ohio Medicaid Home</p> <hr/> <p>Acronyms</p> <p>ADA Compliance</p> <p>Customer Service Phone Numbers</p> <p>External Link Disclaimer</p> <p>Feedback/Case-Specific Concerns</p> <p>Help/FAQs</p> <p>Media Inquiries</p> <p>Privacy Statement</p> <p>Recent Additions</p> <p>Site Index</p> <p>Site Map</p>	<p><b>MITS Provider Training</b></p> <p style="text-align: center;"><b>MITS PROVIDER TRAINING Resources</b></p> <p><b>MITS Provider Training</b></p> <p><u>MITS Provider Training Presentations</u>      <u>Supplemental Training Handouts</u></p> <table border="1"> <tr> <td><a href="#">Dental Presentation</a></td> <td><a href="#">Example of CMS 1500 RA</a></td> <td><a href="#">MITS Agent Role List</a></td> </tr> <tr> <td><a href="#">Institutional Presentation</a></td> <td><a href="#">Example of Dental RA</a></td> <td><a href="#">MITS Eligibility Verify Quick Guide</a></td> </tr> <tr> <td><a href="#">Professional Presentation</a></td> <td><a href="#">Example of Hospital RA</a></td> <td><a href="#">MITS ICN Information</a></td> </tr> <tr> <td></td> <td><a href="#">Example of LTC RA</a></td> <td><a href="#">TPL Handout</a></td> </tr> <tr> <td colspan="3"><a href="#">Guidelines for submitting paper CMS 1500 and UB04 claims</a></td> </tr> </table> <p><b>MITS Online Tutorials for Providers</b></p> <p>Online tutorials are available for Medicaid providers and provider partners. Topics cover the basics of MITS Web Portal functionality such as: paperless prior authorization submissions and provider enrollment, consumer eligibility verification, the new Remittance Advice and other financial information.</p> <p><b>Special Training Webinar for Independent Waiver Providers</b></p> <p>Additional training is now available for Independent Waiver Providers. Our partner, CareStar, is hosting a series of MITS Webinars especially for Independent Waiver Providers. If you were unable to attend trainings previously offered or want to view the MITS training presentation again please visit the CareStar Web site at <a href="http://www.ohiohcp.org/mitsmain.html">http://www.ohiohcp.org/mitsmain.html</a>.</p> <p><b>MITS FAQs</b></p> <ul style="list-style-type: none"> <li>■ <a href="#">General MITS FAQs</a></li> <li>■ <a href="#">September 2010 MITS Provider Training FAQs</a></li> <li>■ <a href="#">October 2010 MITS Provider Training FAQs</a></li> <li>■ <a href="#">November &amp; December 2010 MITS Provider Training FAQs</a></li> <li>■ <a href="#">June 2011 MITS Provider Training FAQs</a> <b>New!</b></li> </ul> <p style="text-align: center;"><a href="#">Return to MITS Home Page</a></p>	<a href="#">Dental Presentation</a>	<a href="#">Example of CMS 1500 RA</a>	<a href="#">MITS Agent Role List</a>	<a href="#">Institutional Presentation</a>	<a href="#">Example of Dental RA</a>	<a href="#">MITS Eligibility Verify Quick Guide</a>	<a href="#">Professional Presentation</a>	<a href="#">Example of Hospital RA</a>	<a href="#">MITS ICN Information</a>		<a href="#">Example of LTC RA</a>	<a href="#">TPL Handout</a>	<a href="#">Guidelines for submitting paper CMS 1500 and UB04 claims</a>		
<a href="#">Dental Presentation</a>	<a href="#">Example of CMS 1500 RA</a>	<a href="#">MITS Agent Role List</a>														
<a href="#">Institutional Presentation</a>	<a href="#">Example of Dental RA</a>	<a href="#">MITS Eligibility Verify Quick Guide</a>														
<a href="#">Professional Presentation</a>	<a href="#">Example of Hospital RA</a>	<a href="#">MITS ICN Information</a>														
	<a href="#">Example of LTC RA</a>	<a href="#">TPL Handout</a>														
<a href="#">Guidelines for submitting paper CMS 1500 and UB04 claims</a>																

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**Note:** If you are not currently an Ohio Medicaid participating provider and wish to become one, please proceed to the Enrollment volumes 03A, 03B, or 03C of this user manual. To determine which Enrollment volume is for your provider type, refer to [Locating Task Information](#)\* in section 1.2 of this document for a general list of the provider types found in each of the Enrollment volumes.

After enrollment is completed, new providers **must** take the MITS Provider Training before setting up an account.

\*Press **Ctrl** and click to activate this link.

## 2.1 The MITS Public Portal Menu Bar

The Ohio MITS public portal is the gateway to the secure, internal Provider Medicaid Portal for the Ohio MITS system. The “public portal” refers to the general information and provider tasks available from the ODJFS public Web site. The “secure portal” refers to the MITS claims processing and provider reimbursement system that is available after an account has been established with ODJFS for use of this system. Only after completion of enrollment, provider MITS training, and registration to use the system, can the secure Provider Medicaid Portal be accessed from the ODJFS Web site.

Ohio’s public Medicaid Web site is located at <http://jfs.ohio.gov/OHP/index.stm>. This is the official public Web page for Ohio Medicaid. Above the “Welcome to Ohio Medicaid” banner, the following menu appears:

[Home](#) [Consumers](#) [Providers](#) [Trading Partners](#) [Public Information](#) [Publications](#)

Each of the labels on this menu bar is linked to other areas of the Ohio Medicaid public portal. These other areas contain information and links to additional related information for the topic of the menu item.

- **Home** - Returns to the public Ohio Medicaid home web page from any other public web page on the Ohio Medicaid site.
- **Consumers** – Opens a page for Medicaid recipients and the general public, which includes a feature for searching for Medicaid providers.
- **Providers** – Links to web pages for provider enrollment, enrollment tracking, general provider information, long term care information, and setting up a provider account to submit claims for processing in the Ohio MITS system.
- **Trading Partners** – Opens a page for trading partner general information, and trading partner enrollment.
- **Public Information** – Opens a page that displays information about fee schedules by provider type, which are available for download in PDF, HTML, or CSV file formats; provider services, including contact information for ODJFS, MITS training information for providers, and other information helpful to providers.
- **Publications** – Opens a page with links to publications of interest to providers, and provides access to downloads (“plug-ins”) for viewing PDF, Microsoft Excel, and Microsoft Word files.

## 2.2 Provider/Administrator Registration and Account Setup

After MITS Provider Training has been completed, providers must register to use the system and set up an account. Follow the steps below to complete this task.

1. Log into the OHP Public Website at: <http://jfs.ohio.gov/OHP/index.stm> (copy this URL and paste it in your internet browser’s address field, then press **Enter** on your keyboard). The ODJFS page “Welcome to Ohio Medicaid” displays.
2. The menu bar below displays above the “Welcome to Ohio Medicaid” information box:

Home Consumers **Providers** Trading Partners Public Information Publications Admin Host

## Job & Family Services Ohio Medicaid

- a. With the mouse, hover over the **Providers** menu option to display the secondary menu options available from the Provider menu.
- b. Select **Account Setup** to begin setting up your account.



- c. The **Account Setup** panel displays.

### Account Setup Panel – Providers

The Account Setup panel is used to begin the registration process for access to the Ohio MITS system for all providers. After entering initial information in this panel, proceed to the subsequent panels to set up a provider account.

 A screenshot of the 'Account Setup' web form. The title bar says 'Account Setup'. There are two input fields: '\*Login ID' and '\*PIN'. Below the fields, there is explanatory text: 'For Providers, this will be your Medicaid Provider Number. For Trading Partners, this will be your Trading Partner ID.' and 'The Personal Identification Number is the last four digits of your EIN or SSN.' A link 'click here' is provided for assistance. At the bottom, there is a 'setup account' button.

### Tasks for this panel

1. Enter the provider's Medicaid Provider Number in the **Login ID** field. This is the provider number that was sent to the provider in the Welcome letter previously received from ODJFS.
2. Enter the provider's Personal Identification Number (PIN) in the **PIN** field. This is the PIN that was sent to the provider in the Welcome letter previously received from ODJFS.
3. Click the **setup account** button.
4. The **Terms of Service** page displays.

### Field Descriptions – Account Setup

Field	Description	Field Type	Data Type	Length
setup	Depending on the type of user the register account	Button	N/A	0

Field	Description	Field Type	Data Type	Length
account	page will display if a valid Login ID and PIN are provided.			
Login ID	Login ID of the account user. For providers, this is your Medicaid Provider Number. For Trading Partners, this is your Trading Partner ID.	Field	Alphanumeric	0
PIN	Personal Identification Number of the account user. The Personal Identification Number is the last four digits of your EIN or SSN.	Field	Alphanumeric	0
click here	Link to pop up another web page for login assistance.	Link Button	N/A	0

### Field Edits – Account Setup

Field	Field Type	Error Code	Error Message	To Correct
setup account	Button	2	This Login ID/Personal Identification Number has already been used to register a user	Enter unregistered Login ID/PIN.
setup account	Button	3	Your PIN has been inactivated; please contact JFS for assistance to reset your PIN.	Contact JFS for assistance to reset your PIN.
setup account	Button	4	Login ID and PIN are required	Enter a valid Login ID and PIN.
setup account	Button	5	Login ID is required	Enter a valid Login ID.
setup account	Button	6	PIN is required	Enter a valid PIN.
setup account	Button	7	Please check your PIN and try again	Enter a valid PIN.
setup account	Button	8	Please check your Login ID and try again	Enter a valid Login ID.

### Terms of Service Page – Providers

The Terms of Service page displays the User Account Agreement. This is a contractual agreement between the provider and ODJFS that specifies the provider's ("User's") responsibilities and the rules that must be followed when using the online Ohio MITS system. If the terms of service are not accepted and the Disagree button is selected, the account setup session ends.

## Terms of Service

**OHIO MEDICAID INFORMATION TECHNOLOGY SYSTEM: PROVIDER WEB PORTAL USER AGREEMENT**

This User Account Agreement is made by and between the State of Ohio Department of Job and Family Services, ("ODJFS"), and a licensed health care provider, or an entity who acts on behalf of a licensed health care provider, who has signed up for an account on this website ("User").

This Agreement becomes effective today, and shall remain in effect until 01/01/2099, or until terminated with or without cause by either party.

Pursuant to the terms of this Agreement, User is authorized to access confidential Medicaid data through the use of computer-related media (system inquiry, on-line update, printed reports, ad hoc reporting, CD reports, etc.), commonly known as the Ohio Medicaid Information Technology System ("OH MITS").

User is responsible for complying with all applicable federal and state laws, rules, and regulations when creating, receiving, maintaining, or transmitting information within the OH MITS.

User agrees to use appropriate administrative, technical, and physical safeguards to prevent any use or disclosure of information retrieved from MMIS that is not permitted or provided for by this Agreement.

User shall only use and/or disclose information retrieved from the OH MITS to perform obligations and responsibilities as authorized by ODJFS and this Agreement.

User understands that, in accordance with state and federal law, information retrieved from the OH MITS may be used solely for the following purposes:

- Establishing if an individual is eligible for Medicaid;
- Determining the amount of medical assistance, or the amount and source of third party liability;
- Providing eligible recipients with Medicaid services; and
- Conducting or assisting an investigation, prosecution, or civil or criminal case related to the administration of Medicaid.

User understands that the use or disclosure of information retrieved from the OH MITS for purposes other than those related above may result in sanctions or criminal charges against violators.

User shall not disclose to unauthorized persons, nor knowingly permit unauthorized access by others to, information retrieved from the OH MITS.

User shall not use the system as a locator service for law enforcement, child support enforcement, or other purposes unrelated to Medicaid.

Yes, I have read the Terms of Service agreement

Clicking "I Agree" constitutes a signature of this Agreement. By signing this Agreement, I acknowledge that I have read and understand this Agreement, and I consent to be bound by all of the terms and conditions listed herein. I understand that any failure to comply with this Agreement may result in sanction, including the termination of my User Account.

[Privacy](#) | [Disclaimer](#)

**Tasks for this panel**

1. Read the **User Account Agreement** carefully. Use the scroll bar on the right side of the page to view the information in its entirety.
2. Check the box for **Yes, I have read the Terms of Service agreement**. When this box is checked, the **I Agree** button is enabled.
3. If the terms of service are agreed to, click the **I Agree** button. The **Register as a Provider** page displays.
4. If the terms of service are not agreed to, click the **Disagree** button. This cancels the account setup process, records the agreement as rejected, and ends the session. **Close** the internet browser.

**Register as a Provider**

The Register as a Provider panel is used to enter the provider's name, contact information, and identifiers. This panel is also where a provider creates a MITS user ID and password that will be used to uniquely identify the provider when accessing the Ohio MITS Provider Portal.

### Register as a Provider

Enter your personal information and press **Register** when finished.

\*First Name:

Middle Initial:

\*Last Name:

\*Email Address:

Telephone Number:

\*User ID:

\*Password:

\*Confirm Password:

**Your User ID must meet the following criteria:**

- Minimum of 6 characters in length
- Maximum of 8 characters in length
- Mandatory 1 number (no more than or no less than, just 1 number)

**Your Password must meet the following criteria:**

- Minimum of 8 characters in length
- Maximum of 15 characters in length
- Minimum of 1 alphabetic character
- Minimum of 1 numeric character
- Maximum number of times a specific character can be used is 6
- Cannot be the same as your User ID
- Cannot repeat any of your last 12 passwords
- Passwords are case sensitive

\* required  
[Privacy](#) | [Disclaimer](#)

## Tasks for this panel

1. Enter valid information in the following fields: **First Name**, **Last Name**, and **Email Address**.
2. If desired, enter valid information in the **Middle Initial** and **Telephone Number** fields.
3. Create and enter a new user identification number in the **User ID** field. Follow the User ID guidelines in the box at the right on the page to create the new User ID.
4. Create and enter a new password in the **Password** field. Follow the Password guidelines in the box at the right on the page to create the new Password.
5. Enter the new password a second time in the **Confirm Password** field.
6. Click the **Register** button to continue. To cancel the registration and end the session, click the **Cancel** button.

## Field Descriptions – Register as a Provider

Field	Description	Field Type	Data Type	Length
Cancel	Click the Cancel button to cancel the registration and delete entered information.	Button	Character	0
Register	Users will click the Register button once they have completed updating their information. Once the agent clicks OK it will take them to the Terms of Service page.	Button	Character	0
Confirm	This field will allow the user confirm their self	Field	Alphanumeric	15

Field	Description	Field Type	Data Type	Length
Password	created password. Passwords are a minimum of 8 characters and a maximum of 15 characters.			
Email Address	Provider's email address.	Field	Character	40
First Name	Provider's first name.	Field	Character	40
Last Name	Provider's last name.	Field	Character	40
Middle Initial	Provider's middle initial.	Field	Character	40
Password	Provider's self-created password. Passwords are a minimum of 8 characters and a maximum of 15 characters.	Field	Alphanumeric	15
Telephone Number	Provider's telephone number.	Field	Number	40
User ID	Provider's self-created user ID. User IDs are a minimum of 6 characters and a maximum of 8 characters. The User ID must contain only one number.	Field	Alphanumeric	0
Disclaimer	Disclaimer hyperlink links to the existing ODJFS Privacy/Disclaimer pages.	Hyperlink	Character	0
Privacy	Privacy hyperlink links to the existing ODJFS Privacy/Disclaimer pages.	Hyperlink	Character	0

## Registration Confirmation – Providers

When the **Register** button has been clicked on the Register as a Provider page, the **Register as New User** page displays as below:

**Register As New User**

Medicaid Information Technology System

 Your registration request was successfully submitted.

[Privacy](#) | [Disclaimer](#)

Click **OK**.

Congratulations! You have now successfully registered as a provider with the Ohio Medicaid program.

For information on logging into the secure Ohio MITS Provider Medicaid Portal to submit claims and perform related reimbursement tasks and transactions, please refer to volume 4 of this manual: *Logging In, Administration, and Account Maintenance*.

## 2.3 Trading Partner Registration and Account Setup

After receiving a welcome letter from ODJFS, Trading Partners who wish to participate with Ohio Medicaid must register to use the system and set up an account. Follow the steps below to complete this task.

1. Log into the OHP Public Website at: <http://jfs.ohio.gov/OHP/index.stm> (copy this URL and paste it in your internet browser's address field, then press **Enter** on your keyboard). The ODJFS page "Welcome to Ohio Medicaid" displays.
2. The menu bar below displays above the "Welcome to Ohio Medicaid" information box:

Home Consumers Providers **Trading Partners** Public Information Publications Admin Host

- a. With the mouse, hover over the **Trading Partner** menu option to display the secondary menu options available from the Trading Partner menu.
- b. Select the **Account Setup** option to begin setting up your Trading Partner account.
- c. The Account Setup panel displays.

### Account Setup Panel – Trading Partners

The Account Setup panel is used to begin the registration process for access to the Ohio MITS system for all trading partners. After entering initial information in this panel, trading partners proceed to the subsequent panels for setting up a trading partner account.

#### Tasks for this panel

1. Enter the **Trading Partner ID** in the **Login ID** field. This is the identification number that was sent to the trading partner in the Welcome letter previously received from ODJFS.
2. Enter the trading partner's Personal Identification Number (PIN) in the **PIN** field. This is the PIN that was sent to the trading partner in the Welcome letter previously received from ODJFS.
3. Click the **setup account** button.
4. The **Terms of Service** page displays.

## Terms of Service Page – Trading Partners

The Terms of Service page displays the User Account Agreement. This is a contractual agreement between the trading partner and ODJFS that specifies the trading partner's ("User's") responsibilities and the rules that must be followed when using the online Ohio MITS system. If the terms of service are not accepted and the Disagree button is selected, the account setup session ends.

**Terms of Service**

**OHIO MEDICAID INFORMATION TECHNOLOGY SYSTEM: PROVIDER WEB PORTAL USER AGREEMENT**

This User Account Agreement is made by and between the State of Ohio Department of Job and Family Services, ("ODJFS"), and a licensed health care provider, or an entity who acts on behalf of a licensed health care provider, who has signed up for an account on this website ("User"). This Agreement becomes effective today, and shall remain in effect until 01/01/2099, or until terminated with or without cause by either party.

Pursuant to the terms of this Agreement, User is authorized to access confidential Medicaid data through the use of computer-related media (system inquiry, on-line update, printed reports, ad hoc reporting, CD reports, etc.), commonly known as the Ohio Medicaid Information Technology System ("OH MITS"). User is responsible for complying with all applicable federal and state laws, rules, and regulations when creating, receiving, maintaining, or transmitting information within the OH MITS.

User agrees to use appropriate administrative, technical, and physical safeguards to prevent any use or disclosure of information retrieved from MMIS that is not permitted or provided for by this Agreement.

User shall only use and/or disclose information retrieved from the OH MITS to perform obligations and responsibilities as authorized by ODJFS and this Agreement. User understands that, in accordance with state and federal law, information retrieved from the OH MITS may be used solely for the following purposes:

- Establishing if an individual is eligible for Medicaid;
- Determining the amount of medical assistance, or the amount and source of third party liability;
- Providing eligible recipients with Medicaid services; and
- Conducting or assisting an investigation, prosecution, or civil or criminal case related to the administration of Medicaid.

User understands that the use or disclosure of information retrieved from the OH MITS for purposes other than those related above may result in sanctions or criminal charges against violators.

User shall not disclose to unauthorized persons, nor knowingly permit unauthorized access by others to, information retrieved from the OH MITS.

User shall not use the system as a locator service for law enforcement, child support enforcement, or other purposes unrelated to Medicaid.

Yes, I have read the Terms of Service agreement

Clicking "I Agree" constitutes a signature of this Agreement. By signing this Agreement, I acknowledge that I have read and understand this Agreement, and I consent to be bound by all of the terms and conditions listed herein. I understand that any failure to comply with this Agreement may result in sanction, including the termination of my User Account.

[Privacy](#) | [Disclaimer](#)

### Tasks for this panel

1. Read the **User Account Agreement** carefully. Use the scroll bar on the left side of the page to view the information in its entirety.
2. Check the box for **Yes, I have read the Terms of Service agreement**. When this box is checked, the **I Agree** button is enabled.
3. If the terms of service are agreed to, click the **I Agree** button. The **Register as a Trading Partner** page displays.
4. If the terms of service are not agreed to, click the **Disagree** button. This cancels the account setup process, records the agreement as rejected, and ends the session. **Close** the internet browser.

### Register as a Trading Partner

The Register as a Trading Partner panel is used to enter the trading partner's name, contact information, and identifiers. This panel is also where a trading partner creates a MITS user ID and password that will be used to access the Ohio MITS Provider Portal.

**Ohio.gov** | Medicaid Information Technology System

**Register as a Trading Partner**  
Enter your personal information and press Register when finished.

\*First Name:

Middle Initial:

\*Last Name:

\*Email Address:

Telephone Number:

\*User ID:

\*Password:

\*Confirm Password:

\* required  
[Privacy](#) | [Disclaimer](#)

**Your User ID must meet the following criteria:**

- Minimum of 6 characters in length
- Maximum of 8 characters in length
- Mandatory 1 number (no more than or no less than, just 1 number)

**Your Password must meet the following criteria:**

- Minimum of 8 characters in length
- Maximum of 15 characters in length
- Minimum of 1 alphabetic character
- Minimum of 1 numeric character
- Maximum number of times a specific character can be used is 6
- NOT be the same as your User ID
- NOT repeat any of your last 12 passwords
- Passwords are case sensitive

## Tasks for this panel

1. Enter valid information in the following fields: **First Name**, **Last Name**, and **Email Address**.
2. If desired, enter valid information in the **Middle Initial** and **Telephone Number** fields.
3. Create and enter a new user identification number in the **User ID** field. Follow the User ID guidelines in the box at the right on the page to create the new User ID.
4. Create and enter a new password in the **Password** field. Follow the Password guidelines in the box at the right on the page to create the new Password.
5. Enter the new password a second time in the **Confirm Password** field.
6. Click the **Register** button to continue.
7. To cancel the registration and end the session, click the **Cancel** button.

## Field Descriptions – Register as a Trading Partner

Field	Description	Field Type	Data Type	Length
Cancel	Users will click the Cancel button if they choose to cancel the information they have entered.	Button	Character	0
Register	Users will click the Register button once they have completed updating their information. Once the agent clicks OK it will take them to the Terms of Service page.	Button	Character	0

Field	Description	Field Type	Data Type	Length
Confirm Password	This field will allow the user confirm their self created password. Passwords are a minimum of 8 characters and a maximum of 15 characters.	Field	Alphanumeric	15
Email Address	Trading Partner's email address.	Field	Character	40
First Name	Trading Partner's first name.	Field	Character	40
Last Name	Trading Partner's last name.	Field	Character	40
Middle Initial	Trading Partner's middle initial.	Field	Character	40
Password	Trading Partner's self-created password. Passwords are a minimum of 8 characters and a maximum of 15 characters.	Field	Alphanumeric	15
Telephone Number	Trading Partner's telephone number.	Field	Number	40
User ID	Trading Partner's self-created user ID. User IDs are a minimum of 6 characters and a maximum of 8 characters. The User ID must contain only one number.	Field	Alphanumeric	0
Disclaimer	Disclaimer hyperlink links to the existing ODJFS Privacy/Disclaimer pages.	Hyperlink	Character	0
Privacy	Privacy hyperlink links to the existing ODJFS Privacy/Disclaimer pages.	Hyperlink	Character	0

## Registration Confirmation – Trading Partners

When the **Register** button has been clicked on the Register as a Trading Partner page, the **Register as New User** page displays as below:

**Register As New User**  
Medicaid Information Technology System

 Your registration request was successfully submitted.

[Privacy](#) | [Disclaimer](#)

Click **OK**.

Congratulations! You have now successfully registered as a trading partner with the Ohio Medicaid program.

For information on logging into the secure Ohio MITS Provider Medicaid Portal to perform related trading partner tasks and transactions please refer to volume 4 of this manual: *Logging In, Administration, and Account Maintenance*.

## 2.4 Agent Registration and Account Setup

After MITS Provider Training has been completed, agents must register to use the system to be able to set up an account. Follow the steps below to complete this task.

1. Log into the OHP Public Website at: <http://jfs.ohio.gov/OHP/index.stm> (copy this URL and paste it in your internet browser's address field, then press **Enter** on your keyboard). The ODJFS page "Welcome to Ohio Medicaid" displays.
2. The menu bar below displays above the "Welcome to Ohio Medicaid" information box:

Home Consumers **Providers** Trading Partners Public Information Publications Admin Host

### Job & Family Services Ohio Medicaid

- a. With the mouse, hover over the **Providers** menu option to display the secondary menu options available from the Provider menu.
- b. Select **Account Setup** to begin setting up your account.



- c. The **Account Setup** panel displays.

## Register Agent Account Page

The Register Agent Account Page will allow an individual to create an account to be used by a billing agent or provider to create, manage, or remove clerk records.

**Ohio.gov** | Medicaid Information Technology System

**Register as an Agent**  
Enter your personal information and press Register when finished.

\*First Name:

Middle Initial:

\*Last Name:

\*Email Address:

Telephone Number:

\*User ID:

\*Password:

\*Confirm Password:

\* required  
[Privacy](#) | [Disclaimer](#)

**Your User ID must meet the following criteria:**

- Minimum of 6 characters in length
- Maximum of 8 characters in length
- Mandatory 1 number (no more than or no less than, just 1 number)

**Your Password must meet the following criteria:**

- Minimum of 8 characters in length
- Maximum of 15 characters in length
- Minimum of 1 alphabetic character
- Minimum of 1 numeric character
- Maximum number of times a specific character can be used is 6
- NOT be the same as your User ID
- NOT repeat any of your last 12 passwords
- Passwords are case sensitive

## Tasks for this Panel

To **set up** an agent account:

1. Enter valid information in the following fields: **First Name**, **Last Name**, and **Email Address**.
2. If desired, enter valid information in the **Middle Initial** and **Telephone Number** fields.
3. Create and enter a new user identification number in the **User ID** field. Follow the User ID guidelines in the box at the right on the page to create the new User ID.
4. Create and enter a new password in the **Password** field. Follow the Password guidelines in the box at the right on the page to create the new Password.
5. Enter the new password a second time in the **Confirm Password** field.
6. Click the **Register** button to continue.
7. To cancel the registration and end the session, click the **Cancel** button.

## Field Descriptions – Register as an Agent

Field	Description	Field Type	Data Type	Length
Cancel	Users will click the Cancel button if they choose to cancel the information they have entered.	Button	Character	0
Register	Users will click the Register button once they have completed updating their information. Once the agent clicks OK it will take them to the Terms of Service page.	Button	Character	0

Field	Description	Field Type	Data Type	Length
Confirm Password	This field will allow the user confirm their self created password. Passwords are a minimum of 8 characters and a maximum of 15 characters.	Field	Alphanumeric	15
Email Address	Agent's email address.	Field	Character	40
First Name	Agent's first name.	Field	Character	40
Last Name	Agent's last name.	Field	Character	40
Middle Initial	Agent's middle initial.	Field	Character	40
Password	Agent's self-created password. Passwords are a minimum of 8 characters and a maximum of 15 characters.	Field	Alphanumeric	15
Telephone Number	Agent's telephone number.	Field	Number	40
User ID	Agent's self-created user ID. User IDs are a minimum of 6 characters and a maximum of 8 characters. The User ID must contain only one number.	Field	Alphanumeric	0
Disclaimer	Disclaimer hyperlink links to the existing ODJFS Privacy/Disclaimer pages.	Hyperlink	Character	0
Privacy	Privacy hyperlink links to the existing ODJFS Privacy/Disclaimer pages.	Hyperlink	Character	0

## Registration Confirmation – Agents

When the **Register** button has been clicked on the Register as an Agent page, the **Register as New User** page displays as below:

[Register As New User](#)  
 Medicaid Information Technology System

 Your registration request was successfully submitted.

[Privacy](#) | [Disclaimer](#)

Click **OK**.

Congratulations! You have now successfully registered as an agent with the Ohio Medicaid program.

For information on logging into the secure Ohio MITS Provider Medicaid Portal to perform related agent tasks, please refer to volume 4 of this manual, *Logging In, Administration, and Account Maintenance*.

## 2.5 Log Into the Secure MITS Web Portal Post-Registration

After the initial registration, a provider, trading partner, or agent is ready to access the secure MITS Provider Medicaid Portal to begin performing tasks associated with being an Ohio Medicaid provider, trading partner, or agent.

For detailed information about logging into the secure MITS Provider Medicaid Portal, please proceed to **Volume 4** of this manual: *Logging In, Administration, and Account Maintenance*.

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