



Medicaid Information
Technology System

Provider Medicaid Portal User Manual

Volume 4

Logging In, Administration, and Account Maintenance

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1 THE PROVIDER MEDICAID PORTAL

This section is for all providers who are enrolled to provide and bill for Ohio Medicaid services. It explains to providers who are new enrollees how to access the Ohio MITS online Provider Medicaid Portal system to manage and perform tasks using an individual provider account.

1.1 Log into the Provider Medicaid Portal

After completing enrollment and registration, logging into the Provider Medicaid Portal allows providers to navigate its features to manage an individual provider account, submit claims, and perform the other tasks associated with participation as an Ohio Medicaid provider, as outlined in Section 1.1.

Follow the steps below to log on and enter the system.

1. Access the Ohio public Medicaid Web site at <http://jfs.ohio.gov/OHP/index.stm>. This is the official public Web page for Ohio Medicaid.
2. The **Welcome to Ohio Medicaid** page displays.



3. On the right side of the page is an area for MITS. Click the **CLICK HERE** link.
4. The **Provider Home** page displays.

Ohio.gov | Department of Job and Family Services

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Thursday 09/22/2011 9:00:58 AM

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

enrollment enrollment tracking search provider links long-term care account setup

Job & Family Services Ohio Medicaid

Provider Home

Using the Provider Enrollment wizard, applicants are guided through the necessary steps to complete and submit an enrollment application to become a Medicaid provider. After logging in to the Secured Site, providers can use self-service tools to manage their account, access their mailbox, update demographic information, exchange data files, request eligibility verification, and process claims, prior authorizations, and referrals.

Search Provider Directory

Allow a user to perform searches for providers and community resources by different search criteria such as county, city, state, or zip code.

Fee Schedules

View schedules based on provider types in PDF/HTML/CSV

Search Publications

Allow a user to perform a search for a publication and view the document.

Provider Services

The provider services page contains links to HP contacts, ODJFS contacts, schedules, and provider training.

Managed Care

Ohio Medicaid contracts with Managed Care Plans (MCPs) to provide quality health care to many Ohio Medicaid consumers.

Login to secure site

- Click Here to Login

Provider Setup

If you are a provider and have received your Welcome Letter

- Click here to setup your account

Agent Setup

If you are a provider employee or doing work on behalf of a provider

- Click here to setup your agent account

Note: Provider must approve.

Provider Enrollment

- Provider Enrollment
- Check Provider Enrollment Status

News

- Enroll as a HOME Choice provider
- Rate increase for home and community-based service providers outlined
- Response to Medicaid Performance Audit

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5. On the right side of the page is the **Login to secure site** box. Note the **Click here to Login** link. Click on this link to access the **Sign In** page.

Sign In Page

The **Sign In** page allows users to log into the application. The user can also perform a 'forgotten password' request from this page.

Ohio.gov | Medicaid Information Technology System

Sign In
Medicaid Information Technology System

To sign in, please enter your User ID and Password

User ID:

Password:

Whoever knowingly, or intentionally accesses a computer or a computer system without authorization or exceeds the access to which that person is authorized, and by means of such access, obtains, alters, damages, destroys, or discloses information, or prevents authorized use of the information operated by the State of Ohio, shall be subject to such penalties allowed by law. All activities on this system may be recorded and/or monitored. Individuals using this system expressly consent to such monitoring and evidence of possible misconduct or abuse may be provided to appropriate officials. Users who access this system consent to the provisions of confidentiality of the information being accessed, but have no expectation of privacy while using this system.

In the event that an unauthorized user is able to access information to which they are not entitled, the user should immediately notify the site administrator

Yes, I have read the agreement

[Forgot Your Password?](#)
[Help](#)

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

Tasks for this Panel

To sign in:

1. Complete required fields: **User ID**, and **Password**.
2. Click to acknowledge that **Yes, I have read the agreement**.
3. Click the **Login** button.
4. The Landing page displays for this user.

To request a forgotten password:

1. Enter valid information in the **User ID** field and click the **Forgot Password** link.
2. The system begins step one of the forgotten password process and the **Reset Request** page displays.

To get Help:

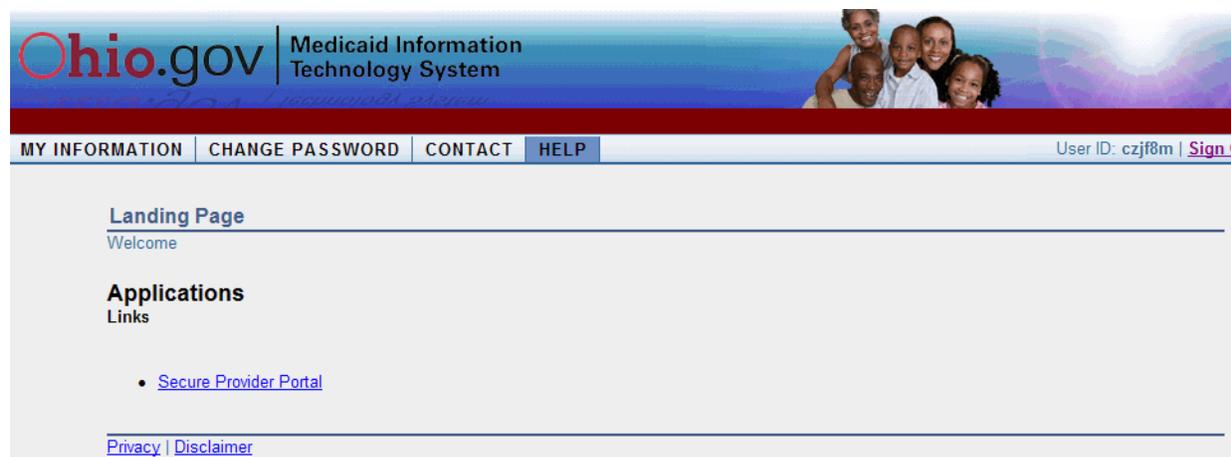
1. Click on the Help link.
2. The system displays information as to whom to Contact if you require a password reset or require assistance with your User ID.

Field Descriptions – Sign In

Field	Description	Field Type	Data Type	Length
Login	User must click on the login button to log into MITS/Portal application.	Button	Character	0
Yes, I have read the agreement	The user must check this box in order to move forward thru the sign in process. Checking this box means the user has read the security agreement.	Check Box	Character	0
Password	User will enter their password to log into MITS/Portal application.	Field	Alphanumeric	15
User ID	User will enter their User ID to log into MITS/Portal application.	Field	Alphanumeric	8
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
Forgot Password	User may click on the Forgot Password link to begin step 1 of the forgotten password process.	Link Button	Character	0
Help	User may click on this link to obtain contact information on who to contact for a password reset or User ID assistance.	Link Button	Character	0

Landing Page

This Landing Page is accessed from the ODJFS public Welcome to Ohio Medicaid Web site. It allows a user to link to all applications for which the user has access. From this page, the user can change account information and display contact information.



Tasks for this Panel

To **access** applications:

To **access** Provider Medicaid Portal applications:

1. Click on the **Secure Provider Portal** link on the Landing page.
2. The system launches the appropriate application in a separate browser window.

To **view** messages:

1. User messages are displayed on the **Landing** page.

Field Descriptions

Field	Description	Field Type	Data Type	Length
Change Password	The Change Password roll over button will allow the user to change their current password. This button is mostly referred to as a Self Service Password Reset	Button	Character	0
Contact	The Contact roll over button will display contact information for the user.	Button	Character	0
Help	The Help roll over button will display the Help information.	Button	Character	0
My Information	The My Information roll over button will allow the user to update their personal information and security challenge questions.	Button	Character	0
Messages	Displays the systems messages such as announcements, statue notification and other actions that the users should be aware of.	Field	Character	255
Applications	Links to available application's based on the user's role.	Hyperlink	Character	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
Sign Off	Click the sign off link to log off the application.	Hyperlink	Character	0

My Information Update Page

This page will allow the user to update their personal information and security challenge questions.

To **update** a security information record:

1. Update information in these fields: **First Name, Last Name, Initials, Email, and Telephone Number.**
2. Click the **OK** button. The modified security information is added to the system.

Field Descriptions – My Information Update

Field	Description	Field Type	Data Type	Length
Cancel	Users can click on the Cancel button to cancel updating their personal information.	Button	Character	0
Challenge Questions	The Challenge Questions roll over button displays the page to perform a self service password reset.	Button	Character	0
Home	The Home roll over button displays the landing page with the list of your applications. Clicking on the application link will launch the application. System messages are also displayed on the Landing Page.	Button	Character	0
OK	The user will click the OK button after they have updated their personal security information.	Button	Character	0
Email	User's email address	Field	Character	40
First Name	User's first name	Field	Character	40
Initials	User's middle initial	Field	Character	40
Last Name	User's last name	Field	Character	40
Telephone Number	User's telephone number	Field	Number	40

Field	Description	Field Type	Data Type	Length
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
Sign Off	Click the sign off link to log off the application.	Hyperlink	Character	0

Challenge Response Questions Page

The Challenge Response Page prompts users to enter their challenge question answers. Challenge questions are used during the forgotten password process.

Ohio.gov | Medicaid Information Technology System

HOME | MY INFORMATION | User ID: sallysu1 | Sign Off

Change Challenge/Response Answers

Change your answers and click OK. You must provide an answer to each challenge. When you click on the "Forgot My Password?" link on the Sign In page you must type the answers exactly as you specify them here.

What is your mother's maiden name?
 Answer: Confirm Answer:

What is your mother's / father's date of birth? (month & day) e.g. 0307
 Answer: Confirm Answer:

What was the name of your elementary / primary school?
 Answer: Confirm Answer:

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Tasks for this Panel

To **change** challenge/response answers:

- Enter required information in the **Answer:** fields for the following questions:
 - What is your mother's maiden name?,**
 - What is your mother's / father's date of birth? (month & day) e.g.0307,** and
 - What was the name of your elementary / primary school?**
- Enter the same required information in the **Confirm Answer:** fields for their respective questions.
- Click the **OK** button.
- The system verifies the challenge answers.
- If correct, the **Sign-In** page displays.

Field Descriptions – Challenge Response Questions Page

Field	Description	Field Type	Data Type	Length
Cancel	Click this button to cancel the request.	Button	Character	0
Home	The Home roll over button displays the landing page with the list of your applications. Clicking on the application link will launch the application. System messages are also displayed on the Landing Page.	Button	Character	0
My Information	The My Information roll over button will allow the user to update their personal information and security challenge questions.	Button	Character	0
OK	Click this button to submit your challenge question answers.	Button	Character	0
Answer	Enter the answer to the third challenge question.	Field	Character	40
Answer	Enter the answer to the first challenge question.	Field	Character	40
Answer	Enter the answer to the second challenge question.	Field	Character	40
Confirm Answer	Confirm answer to the second challenge question.	Field	Character	40
Confirm Answer	Confirm answer to the first challenge question.	Field	Character	40
Confirm Answer	Confirm answer to the third challenge question.	Field	Character	40
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
Sign Off	Click the sign off link to log off the application.	Hyperlink	Character	0

Change Password Page

Users will use this page to reset a password.

Tasks for this Panel

To change a password:

1. Complete required fields: **Current Password**, **New Password**, and **Confirm New Password**.
2. Click the **OK** button. The landing page displays again.

Field Descriptions – Self Service Password Reset Page

Field	Description	Field Type	Data Type	Length
Cancel	Click this button to cancel the request.	Button	Character	0
Home	The Home roll over button displays the landing page with the list of your applications. Clicking on the application link will launch the application. System messages are also displayed on the Landing Page.	Button	Character	0
OK	User must click on the OK button to change their existing password.	Button	Character	0
Confirm New Password	User will confirm their new password. New password and confirm password must match. Passwords are a minimum 8 characters and a maximum of 15 characters.	Field	Alphanumeric	15

Field	Description	Field Type	Data Type	Length
Current Password	User will enter their current password. Passwords are a minimum 8 characters and a maximum of 15 characters.	Field	Alphanumeric	15
New Password	User will enter their new password. Passwords are a minimum 8 characters and a maximum of 15 characters.	Field	Alphanumeric	15
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
Sign Off	Click the sign off link to log off the application.	Hyperlink	Character	0

Contact Page

The Contact page displays provider contact information.

Ohio.gov | Medicaid Information Technology System

HOME | HELP | User ID: czjf8m | [Sign Off](#)

Contact
 State of Ohio - Department of Job and Family Services (ODJFS)

If you are an ODJFS or CDJFS user and have an issue with your User ID or Password, please follow your normal Novell Password Reset procedures.

For all other users:

You can reset your own password by entering your User ID and clicking the "Forgot Your Password?" link on the sign in page.

Or, you can send an email request to have your password reset or be reminded of a forgotten User ID to IMITS_Access_Support@jfs.ohio.gov

- For Password resets: Include your name, User ID, email address on the account, and Provider # and PIN (if applicable)
- For User ID reminders: Include your name, email address on the account, and Provider # and PIN (if applicable)

*Please note, password reset information can only be sent to the email address on the account

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Tasks for this Panel

There are no tasks to perform in this panel.

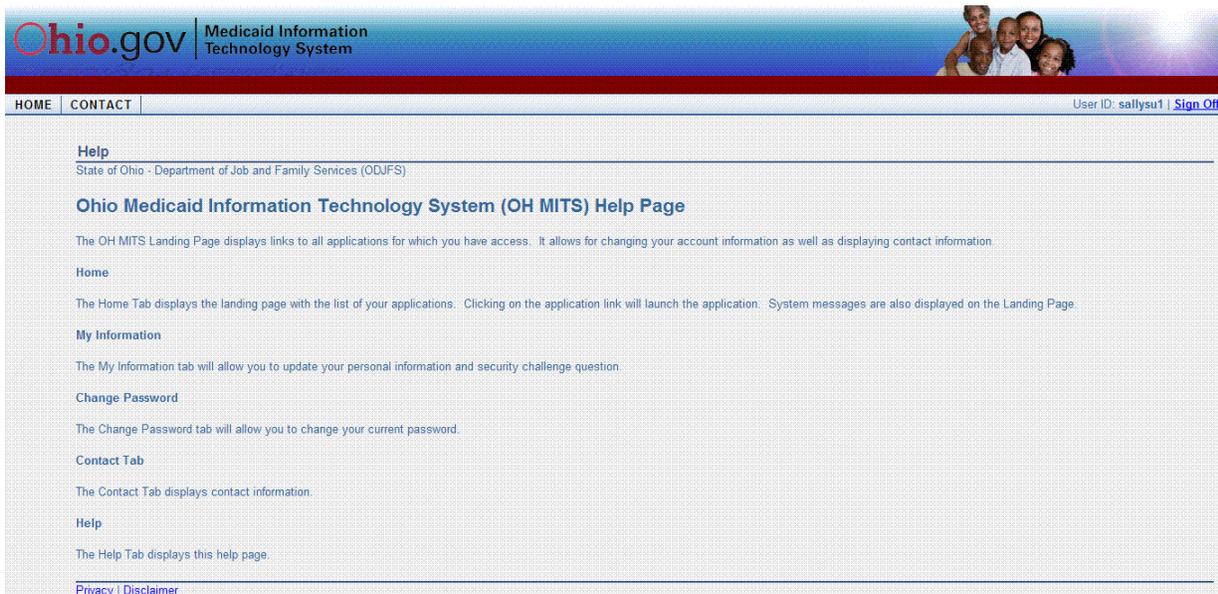
Field Descriptions – Contact

Field	Description	Field Type	Data Type	Length
Help	The Help roll over button will display the Help	Button	Character	0

Field	Description	Field Type	Data Type	Length
	information.			
Home	The Home roll over button displays the landing page with the list of your applications. Clicking on the application link will launch the application. System messages are also displayed on the Landing Page.	Button	Character	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
Sign Off	Click the sign off link to log off the application. .	Hyperlink	Character	0

Help Page

The Help page defines the links from the landing page.



Ohio.gov | Medicaid Information Technology System

HOME | CONTACT | User ID: czjf8m | [Sign Off](#)

Help
 State of Ohio - Department of Job and Family Services (ODJFS)

Ohio Medicaid Information Technology System (OH MITS) Help Page

The OH MITS Landing Page displays links to all applications for which you have access. It allows for changing your account information as well as displaying contact information.

Home

The Home Tab displays the landing page with the list of your applications. Clicking on the application link will launch the application. System messages are also displayed on the Landing Page.

My Information

The My Information tab will allow you to update your personal information and security challenge questions.

Change Password

The Change Password tab will allow you to change your current password.

Contact Tab

The Contact Tab displays contact information.

Help

The Help Tab displays this help page.

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Tasks for this Panel

To use the Help page:

1. Click on one of the tabs at the top of a page:
2. **Home** (access applications and system messages) and **Contact Tab** (view contact information).
3. The system displays the appropriate page.

Field Descriptions – Help

Field	Description	Field Type	Data Type	Length
Contact	The Contact roll over button will display contact information for the user.	Button	Character	0
Home	The Home roll over button displays the landing page with the list of your applications. Clicking on the application link will launch the application. System messages are also displayed on the Landing Page.	Button	Character	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
Sign Off	Click the sign off link to log off the application.	Hyperlink	Character	0



2 PROVIDER MEDICAID PORTAL ADMINISTRATION AND ACCOUNT MAINTENANCE

To assist with setting up and maintaining a provider account, this section first provides resources for seeking assistance. Topics covered in this section include:

- Getting Help
- Modifying Provider Information
- Adding or Deleting a Designated Alternate User
- Locating and Viewing Global Messages
- Provider Publications

2.1 Navigating the Provider Landing Page

The Provider Medicaid Portal internal home page is the first page accessed on the secure side of the Provider Medicaid Portal after successfully logging into MITS. From this page, an enrolled provider can view individual account information, select messages to view, or link to other helpful sources of information. The Provider Medicaid Portal main menu appears across the top of this page and contains options and links for self-service tools, which include:

- Access to online electronic claim forms.
- Submission of electronic claims and attachments.
- Access to previously submitted online claims for adjustments.
- Online tools for checking recipient eligibility.
- Online entry and submission of prior authorization information.
- Ability to review remittance advice information online.

Depending on the role assigned to the provider, provider representative, or agent, the menu options and fields on the Provider Home page only display information associated with the assigned role. In the sample image shown below, information is displayed for the role assigned permission to submit claims and perform primary business functions for a Medicare provider account.

Provider Secure Landing Page-Info Panel

The Provider Secure Landing Page-Info panel displays information related to the current provider. This information includes provider IDs, zip code, taxonomy, and remittance advice designation (mail or download). The image shown below shows messages to a Medicare provider from the secure mailbox.

Name SMITH JOHN J MD
Provider ID 9999999 01/01/1900-
ID 12/31/2299
NPI 4444444444
Taxonomies 207RR0500X - INTERNAL MEDICINE - RHEUMATOLOGY
Medicare 0101001
Zip Code 12410 - 1240

Your R.A.s, or 835 transactions, are being sent to:
The Reports menu item.

Tasks for this Panel

To **view** provider details for another Medicare ID:

1. Select a number from the **Medicare ID** drop-down menu. The page refreshes with new information.

To **view** provider details for another taxonomy code:

1. Select a number from the **Taxonomies** drop-down menu. The page refreshes with new information.

Field Descriptions – Landing Page – Info

Field	Description	Field Type	Data Type	Length
Medicare	Medicare number assigned by the government to the provider.	Label	N/A	0
NPI	National Provider Identification number.	Label	N/A	0
Name	Business name or when an individual, the provider's name.	Label	N/A	0
Provider ID	Provider's Medicaid identification number, effective start date, and end date.	Label	N/A	0
RA Designation	Indicates how remittance advice is made available to the provider.	Label	N/A	0
Taxonomies	Displays the provider's taxonomy number(s) and description.	Label	N/A	0
Zip Code	Zip code of the provider's service location that is associated to the current provider.	Label	N/A	0

Provider Secure Landing Page – Messages

The Provider Secure Landing Page-Messages panel portion of the Provider Secure Landing Page-Info panel displays the ten most recent messages to the provider from the secure mailbox.

Messages				
Category	Subject	Sent Date	Effective Date	Has Read
INTRODUCTION	SUBJECT TEST	03/05/2009	03/05/2009	<input checked="" type="checkbox"/>
INTRODUCTION	Thursday test	03/05/2009	03/05/2009	<input checked="" type="checkbox"/>
INTRODUCTION	test2	03/04/2009	03/04/2009	<input checked="" type="checkbox"/>
INTRODUCTION	test	03/04/2009	03/04/2009	<input checked="" type="checkbox"/>
INTRODUCTION	copy msg	03/02/2009	03/02/2009	<input checked="" type="checkbox"/>
INTRODUCTION	copy msg	03/02/2009	03/02/2009	<input checked="" type="checkbox"/>
INTRODUCTION	Provider Specialty	03/02/2009	03/02/2009	<input checked="" type="checkbox"/>
INTRODUCTION	Provider ID Test	03/02/2009	03/02/2009	<input checked="" type="checkbox"/>
INTRODUCTION	Message to Hocking County	03/02/2009	03/02/2009	<input checked="" type="checkbox"/>
INTRODUCTION	testing	03/02/2009	03/02/2009	<input checked="" type="checkbox"/>

Message ? ⌵

Category INTRODUCTION
Subject test

ajfakjflajflkajflajflkajflkasd

Message

Effective Date 03/04/2009

Sent Date 03/04/2009

Disclaimer The information contained in this message is confidential and is intended solely for the use of the person or entity named above. This message may contain individually identifiable information that must remain confidential and is protected by state and federal law. If the reader of this message is not the intended recipient, the reader is hereby notified that any dissemination, distribution or reproduction of this message is strictly prohibited. If you have received this message in error, please immediately notify the sender by telephone and destroy the original message. We regret any inconvenience and appreciate your cooperation.

Tasks for this Panel

To **view** a provider message:

1. Select a row from the list of messages. The panel refreshes and displays the contents of the selected message at the bottom of the panel.

Field Descriptions – Landing Page – Messages

Field	Description	Field Type	Data Type	Length
Category (Detail)	Category of the message. Read-Only.	Field	Character	30
Effective Date (Detail)	Effective date of the message. Read-Only.	Field	Date (MM/DD/CCYY)	10
Has Read	Yes or no indicator of message read status.	Field	Check Box	0
Message	Text of the message.	Field	Character	200000000
Sent Date (Detail)	Date the message was sent. Read-Only.	Field	Date (MM/DD/CCYY)	10
Subject (Detail)	Subject line of the message. Read-Only.	Field	Character	100
Category (List)	Category of the message. Read-Only.	Listview	Character	30

Field	Description	Field Type	Data Type	Length
	Only.			
Effective Date (List)	Effective date of the message. Read-Only.	Listview	Date (MM/DD/CCYY)	10
Sent Date (List)	Date the message was sent. Read-Only.	Listview	Date (MM/DD/CCYY)	10
Subject (List)	Subject line of the message. Read-Only.	Listview	Character	0

Provider Medicaid Portal Main Menu Options

Options available from the primary Main menu of the Provider Medicaid Portal provide access to the Provider Medicaid Portal features. This primary menu appears at the top of all internal pages and panels of the Provider Medicaid Portal.



To perform a task in the Provider Medicaid Portal, select the menu option for the type of task to complete. Pages and their associated panels for these tasks will display.

The following options are accessible from the Main menu:

- **Providers** – Displays provider demographic information and options for maintaining this information.
- **Account** – Provides access to messages, switching to an alternate account, and provider account site settings.
- **Trading Partners** – Accesses trading partner accounts and information (only for users that are trading partners).
- **Claims** – Accesses claims panels for the type of claim to search or submit to the system.
- **Eligibility** – Locates information about a recipient's eligibility for Medicaid services.
- **Prior Authorization** – Provides a means to search for, enter new, or review prior authorization information.
- **Reports** – Displays provider-specific reports.
- **Publications** – Accesses a list of available publications.

Portal Header – Secure

The Portal Header-Internal panel is a consistent header that appears at the top of each Web page throughout the secure Web Portal. A 'skin' which defines the color scheme, graphics, fonts, and other display characteristics is defined for each state that implements the application. The skin that is defined for Ohio may make the footer look different than the application footer does

in another state, but all states have footer information that is used consistently throughout the application. The set of links in the navigation menu vary based on the security privileges granted with the user's role (for example, a Clerk will see a different set of links than a Trading Partner).



Tasks for this Panel

To **access** the following provider tasks, click the link at the bottom of the header:

1. Click **Provider Home** to return to this page.
2. Click **Claims** to submit a claim or to review previous claims
3. Click **Eligibility** to review a customer's eligibility.
4. Click **Prior Authorization** to create or research a prior authorization request.
5. Click **Reports** to create a report of your claims or transactions.
6. Click **Sign Out** to end your session.

Field Descriptions – Portal Header – Secure

Field	Description	Field Type	Data Type	Length
User Name	Welcome label that identifies user that is logged on to the secure Web portal.	Field	Character	50
Account	Link to the Account Web page.	Hyperlink	N/A	0
Claims	Link to the Claims Web page.	Hyperlink	N/A	0
Eligibility	Link to the Eligibility Web page.	Hyperlink	N/A	0
Eligibility	Link to Eligibility Web page.	Hyperlink	N/A	0
Prior Authorization	Link to the Prior Authorization Web page.	Hyperlink	N/A	0
Provider	Link to the secure Providers Home Web page.	Hyperlink	N/A	0
Publications	Link to the Publications Web page.	Hyperlink	N/A	0
Reports	Link to the Reports Web page.	Hyperlink	N/A	0
Trading Partners	Link to the Trading Partners Web page.	Hyperlink	N/A	0

Portal Footer – Secure

The Portal Footer-Secure panel is a consistent footer that appears at the bottom of each Web page throughout the secured Web Portal. A 'skin' which defines the color scheme, graphics, fonts, and other display characteristics is defined for each state that implements the application.

The skin that is defined for Ohio may make the footer look different than the application footer does in another state, but all states have footer information that is used consistently throughout the application.

[Home](#) | [OHP Home](#) | [Site Settings](#) | [Site Map](#) | [Privacy Statement](#) | [Contact Us](#)
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Tasks for this Panel

To **go to** another location on the OHP Web site:

1. Click **Home** to return to the main Ohio Medicaid Portal page.
2. Click **OHP Home** to go to the Ohio Medicaid site.
3. Click **Site Map** to find another location in the OHP Web site.
4. Click **Site Settings** to set how you view your Provider home page.
5. Click **Contact Us** to find the phone number of someone to help with your account.

Field Descriptions – Portal Footer – Secure

Field	Description	Field Type	Data Type	Length
Contact Us	Link to the state's Contact Us Web page (http://jfs.ohio.gov/ocomm_root/contactUs.stm)	Hyperlink	N/A	0
Home	Link to the Ohio Medicaid Portal landing page.	Hyperlink	N/A	0
OHP Home	Link to the State's official Medicaid Web site (http://jfs.ohio.gov/OHP/index.stm).	Hyperlink	N/A	0
Privacy Statement	Link to the State's Privacy Statement (http://jfs.ohio.gov/ocomm_root/privacy.stm)	Hyperlink	N/A	0
Site Map	Link to the Site Map Web page.	Hyperlink	N/A	0
Site Settings	Link to the Site Settings Web page.	Hyperlink	N/A	0

Provider Secure Landing Page – Info

Provider Secure Landing Page – Quick Links

The Provider Secure Landing Page-Quick Links panel portion of the provider secure home page contains links to other provider-related areas of the Ohio Medicaid Web portal.

Quick Links

- [Medicaid Remittance Advice \(Pre-MITS\)](#)
- [1099 Information](#)
- [Provider Termination Procedures](#)
- [Provider FAQ](#)
- [ODJFS Provider e-Manuals](#)
- [JFS Provider Forms Central](#)
- [Managed Care FAQ](#)

Tasks for this Panel

To **go** to another location on the OHP Web site:

1. Click **1099 Information** to view your provider 1099 forms.
2. Click **Provider Termination Procedures** to find instructions to end your provider enrollment.
3. Click **Provider FAQ** to find answers to providers frequently asked questions.
4. Click **ODJFS Provider e-Manuals** to find online versions of ODJFS provider manuals.
5. Click **JFS Provider Forms Central** to find online versions of ODJFS provider forms.
6. Click **Managed Care FAQ** to find answers to managed care providers frequently asked questions.

Field Descriptions – Landing Page – Quick Links

Field	Description	Field Type	Data Type	Length
1099 Information	Link to the 1099 Information page.	Hyperlink	N/A	0
JFS Provider Forms Central	Links to the ODJFS Provider Forms Central website (http://www.odjfs.state.oh.us/forms/inter.asp).	Hyperlink	N/A	0
Managed Care FAQ	Link to ODJFS MCP frequently asked questions (http://jfs.ohio.gov/OHP/bmhc/documents/pdf/ProviderComplaintFAQs.pdf)	Hyperlink	N/A	0
Medicaid Remittance Advice (Pre-MITS)	Link to the ODJFS Web Portal to access RA's created prior to MITS.	Hyperlink	N/A	0
ODJFS Provider e-Manuals	Links to the ODJFS Provider e-Manuals website (http://emanuals.odjfs.state.oh.us/emanuals/).	Hyperlink	N/A	0

Field	Description	Field Type	Data Type	Length
Provider FAQ	Link to the Provider Help/FAQ Web page.	Hyperlink	N/A	0
Provider Termination Procedures	Link to the Provider Termination Procedures section of the Provider Help/FAQ Web page.	Hyperlink	N/A	0

2.2 Provider Tools

Links to administrative tools from the Providers menu option include:

- **Demographic Maintenance** – to set up details for a user's account, including language, account, address, and service information.
- **1099 Information** – to view the provider's year-to-date 1099 information for a specific calendar year.
- **Provider FAQ** – to view links to Provider and Managed Care Frequently Asked Question documents.
- **MITS Days Report** – to search and view monthly reports of the provider's activity.

Note: A registered agent logged into the secure portal will only see the 1099 Information link. The other links are not for use by an agent. Other portal menu options may also be viewable and not editable by an agent.

Demographic Maintenance – Language

The Demographic Maintenance - Language panel is used to indicate that languages other than English are spoken by the provider.

Service Language ?

Language	Effective Date	End Date
ENGLISH	06/01/1982	12/31/2299

Select row above to update -or- click Add button below.

Language Effective Date
 End Date



Tasks for this Panel

To **add** a language:

1. Select the desired language from the **Language** drop-down menu.
2. Enter valid data in the following fields: **Effective Date** and **End Date**.
3. Click the **add** button to save the language.
4. The new language is added to the system.

To **delete** a language:

1. Select the desired language from the **Language** drop-down menu.
2. Click the **delete** button. The record is deleted.

Field Descriptions – Demographic Maintenance

Field	Description	Field Type	Data Type	Length
Add	Inserts a new language record. Proper permissions are required to perform an add.	Button	N/A	0
Cancel	Cancels all changes applied to all panels on the page.	Button	N/A	0
Delete	Deletes the selected record. Proper permissions are required to perform a delete.	Button	N/A	0
Save	Saves the updated information on all panels on the page.	Button	N/A	0
Effective Date	Language effective date.	Field	Date (MM/DD/CCYY)	10
End Date	End date of the language.	Field	Date (MM/DD/CCYY)	10
Language	Description of the spoken language.	Field	Drop Down List Box	0
Effective Date (List)	Language effective date.	Listview	Date (MM/DD/CCYY)	10
End Date (List)	End date of the language.	Listview	Date (MM/DD/CCYY)	10
Language (List)	Description of the spoken language.	Listview	Character	0

Field Edits – Demographic Maintenance

Field	Field Type	Error Code	Error Message	To Correct
Effective Date	Field	1	Effective Date is required.	Enter an effective date.

Field	Field Type	Error Code	Error Message	To Correct
Effective Date	Field	15	Effective Date must be greater than or equal to 1/1/1900.	The effective date must be greater than 1/1/1900.
Effective Date	Field	16	Effective Date must be less than or equal to End Date.	The effective date must be less than or equal to the end date.
Effective Date	Field	17	Date segments cannot overlap.	Date segments cannot overlap for the same language.
End Date	Field	1	End Date is required.	Enter an end date.
End Date	Field	15	End Date must be greater than or equal to 1/1/1900.	The end date must be greater than 1/1/1900.
End Date	Field	16	Effective Date must be less than or equal to End Date.	The effective date must be less than or equal to the end date.
Language	Field	29	A valid Language is required.	Choose a language.

Demographic Maintenance – Location Name Address

This Demographic Maintenance - Location Name Address panel is used by a provider to update specific information related to their Location Name Address. The provider must select a specific Address Type line item and then the related fields will be displayed. This panel displays the name and address segments for Pay To, Mail To, Home Office, and Service Location based on the provider's selection of Address Type line item. The provider cannot change Name Type, Name, Title, or Address Type fields. The provider may change the Country, Address1, Address2, City, State, Zip, Phone, Fax, and E-mail fields. When the provider has changed the fields that they want changed and have entered all the required fields then they must select the save button to initiate the changes. The provider may select the cancel button if they do want to make the changes for a select Address Type line item.

Location Name Address							
Address Type	Name	Address 1	City	State	Zip	Zip + 4	Phone
HOME/CORP OFFICE	JACK B DEWEY DDS PA	6743 ROMROG WAY	BENTLEY	RI	08172	7577	(218)259-4337
MAIL TO/CORRESPOND	JACK B DEWEY DDS PA	1901 ROMROG WAY	BENTLEY	RI	08172	7577	(218)259-4337
PAY TO ADDRESS	JACK B DEWEY DDS PA	1243 ROMROG WAY	BENTLEY	RI	08172	7577	(218)259-4337
SVC LOCATION	JACK B DEWEY DDS PA	3447 ROMROG WAY	BENTLEY	RI	08172	7577	(218)259-4337

Type changes below.

Name Type <input checked="" type="checkbox"/> Business Name <input type="checkbox"/> Personal Name	
Name	JACK B DEWEY DDS PA
Title	<input type="text"/>
Address Type	HOME/CORP OFFICE
Country	UNITED STATES
*Address 1	6743 ROMROG WAY
Address 2	<input type="text"/>
*City	BENTLEY
*State	RI
*Zip	08172 7577
*E-Mail	DALLAS.OLIVER@mysp.com
*Phone	(218)259-4337
Fax	(757)777-7777
*Confirm E-Mail	<input type="text"/>

Tasks for this Panel

To update a location name address:

1. Select the desired record from the **Location Name Address** panel. The system displays the record.
2. Update required data in the following fields: **Address 1, Phone, City, State, Zip, E-Mail, and Confirm E-Mail.**
3. Update optional data in the following fields: **Country** and **Address 2.**
4. Click the **save** button. The system updates the record.

Field Descriptions – Demographic Maintenance – Location Name Address

Field	Description	Field Type	Data Type	Length
cancel	Cancels the current operation and discards all changes.	Button	N/A	0
save	Saves all changes made to all address segments.	Button	N/A	0
Country	Country of the current address segment.	Combo Box	Alphanumeric	50
State	State of the current address segment.	Combo Box	Alphanumeric	2
Title	Provider's official title.	Combo Box	Alphanumeric	15
Address 1	Address 1 of the current address segment.	Field	Alphanumeric	30
Address 2	Address 2 of the current address segment.	Field	Alphanumeric	30
Address Type	Indicates the current address segment.	Field	Alphanumeric	15
City	City of the current address segment.	Field	Alphanumeric	30
Confirm E-mail	Confirmation of e-mail address for the current address segment.	Field	Alphanumeric	50
E-Mail	The e-mail address for the current address segment.	Field	Alphanumeric	50
Fax	Fax number for the current address segment.	Field	Number	10
Name	Provider's name. Read-only.	Field	Alphanumeric	50
Name Type	Indicates the type of name: Business or Personal.	Field	Radio Button	1
Phone	Provider's phone number and extension.	Field	Number	10
Phone Ext	Provider's phone extension.	Field	Number	4
Zip	Zip Code and 4 digit extension of the current address segment.	Field	Number	5
Zip + 4	Zip Code extension of the current address	Field	Number	4

Field	Description	Field Type	Data Type	Length
	segment.			

Field Edits – Demographic Maintenance – Location Name Address

Field	Field Type	Error Code	Error Message	To Correct
State	Combo Box	1	State is required.	Enter a state.
Address 1	Field	1	Address 1 is required.	Enter an address.
All fields	Field	1	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric 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; alphanumeric fields must only contain A - Z and 0 - 9.
All fields	Field	2	Field exceeds max length.	Ensure that the entered data does not exceed the maximum length.
City	Field	1	City is required.	Enter a city.
Confirm E-mail	Field	1	Confirm E-mail is required.	Enter Confirm E-mail.
E-Mail	Field	1	E-Mail is required.	Enter an E-Mail.
Phone	Field	1	Phone is required.	Enter a phone.
Zip	Field	1	Zip is required	Enter a zip.

Demographic Maintenance – Provider Information

The Demographic Maintenance – Provider Information panel is used by a provider to view billing information and to select links to view address, bank, ownership, and language information.

Provider Information	
Medicaid Provider ID 773779677 MCD	Address Type PRACTICE LOCATION
National Provider ID 8580608432 NPI	Address 4727 ROCKY ROAD
Practice Type INDIVIDUAL PRACTICE	City AUTAUGAVILLE
Provider Type 04 - OUTPATIENT HEALTH FACILITY	County ALLEN
Ownership NO	State/Zip RI 07730-7577
Medicaid Effective Date 01/01/1970	Phone 651-926-3988
Medicaid End Date 12/31/2299	COUNTY 06 BROWARD COUNTY COUNTY 16 DUVAL COUNTY
	Region



Tasks for this Panel

There are no tasks to perform in this panel.

Field Descriptions – Demographic Maintenance – Provider Information

Field	Description	Field Type	Data Type	Length
Address	First and second line of the provider's address. Read-only.	Field	Character	30
City	City of the provider's address. Read-only.	Field	Character	30
County	County of the provider's address. Read-only.	Field	Character	50
Medicaid Effective Date	Date that a Provider Medicaid Agreement becomes effective.	Field	Date (MM/DD/CCYY)	0
Medicaid End Date	Date that a Provider Medicaid Agreement is no longer effective.	Field	Date (MM/DD/CCYY)	0
Medicaid Provider ID	Provider's Medicaid identification number. Read-only.	Field	Character	15
National Provider ID	Provider's National Provider Identifier (NPI). Read-only.	Field	Character	15
Ownership	Indicates whether provider has an ownership interest in another provider or organization. Read-only.	Field	Character	3
Phone	Phone number of the provider. Read-only.	Field	Number	10
Practice Type	Identifies the proprietary nature of a provider's practice. Read-only.	Field	Character	30
Provider Type	Classification based on the provider's license. Read-only.	Field	Character	50
Region	Description/Name of the Area Office	Field	Character	50
State/ZIP	State, zip code, and zip + 4 of the provider's address. Read-only.	Field	Character	15
Usage	Indicates the current address segment.	Field	Character	15

Demographic Maintenance – Service Location

The Demographic Maintenance – Service Location panel is used by a provider to update specific information related to their service location.

The screenshot shows a web-based form titled "Service Location" with a help icon in the top right corner. The form contains two dropdown menus: "Accepting New Patients?" with "YES" selected, and "Include in Directory Search?" with "NO" selected. At the bottom right of the form are two buttons labeled "save" and "cancel".

Tasks for this Panel

To **update** service location information:

1. Select the desired options from the **Accepting New Patients?** and **Include in Directory Search?** drop-down menus.
2. Click the **save** button. The system updates the record.

Field Descriptions – Demographic Maintenance – Service Location

Field	Description	Field Type	Data Type	Length
cancel	Cancels all changes applied to all panels on the page.	Button	N/A	0
save	Saves the updated information on all panels on the page.	Button	N/A	0
Accepting New Patients?	Indicator used to determine if the provider is accepting new patients. Valid values are: Yes and No.	Field	Character	1
Include in Directory Search?	Indicator used to determine if the provider's name will appear in the directory search. Valid values are: Yes and No.	Field	Character	1

1099 Information

The 1099 Information panel displays the provider's year-to-date 1099 information for a specific calendar year. A page total line displays the sum of the amount columns. The information on this panel cannot be updated.

1099 Information											
Year		2007									
Records		20									
Search Results											
Tax ID	Issue Date	System Earnings	Manual Earnings	Claim Refunds	Non-Claim Refunds	Void Amount	FICA Amount	BackUp Withholding Amount	Net Earnings	Adjust Reason	
980032016	06/17/2007	\$9,999,999.00	\$100.00	\$2,000.00	\$300.00	\$4,000.00	\$500.00	\$60.00	\$9,993,799.00		
980032016	06/18/2007	\$4,327.66	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,327.66		
980032016	06/19/2007	\$18.33	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$18.33		
980032016	07/16/2007	\$152.81	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$152.81		
980032016	07/22/2007	\$48.00	\$10.00	\$20.00	\$30.00	\$40.00	\$50.00	\$60.00	(\$32.00)		
980032016	08/13/2007	\$96.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$96.00		
980032016	08/27/2007	\$100.96	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.96		
980032016	09/03/2007	\$370.05	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$370.05		
980032016	09/10/2007	\$14.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$14.00		
980032016	09/11/2007	\$34.38	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$34.38		
980032016	09/21/2007	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00		
980032016	10/07/2007	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
980032016	ADJUSTMENT	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$90.00	\$0.00	State Directed	
Page Totals:		\$10,005,361.19	\$110.00	\$2,020.00	\$330.00	\$4,040.00	\$550.00	\$210.00	\$9,999,081.19		

Tasks for this Panel

To search **1099** information:

1. Enter valid data in the **Year** field.
2. Click the **search** button. The system displays the search results.

Field Descriptions – 1099 Information

Field	Description	Field Type	Data Type	Length
clear	Clears all the search criteria.	Button	N/A	0
search	Displays the Search Results based on the criteria entered on the search panel.	Button	N/A	0
Records (Search Criteria)	Allows the user to specify the number of rows to display per page.	Field	Drop Down List Box	0
Year (Search Criteria)	Year of the 1099 payment detail information to be viewed.	Field	Number	4
Adjust Reason	Description of the reason for the 1099 adjustment.	Listview	Character	50
Backup Withholding Amount	Amount of backup withholding for this detail payment record.	Listview	Number	12
Claim Refund	Amount returned from an individual provider for claims that had previously been overpaid.	Listview	Number	12
FICA Amount	Amount of Federal Insurance Contributions Act (FICA) tax paid for this detail payment record.	Listview	Number	12
Issue Date	Date the payment was issued to the provider.	Listview	Date (CCYYMMDD)	8
Manual Earnings	Dollar amount of earnings produced by manually issuing payments to the provider.	Listview	Number	12
Net Earnings	Column representing the sum of the System Earnings, Manual Earnings, Claim Refunds, Non-Claim Refunds, and Void Amount columns. This is a calculated field.	Listview	Number	12
Non-Claim Refunds	Amount returned from an individual provider for a reason other than overpayment of claims.	Listview	Number	12
System Earnings	Dollar amount of earnings produced by the system for regular claim payments.	Listview	Number	12
Tax ID	Provider's federal tax identification number or Social Security number.	Listview	Number	9
Void Amount	Amount an individual provider's 1099 is credited for a check that has never been cashed.	Listview	Number	12

Field Edits – 1099 Information

Field	Field Type	Error Code	Error Message	To Correct
Year (Search Criteria)	Field	10	Year must be 4 digits long and cannot be greater than the current year.	Enter a valid year.
Year (Search Criteria)	Field	20	Year is required.	Enter a year.

Provider FAQs

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

Note: For details on the Provider FAQs, refer to Volume 9 of the Provider Medicaid Portal User Manual.



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?](#)

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.

Paid Monthly MITS Days Report – Search

Allows the Provider to search and build the MITS Days Reports.

Paid Monthly MITS Days Search ? | ↕

*From Date of Service (mm/yyyy) *To Date of Service (mm/yyyy)

Note: The date range is limited to a maximum of twelve months.

Tasks for this Panel

To **search for** and **build** the MITS Days Reports:

1. Enter a valid **From Date of Service** date.



2. Enter a valid **To Date of Service** date.
3. Click **search** to display the search results.
4. Click **clear** to begin with a new date range.

Field Descriptions – Paid Monthly MITS Days Report – Search

Field	Description	Field Type	Data Type	Length
clear	Clears the search fields.	Button	N/A	0
search	Search button.	Button	N/A	0
From Date of Service (mm/ccyy)	Search From Date of Service (mm/ccyy)	Field	Character	7
To Date of Service (mm/ccyy)	Search To Date of Service (mm/ccyy)	Field	Character	7

Field Edits – Paid Monthly MITS Days Report – Search

Field	Field Type	Error Code	Error Message	To Correct
From Date of Service (mm/ccyy)	Field	1	From Date of Service (mm/ccyy) is not valid.	Enter valid date in the format (mm/ccyy).
From Date of Service (mm/ccyy)	Field	2	From Date of Service (mm/ccyy) must be less than or equal to the To Date of Service (mm/ccyy).	Enter in a date that is less than or equal to the To Date of Service (mm/ccyy).
From Date of Service (mm/ccyy)	Field	3	From Date of Service (mm/ccyy) and To Date of Service (mm/ccyy) must be within 12 month range.	Enter the Dates to be within 12 months of each other.
From Date of Service (mm/ccyy)	Field	4	From Date of Service (mm/ccyy) is required.	Enter valid date in the format (mm/ccyy).
From Date of Service (mm/ccyy)	Field	5	From Date of Service (mm/ccyy) must be less than or equal to Today's date.	Enter in a date that is less than or equal to Today's date.
To Date of Service (mm/ccyy)	Field	1	To Date of Service (mm/ccyy) is not valid.	Enter valid date in the format (mm/ccyy).
To Date of Service (mm/ccyy)	Field	4	To Date of Service (mm/ccyy) is required.	Enter valid date in the format (mm/ccyy).
To Date of Service (mm/ccyy)	Field	5	To Date of Service (mm/ccyy) must be less than or equal to Today's date.	Enter in a date that is less than or equal to Today's date.

Paid Monthly MITS Days Report – Results

Allows the Provider to view the results of MITS Days Reports.

Search Results								
Service Date	Covered Days	Covered Leave Days	Non-Reimbursement Days	MITS Days	Total Charges	Patient Liability	Net Charges	Rate
06/2006	0	0	0	0.0	\$0.00	\$0.00	\$0.00	0.00
07/2006	0	0	0	0.0	\$0.00	\$0.00	\$0.00	0.00
08/2006	0	0	0	0.0	\$0.00	\$0.00	\$0.00	0.00
09/2006	0	0	0	0.0	\$0.00	\$0.00	\$0.00	0.00
10/2006	0	0	0	0.0	\$0.00	\$0.00	\$0.00	0.00
11/2006	0	0	0	0.0	\$0.00	\$0.00	\$0.00	0.00
12/2006	0	0	0	0.0	\$0.00	\$0.00	\$0.00	0.00
01/2007	155	5	0	152.5	\$26,425.00	\$1,115.00	\$25,310.00	170.48
02/2007	140	6	0	137.0	\$24,640.00	\$1,115.00	\$23,525.00	176.00
03/2007	90	4	0	88.0	\$15,903.00	\$669.00	\$15,234.00	176.70
04/2007	90	5	0	87.5	\$17,955.00	\$669.00	\$17,286.00	199.50
05/2007	93	3	0	91.5	\$17,442.00	\$669.00	\$16,773.00	187.54
Totals								
Service Date	Covered Days	Covered Leave Days	Non-Reimbursement Days	MITS Days	Total Charges	Patient Liability	Net Charges	
06/2006 - 05/2007	568	23	0	556.5	\$102,365.00	\$4,237.00	\$98,128.00	

Tasks for this Panel

There are no tasks for this panel.

Field Descriptions – Paid Monthly MITS Days Report – Results

Field	Description	Field Type	Data Type	Length
Covered Days	Date of Service range total number of Covered Days.	Listview	Number	5
Covered Days (Total)	Date of Service range total number of Covered Days.	Listview	Number	5
Covered Leave Days	Total number of Covered Leave Days.	Listview	Number	5
Covered Leave Days (Total)	Date of Service range total number of Covered Leave Days.	Listview	Number	5
MITS Days	Total number of MITS Days.	Listview	Number	5
MITS Days (Total)	Date of Service range total number of MITS Days.	Listview	Number	5
Net Charges	Total difference between the Total Charges - Patient Liability.	Listview	Number	15
Net Charges (Total)	Date of Service range total difference between the Total Charges - Patient Liability.	Listview	Number	15
Non-Reimbursement Days	Total number of Non-Reimbursement Days.	Listview	Number	5
Non-Reimbursement Days (Total)	Date of Service range total number of Non-Reimbursement Days.	Listview	Number	5
Patient Liability	Total amount of Patient Liability.	Listview	Number	15

Field	Description	Field Type	Data Type	Length
Patient Liability (Total)	Date of Service range total amount of Patient Liability.	Listview	Number	15
Rate	The Rate is TotalCharges / NumberDaysCovered	Listview	Number	15
Service Date	Service Date in the range that was searched on.	Listview	Character	7
Service Date (Total)	Service Date range that was searched on.	Listview	Character	15
Total Charges	Total amount of Total Charges.	Listview	Number	15
Total Charges (Total)	Date of Service range total amount of Total Charges.	Listview	Number	15

2.3 Account Tools

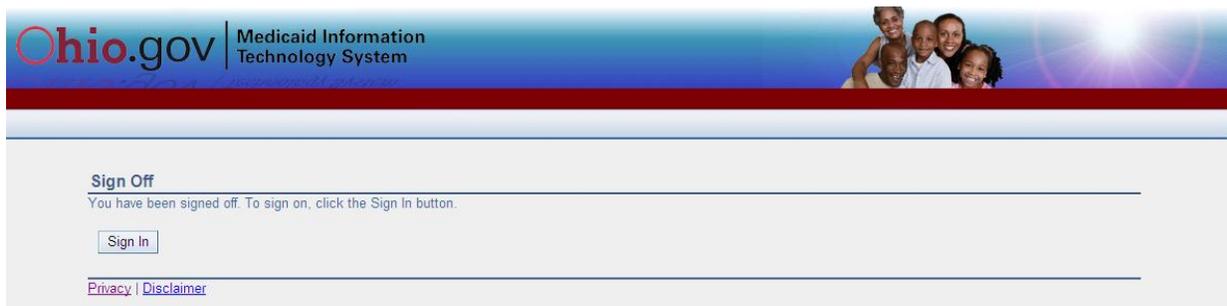
Links to account tools from the Account menu option include:

- **Logoff** – to sign off of the Provider Portal.
- **Messages** – to view a list of messages from ODJFS from which the user is able to view.
- **Switch Provider** – to switch to a different authorized provider account profile and its associated locations.
- **Site Settings** – to set personal settings for the appearance of the Provider Portal panels.



Logoff

Use the **logoff** link below the **Providers** menu option, as shown above, to sign off the Provider Portal.



Click the **Sign In** button to log back into the system before closing the session. Once the session has ended and the browser is closed, a new log in must be established from the ODJFS Web Site.

Switch Provider – Providers

The Switch Provider-Providers panel allows a clerk to switch to a different authorized provider account profile and its associated locations.

After logging on, the clerk uses the Switch Provider panel to select an available provider from the displayed list. Confirmation of the current provider number displays as the page title. After the clerk selects the desired provider, the clerk is redirected to the Account Home page that displays the provider ID. If an NPI exists, the NPI, taxonomy, and physical address of the provider are also displayed.

The screenshot shows a web interface titled "Switch Provider". It contains a table with the following columns: National Provider ID, Medicaid Provider ID, Address, City, State, Zip, Zip + 4, Taxonomy, Provider Type, and Default Provider ID. Two rows are visible, both with Medicaid Provider ID 000123456 and Address 999 ANY ST LN. The first row has Taxonomy "HOME & COMMUNITY-BASED SERVICES WAIVER" and Provider Type "HOME & COMMUNITY-BASED SERVICES WAIVER". The second row has Taxonomy "PHARMACY" and Provider Type "PHARMACY". Below the table is a "Current Provider" section with fields for National Provider ID, Medicaid Provider ID, Address, City, State, Zip, Taxonomy, and Provider Type. At the bottom right are "switch to" and "set as default" buttons.

Tasks for this Panel

To **switch** account profiles:

1. Select the desired record from the **Switch Provider** panel.
2. Click the **switch to** button.
3. Click **set as default** to set the selected profile as the default profile. The system switches account profiles.

Field Descriptions – Switch Provider – Providers

Field	Description	Field Type	Data Type	Length
set as default	Sets the selected provider to be used as the default masquerade at log on.	Button	N/A	0
switch to	Allows the clerk to masquerade as the selected provider.	Button	N/A	0
Address 1 [Detail]	First address line of the provider's physical address.	Field	Character	30
City [Detail]	City of the provider's physical address.	Field	Character	30
Default User [Detail]	Default user to use when logging on.	Field	Check Box	0

Field	Description	Field Type	Data Type	Length
Provider ID [Detail]	Provider's identification number.	Field	Character	10
Provider Type [Detail]	Provider type description.	Field	Character	30
State [Detail]	State of the provider's physical address.	Field	Character	2
Svc Loc [Detail]	Service location of the provider.	Field	Character	0
Taxonomy [Detail]	Taxonomy code of the provider.	Field	Character	10
ZIP [Detail]	Zip code of the provider's physical address.	Field	Number	5
ZIP+4 [Detail]	Zip code extension of the provider's physical address.	Field	Number	4
Address 1 [List]	First address line of the provider's physical address.	Listview	Character	30
City [List]	City of the provider's physical address.	Listview	Character	30
Default User [List]	Default user to use when logging on.	Listview	Check Box	0
Provider ID [List]	Provider's identification number.	Listview	Character	10
Provider Type [List]	Provider type description.	Listview	Character	30
State [List]	State of the provider's physical address.	Listview	Character	2
Svc Loc [List]	Service location of the provider.	Listview	Character	0
Taxonomy [List]	Taxonomy code of the provider.	Listview	Character	10
ZIP [List]	Zip code of the provider's physical address.	Listview	Number	5
ZIP+4 [List]	Zip code extension of the provider's physical address.	Listview	Number	4

Agent Maintenance – Agent

The Agent Maintenance – Agent panel is used by billing agents and providers to create, manage, or remove agent records. The current user has the capability to grant or remove roles of agents. The role configuration set only applies when an agent is masquerading as the current provider. When a billing agent makes a change to an agent record, only the provider record for whom the billing agent is masquerading is changed.

User Name	Contact First Name	Contact Last Name
ZZ6333	Narsimha	reddy
SHAROLYN Y GUGLIELMO	OSWALDO	LITWIN
SAVANNA G FORSYTHE	DARRELL	BOSARGE
BERNIE W NIEVES	BREANA	YOO
SCOT S MCGLOTHIN	BREANA	YOO
JONDICK2	JONATHAN	DICK

Select row above to update -or- click Add button below.

remove agent add agent

User Name: [] [Search]

Contact First Name: []

Contact Last Name: []

Agent Roles: []

Available Roles:

- Prior Auth Search
- Eligibility
- Claim Search
- Claim Submission
- Prior Auth Submit
- Trade Files

I understand that I may designate one or more individuals (e.g., an employee, clerk, or billing entity) to access the Ohio Medicaid portal on my behalf.

I understand that by filing claims via the Ohio Medicaid portal, either myself or via a designee, I am obligated to ensure that the information provided is true, accurate and complete. I further understand that such claims will be paid from Federal or State funds, and that any falsification, or concealment of a material fact, may be prosecuted under Federal and State laws.

I understand that by accessing the Ohio Medicaid portal, I, or such person or persons as I may designate, will have access to confidential personal health information (PHI) and/or confidential information regarding a Medicaid recipient.

I further understand that confidential PHI and information regarding a Medicaid recipient must be protected and accessed in accordance with applicable state and federal law and regulations, and that the misuse or disclosure of such confidential information is punishable by a fine, imprisonment, or both, as provided by Ohio Revised Code section 5101.99(B), 42 U.S.C. 1320d-6, and other applicable state and federal regulations.

Accordingly, by accessing the Ohio Medicaid portal, I agree to and acknowledge the following:

- (1) I am a Medicaid provider holding a valid Ohio Medicaid provider agreement.
- (2) I am responsible for designating appropriate individuals to access the Ohio Medicaid portal on my behalf, and I will take action to terminate such designation when access by a designated individual or individuals is no longer appropriate.
- (3) I am responsible for the actions, use, and misuse of information obtained or accessed via the portal, whether that obtainment or access is by me or a designee. My responsibility includes, but is not limited to, ensuring that any claims submitted via the portal are true, accurate, and complete.
- (4) I, and such person or persons as I may designate, will access and use the portal only for those purposes permitted by state and or federal law, and any misuse by me or my designee may result in sanctions including, but not limited to, termination of my Ohio Medicaid provider agreement and referral for prosecution under state or federal law.

submit cancel

Tasks for this Panel

To **create** an agent record:

1. Select desired record from the **Agent Maintenance** panel.
2. Click the **add agent** button. The fields become active.
3. Enter valid data in the **User Name**, **Contact First Name**, and **Contact Last Name** fields.



4. Assign agent roles by using the <, <<, >, and >> buttons.
5. Click the **submit** button. The system creates the agent record.

To **update** an agent record:

1. Select desired record from the **Agent Maintenance** panel.
2. Modify valid data in the **User Name**, **Contact First Name**, and **Contact Last Name** fields.
3. Assign agent roles by using the <, <<, >, and >> buttons.
4. Click the **submit** button. The system creates the agent record.

To **delete** an agent record:

1. Select desired record from the **Agent Maintenance** panel.
2. Click the **remove agent** button. The system removes the agent record.

Field Descriptions – Switch Provider – Providers

Field	Description	Field Type	Data Type	Length
<	Add selected role from Available Roles to Assigned Roles	Button	N/A	0
<<	Add all roles from Available Roles to Assigned Roles.	Button	N/A	0
>	Remove selected role from Assigned Roles.	Button	N/A	0
>>	Remove all roles from Assigned Roles.	Button	N/A	0
add agent	Button used to create a new agent.	Button	N/A	0
cancel	Cancel all changes applied to all panels on the page.	Button	N/A	0
remove agent	Button used to remove a selected agent from the agent data list.	Button	N/A	0
submit	Submits the updated information on all panels on the page.	Button	N/A	0
Agent Roles	List of assigned and available roles.	Field	Character	0
Assigned Roles	Roles selected from the Available Roles List Box Mover control.	Field	N/A	0
Available Roles	List of available roles.	Field	N/A	0
Contact First Name	Contact first name for the agent.	Field	Character	50
Contact Last Name	Contact last name for the agent.	Field	Character	50
User Name	Login ID of the agent.	Field	Character	20

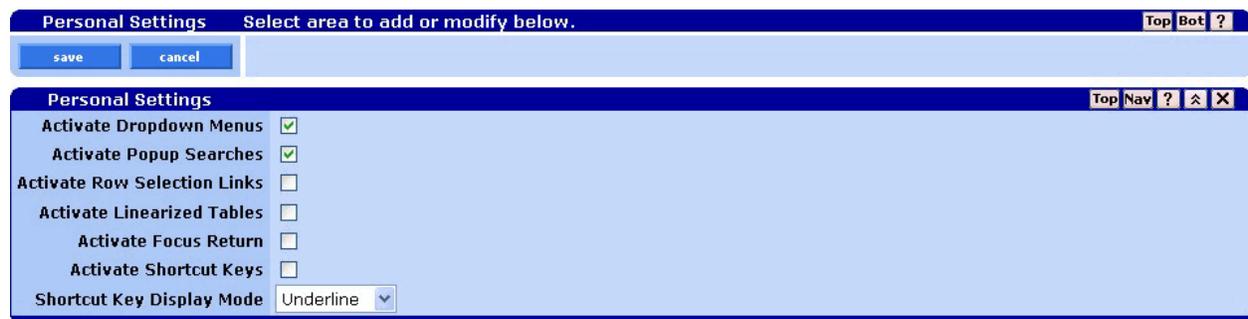
Field	Description	Field Type	Data Type	Length
Search	Search for and select an existing agent by username.	Hyperlink	N/A	0
Contact First Name [List]	Contact first name for the agent.	Listview	Character	50
Contact Last Name [List]	Contact last name for the agent.	Listview	Character	50
User Name [List]	Login ID of the agent.	Listview	Character	20

Field Edits – Switch Provider – Providers

Field	Field Type	Error Code	Error Message	To Correct
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 number of characters entered does not exceed the length of the field as documented in the field descriptions above.
User Name	Field	0	Invalid User Name entered.	Enter a valid agent.
User Name	Field	1	User Name is required.	Enter a valid agent.
User Name	Field	2	User Name already exists.	Enter a different User Name.

Site Settings – Settings

The Site Settings-Settings panel allows a user to customize some Web Portal functionalities such as Dropdown menus, Popup searches, and Shortcut Key Display Mode.



Tasks for this Panel

To **customize** Web Portal features:

1. Select the desired options using the following radio buttons: **Activate Dropdown Menus, Activate Popup, Searches, Activate Row Selection Links, Activate Linearized Tables, Activate Focus Return, Activate Shortcut Keys, and Shortcut Key Display Mode.**
2. Click the **Save** button. The system saves the customization.

Field Descriptions – Site Settings – Settings

Field	Description	Field Type	Data Type	Length
cancel	Cancels all changes applied to all panes on the page.	Button	N/A	0
save	Saves the updated information on all panels on the page.	Button	N/A	0
Activate Dropdown Menus	Activates dropdown menus in the Web Portal.	Field	Check Box	0
Activate Focus Return	Activates focus return in the Web Portal.	Field	Check Box	0
Activate Linearized Tables	Activates linearized tables in the Web Portal.	Field	Check Box	0
Activate Popup Searches	Activates popup searches in the Web Portal.	Field	Check Box	0
Activate Row Selection Links	Activates row selection links in the Web Portal.	Field	Check Box	0
Activate Shortcut Keys	Activates shortcut keys on buttons in the Web Portal.	Field	Check Box	0
Shortcut Key Display Mode	Determines how buttons are displayed in the Web Portal. Valid values are: None, Underline, and ADA Mode.	Field	Drop Down List Box	0

2.4 Trading Partner Tools

Links to account tools from the Trading Partners menu option include:

- **Trading Partner Profile Update** – to complete a trading partner profile containing specific transaction and contact information as the first step in the Electronic Data Interchange (EDI) enrollment process.
- **Covered Providers** – to view a list of the Providers with which the Trading Partner is associated.
- **Trading Partner Links** –links to pages associated with trading partner enrollment.

Trading Partner Menu Options

The Trading Partners menu option displays information that is specific to trading partners. The options available from this menu only display when a registered Trading Partner logs into the Secure Provider Portal.



Trading Partner Secure Landing Panel

The Trading Partner Secure Landing panel displays information related to the current trading partner. This information includes Trading Partner ID, Name, Tax ID, Address, Contact Names, Transaction Sets, and links to the Testing and Production EDI sites.

Ohio.gov | Medicaid Information Technology System

Welcome Thursday 04/21/2011 9:27:23 AM

Providers Account **Trading Partners** Claims Eligibility Prior Authorization Reports Publications

trading partner profile update covered providers

Trading Partner ID 1234000004

Name Trading Partner Name 4

Tax ID 999999996

Address 100 Main St.
Columbus, OH 43201-1234

Contact Names Business - John Smith

Transaction Sets 270 Healthcare Eligibility Benefit Inquiry

Messages

*** No rows found ***

Trading Partner Links

- Trading Partner Profile Update
- EDI Testing Environment
- EDI Production Environment
- ODJFS Trading Partners
- Form 6306, Designation of A Trading Partner

Enrollment and Testing

- Required Forms
- OAC Rules: Enrollment
- OAC Rules: Testing
- Web File Transfer System

Production

- Claims Submission Calendar 2009
- Nursing Facilities Direct Bill
- OAC Rules: General Claims Submission
- Washington Publishing

News and Features

- Latest News
- NPI Information
- EDS Information
- eManuals
- HIPAA Compliant Codes
- Helpful links

Companion Guides

- ODJFS Companion Guides
- Pharmacy Point-of-Sale
- Change Journal
- EDI FAQs
- Authorized Trading Partners

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Tasks for this Panel

To **maintain** trading partner profile information:

1. Select the **trading partner profile update** menu option.
2. Update the profile information in the panel that opens and **save** the information.

To **view** the covered providers with which the trading partner is associated:

1. Select the **covered providers** menu option.
2. The **Trading Partners Covered Providers** panel displays.

Provider ID	Name	Address	City	State
906717677	MCD MIKE K. CHEN, MD	2082 LEVERTON COVE ROAD	ANNAPOLIS JUNCTION	RI
922224977	MCD PETER A. HREHOROVICH, MD	4906 BROADCAST DRIVE	RIO VISTA	RI
921093177	MCD MATTHEW E. WELLS MD	8485 HUDSON STREET	ANTIOCH	RI
925388477	MCD JOHN THOMAS BRYANT, IV MD	1767 FITTRO STREET	PIKESVILLE	RI
649974677	MCD SMITH, TESTER	8084 ALFRED DRIVE	MASHPEE	RI
649980177	MCD KIP'S BIG HOUSE	1417 CAMBRIDGE PLACE	LAS CRUCES	RI

For more information about this panel, press **Ctrl** and [click here](#).

- Close the Trading Partners Covered Providers panel to return to the **Trading Partner Secure Landing** panel.
- To view information accessed from the Trading Partner Links on the right side of the **Trading Partner Secure Landing** panel, click the desired link. For more information on these links, press **Ctrl** and [click here](#).

Field Descriptions

Field	Description	Length	Data Type	Field Type
Contact Names	Contact Names of the trading partner.	0	Drop Down List Box	Combo Box
Transaction Sets	EDI Transaction Sets that the trading partner can submit.	0	Drop Down List Box	Combo Box
Address	Address of the trading partner.	50	Character	Field
Address Line 2	City, State and Zip Code of the trading partner.	50	Character	Field
Name	Trading partner organization name.	50	Character	Field
Tax ID	Tax Identification Number assigned to a provider by the Internal Revenue Service.	9	Character	Field
Trading Partner ID	Unique Trading Partner Identifier. It will be used as the ID on the ISA segment of all EDI Transactions.	15	Character	Field
Production Environment	The Production EDI Site link. This is only visible if the trading partner has a status of 1 - Currently Active.	0	N/A	Hyperlink
Testing Environment	The Testing EDI Site link. This is only visible if the trading partner has a status of 3 - Testing.	0	N/A	Hyperlink

Trading Partner Profile Update

Selecting this link begins the Trading Partner enrollment instructions.

Trading partners are required to complete a trading partner profile (TPP) containing specific transaction and contact information as the first step in the Electronic Data Interchange (EDI) enrollment process. The EDI Department must receive and process the profile request before trading partners may begin testing.

Only one TPP needs to be completed for each trading partner, even if the trading partner represents multiple providers. Accurate and timely completion of the profile form will prevent delays in testing and approval for production processing.

Refer to the Provider Portal User Manual – Volume 3A Enrollment for more information about creating a TPP.

Trading Partner Covered Provider Panel

The Trading Partner Covered Provider Panel contains the Providers with which the Trading Partner is associated. This panel allows the Trading Partner to view the providers for which they can submit EDI Transactions. The panel allows them to search the list of providers for a Specific Provider ID when there are over 20 associated providers. That way the user will not have to look through the whole list of providers.

trading partner profile update **covered providers**

Trading Partner Covered Providers ? ↕

Trading Partner ID 0000001

Trading Partner Name SMITH

Covered Providers ? ↕

Provider ID Business OR Last Name

Records

Search Results

Provider ID	Name	Address	City	State
2222222	MCD SMITH CENTER	41 WESTERN RD	CENTER	OH

Tasks for this Panel

To **search** providers:

1. Enter valid data in the **Provider ID** and **Business OR Last Name** fields.
2. Click the **Search** button. The system displays the search results.

Field Descriptions – Trading Partner Covered Provider

Field	Description	Field Type	Data Type	Length
clear	Clears all the search criteria.	Button	N/A	0
search	Displays the Search Results based on the criteria entered on the search panel.	Button	N/A	0
Address	Address of the provider.	Field	Character	60
Business OR Last Name	The Business Name or Last Name of the Provider for the search criteria.	Field	Character	50

Field	Description	Field Type	Data Type	Length
City	City of the provider.	Field	Character	30
Name	Name of the provider.	Field	Character	50
Provider ID	Identification number and service location of the provider.	Field	Character	15
Records	Allows the user to specify the number of rows returned from the search.	Field	Drop Down List Box	0
State	State of the provider	Field	Character	2
Trading Partner ID	Unique Trading Partner Identifier. It will be used as the ID on the ISA segment of all EDI Transactions.	Field	Character	15
Trading Partner Name	Trading partner organization name.	Field	Character	50
Search	Opens a Provider Search pop-up window.	Hyperlink	N/A	0

Trading Partner Secure Quick Links

The Trading Partner Secure Quick Links panel portion of the trading partner home page contains links to pages and panels associated with trading partner enrollment.

Trading Partner Links

- [Trading Partner Profile Update](#)
- [EDI Testing Environment](#)
- [EDI Production Environment](#)
- [ODJFS Trading Partners](#)
- [Form 6306, Designation of A Trading Partner](#)

Enrollment and Testing

- [Required Forms](#)
- [OAC Rules: Enrollment](#)
- [OAC Rules: Testing](#)
- [Web File Transfer System](#)

- Production**
- [Claims Submission Calendar 2009](#)
 - [Nursing Facilities Direct Bill](#)
 - [OAC Rules: General Claims Submission](#)
 - [Washington Publishing](#)

- News and Features**
- [Latest News](#)
 - [NPI Information](#)
 - [EDS Information](#)
 - [eManuals](#)
 - [HIPAA Compliant Codes](#)
 - [Helpful links](#)

- Companion Guides**
- [ODJFS Companion Guides](#)
 - [Pharmacy Point-of-Sale](#)
 - [Change Journal](#)
 - [EDI FAQs](#)
 - [Authorized Trading Partners](#)

Tasks for this Panel

To access secure Trading Partner support sites:

1. Select the desired link in the applicable quick links box.

Field Descriptions

Field	Description	Length	Data Type	Field Type
EDI Production Environment	Link to the Production EDI Site. This is only visible if the trading partner has a status of 1 - Currently Active.	0	N/A	Hyperlink
EDI Testing Environment	Link to the Testing EDI Site. This is only visible if the trading partner has a status of 3 - Testing.	0	N/A	Hyperlink
Form 6306, Designation of A Trading Partner	Link to the Form 6306, Designation of A Trading Partner.	0	N/A	Hyperlink

Field	Description	Length	Data Type	Field Type
ODJFS Trading Partners	Link to the ODJFS Trading Partners page.	0	N/A	Hyperlink
Trading Partner Profile Update	Link to the trading partner enrollment wizard.	0	N/A	Hyperlink

2.5 Reports Page

The Provider Reports panel allows providers to view and/or download specific FileNet reports such as the Remittance Advice and Provider History Profile reports. The most recent two years of reports are available.



Tasks for this Panel

To **generate** a provider report:

1. Click the **Reports** link.
2. Select the report from the **Report** drop-down from the **Reports** panel.
3. Enter the appropriate search criteria.
4. Click the **Search** button to search report based on the search criteria.
5. Click the **Clear** button to clear the search criteria.

Field Descriptions – Provider Reports

Field	Description	Field Type	Data Type	Length
clear	Clears the search criteria fields.	Button	N/A	0
search	Initiate the search.	Button	N/A	0
Check/EFT Number	Check or Electronic Fund Transfer number corresponding to the payment that was generated.	Field	Number	20
Payment Date	Date the payment was issued.	Field	Date (MM/DD/CCYY)	8

Field	Description	Field Type	Data Type	Length
RA Number	Unique identifier assigned to the remittance advice.	Field	Number	9
Report	Contains the title of the available reports for the current provider.	Field	Drop Down List Box	0

Field Edits – Provider Reports

Field	Field Type	Error Code	Error Message	To Correct
Report	Field	0	Select the type of report from the dropdown.	Select a report.

2.6 Provider Publications

Publications are available for provider use from the Publications link in the Provider Medicaid Portal. To be able to access and view these publications, the appropriate viewing tool can be downloaded from the Download Plug-Ins panel.

The Publication Search panel can be used to locate the desired publications.

Download Plug-Ins

This page will allow a user to download the Plug-ins used by the Portal. These plug-ins include the Adobe Acrobat Reader and the Excel and Word Viewer. This will allow users with disabilities the ability to get to downloads without having to navigate to them outside the Portal.



Tasks for this Panel

To **download** software to view PDF, Excel, or Word files:

1. Select the appropriate **Download Link**.
2. Follow the instructions in the new screen.

Field Descriptions – Download Plug-Ins

Field	Description	Field Type	Data Type	Length
Download Adobe	This will open a new browser session that will	Hyperlink	N/A	0

Field	Description	Field Type	Data Type	Length
Reader	allow the user to download the Adobe Acrobat Reader.			
Download Microsoft Excel Viewer	This will open a new browser session that will allow the user to download the Microsoft Excel Viewer.	Hyperlink	N/A	0
Download Microsoft Word Viewer	This will open a new browser session that will allow the user to download the Microsoft Word Viewer.	Hyperlink	N/A	0

Publication Search

The Publication Search panel displays a list of stored publications as well as various methods for displaying the contents of the publications.

ALL PUBLICATIONS

Publications		
Publication Type	Title	Release Date
LTC - SECURED	LTC_Secured_2008	02/21/2008
REPORTS - SECURED	Reports_Secured_2009	09/09/2008
REPORTS - SECURED	Reports_Secured_1999	05/06/1999

Tasks for this Panel

To **search** for a publication:

1. Select a Publication Type or Category.
2. Enter text in the **Title** field. This can be any word or combination of words in the title.
3. Select an **Release Date** from the field.
4. Select a number of **Records** to display in the search results from the drop-down menu.
5. Click **search**.

Field Descriptions – Publications Search – Search

Field	Description	Field Type	Data Type	Length
clear	Clears all the search criteria.	Button	N/A	0
search	Displays the Search Results based on the criteria entered on the search panel.	Button	N/A	0
Publication Type	Identifies the type of publication.	Field	Drop Down List Box	0
Release Date	Release date of the posting document.	Field	Date (MM/DD/CCYY)	10
Title	Title of the publication.	Field	Character	200

Field Edits – Publications Search – Search

Field	Field Type	Error Code	Error Message	To Correct
search	Button	0	At least one criterion is required.	Enter at least one search criteria.

Publications Search – Search Results

The Publications Search-Search Results panel displays the results from the search performed on the Publications Search-Search panel. The Search Results do not allow for result row selection. The Bulletin Number is a hyperlink that opens the document PDF file.

Search Results				
Publication Type	Category	Title	File Name	Release Date
BULLETINS	BULLETINS	Bulletin	Bulletin_200904	04/08/2009
BULLETINS	BULLETINS	Bulletins	Bulletins_20090918	09/18/2009
BULLETINS	BULLETINS	Bulletins 2009	Bulletins 2009	10/01/2009

Tasks for this Panel

To **view** a publication:

1. Select a **Bulletin Number** link from the search results table. An Acrobat window opens displaying the publication.

Field Descriptions – Publications Search – Search Results

Field	Description	Field Type	Data Type	Length
Category	Category type of the publication.	Listview	Character	2
File Name	Name of the file.	Listview	Character	200
Publication Type	Identifies the type of publication.	Listview	Character	15
Release Date	Release date of the posting document.	Listview	Date (MM/DD/CCYY)	10
Title	Identifies the title corresponding to the publication.	Listview	Character	30