



Department of Medicaid

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## Have you set up your MITS account yet?

Providers who already have a 7 digit Ohio Medicaid provider number **must** create a new MITS web portal account to have access to MITS. Based on the needs and functions of your organization, creating access may involve up to three steps for each Medicaid Provider ID.

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

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

***It is important to read the Instructions carefully as they provide step-by-step details on how to create your MITS account.***

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

Log into the MITS Public Website:

<https://portal.ohmits.com/public/Providers/tabid/43/Default.aspx>

1. From the **MITS Public Provider** page, on the right side of the screen, under the **Provider Setup** heading, click the **Click here to setup your account** link.
2. In the **Login ID** field; type in your Medicaid Provider Number and in the **PIN** field, type in the last four digits of your Employee Identification Number (EIN) or Social Security Number (SSN).
3. Click the **Setup Account** button. The system prompts you to agree by selecting the checkmark **YES** and click **I Agree** to the **Terms of Service** page. After accepting the terms, the registration page will display.
4. On the **Register as a Provider** page, type in the required registration information, including your first and last name, email address, create your own user ID and password, then click the **Register** button. Your User ID must be between 6 and 8 characters which includes exactly one number. Your password must be between 8 and 15 characters which includes at least one numeric character and at least one alpha character.
5. After submitting registration information, a message indicating the registration was successful will display stating, **your registration request was successfully submitted. Please wait 10 minutes for the process to fully complete before accessing the site.**

Close your explorer window and re-access the **MITS Public Portal** by following step 1 above.

6. From the **MITS Public Provider** page, select the link **Click Here to Login**. On the **Sign In** page, type in your newly created User ID and Password, confirm you have read the agreement by clicking **YES**, then click the **Login** button. The **Forgotten Password Challenge Questions** page will display.
7. On the **Forgotten Password Challenge Questions** page, type in the appropriate answers to the questions, and then confirm by clicking **OK**. The **Landing Page** will display with a link to the secure MITS Web Portal.
8. On the **Landing Page**, click the **Secure Provider Portal link**. This will complete the Provider/Administrator account registration process.

**2. Agent Account Setup** – If you are an employee of a provider or doing work on behalf of a provider such as a billing agency, follow the steps below to set up your agent account. You must have your own agent account for security purposes. There can be unlimited number of agents per Medicaid/NPI billing number so there is no need to share agent accounts.

1. Log into the MITS Public Website:  
<https://portal.ohmits.com/public/Providers/tabid/43/Default.aspx>
2. From the **MITS Public Provider** page, on the right side of the screen, under the **Agent Setup** heading, click the **Click here to setup your agent account** link. The system prompts you to agree by selecting the checkmark **YES** and click **I Agree to the Terms of Service** page. After accepting the terms, the registration page will display.
3. On the **Register as an Agent** page, type in the required registration information, including your first and last name, email address, create your own user ID and password, click the **Register** button. Your User ID must be between 6 and 8 characters which includes exactly one number. Your password must be between 8 and 15 characters which include at least one numeric character and at least one alpha character.
4. After submitting registration information, a message indicating the registration was successful will display, and a message that states that you have to wait 10 minutes for the process to fully complete before accessing the site. Close your explorer window and re-access the MITS Public Portal by following step 1 above.
5. From the **MITS Public Provider** page, select the link **Click Here to Login**. On the **Sign In** page, type in your newly created User ID and Password, confirm you have read the agreement, click the **Login** button. The **Forgotten Password Challenge Questions** page will display.
6. On the **Forgotten Password Challenge Questions** page, type in the appropriate answers to the questions, then click **OK**. The **Landing Page** will display with a link to the secure MITS Web Portal.

7. On the **Landing Page**, click the **Secure Provider Portal link** your **agent homepage** will display. This will complete the agent account registration process. If you don't finish this step, the Provider will not be able to add you as their agent.
8. Notify your account administrator of your User ID so they can assign you the appropriate roles.

**Important Note:** In order for an agent to access menus in the secure MITS Web Portal, the account administrator will need to assign the appropriate access roles, which are based on specific job functions. This is a security feature and requires communication between the account administrator and agents about which roles should be assigned to each agent. Once you log back in you will be able to see the assigned roles.

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

- Eligibility Verification – View only
- Prior Authorization Search – View only
- Prior Authorization Submit – Update capability
- Claims Search –View only
- Claims Submit (includes voids and adjustments) – Update capability
- 1099 Information – View only

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

1. Log into the MITS Public Website:  
<https://portal.ohmits.com/public/Providers/tabid/43/Default.aspx>
2. From the **MITS Public Provider** page, on the right side of the screen, under the **Login to secure site** heading, click the **Click Here to Login** link.
3. On the **Sign In** page, type in your newly created User ID and Password, confirm you have read the agreement, then click the **Login** button. The **Landing Page** will display with a link to the secure MITS Web Portal.
4. On the **Landing Page**, click the **Click the Secure Provider Portal link**. Your Provider Home page will display.
5. From the Main Menu at the top of the page, select **Account**, click on **Agent Maintenance** from the sub menu.
6. On the **Agent Maintenance** page, check the box after reading the **Terms of Service Agreement**. After you accept the terms, the **Agent Maintenance panel** will display.
7. On the **Agent Maintenance** panel, click the **add agent** button.
8. In the **User Name** field, type in the agent's user name or user ID. If you do not know the agent's user name, you may search for the agent by completing the following:

- a. Click the **[Search]** link next to the **User Name** field.
  - b. Type in the agent's first name and/or last name and click the **Search** button. Select the appropriate agent from the search results and the agent's credentials will auto populate.
9. **Important Note:** If you are still unable to locate the agent's user name, confirm that the agent has logged into the secure Agent Home page at least once, which is needed to populate the agent name fields within the system.
10. Once you have the correct agent showing in the **User Name** field, assign the appropriate roles to the agent. To assign roles, complete the following:
- a. Under the **Available Roles** heading, click the role you wish to grant to the agent, and click the < arrow to move the role under the **Assigned Roles** heading. You may assign more than one role to an agent.
  - b. Once you have finished adding roles to the agent, click the **submit** button at the bottom of the page to complete the process. There will be a message saying, **Save was successful**. Repeat the above steps to add roles to other agents.

***For the agent to see roles they must login using their agent ID and password. Then go to account, switch provider, click on the highlighted blue line that shows the Provider NPI & 7 digit provider number. Then check the "set as default provider ID" box, log out of the account and log back in. The agent won't see the new roles without completing these steps.***

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

**To Un-assign Agent Roles:**

1. Access the **Agent Maintenance panel** as described under the **Assigning Agent Roles** instructions section.
2. After reading the **Terms of Service Agreement**, check the box to confirm that you agree with the terms. This will bring you to the **Agent Maintenance** page.
3. Select an agent you wish to un-assign roles from within the list of agents displayed on the initial screen on the **Agent Maintenance panel**.
4. On the bottom of the **Agent Maintenance panel**, under the **Assigned Roles** heading, click the role you wish to un-assign from the agent, and click the > arrow to move the role under the **Available Roles** heading.
5. The **submit button** must be selected before the changes take effect.

**To Completely Remove an Agent's Access** - Complete the following steps to completely remove an agent's access to your Medicaid account. It is the account administrator's responsibility to maintain the integrity of the agents that have access to their accounts.

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

2. Select an agent you wish to remove from the list of agents displayed on the initial screen on the **Agent Maintenance panel**.
3. Click the **Remove Agent** button and a message will display asking are you sure you would like to remove the agent. Click **OK** to remove the Agent's User ID. This does not delete an Agent's User ID from the system; it only removes them from the provider account. Repeat these steps for any other agents you wish to remove.

#### **REMINDERS:**

- Your User ID must be between 6 and 8 characters which include exactly one number. Your password must be between 8 and 15 characters which includes at least one numeric character and at least one alpha character.
- Current Ohio Medicaid Providers don't need to "re-enroll" as providers but still need to register and set up a MITS account.
- The MITS Web Portal is web-based. We recommend adding MITS Web Portal Agent Account functions to your employee's new hire and separation list. It is equally important for the administrator to revoke access when an agent's job functions change or are separated from the agency. All access can be revoked at one time or individual roles can be added or deleted as necessary.
- There can only be one Account Administrator per NPI/Medicaid Billing Number.
- Each Agent must setup their own account; agents cannot share accounts.
- Passwords to the MITS Web Portal will expire every 30 days.

#### **FAQS:**

**Q: When I try to register for MITS my computer screen is flashing and there is a box with the word 'False' displaying. What is the issue?**

A: You are not using an internet browser compatible with MITS. MITS is compatible with current versions of Firefox, Chrome, and Internet Explorer. (MITS has not been tested with Microsoft Edge at this time.)

**Q: How do we register for MITS?**

A: To set up an account for MITS please follow the instructions above. Be sure to read the instructions carefully before you set up your account and follow along while you are setting up your account. If you are continuing to have problems please call the Provider Call Center at 1-800-686-1516 for assistance.

**Q: Can an agent add other agents and assign roles?**

A: No, the account administrator is the only one who can add agents and assign roles. Administrators are the only ones who can add agents because of security reasons.

**Q: Does every office need to set up their own account?**

A: You will need to set up a MITS account for each Medicaid provider number. If every office has their own Medicaid billing number, then each office will need to set up their own account. If all of your offices bill using one Medicaid number, then you need to set up only one account. However, each Agent needs to set up their own account

before the Administrator can grant them access.

**Q: Can an agent do work for more than one provider?**

A: Yes, an agent can work for and be assigned to multiple providers.

**Q: Do all Medicaid providers need to register for MITS? What happens if you don't register for MITS?**

A: Yes, all enrolled Medicaid providers need to register for MITS. If you don't register for MITS you will not be able to submit claims, PAs or view remits.

**Q: We currently use Quadax Incorporated to bill for Medicaid. However, we do have a user name/password to the Medicaid site to obtain general information. Do we need to register for this MITS change? Is Quadax considered the 'agent'?**

A: Yes, someone in your organization should set up your MITS account. You can add Quadax as one of your agents.

**For assistance with the MITS Web Portal contact the  
Provider Hotline: 1-800-686-1516.**