

Administrator/Agent Access

External Business Relations
Ombudsman Unit
January 2017





Introduction

- Long Term Care providers (Nursing Facilities (NFs) and Intermediate Care Facilities for Individuals with Intellectual Disabilities(ICFs-IID)) are now required to submit Medicaid cost reports online using the MITS portal
- Rule References:
 - NF: Ohio Administrative Code (OAC) 5160-3-20
 - ICF-IID: OAC 5123:2-7-12



Introduction

- What this means for you:
 - » No more mailing of diskettes/CDs/flash drives – cost reports and their related documentation will be submitted online through MITS
 - » No more notarized signature page – this will be replaced with an electronic pin signature
 - » “Real time” submission ability – process of submitting and resubmitting should be much easier



Introduction

- What stays the same:
 - » Automated Cost Report (ACR) software will still be used to complete cost reports
 - » Requirements and due dates remain the same – for year end cost reports that still means a due date of 3/31 with the ability to request a 14 day extension



Training

- There will be 2 separate trainings for this project.
 - » Security/Access - You are attending the first now to provide you with an introduction to the project and to explain/demonstrate the process of establishing administrator, agent, and accounting access
 - » Cost Report Submission – The second training session will focus on the actual process of submitting a cost report online



Security / Access Roles

- Cost Report Roles
 - » Prepare Save LTC CR
 - Agent
 - Accounting Firm
 - » View LTC CR
 - Agent
 - Accounting Firm
 - » Sign Approve LTC CR
 - Agent w/ PIN Approval



Security / Access Roles

- Prepare Save LTC CR – Allows the user to upload, delete and save documents and files to the LTC cost report upload panel.
 - » Agent – Generally a person employed by the long term care facility.
 - » Accounting Firm – Generally a person employed by the firm completing the cost report on behalf of the long term care facility.
- Each role must be established separately by the portal administrator for each NF / ICF.



Security / Access Roles

- View LTC CR – Only allows user to view the files in the LTC cost report upload panel. This role does not allow the user to upload and save documents to the MITS portal.
 - » Agent – Generally a person employed by the long term care facility.
 - » Accounting Firm – Generally a person employed by the firm completing the cost report on behalf of the long term care facility.
- Each role must be established separately by the portal administrator for each NF / ICF.



Security / Access Roles

- Sign Approve LTC CR
 - » Allows the user to upload, delete and save documents and files to the LTC cost report upload panel.
 - » Allows the user to approve / certify the documents with the use of a PIN number.
 - PIN Number – unique number used by the sign approve LTC CR role to submit documents to ODM / DODD
 - » Should be the owner or administrator of the NF / ICF
 - » Certifies the submitted documents as true and accurate



Security / Access Roles

- MITS Portal Administrator
 - » Needs to be associated (employed) with the NFs / ICFs
 - » Completed through the MITS Portal
 - » Completed separately for each individual provider number
 - Each NF / ICF roles must be assigned separately to an agent or accounting firm
 - Prepare Save LTC CR (multiple users)
 - View LTC CR (multiple users)
 - Sign Approve LTC CR (one user)



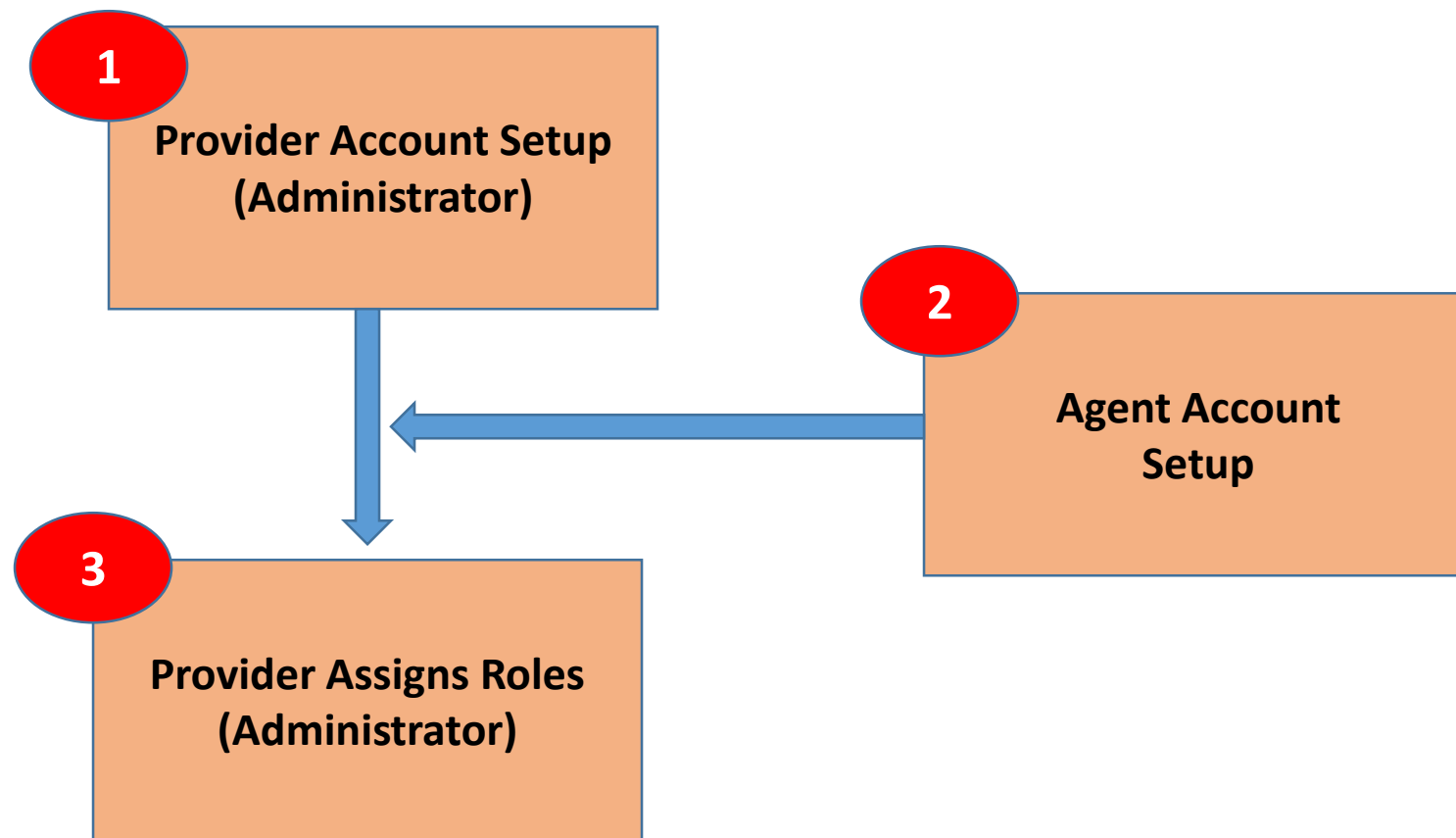
Getting Started

- If Only ONE person needs access to the account
 - » Provider
 - » MITS **Administrator** Setup Only
- If TWO or more people need access to the account
 - Provider Account/MITS **Administrator** setup
 - **Agent** Creation
 - Role Assignment





Getting Started





MITS Administrator





Administrator Account

- » If you already have an Administrator and are unsure who it is, or if you need to change the existing Administrator:
 - Call 1-800-686-1516
 - Select Option 5
 - Enter 2 of 3 pieces of information (NPI, Provider number, Tax ID)
 - Information that will be requested:
 - Full name of new Administrator
 - Email address of new Administrator
 - Phone number of new Administrator
 - Provider number
 - Allow up to 3 weeks for completion



Administrator Account

- » One MITS administrator per Billing NPI
- » Access to all secure information
- » Assign roles to agents
- » Responsible for maintaining the provider's MITS Portal account including demographic information



Administrator Account

- Each agent must set up their own account for security reasons.
- Agents must set up their MITS account before the administrator can add their roles.
- There is no limit to the number of agents that can setup to a single provider.
- Agents may be assigned to multiple locations/providers
- For User ID and Password resets e-mail MITSupport@jfs.ohio.gov



Administrator Account

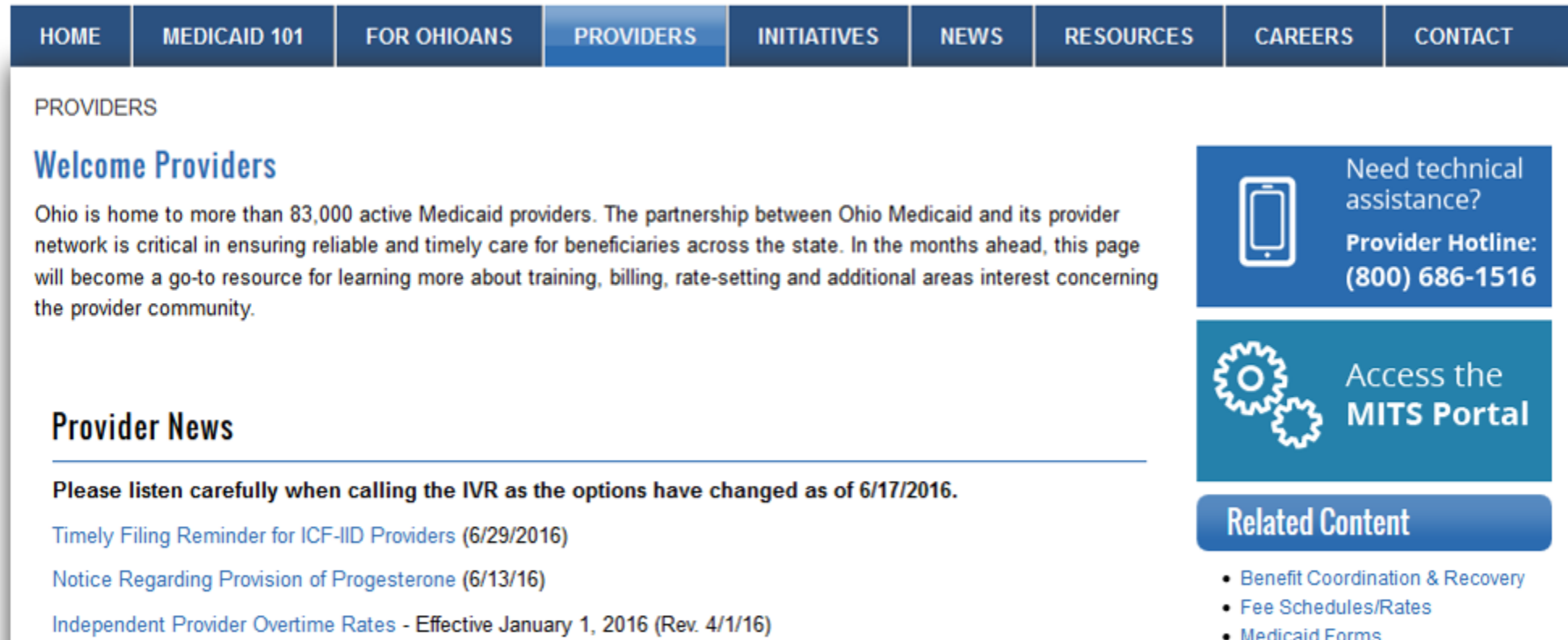
- Important Reminder:
 - » MITS Portal is Web based, as long as access is active agents will be able to log into your account(s)
 - » Add MITS Portal Agent Account functions to your employees new hire AND separation list





Administrator Account Setup

1. The Ohio Department of Medicaid Providers Website:
<http://medicaid.ohio.gov/providers.aspx>



The screenshot shows the 'PROVIDERS' page of the Ohio Department of Medicaid website. The navigation bar includes links for HOME, MEDICAID 101, FOR OHIOANS, PROVIDERS (selected), INITIATIVES, NEWS, RESOURCES, CAREERS, and CONTACT. The main content area is titled 'PROVIDERS' and features a 'Welcome Providers' section with a paragraph about the state's 83,000 active Medicaid providers. Below this is a 'Provider News' section with a notice about IVR options and three links: 'Timely Filing Reminder for ICF-IID Providers (6/29/2016)', 'Notice Regarding Provision of Progesterone (6/13/16)', and 'Independent Provider Overtime Rates - Effective January 1, 2016 (Rev. 4/1/16)'. On the right side, there are two blue boxes: one for 'Need technical assistance?' with the 'Provider Hotline: (800) 686-1516' and a mobile phone icon, and another for 'Access the MITS Portal' with a gear icon. At the bottom right, a 'Related Content' box lists 'Benefit Coordination & Recovery', 'Fee Schedules/Rates', and 'Medicaid Forms'.

HOME MEDICAID 101 FOR OHIOANS PROVIDERS INITIATIVES NEWS RESOURCES CAREERS CONTACT

PROVIDERS

Welcome Providers

Ohio is home to more than 83,000 active Medicaid providers. The partnership between Ohio Medicaid and its provider network is critical in ensuring reliable and timely care for beneficiaries across the state. In the months ahead, this page will become a go-to resource for learning more about training, billing, rate-setting and additional areas interest concerning the provider community.

Provider News

Please listen carefully when calling the IVR as the options have changed as of 6/17/2016.

[Timely Filing Reminder for ICF-IID Providers \(6/29/2016\)](#)

[Notice Regarding Provision of Progesterone \(6/13/16\)](#)

[Independent Provider Overtime Rates - Effective January 1, 2016 \(Rev. 4/1/16\)](#)

Need technical assistance?
Provider Hotline:
(800) 686-1516

Access the MITS Portal

Related Content

- Benefit Coordination & Recovery
- Fee Schedules/Rates
- Medicaid Forms





Administrator Account Setup

2. On the right side of the page click “**Access the MITS Portal**”

The screenshot shows the Ohio Medicaid website's 'PROVIDERS' section. The navigation bar at the top includes links for HOME, MEDICAID 101, FOR OHIOANS, PROVIDERS (highlighted), INITIATIVES, NEWS, RESOURCES, CAREERS, and CONTACT. The main content area is titled 'PROVIDERS' and features a 'Welcome Providers' section with a paragraph about the state's Medicaid provider network. Below this is a 'Provider News' section with a list of recent updates. On the right side, there are two blue boxes: the top one for technical assistance with a phone icon and the hotline number (800) 686-1516; the bottom one for the MITS Portal with a gear icon. A large red arrow points from the 'Provider News' section towards the 'Access the MITS Portal' button. Below the MITS Portal button is a 'Related Content' section with a list of links.

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Need technical assistance?
Provider Hotline:
(800) 686-1516

Access the
MITS Portal

Related Content

- [Benefit Coordination & Recovery](#)
- [Fee Schedules/Rates](#)
- [Medicaid Forms](#)



Administrator Account Setup

The next screen should look like this:



[About ODM](#) | [Our Services](#) | [Resources](#) | [News & Events](#)

Department of Medicaid

Monday 01/09/2017 2:16:08 PM

[Home](#) [Consumers](#) **[Providers](#)** [Acct Firm Setup](#) [Trading Partners](#) [Public Information](#) [Publications](#)

[enrollment](#) [enrollment tracking search](#) [long-term care](#) [account setup](#)

Ohio Department of 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

Login to secure site

- [Click Here to Login](#)

Provider Enrollment

To enroll as a new Medicaid Provider:



Department of Medicaid
John R. Kasich, Governor
Barbara R. Sears, Director



Administrator Account Setup

3. Scroll down to the “**Provider Setup/Registration**” box and click on the “**Click here to setup your account**” link

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 Setup/Registration

- Provider Enrollment Application
- Check Enrollment Application
- Enrollment FAQ's

Provider Setup/Registration

If you have a 7 digit Ohio Medicaid Provider Number: Click here to register for MITS access.

- Click here to setup your account



Administrator Account Setup

4. On the next page 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).

The screenshot shows the Ohio Department of Medicaid website. At the top, there is a search bar and a navigation menu with links: About ODM | Our Services | Resources | News & Events. Below this is the Ohio Department of Medicaid logo. A secondary navigation bar includes links: Home, Consumers, Providers (highlighted), Acct Firm Setup, Trading Partners, Public Information, and Publications. Below this is another set of links: enrollment, enrollment tracking search, long-term care, and account setup (highlighted). The main content area is titled "Account Setup" and contains two input fields: *Login ID and *PIN. A red arrow points to the *Login ID field. To the right of the fields, there is explanatory text: "For Providers, this will be your Medicaid Provider Number. For Trading Partners, this will be your Trading Partner ID. The Personal Identification Number is the last four digits of your EIN or SSN." At the bottom, there is a "setup account" button and a note: "If you need assistance logging in please call 1-800-686-1516".

Ohio Department of Medicaid

Monday 01/09/2017 2:39:17 PM

Home Consumers **Providers** Acct Firm Setup Trading Partners Public Information Publications

enrollment enrollment tracking search long-term care **account setup**

Ohio Department of Medicaid

Account Setup

*Login ID

*PIN

For Providers, this will be your Medicaid Provider Number. For Trading Partners, this will be your Trading Partner ID.
The Personal Identification Number is the last four digits of your EIN or SSN.

If you need assistance logging in please call 1-800-686-1516

setup account



Administrator Account Setup

5. Now click the “**Setup Account**” button. (The system asks you to agree by selecting the checkmark “**YES**” and click “**I Agree to the Terms of Service**”. After accepting the terms the registration page will display.

The screenshot shows the Ohio Department of Medicaid website. At the top, there is a search bar and a "Search" button. Below the search bar, the Ohio Department of Medicaid logo is displayed, along with navigation links: "About ODM", "Our Services", "Resources", and "News & Events". A timestamp "Monday 01/09/2017 2:39:17 PM" is visible in the top right corner. The main navigation bar includes links for "Home", "Consumers", "Providers" (highlighted), "Acct Firm Setup", "Trading Partners", "Public Information", and "Publications". Below this, there are links for "enrollment", "enrollment tracking search", "long-term care", and "account setup" (highlighted). The "Ohio Department of Medicaid" text is also present. The "Account Setup" form is shown, with fields for "*Login ID" and "*PIN". Instructions for Providers and Trading Partners are provided. A red arrow points to the "setup account" button at the bottom.

Ohio Department of Medicaid

Monday 01/09/2017 2:39:17 PM

Home Consumers **Providers** Acct Firm Setup Trading Partners Public Information Publications

enrollment enrollment tracking search long-term care **account setup**


Ohio Department of Medicaid

Account Setup ?

*Login ID For Providers, this will be your Medicaid Provider Number. For Trading Partners, this will be your Trading Partner ID.

*PIN The Personal Identification Number is the last four digits of your EIN or SSN.

If you need assistance logging in please call 1-800-686-1516





Administrator Account Setup

6. On the “**Register as a Provider**” page, type in the required registration information including: your first, last name, email address, user ID (create your own), and password (create your own). Now click the “**Register**” button.

IMPORTANT NOTE:

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



Administrator Account Setup

7. After submitting the registration information, the following message **“your registration request was successfully submitted.”** should display.

Please allow 10 minutes for the process to fully complete before accessing the site.

Close all instances of the open browser.



Administrator Account Setup

Open your browser again and go to

<http://medicaid.ohio.gov/providers.aspx> click “**Access the MITS Portal**”

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HOME MEDICAID 101 FOR OHIOANS PROVIDERS INITIATIVES NEWS RESOURCES CAREERS CONTACT

PROVIDERS

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Need technical assistance?
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(800) 686-1516

Access the
MITS Portal

Related Content

- [Benefit Coordination & Recovery](#)
- [Fee Schedules/Rates](#)
- [Medicaid Forms](#)



Administrator Account Setup

This time when on this page click “**Click Here to Login**”



Department of Medicaid

[About ODM](#) | [Our Services](#) | [Resources](#) | [News & Events](#)

Monday 01/09/2017 4:02:13 PM

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

[enrollment](#) [enrollment tracking search](#) [long-term care](#) [account setup](#)

Ohio Department of Medicaid

Provider Home

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Login to secure site

▪ [Click Here to Login](#)

Provider Enrollment

To enroll as a new Medicaid
Provider



Department of Medicaid
John R. Kasich, Governor
Barbara R. Sears, Director



Administrator Account Setup

7. On the **Sign In** page type in your newly created MITS User ID and Password, then confirm you have read the agreement by putting a checkmark in front of “**YES, I have read the agreement**”, and finally click the “**Login**” button.

Ohio.gov | Medicaid Information Technology System

Sign In
Medicaid Information Technology System

***** SYSTEM ADVISORY: Due to maintenance the MITS portal will be unavailable starting Tuesday, 1/10, 8:00 p.m. until Wednesday, 1/11, 3:00 a.m. Prior to this time, please save your work and log off the MITS 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

Login

[Help FAQ](#)
[Help Reset Password?](#)
[Forgot Your User ID?](#)

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



Administrator Account Setup

8. On the “**Forgotten Password Challenge Questions**” page type in the appropriate answers to the questions.

Then confirm by clicking “**OK**”.



Administrator Account Setup

9. The “**Landing Page**” should now display with a link to the secure MITS Web Portal.

Click the “**Secure Provider Portal**” link.

This completes the MITS Administrator account registration process.



Agent/Accounting Firm





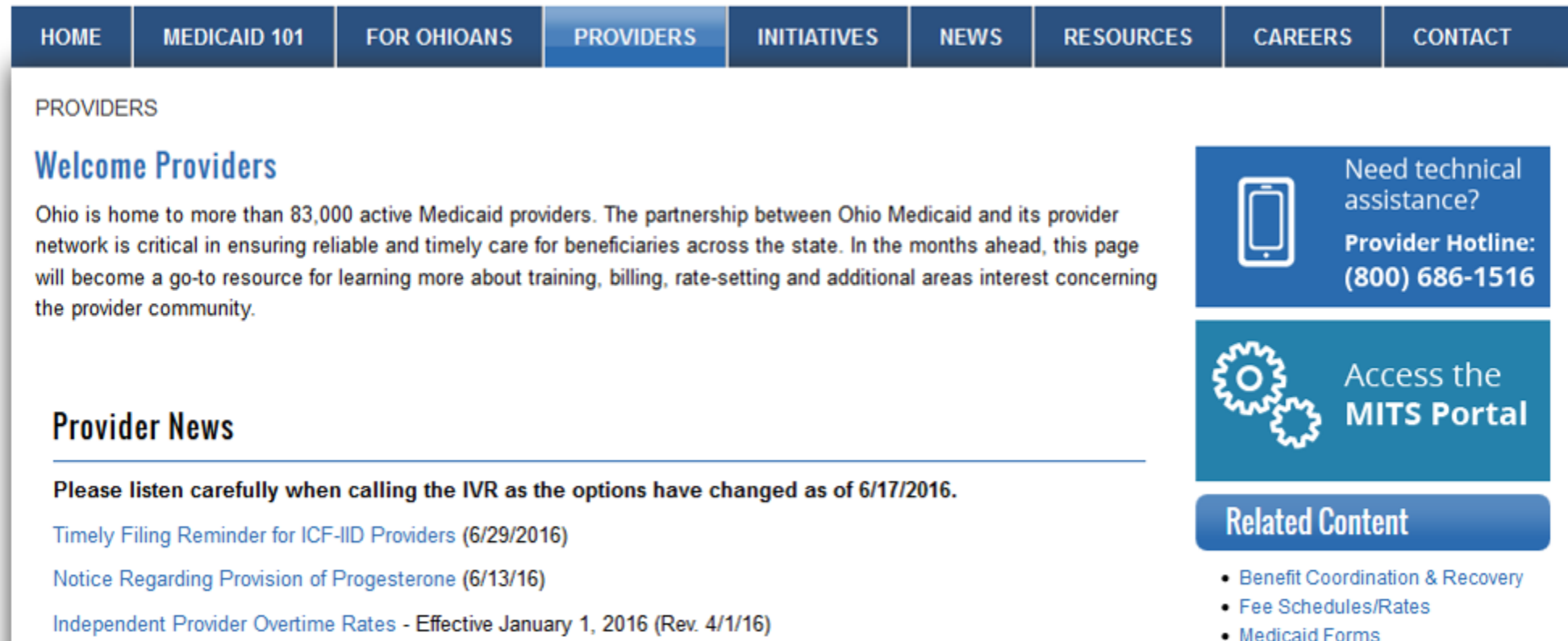
Agent/Accounting Firm Account

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Agent/Accounting Firm Account Setup

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HOME MEDICAID 101 FOR OHIOANS PROVIDERS INITIATIVES NEWS RESOURCES CAREERS CONTACT

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Need technical assistance?
Provider Hotline:
(800) 686-1516

Access the MITS Portal

Related Content

- [Benefit Coordination & Recovery](#)
- [Fee Schedules/Rates](#)
- [Medicaid Forms](#)





Agent/Accounting Firm Account Setup

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Agent/Accounting Firm Account Setup

The next screen should look like this:



[About ODM](#) | [Our Services](#) | [Resources](#) | [News & Events](#)

Department of Medicaid

Search

Monday 01/09/2017 2:16:08 PM

[Home](#) [Consumers](#) **[Providers](#)** [Acct Firm Setup](#) [Trading Partners](#) [Public Information](#) [Publications](#)

[enrollment](#) [enrollment tracking search](#) [long-term care](#) [account setup](#)

Ohio Department of Medicaid

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Search Provider Directory

Login to secure site

Click Here to Login

Provider Enrollment

To enroll as a new Medicaid Provider:



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Agent/Accounting Firm Account Setup

3. Scroll down to the “**Agent Setup**” box and click on “**Click here to setup your agent account**”

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.

Medicaid Managed Care Program

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

- Enrollment FAQ's

Provider Setup/Registration

If you have a 7 digit Ohio Medicaid Provider Number: Click here to register for MITS access.

- 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.

Quick Links





Agent/Accounting Firm Account Setup

3. Scroll down to the “**Accounting Firm Setup**” box and click on “**Click here to setup your accounting firm account**”

The screenshot shows the Ohio Department of Medicaid website. The 'Providers' tab is selected in the top navigation bar. The main content area is divided into two columns. The left column contains links for 'enrollment', 'enrollment tracking search', 'long-term care', and 'account setup'. The right column contains several boxes: 'Login to secure site' with a 'Click Here to Login' link; 'Provider Enrollment' with links for 'Provider Enrollment Application', 'Check Enrollment Application', and 'Enrollment FAQs'; 'Provider Setup/Registration' with a link to 'Click here to setup your account'; 'Agent Setup' with a link to 'Click here to setup your agent account'; 'Quick Links' with links for 'Apply to be a HOME Choice Provider' and 'ODM Provider Page'; and 'Accounting Firm Setup' with a link to 'Click here to setup your accounting firm account'. A large red arrow points from the 'Accounting Firm Setup' box to the 'Click here to setup your accounting firm account' link.

UAT A (R35.0) Friday 01/13/2017 3:11:31 PM

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

enrollment enrollment tracking search long-term care account setup

Ohio Department of Medicaid

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- Click here to setup your agent account

Note: Provider must approve.

Quick Links

- Apply to be a HOME Choice Provider
- ODM Provider Page

Accounting Firm Setup

If you are an accounting firm and working on behalf of a provider.

- Click here to setup your accounting firm account

Note: Provider must approve.



Agent/Accounting Firm Account Setup

4. Read the “Terms of Service”, check “**Yes, I have read the Terms of Service agreement**”, and click “**I Agree**”

Ohio.gov | Medicaid Information Technology System

Terms of Service

In order to complete the registration process, please read the Provider Web Portal User Agreement below, check the agreement box indicating that you have read the Terms of Service agreement and then click on the “I Agree” button if applicable. It may be necessary to scroll down on the outside of the gray window on the right (not within the white agreement box) to see the “I Agree” button.

- Assisting an investigation, prosecution, or civil or criminal case related to the administration of Medicaid when authorized by ODJFS and;
- Providing confidential information from the OH MITS to a third party after receiving prior written approval from ODJFS.

User understands that the use or disclosure of information retrieved from the OH MITS for purposes other than those related above could result in termination of access, sanctions and/or criminal charges against violator(s). The following are some prohibited uses of confidential information obtained from OH MITS. This list includes the following but is not all inclusive:

- Disclosure/re-disclosure of confidential information obtained from OH MITS to unauthorized person(s)
- Knowingly permitting unauthorized access by others;
- Use of confidential information obtained from OH MITS as a locator service for law enforcement, child support enforcement, or other purposes not directly related to the Medicaid program and;
- Use of confidential information obtained from OH MITS to determine if a relative, friend, neighbor, or acquaintance is a Medicaid applicant or recipient

User acknowledges that User is responsible for any activity that occurs under User’s personal password, login, or user ID.

User acknowledges and agrees that only designated personnel and/or agents shall be authorized to receive login ID(s) and passwords and that User shall make sure that all authorized personnel and/or agents will be notified of the obligations set out in this agreement in relation to Medicaid confidential information obtained from OH MITS.

The User agrees to contact ODJFS immediately in the event that the User learns that an authorized password, login, or user ID is compromised.

In the event that User discovers that confidential information from OH MITS was used, disclosed or re-disclosed in violation of any provision of this agreement; the User shall provide a written report to the ODJFS HIPAA Compliance Office within five (5) calendar days of User becoming aware of the violation. The report must include: (a) the nature of the disclosure; (b) identification of the Protected Health Information used or disclosed; (c) the individual(s) who made and received the disclosure and; (d) any corrective action taken to prevent further disclosure(s) and to mitigate the effect of the improper disclosure(s).

User acknowledges and agrees that ODJFS may, in its sole discretion and without notice, terminate or limit User’s access to OH MITS based upon ODJFS’s information or belief that User is violating the terms of this agreement.

ODJFS reserves the right to edit, update, or terminate this Agreement at any time without prior notice.

☒ Yes, I have read the Terms of Service agreement

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

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



Agent/Accounting Firm Account Setup

5. On the “**Register as an Agent**” page complete all required (*) fields including first name, last name, email address, (create a) user ID, (create a) password, and click the “**Register**” button.

Your User ID must be between 6 and 8 characters which includes one number. The password must be 8 and 15 characters long and include at least one number and one letter.

The screenshot shows the 'Register as an Agent' page. At the top, the header includes the 'Ohio.gov' logo and the text 'Medicaid Information Technology System'. Below the header is a red horizontal bar. The main content area has a light gray background. The title 'Register as an Agent' is displayed in blue, followed by the instruction 'Enter your personal information and press Register when finished.' in a smaller blue font. Below this, the label '*First Name:' is shown next to a white text input field with a blue border. The input field is currently empty.



Agent/Accounting Firm Account Setup

6. After submitting registration information, a message indicating the registration was successful will display.

Please allow 10 minutes for the process to fully complete before accessing the site.

Close all instances of the open browser.



Agent/Accounting Firm Account Setup

Open your browser again and go to

<http://medicaid.ohio.gov/providers.aspx> click “**Access the MITS Portal**”

The screenshot shows the 'PROVIDERS' section of the Ohio Medicaid website. The navigation bar includes links for HOME, MEDICAID 101, FOR OHIOANS, PROVIDERS (highlighted), INITIATIVES, NEWS, RESOURCES, CAREERS, and CONTACT. The main content area has a 'PROVIDERS' heading and a 'Welcome Providers' section. A paragraph states: 'Ohio is home to more than 83,000 active Medicaid providers. The partnership between Ohio Medicaid and its provider network is critical in ensuring reliable and timely care for beneficiaries across the state. In the months ahead, this page will become a go-to resource for learning more about training, billing, rate-setting and additional areas interest concerning the provider community.' Below this is a 'Provider News' section with a list of updates. A large red arrow points from the 'Provider News' section to a blue button labeled 'Access the MITS Portal' in the right sidebar. The sidebar also contains a 'Need technical assistance?' section with the 'Provider Hotline: (800) 686-1516' and a 'Related Content' section with links to 'Benefit Coordination & Recovery', 'Fee Schedules/Rates', and 'Medicaid Forms'.

HOME MEDICAID 101 FOR OHIOANS PROVIDERS INITIATIVES NEWS RESOURCES CAREERS CONTACT

PROVIDERS

Welcome Providers

Ohio is home to more than 83,000 active Medicaid providers. The partnership between Ohio Medicaid and its provider network is critical in ensuring reliable and timely care for beneficiaries across the state. In the months ahead, this page will become a go-to resource for learning more about training, billing, rate-setting and additional areas interest concerning the provider community.

Provider News

Please listen carefully when calling the IVR as the options have changed as of 6/17/2016.

- [Timely Filing Reminder for ICF-IID Providers \(6/29/2016\)](#)
- [Notice Regarding Provision of Progesterone \(6/13/16\)](#)
- [Independent Provider Overtime Rates - Effective January 1, 2016 \(Rev. 4/1/16\)](#)

Need technical assistance?
Provider Hotline:
(800) 686-1516

Access the
MITS Portal

Related Content

- [Benefit Coordination & Recovery](#)
- [Fee Schedules/Rates](#)
- [Medicaid Forms](#)





Agent/Accounting Firm Account Setup

This time when on this page click “**Click Here to Login**”



Department of Medicaid

[About ODM](#) | [Our Services](#) | [Resources](#) | [News & Events](#)

Monday 01/09/2017 4:02:13 PM

[Home](#) [Consumers](#) **[Providers](#)** [Acct Firm Setup](#) [Trading Partners](#) [Public Information](#) [Publications](#)
[enrollment](#) [enrollment tracking search](#) [long-term care](#) [account setup](#)

Ohio Department of 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.

Login to secure site

▪ [Click Here to Login](#)

Provider Enrollment

To enroll as a new Medicaid Provider



Department of Medicaid
John R. Kasich, Governor
Barbara R. Sears, Director



Agent/Accounting Firm Account Setup

7. On the **Sign In** page type in your newly created MITS User ID and Password, confirm you have read the agreement by putting a checkmark in front of “**YES, I have read the agreement**” then click the “**Login**” button.

Ohio.gov | Medicaid Information Technology System

Sign In
Medicaid Information Technology System

***** SYSTEM ADVISORY: Due to maintenance the MITS portal will be unavailable starting Tuesday, 1/10, 8:00 p.m. until Wednesday, 1/11, 3:00 a.m. Prior to this time, please save your work and log off the MITS 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

Login

[Help FAQ](#)
[Help Reset Password?](#)
[Forgot Your User ID?](#)

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



Agent/Accounting Firm Account Setup

8. On the “**Forgotten Password Challenge Questions**” page type in the appropriate answers to the questions.

Then confirm by clicking “**OK**”.



Agent/Accounting Firm Account Setup

9. The “**Landing Page**” should now display with a link to the secure MITS Web Portal.

Click the “**Secure Provider Portal**” link. This will complete the agent account registration process.

If you do not finish this step, the Administrator will not be able to add your access as an agent.



Agent/Accounting Firm Account Setup

10. Notify the MITS Administrator with your User ID so they can assign you the appropriate roles.

An agent/accounting firm will not be able to perform any functions in MITS until the Administrator has finished assigning their roles.



Roles





Roles

- Each agent may be assigned one or more of the following roles.



Cost Report – Ability to upload and download information into the MITS screens

Prepare Save LTC CR

- Agent
- Accounting Firm

View LTC CR

- Agent
- Accounting Firm

Cost Report (w/ PIN) – Ability to Approve (certify) the cost report to ODM/DODD (can also upload / download information within their screen)

- Sign Approve LTC CR
- Agent w/ PIN Approval



Roles

- To open the Agent Maintenance Panel



Welcome,

Super User Providers Cost Report **Account** Trading Partners Claims Episode Claims Eligibility Prior Authorization Reports Portal Admin Po

Security Trade Files Admin

logoff messages switch provider site settings **agent maintenance** accounting firm maintenance hospital contact



Roles

Providers Cost Report **Account** Claims Episode Claims Eligibility Prior Authorization Reports Publications Trade Files
logoff messages site settings **agent maintenance** accounting firm maintenance

Agent Maintenance

User Name Contact First Name Contact Last Name
A

Type data below for new record.

remove agent add agent

*User Name [Search]
Contact First Name
Contact Last Name

Agent Roles

User Name [Close]

Search

User Name
First Name
Last Name

search

Search using the specified criteria

> Hospital Contact
>> Hosp Cost Rpt Upload
Hospice Enrl Search

submit cancel

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Roles

Providers Cost Report **Account** Claims Episode Claims Eligibility Prior Authorization Reports Publications Trade Files
logoff messages site settings **agent maintenance** accounting firm maintenance

Agent Maintenance

User Name Contact First Name Contact Last Name

A

Type data below for new record.

remove agent add agent

*User Name
Contact First Name
Contact Last Name

Agent Roles

User Name [Close]

Search

User Name
First Name
Last Name

search clear

Search Results

User Name ^	First Name	Last Name
DLMTES3	DAVIDA	MILLERA
DUMB050	DAVID	FERGUSON
GZTXAG1	AGENTFIRSTNAME	AGENTLASTNAME
KATTAR9	RAJU	KATTA
MSPAGN0	AGNTEN	TEN
MSPAGN1	AGNONE	ONE
MSPAGN2	AGNTWO	TWO
MSPAGN3	AGNTHREE	THREE
MSPAGN4	AGNFOUR	FOUR
MSPAGN5	AGNFIVE	FIVE

< Previous 1 2 3 4 Next >



Roles

Providers Cost Report **Account** Claims Episode Claims Eligibility Prior Authorization Reports Publications Trade Files

logoff messages site settings **agent maintenance** accounting firm maintenance

Agent Maintenance

User Name Contact First Name Contact Last Name

A

Type changes below.

remove agent add agent

*User Name [Search]

Contact First Name

Contact Last Name

Assigned Roles

Agent Roles

Available Roles

- Claim Submission
- 1099 Information
- Add Selected Item(s)
- Deemed Eligibility
- Sign Approve LTC CR**
- Prepare Save LTC CR

submit cancel

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Roles

Providers Cost Report **Account** Claims Episode Claims Eligibility Prior Authorization Reports Publications Trade Files
logout messages site settings **agent maintenance** accounting firm maintenance

Agent Maintenance ?

User Name Contact First Name Contact Last Name
A

Type changes below.

remove agent add agent

*User Name GZTXAG1 [Search]
Contact First Name AGENTFIRSTNAME
Contact Last Name AGENTLASTNAME

Assigned Roles
Agent Roles Sign Approve LTC CR

Available Roles
Claim Submission
1099 Information
View RAs
Deemed Eligibility
Prepare Save LTC CR
View LTC Cost Report

< << > >>

submit cancel

Save

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Click on any available role
and then select < to add to
“Assigned Roles”



Roles

The screenshot displays the 'Agent Maintenance' web application. At the top, a navigation bar includes links for Providers, Cost Report, Account, Claims, Episode Claims, Eligibility, Prior Authorization, Reports, Publications, and Trade Files. Below this, a secondary bar contains links for logoff, messages, site settings, agent maintenance (highlighted), and accounting firm maintenance. The main content area is titled 'Agent Maintenance' and features a search bar with the letter 'A' and the text 'Type changes below.' Below the search bar are buttons for 'remove agent' and 'add agent'. The 'add agent' section includes input fields for '*User Name' (containing 'GZTXAG1'), 'Contact First Name' (containing 'AGENTFIRSTNAME'), and 'Contact Last Name' (containing 'AGENTLASTNAME'). A '[Search]' button is located to the right of the first input field. Below these fields, the 'Assigned Roles' section shows a list with 'Sign Approve LTC CR' selected. To the right of this list is a set of navigation buttons: '<', '<<', '>', and '>>'. The 'Available Roles' section is a list box containing the following roles: 'Claim Submission', '1099 Information', 'View RAs', 'Deemed Eligibility', 'Prepare Save LTC CR', and 'View LTC Cost Report'. At the bottom of the form are 'submit' and 'cancel' buttons. Below the form, there are links for 'Home', 'Privacy Statement', and 'Contact Us', followed by a 'Save' button. At the very bottom, there is a copyright notice: 'Copyright 2012 HD Enterprise Services. All rights reserved.'



Roles

Welcome, BOB PROMEDICA UAT D (R33.1) Friday 01/13/2017 3:23:21 PM

Providers Cost Report **Account** Claims Episode Claims Eligibility Prior Authorization Reports Publication
logoff messages site settings agent maintenance **accounting firm maintenance**

Accounting Firm Maintenance

User Name Contact First Name Contact Last Name Accounting Firm Name Email Address Telephone Number

A

Type data below for new record.

Remove Accounting Firm Add Accounting Firm

*User Name [Search]

Contact First Name

Contact Last Name

Accounting Firm Name

Accounting Firm Roles

User Name

[Close]

Search

User Name []

First Name []

Last Name []

Accounting Firm Name []

search clear


Search Results

User Name	First Name	Last Name	Accounting Firm Name
ACCFIRM1	FIRSTX	FIRMX	DAVES ACCOUNTING FIRST FIRM
ACCFIRM2	AFTERNOONTWO	THEFOURTEENTH	NEW ACCOUNTING FIRM
ACCFIRM3	THIRD	ACCOUNTINGFIRM	CUP OF JOE
ACCFIRM8	ACCOUNT	FIRM	ACCT FIRM TEST
ACCFIRM9	FIRST	LAST	ACCFIRM9
ACFIRMA4	BOB	ACCFIRM-FOUR-FOUR	BTN-44
ACFIRMA5	BOB	ACCOUNT-AFIVE	BTN-45
ACFIRMA6	BOB	ACCOUNT-ASIX	BTN-46
ACFIRMA8	BOB	ACCOUNT-AEIGHT	BTN-48
ACTFIRM1	BOB	ACCOUNTANT	BY THE NUMBERS INC

1 2 3 4 Next >



Roles



Department of Medicaid

Welcome, BOB PROMEDICA

UAT D (R33.1) Friday 01/13/2017 3:24:19 PM

[Providers](#) [Cost Report](#) [Account](#) [Claims](#) [Episode Claims](#) [Eligibility](#) [Prior Authorization](#) [Reports](#) [Publications](#) [Trade Files](#)
[logoff](#) [messages](#) [site settings](#) [agent maintenance](#) [accounting firm maintenance](#)

Accounting Firm Maintenance

User NameContact First NameContact Last NameAccounting Firm NameEmail AddressTelephone Number

A

Type changes below.

Remove Accounting Firm

Add Accounting Firm

*User Name

ACTFIRM1

[Search]

Contact First Name

BOB

Contact Last Name

ACCOUNTANT

Accounting Firm Name

BY THE NUMBERS INC

Assigned Roles

Accounting Firm Roles

Available Roles

Prepare Save LTC CR

View LTC Cost Report

Add Selected Item(s)

<

<<

>


>>

submit

cancel


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Department of Medicaid
John R. Kasich, Governor
Barbara R. Sears, Director



Roles

**Ohio**
Department of Medicaid

Welcome, BOB PROMEDICA UAT D (R33.1) Friday 01/13/2017 3:24:19 PM

Providers Cost Report **Account** Claims Episode Claims Eligibility Prior Authorization Reports Publications Trade Files

logoff messages site settings agent maintenance **accounting firm maintenance**

Accounting Firm Maintenance ? ⬆

User Name	Contact First Name	Contact Last Name	Accounting Firm Name	Email Address	Telephone Number
A					
Type changes below.					
<input type="button" value="Remove Accounting Firm"/> <input type="button" value="Add Accounting Firm"/>					
*User Name	<input type="text" value="ACTFIRM1"/> <input type="button" value="[Search]"/>				
Contact First Name	<input type="text" value="BOB"/>				
Contact Last Name	<input type="text" value="ACCOUNTANT"/>				
Accounting Firm Name	<input type="text" value="BY THE NUMBERS INC"/>				
Accounting Firm Roles	Assigned Roles		Available Roles		
	<div><div>Prepare Save LTC CR</div><div>View LTC Cost Report</div><div></div></div> <div><div><</div><div><<</div><div>></div><div>>></div></div>		<div></div>		

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[AMA & ADA Copyright](#)



Switch Providers





Switch Providers





Switch Providers

- Switch Provider Panel

Switch Provider

National Provider ID	Medicaid Provider ID	Address	City	State	Zip	Zip + 4	Tax	Provider Type	Default Provider ID
	000123456	777 ANY ST N	ANYCITY	ST	55555	5555		DAYTON PHYSICIAN	<input type="checkbox"/>
	000123456	999 ANY ST LN	ANYCITY	ST	55555	5555		COLUMBUS PHYSICIAN	<input checked="" type="checkbox"/>

Select row above to update

Current Provider 999999999

National Provider ID

Address 999 ANY ST LN

City ANY CITY

State ST

Zip 55555-5555

Medicaid Provider ID 999999999

Taxonomy

Provider Type COLUMBUS PHYSICIAN

Default Provider ID ☒

switch to **set as default**

All available providers/locations will display on this panel



Switch Providers

- Switch Provider Panel

National Provider ID	Medicaid Provider ID	Address	City	State	Zip	Zip + 4	Tax	Provider Type	Default Provider ID
000123456	000123456	777 ANY ST N	ANYCITY	ST	55555	55555		DAYTON PHYSICIAN	<input type="checkbox"/>
000123456	000123456	999 ANY ST LN	ANYCITY	ST	55555	55555		COLUMBUS PHYSICIAN	<input checked="" type="checkbox"/>

Select row above to update

Current Provider: 999999999

National Provider ID: 999999999

Address: 999 ANY ST LN

City: ANY CITY

State: ST

Zip: 55555-5555

Medicaid Provider ID: 999999999

Taxonomy: COLUMBUS PHYSICIAN

Default Provider ID: ☒

The default provider/location may also be set by putting a **checkmark** on the desired location.

When this user logs into MITS their starting location will be “COLUMBUS PHYSICIAN”



Frequently Asked Questions





Frequently Asked Questions

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 Internet Explorer 10 or higher and current versions of Firefox .

Q: How do we register for MITS?

A: To set up an account for MITS please follow the previous instructions. Be sure to read the instructions carefully before setting up your account.

If you are continuing to have problems please call 1-800-686-1516 for assistance.



Frequently Asked Questions

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.

This is done for security reasons.

Q: Does every office set up their own account or are we all using the same?

A: You will need to set up a MITS account for each NPI/Medicaid provider number.

So, if every office has their own billing number, then everyone will need to set up their own account. If all your offices bill using one number, then you need to set up only one account. However, each Agent needs to set up their own account before the Administrator can provision their access.



Frequently Asked Questions

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 Medicaid providers need to register for MITS. If you don't register for MITS you will not be able to submit claims, PAs, or certify cost reports.



Frequently Asked Questions

For assistance with the MITS Web Portal contact the
ODM Provider Call center: **1-800-686-1516**

For User ID and Password Resets, send an email to:

MIT_Support@jfs.ohio.gov

Trouble shooting and common mistakes help sheet:

http://www.medicaid.ohio.gov/Portals/0/Providers/MITS/Information%20Releases/August%202011/MITS_Registration_Troubleshooting_Guide.pdf

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