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

1. Provider Account Setup (Administrator)
2. Agent Account Setup
3. Provider Assigns Roles (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 MITS_Access_Support@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
Administrator Account Setup

2. On the right side of the page click “Access the MITS Portal”
Administrator Account Setup

The next screen should look like this:
Administrator Account Setup

3. Scroll down to the “Provider Setup/Registration” box and click on the “Click here to setup your account” link
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).
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.)
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](http://medicaid.ohio.gov/providers.aspx) click “Access the MITS Portal”
Administrator Account Setup

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

• Agents must set up their MITS account before the administrator can add their roles.

• Each agent must set up their own account for security reasons.

• Agents may be assigned to multiple locations/providers by the Administrator

• For User ID and Password resets e-mail
  MITS_Access_Support@jfs.ohio.gov
Agent/Accounting Firm Account Setup

1. The Ohio Department of Medicaid Providers Website: [http://medicaid.ohio.gov/providers.aspx](http://medicaid.ohio.gov/providers.aspx)
Agent/Accounting Firm Account Setup

2. On the right side of the page click “Access the MITS Portal”
Agent/Accounting Firm Account Setup

The next screen should look like this:
Agent/Accounting Firm Account Setup

3. Scroll down to the “Agent Setup” box and click on “Click here to setup your agent account”
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”
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”
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.
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](http://medicaid.ohio.gov/providers.aspx) click “Access the MITS Portal”
Agent/Accounting Firm Account Setup

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

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

<< assigns all roles at once
>> un-assigns all roles at once

< individually assign a role
> individually un-assign a role
Roles
Roles
Roles
Switch Providers
Switch Providers
Switch Providers

• Switch Provider Panel

All available providers/locations will display on this panel
Switch Providers

• Switch Provider Panel

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:  
[MITS_Access_Support@jfs.ohio.gov](mailto:MITS_Access_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](http://www.medicaid.ohio.gov/Portals/0/Providers/MITS/Information%20Releases/August%202011/MITS_Registration_Troubleshooting_Guide.pdf)
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