Ohio | Medicaid Information Technology System

MITS Web Portal Registration Set Up

Do you have access to the Secure MITS Web Portal?

The most successful and efficient Medicaid IT implementations are those in which the provider community is well-informed and well-prepared. Ohio's new Medicaid Information Technology System (MITS) will make many processes paperless. It will process claims more quickly and accurately than ever before. ***However, in order for you to receive prompt payment for claims, it is essential that your office staff create administrator and agent accounts in the MITS Web Portal.***

Creating the administrator and agent accounts will grant you secure access to the Web Portal and ensure a seamless transition between MMIS and MITS at Go-Live on August 2, 2011.

Early registration is June 16 - July 25, 2011!

Have you selected an account administrator, and has your staff set up their agent accounts yet?

If not, you should do so as soon as possible, to avoid possible interruptions of your daily workflows. Between June 16th and July 25th, you and your staff should take the following steps:

1. Select an Administrator

The account administrator will have full access to all information related to your organization. Think of this person as a gatekeeper. The administrator will control who has access to your account and will determine the roles agents and/or contractors will have. The administrator will also have full access to your demographic and financial information. The role of administrator should not be given to trading partners or contractors. As soon as an administrator is chosen, all staff should be informed.

- ☐ *Have you notified your employees of who the account administrator will be? Doing so now will prevent others from trying to establish administrator accounts.*

2. Create an Administrator Account

There can be only one administrator per billing National Provider Identifier (NPI). If your organization has multiple billing NPIs, choose one person to be the administrator for all NPIs.

Creating an administrator account is simple. Just go to the main Ohio MITS web site – https://portal.ohmits.com/Public/ – click on "Provider," then click on "Quick Link-Provider Setup," and follow the instructions.

3. Identity Agents

An agent is anyone associated with your organization who can do work on your behalf, such as submitting or adjusting claims, verifying eligibility, or submitting prior authorizations. The account administrator is responsible for assigning and updating agent roles and access, as appropriate, when there are staff changes.

4. Create Agent Accounts

All agents will be required to create their own accounts, each with its own user identification and password. Creating agent accounts is also very easy. Just go to the main Ohio MITS web site – https://portal.ohmits.com/Public/ – click on "Provider," then click on "Quick Link-Provider Setup," and follow the instructions.

Creating a user identification does not automatically give the agent access to a provider organization's account. All agents will need to forward their user identification to the account administrator, who will then grant them access and assign them roles based on the billing NPI.

Agents will use the same user identification for multiple NPIs. They will be able to set a default NPI and then switch between different NPI accounts within the portal without having to log out and log back in. Each agent's assigned roles may be different from one NPI to another.

5. Identify the Responsibilities and Roles of Agents

Each account administrator should decide which roles they would like each agent to perform. For guidance, refer to the MITS Agent Role List at http://jfs.ohio.gov/mits/MITS_Agent_Role_Assign_List.pdf. Administrators can use this form to keep track of all agents and their roles.

The following functions must be assigned:

- ➢ Claims
  - o   Submit (view and update)
  - o   Search (view only)
- ➢ Prior Authorization
  - o   Submit (view and update)
  - o   Search (view only)
- ➢ Eligibility
  - o   Search (view only)
- ➢ 1099
  - o   Search (view only)

When agents are assigned a "Submit" role, they will be allowed not only to search, but also to manipulate and update data. However, all "Search" roles are view only. For example, a nurse reviewer will need "Submit" access for prior authorizations, but a receptionist may need only a "Search" role to verify eligibility or view the status of claims and prior authorization requests.

6. Assign Roles to Agents

To assign roles to agents, the account administrator should go to the secure MITS Web Portal, click on "Account Menu," then "Sub Menu-Agent Maintenance," and then "Add Agent." The administrator will be able to search for agents either by user ID or first name/last name. Once the administrator has identified an agent, roles may be assigned to that agent.

□ *Remember to add "Remove Agent Roles" to your organization's employee separation checklist. The MITS Web Portal can be accessed by anyone with a current agent account and assigned roles, whether that person is still employed by the provider or not. It is providers' responsibility to add and remove agent access.*

Remember to keep informed and keep in touch

Provider Readiness Releases are designed to provide ongoing insight into some of the changes that will take place at "Go-Live" on August 2, 2011. We appreciate all you do to provide quality services to individuals enrolled in Ohio's Medicaid program. ODJFS is committed to working closely with you during the transition to MITS. For the most up-to-date information about the MITS Web Portal, as well as information about MITS functionality, tools, training and how the replacement system will impact you as a provider, go to http://jfs.ohio.gov/mits/index.stm.

Get Ready for MITS!
August 2, 2011

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