HPES Transition Web Announcement

November 2011

Provider Web Portal

Hewlett Packard Enterprise Services (HPES) is launching a new Provider Web Portal.

What is new?

As part of the transition of Medicaid fiscal agent responsibilities to Hewlett Packard Enterprise Services (HPES), a new Provider Web Portal with robust features is being introduced. The Provider Web Portal has several features which are new for providers as described below:

- *Immediate registration and enrollment* – The Provider Web Portal registration process is simple, quick, and best of all, allows immediate access. There is little waiting time for PINs or Passwords because users create these during registration. User access within the Provider Web Portal allows the user to self authenticate and register other delegates on behalf of the provider. These web pages also allow users who have logged on to have access to secure documents.

- *Member/Recipient focused viewing* – is a summary view of all member/recipient information on one page, based on the last ten members/recipients previously viewed in the Provider Web Portal.

- *Secure correspondence* - Providers can create secure correspondence and receive a confirmation email that their message was sent.

- *Assigned delegates* – Providers can assign individuals to act on their behalf using the Provider Web Portal.

- *Pharmacy* - pharmacy prior authorization will be available through the Provider Web Portal.

- *Electronic Remittance Advice (RA)* - providers will receive their RAs electronically through the Provider Web Portal. Historical and current RAs will be available. Note: RAs will continue to be mailed weekly to providers who are not set up to receive an electronic RA.

- Existing functions, such as Electronic Verification System (EVS), will continue to be available on the new Provider Web Portal. The HIPAA-compliant EVS provides Internet access to recipient eligibility, status of submitted claims and prior authorization requests, and provider payment amounts. It can be accessed after user login.

Remember: Providers will be required to enroll to use the new Provider Web Portal. It will be necessary to enroll to validate your identity and establish users who can access the portal on behalf of a provider. Enrollment will be available beginning November 11, 2011.

Training

The HPES training team is responsible for ensuring the providers are trained and become aware of the Provider Web Portal enrollment process. Providers will be offered workshops to learn how to enroll in the Provider Web Portal. Training is scheduled for November 2011. The training schedule was available at the October Medicaid Conference and has been posted on the Magellan Medicaid Administration website.