

## Establishing an Organization Administrator

The Organization Administrator is the person in your practice, group, or facility with the primary responsibility and authority to establish accounts and passwords for access to provider specific secure information in MMIS Web Portal.

New Providers who registered for MMIS Web Portal access will have to identify an Organization Administrator in the Security section of the Application form. The provider will receive a Welcome Letter with the Organization Administrator user ID. The password will be sent in a separate letter on the following day along with the Automated Voice Response Access Personal Identification Number (PIN). The MMIS Web Portal password will be a one-time use password that the Organization Administrator must change upon logging in the first time.

If a provider DID NOT identify an Organization Administrator during the enrollment application process, then they must first [register](#) in MMIS Web Portal with their new 7-digit Medicaid provider number on the home page of the MMIS Web Portal. Once MMIS Web Portal registration is complete, the Organization Administrator's user ID and password will be mailed to the provider.

After registering and updating their MMIS Web Portal password, the Organization Administrator will be able to:

- ✓ Designate additional Organizational Administrators
- ✓ Create additional user IDs with one-time use passwords for your business
- ✓ Determine and assign users' access to different areas of MMIS Web Portal
- ✓ Unlock user accounts (accounts are disabled after three failed logins)
- ✓ Re-set staff members' passwords (assist users with lost passwords)
- ✓ Disable user accounts that are no longer being used

It is the responsibility of the Organization Administrator to self-manage the staff members' users' account access to MMIS Web Portal. The Department strongly encourages all Medicaid providers to establish, at a minimum, one primary and one back-up Organization Administrator.

Effective February 10, 2024, if a users' account has not been active in 365 days, the MMIS Web Portal system will automatically terminate the users' account.

## Special Considerations

**Complex Functional Organizations** - For organizations where several individuals or departments' we recommend the Organization Administrator create at least one Backup Organization Administrator. In addition, create additional accounts for individuals in the functional areas noted below (Provider Roles) and create backups for each role in the event of staff absences, job change, or turn over.

**Moderate Functional Organizations** – For organizations where individuals perform two or more business functions' we recommend the Organization Administrator create a Backup Organization Administrator and create additional accounts assigning functional areas, as appropriate for work organization and processes.

**Simple (single person)** - For organizations where one person performs all business and security functions, the single provider Organization Administrator account also has the Primary Accountholder role assigned and can perform all functions.

## Provider Accounts Security Role Options

Provider Staff Role	Functionality
<b>Provider-Organization Administrator</b>	Ability to create and configure other Provider organizational users and define their role(s) (Security only)
<b>Provider-Primary Accountholder</b>	Has full access (view/add/update) to all provider functions and privileges (including Security)
<b>Provider-Authorizations Staff</b>	Ability to request/edit/view service authorization requests
<b>Provider-Billing Staff</b>	Ability to submit claims via the web portal; check claims status
<b>Provider-Eligibility Staff</b>	Ability to verify member/patient Medicaid eligibility information
<b>Provider-Enrollment Staff</b>	Ability to view/add/update provider enrollment data
<b>Provider-Financial Staff</b>	Ability to view Remittance Advice and other provider accounting information
<b>Provider-FES</b>	Ability to view/add/update the Submit Payment Alert/Hospice Election Form (Functional Eligibility System)
<b>Provider-Trading Partner Enrollment</b>	Ability to view/add/update Trading Partner details

## **What do I do next to establish our Initial Organization Administrator?**

- ✓ If you registered for MMIS Web Portal access during enrollment, no further action is required at this time. When MMIS Web Portal was implemented, the designated individual (even if different from the original designee) can log on to the MMIS Web Portal with the user ID and password the in the initial provider Welcome and PIN/Password letters. Following that step, additional Organization Administrator accounts and other user accounts can be established.
- ✓ If a provider DID NOT identify an Organization Administrator during the enrollment application process, then they must first register in MMIS Web Portal with their new 7-digit Medicaid provider number on the home page of the MMIS Web Portal. Once MMIS Web Portal registration is complete, the Organization Administrator's user ID and password will be mailed to the provider.