

Medica.com Registration Guide

Purpose

Primary administrators can use this guide to aid in registering organizations, secondary administrators, staff users, and delegate access to electronic transactions in the secure portion of medica.com.

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Definitions

Provider Organization

An organization that provides healthcare services to our members. Each federal tax identification number can be associated with only one provider organization.

Subsidiary Organization

An organization can have only one *main* federal tax identification number. Additional federal tax identification numbers may be listed as subsidiary organizations.

Example: ABC Clinic has two separate federal tax identification numbers. The primary administrator should register the organization's main federal tax identification number and list the second federal tax identification number as a subsidiary organization. An organization can have as many subsidiary federal tax identification numbers as necessary.

Billing Agency

A billing agency is contracted to a provider organization to conduct administrative duties, not limited to billing services. A care system associated with a provider organization can also function in this capacity.

Billing agencies must register with their own federal tax identification number on medica.com in order to be delegated to by their contracted provider.

Delegation Relationship

Provider organizations may choose to delegate to a billing agency or care system. This will allow the delegate access to the provider's electronic transactions on medica.com.

Control of the delegation is owned by the primary administrator of a provider organization. This ensures the provider retains control of who has access to their online data as a safeguard against unintended exposure of financial and member information.

Billing agencies cannot delegate to provider organizations or other billing agencies.

A Billing Agency Delegation Example: ABC Clinic has contracted with XYZ Billing Agency. Both entities have registered on medica.com using their own business federal tax identification number. ABC Clinic can then delegate access to XYZ Billing Agency for selected electronic transactions on medica.com.

Definitions (continued)

Care System Example: ABC Clinic is a member of a care system. Referrals are managed through the care system. Both entities have registered on [medica.com](https://www.medicare.com) using their own business federal tax identification number. ABC Clinic can then delegate access to the care system for selected electronic transactions on [medica.com](https://www.medicare.com).

Primary Administrator

Individual responsible for initiating the registration of a provider organization or billing agency and assigning rights to secondary administrator and staff users. Only one user can act as the organization's primary administrator.

Registration of the federal tax identification number will be disabled if the primary administrator has not created username and password within 180 days of the initial registration.

See the "Primary Administrator Responsibilities" page for more information.

Secondary Administrator

Staff member with access to perform specific electronic transactions as assigned by primary administrator. Also has the ability to register and assign rights to staff users.

Staff Users

Staff member with access to perform specific electronic transactions as assigned by primary or secondary administrator.

Individual physicians must be registered as provider staff to access their Premium Designation Program reports.

Username

Username must be between 6 and 20 alphabetical characters

- Periods are allowed.
- Special characters (*, \$, #, @, etc.) not allowed
- Spaces are not allowed

Username example: dan.derm

Password

Passwords are case sensitive and be at least 8 characters in length with a combination of all of the following:

- Upper and Lower Case Letters
- Special Characters
- Numbers

Password example: K4mz*wy6

Inactive Registrations

If the Primary Administrator has not created a username or password within 180 days of the initial registration, the Fed ID will be disabled and registration will have to start again.

Any accounts that have been inactive for 90 days will have the password reset and will be disabled after 180 days of inactivity.

Warning emails will be sent 10 days prior to action taken.

Primary Administrator Responsibilities

Primary Administrator agrees to:

- Initiate organization registration on medica.com
- Click the check box for the Terms of Use on the registration page, thereby agreeing to:
 - Abide by terms of registration, as outlined in the Terms of Use section
 - Create a username or password within 180 days of the initial registration, if not the Fed ID will be disabled and registration will have to start again.
 - Advise all users that they are bound by terms of registration, as outlined in the Terms of Use section
 - Register only staff who have legitimate need to use the secure electronic transactions on medica.com
 - Allow access only to information user requires to perform his/her job responsibilities
 - Monitor and disable former users access to the secured portions of medica.com for both staff and delegated users
- Register and assign access to secondary administrators
- Register and assign access to staff
 - Secondary administrator may also register and assign access for staff users

Special Note: *There should preferably be more than one registered user for the account.*

- Disable registration when staff leave the organization
- Delegate rights to contracted billing agencies, if necessary
- Delegate rights to associated care systems, if necessary
- Disable access for delegated billing agencies and care systems, if necessary
- Notify the Medica.com portal administrator if the federal tax identification number changes or new federal tax identification number(s) need to be added
- Receive email notifications if:
 - Staff's account is locked due to unsuccessful attempts to login

Registering a Provider Organization or Billing Agency

Background: All provider and billing agencies who desire access to the electronic transactions on medica.com must register before they are able to access the secured portion of medica.com. Registration of the Fed ID will be disabled if primary administrator has not created a username or password within 180 days of the initial registration.

Please refer to the *Definitions* section of this guide to determine if your organization should register as a provider organization or a billing agency.

Special Note: The organization, *not Medica*, controls who has access to the secured transactions on medica.com.

Task: The primary administrator completes the initial online registration, and registers additional users.

Instructions:

1. Open medica.com > Providers drop down menu > Electronic transactions:

The screenshot shows the Medica website's navigation menu. The 'MEDICA' logo is in the top left. A search bar is in the top right. The main navigation menu includes 'Find Plans', 'Members', 'Employers', 'Brokers', and 'Providers'. A red arrow points to the 'Providers' dropdown menu. The dropdown menu is open, showing 'Providers Home' with a red arrow pointing to it, and a list of links: 'Electronic Transactions', 'Policies and Guidelines', 'Quality and Cost Programs', 'Administrative Resources', 'Health Improvement', 'Pharmacy', and 'News and Training'. Below the navigation is a purple banner with the text 'Welcome Providers'. At the bottom, there is a footer with the Medica logo, links for 'About Us', 'Careers', 'Newsroom', 'Privacy', 'Trademark', and 'Terms of Use', and social media icons for Facebook, LinkedIn, Twitter, and YouTube. A copyright notice reads: 'Medica is a registered service mark of Medica Health Plans. ©2003–2014 Medica.'

Registering a Provider Organization or Billing Agency (continued)

2. Click on a [Create account](#) button

Electronic Transactions

Provider Login

The page you are requesting is a secure page. Please login.

Username

Password

[Log in](#)

[Create a provider account](#)

Once you create a medica.com provider account, you have access to:

- Patient and claims information
- Set up electronic transfers
- Electronic pay statements

[Create a Provider Account](#)

Are you a billing organization or a billing agency?

[Create a Billing Account](#)

Standard Login Help

- [Forgot password](#)
- [Forgot username](#)
- [Frequently Asked Questions](#)

Questions?

Email us at PortalRegistration@medica.com

Provider Service Center

800-458-5512

Monday – Thursday, 8:30 a.m. – 5 p.m.
Friday, 9 a.m. – 5 p.m.

[View other points of contact »](#)

Resources

- [Claims tools and forms](#)
- [Electronic transactions](#)
- [Provider administrative manuals](#)
- [Fraud and Abuse](#)

Special Note: Online tools are available

- [Forgot password or username](#)
- [Frequently Asked Questions](#)
- Email questions to PortalRegistration@medica.com

Registering a Provider Organization or Billing Agency (continued)

3. Complete the required fields on the electronic registration form. The application will be denied if not complete.

- First Name - Primary Administrator's First Name
- Last Name - Primary Administrator's Last Name
- Address - Organization's Address
- City - Organization's Address
- State - Organization's Address
- Zip Code - Organization's Address
- Phone Number - Organization's Phone Number
- Email Address - Primary Administrator's Work Email Address
- Retype Email - Primary Administrator's Work Email Address
- Job Function - Primary Administrator's Function or Title
- Security Role - Select from Dropdown
- Organization Name - Organization's Name
- Fed Tax ID - Organization's Primary Federal Tax Identification Number
- Organization Zip Code - Organization's Zip Code
- Specialty Type - Organization's Specialty Type

4. An unlimited number of additional federal tax identification numbers can be added as subsidiary organizations. A new row will be created each time the Add Subsidiary Organization link is clicked.

Add Additional Affiliated Tax ID: If your organization is affiliated with additional organizations (subsidiary organizations) that your users will need access to, use this link to add them to your security. If you do not add these additional tax ids now you will need to contact the Medica Registration Administrator and complete additional paperwork to have the additions completed.

Fed tax ID	Organization name	
<input type="text"/>	<input type="text"/>	<input type="button" value="Remove"/>

Extra rows can be deleted (before submitting) by choosing "Remove."

5. Read the Terms of Use section carefully. By clicking the box, you agree to abide by all terms outlined

6. Click to agree to the Terms of Use statement.

7. Upon completion of the electronic registration form, click the Submit button to forward the information to Medica's registration database.

8. PortalRegistration@medica.com will notify, via email, of acceptance as a registered user of medica.com. The email will include a link to create a username and password. The link will not expire but it can only be used once.

Creating a Username/Password

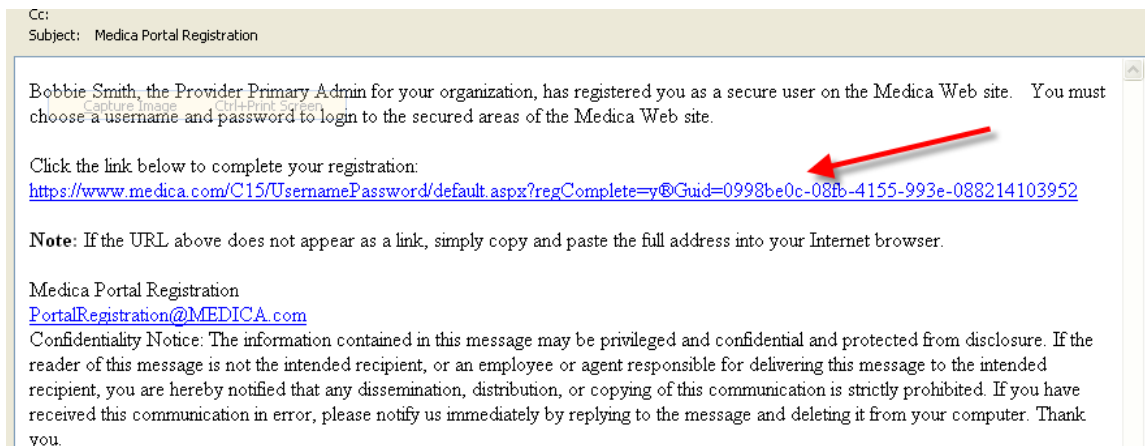
Background: Initial steps of registration must have been completed by the primary administrator before secondary administrators or staff users can be added. Registration of the Fed ID will be disabled if the primary administrator has not created a username or password within 180 days of the initial registration.

Prerequisite: Email from PortalRegistration@medica.com with link

Instructions:

1. Click on the link in the email received from PortalRegistration@medica.com to open the page to create username and password.

The link will not expire but it can only be used once.



If you encounter issues with the link:

Make sure your email is accepting HTML emails. Converting the email to plain text will break the link.

Or

Check your spam/junk e-mail folder

Creating a Username/Password (continued)

2. Complete all five fields.

- **Usernames**

- a. Must be between 6 and 20 alphabetical characters
- b. Periods are allowed.
- c. Special characters (*, \$, #, @, etc.) not allowed
- d. Spaces are not allowed

Username example: dan.derm

- **Passwords**

- e. Are case sensitive
- f. Must be at least 8 characters in length with a combination of all of the following:

- Upper and Lower Case Letters
- Numbers
- Special Characters

Password example: K4mz*wy6

The screenshot shows the Medica website's account creation page. At the top, the Medica logo is on the left, and a search bar is on the right. Below the logo are navigation links: Shop Plans, For Members, For Employers, For Brokers, and For Providers. The main heading is 'Create Your Account'. The form itself is titled 'Username and Password' and contains the following elements:

- A greeting: 'Hello [redacted]'.
- Instructions: 'Choose a username and password that are easy to remember. You will be asked your security question if you forget your password.'
- Password requirements: 'Your password must contain:' followed by a list: a minimum of 8 characters, at least one number (0-9), at least one uppercase letter, at least one lowercase letter, and at least one special character.
- Form fields: 'Username', 'Password', 'Retype password', 'Lost password question' (with a dropdown menu), and 'Answer to question'.
- A 'Submit' button at the bottom of the form.

At the bottom of the page, the Medica logo is repeated, along with links for 'About Us', 'Careers', 'Newsroom', 'Privacy', 'Trademark', and 'Terms of Use'. A footer note states: 'Medica is a registered service mark of Medica Health Plans. ©2003-2016 Medica.' There are also social media icons for Facebook, LinkedIn, Twitter, and YouTube.

3. Click the Submit button

Special Note: Your registration is complete provided the username has not been chosen by another and the password meets requirements.

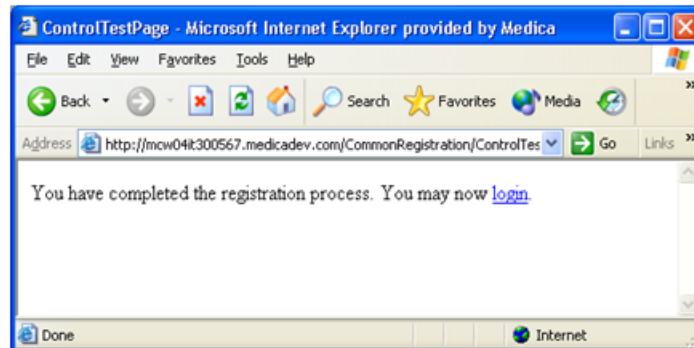
Congratulations!

You are now a registered user of medica.com electronic transactions!

Please continue on to utilize the secured portion of medica.com

Using Medica.com

1. Click the login link (shown below)



Or

Open medica.com > Providers drop down menu > Electronic transactions and login using personally created registration username and password

Special Note: Links/screens work differently when used with different internet environments, i.e.: Firefox, Chrome, and Internet Explorer.

When you log in, and seem to not advance past the login screen:

- Clear all cookies,
 - Close all internet windows,
 - Try again with a fresh window,
 - Enter the web address in your search engine instead of using a shortcut
 - Click on the 'Providers' dropdown at the top right of the screen
 - Click on 'Electronic Transactions' in the dropdown list.
2. Register and assign rights to secondary administrators or staff users
 3. If necessary, delegate rights to associated billing agency or care system
 4. Utilize the electronic transactions

Registering a Secondary Administrator or Staff User

Background: The following table shows who can register whom:

Security Role	They can register:
Primary Administrator	Secondary Administrators and Staff Users
Secondary Administrators	Staff Users
Staff Users	None

Special Note: There should preferably be more than one registered user for the account. Any accounts that have been inactive for 90 days will have the password reset and will be disabled after 180 days of inactivity.

Instructions:

1. Primary Administrator opens medica.com > Providers drop down menu > Electronic transactions and logs in using personally created username and password.

Electronic Transactions

Provider Login

The page you are requesting is a secure page. Please log in.

Username

Password

[Log in](#)

[Create a provider account](#)

Once you create a medica.com provider account, you have access to:

- Patient and claims information
- Set up electronic transfers
- Electronic pay statements

[Create account](#)

Are you a billing organization?

[Create account](#)

Standard Login Help

[Forgot password](#)

[Forgot username](#)

[Frequently Asked Questions](#)

Questions?

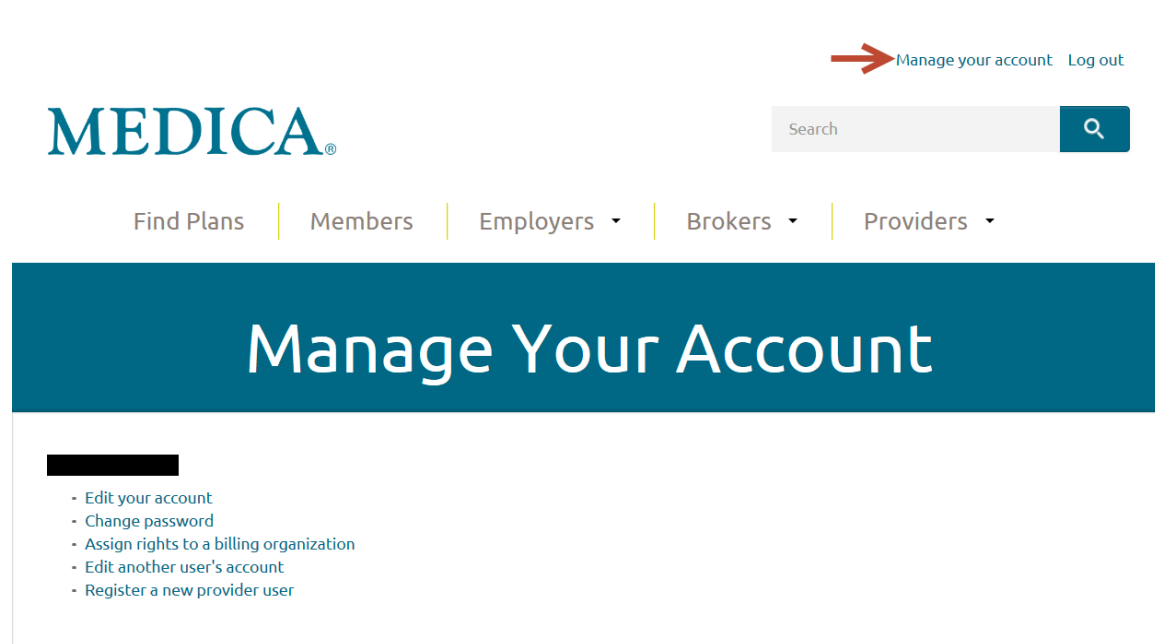
[Email us](#)

Special Note: Online tools are available

- [Forgot password or username](#)
- [Frequently Asked Questions](#)
- Email us at PortalRegistration@medica.com

Registering a Secondary Administrator or Staff User (continued)

2. Click on the “Manage your account” link:



Manage your account Log out

MEDICA®

Search

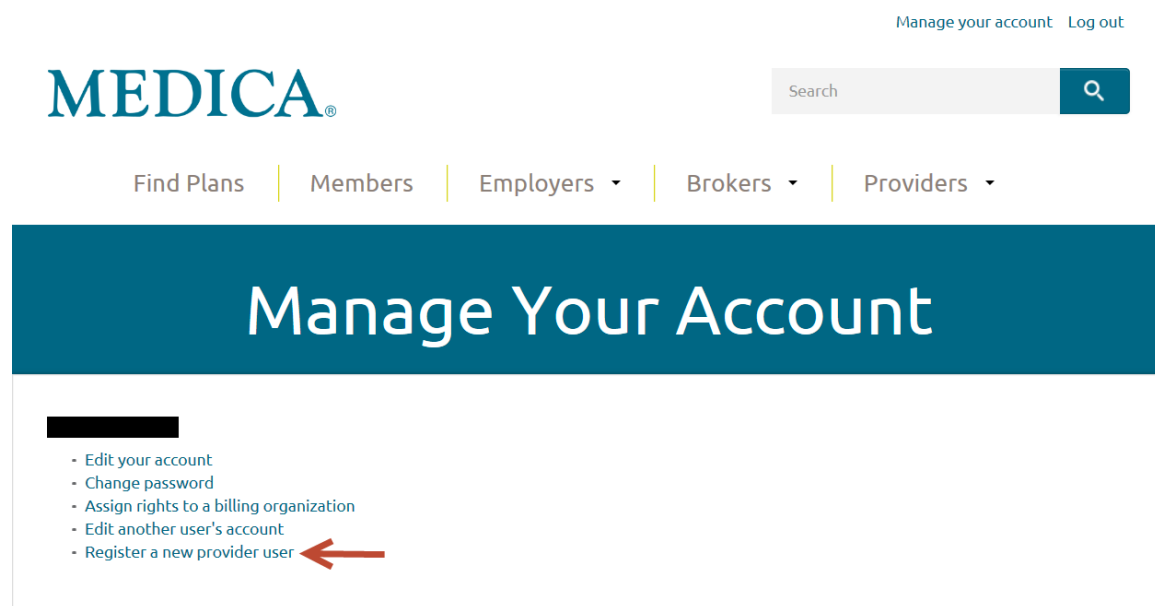
Find Plans | Members | Employers ▾ | Brokers ▾ | Providers ▾

Manage Your Account

██████████

- Edit your account
- Change password
- Assign rights to a billing organization
- Edit another user's account
- Register a new provider user

3. Click on “Register a new user”:



Manage your account Log out

MEDICA®

Search

Find Plans | Members | Employers ▾ | Brokers ▾ | Providers ▾

Manage Your Account

██████████

- Edit your account
- Change password
- Assign rights to a billing organization
- Edit another user's account
- Register a new provider user ←

Registering a Secondary Administrator or Staff User (continued)

- Complete the demographic information as explained on page 7.
- Select one of the two Security Role options
 - Secondary Administrator
 - Staff User

Provider-Specific Person Data:

* Job Function:

Provider Alerts: Yes, please e-mail me with alerts.

* Security Role:

Authorized Transactions: Select All

Demographic Transaction

Special Note: Individual physicians accessing their Premium Designation Program reports must be registered as provider staff. It is not necessary to select any electronic transactions for the physician, simply click on the submit button.

- In the “Authorized Transactions” list, select only the access the user requires to perform his/her job responsibilities, remembering that some transactions contain Protected Health Information (PHI). Choose “select all” if the user should have access to all transactions.

Provider alerts

Yes, please email me with alerts

Authorized Transactions

<input type="checkbox"/> Select all	<input type="checkbox"/> Administrative Referral Entry Transaction	<input type="checkbox"/> Electronic Payments And Statements Transaction
<input type="checkbox"/> Admission Notification Transaction	<input checked="" type="checkbox"/> Eligibility Inquiry Transaction	
<input type="checkbox"/> Claim Adjustment Request Transaction	<input type="checkbox"/> Fee Schedule Lookup Transaction	
<input type="checkbox"/> Claim Status Inquiry Transaction	<input type="checkbox"/> Provider Search Transaction	
<input type="checkbox"/> Clinic Demographics Transaction	<input type="checkbox"/> Referral Status Inquiry Transaction	

Special Note: The organization, *not Medica*, controls who has access to secured transactions on medica.com.

Registering a Secondary Administrator or Staff User (continued)

7. In the “Authorized Fed Tax IDs” field, select only the associated federal tax identification numbers to which the user should have access. Choose “select all” if the user should have access to all associated federal tax identification numbers.

Authorized Fed tax IDs



Special Note: The user will have access to the same assigned transactions for all Federal tax identification numbers.

8. Upon completion of the electronic registration form, click the Submit button. A message will appear advising that the registration was successful.

[Provider Registration](#)
The initial registration phase was successful.

9. PortalRegistration@medica.com will notify, via email, the newly registered user. The email will include a link for the new user to create a password and username. The link will not expire but it can only be used once.
10. The new user should create a username and password as explained on Pages 10 and 11.

Special Note: If a registration notification needs to be resent to a user, click “resend registration notice” at the lower right corner of the new user’s registration page.




Using the Search Function

Four search options are available

- Person Name: all users registered by that name
- Username: all users registered using that username
- Organization Name: all users registered under that entity's name
- Federal Tax Identification Number: all users registered under that federal tax identification number

1. Enter the value to search with
 - Click the 'Search' button

[Manage your account](#) [Log out](#)

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[Find Plans](#) | [Members](#) | [Employers](#) ▾ | [Brokers](#) ▾ | [Providers](#) ▾

Account Management

Last Name

First Name

Username

Org Name

Fed tax ID

2. Sort by headers to refine results

Last name	First name	Email	Security role	Disabled	Username
-----------	------------	-------	---------------	----------	----------

3. Double click on the correct Last Name
4. Update access as necessary
5. Click Submit button

Delegating Access to Electronic Transactions

Background: Provider organizations may delegate to a contracted billing agency access on medica.com to electronic transacts for the provider’s federal tax identification numbers.

Billing agencies must be registered with their own federal tax identification number on medica.com in order to be delegated to.

Billing agencies cannot delegate to provider organizations or other billing agencies.

For registration purposes, care systems associated with a provider organization functions the same as a billing agency.

Information Needed: Billing agency name or federal tax identification number

Instructions:

1. Provider Primary Administrator opens medica.com > providers drop down menu > electronic transactions and logs in using registration username and password.

Electronic Transactions

Provider Login

The page you are requesting is a secure page. Please log in.

Username

Password

Log in

Create a provider account

Once you create a medica.com provider account, you have access to:

- Patient and claims information
- Set up electronic transfers
- Electronic pay statements

Create account

Are you a billing organization?

Create account

Standard Login Help

Forgot password

Forgot username

Frequently Asked Questions

Questions?

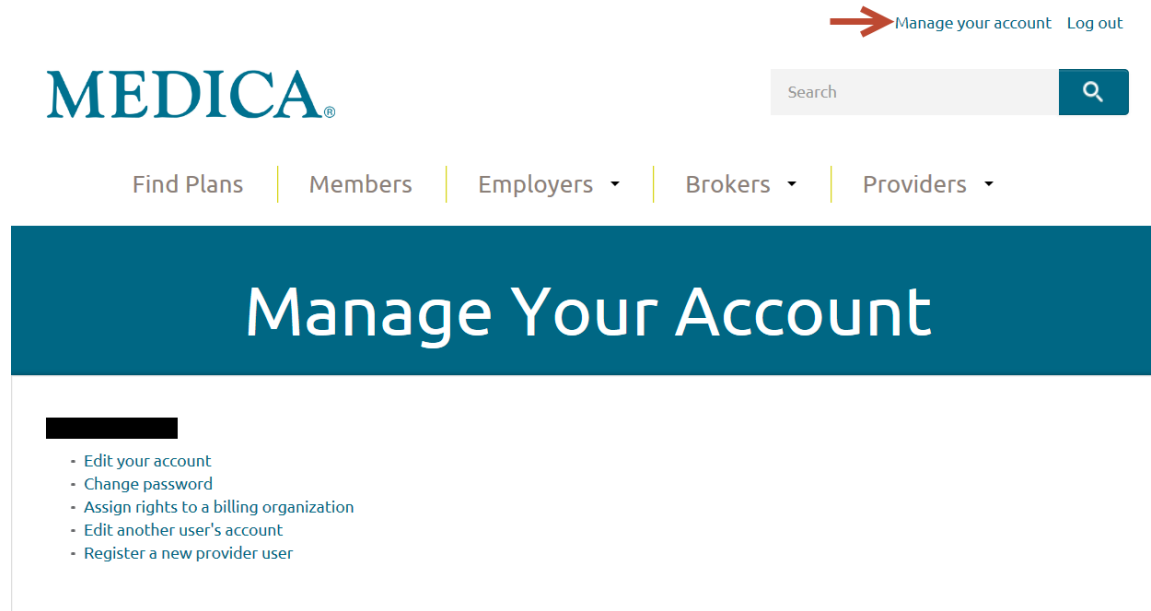
Email us

Special Note: Online tools are available

- Forgot password or username
- Frequently Asked Questions
- Email us at PortalRegistration@medica.com

Delegating Access to Electronic Transactions (continued)

2. Click on the “Manage your account” link:



Manage your account Log out

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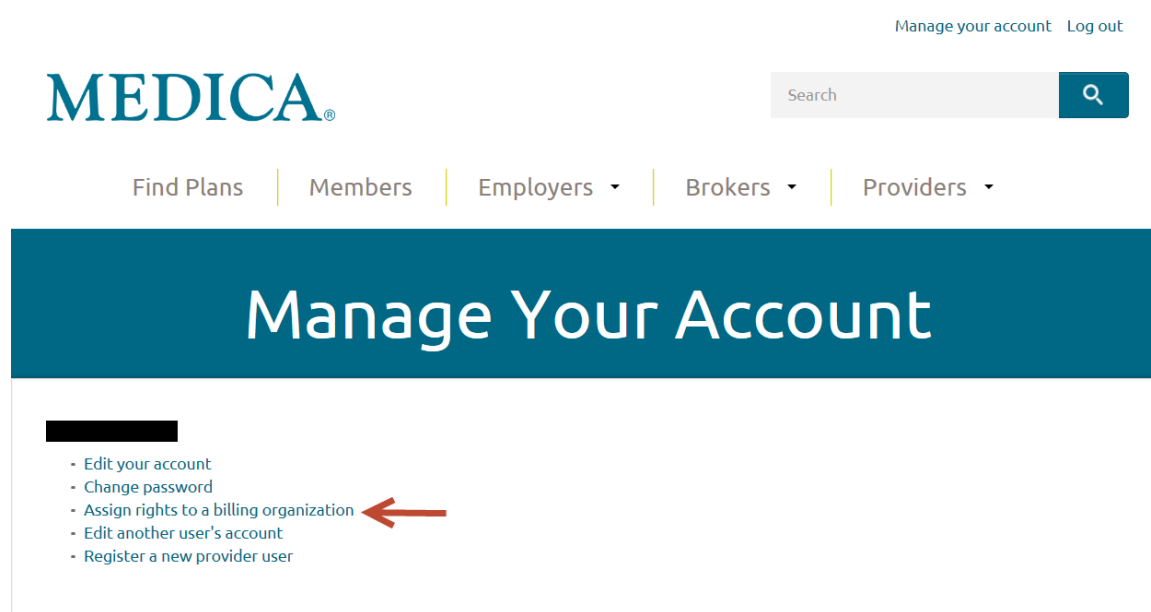
Search

Find Plans | Members | Employers ▾ | Brokers ▾ | Providers ▾

Manage Your Account

- Edit your account
- Change password
- Assign rights to a billing organization
- Edit another user's account
- Register a new provider user

Click on “Assign Rights to a Billing Agency”



Manage your account Log out

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Search

Find Plans | Members | Employers ▾ | Brokers ▾ | Providers ▾

Manage Your Account

- Edit your account
- Change password
- Assign rights to a billing organization ←
- Edit another user's account
- Register a new provider user

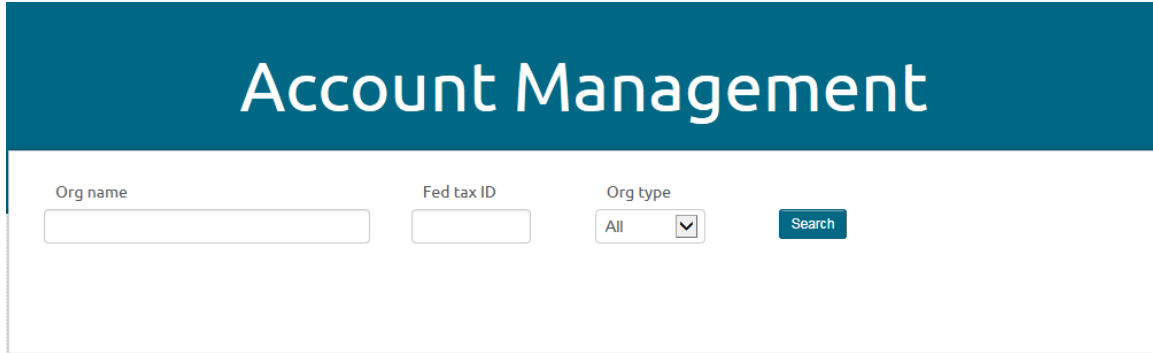
4. Search for the Billing Agency.

Two search options are available

- Organization Name
- Organization Federal Tax Identification Number

Delegating Access to Electronic Transactions (continued)

5. Enter the value to search with and click Search button



The screenshot shows a search interface with a dark blue header containing the text "Account Management". Below the header, there are three input fields: "Org name", "Fed tax ID", and "Org type". The "Org type" field is a dropdown menu currently set to "All". To the right of these fields is a blue "Search" button.

Special Note: Only Billing Agencies that have registered with their own Fed ID on medica.com will be eligible for delegation. If the organization has not registered, they will not appear in the search results.

6. Sort by headers to refine results

Org name	Fed tax ID	Org type	Disabled
----------	------------	----------	----------

7. Double click on the correct Organization name to open
8. Select transaction(s) and Fed ID(s) to be delegated
9. Click the Submit button



The screenshot shows the "Account Management" page with a dark blue header. Below the header, the "Billing Organization" section is visible. It includes a "Return to org search" link and a "* Required Fields" note.

Billing Organization

[Return to org search](#)

* Required Fields

Organizational Information

* Organization Name

Creation date

5/1/2007

Primary admin

Disable Organization

Disabling an organization will disable all associated users.

Billing specific organization data

* Federal Tax ID

[Return to org search](#)

A message will appear confirming that the delegation was successful

Delegating Access to Electronic Transactions *(continued)*

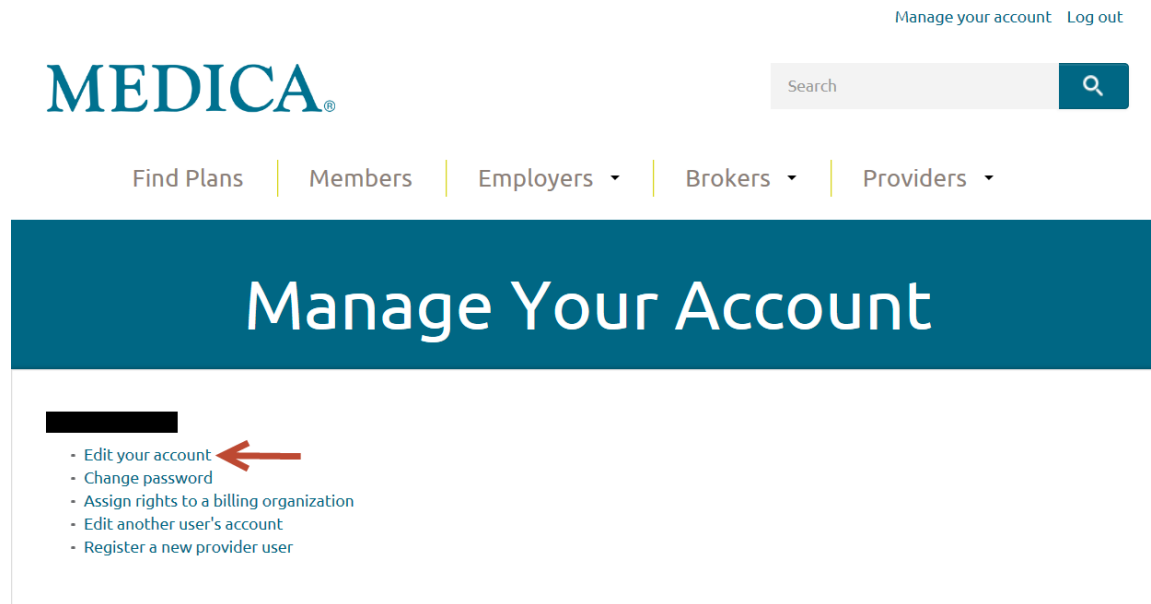
10. PortalRegistration@medica.com will notify the primary administrator of the billing agency, via an automated email, that the provider organization has delegated access to specific federal tax identification numbers and electronic transactions.
11. Primary Administrator of the Billing Agency will need to refresh their access

Refreshing Access

Background: Users will need to refresh their account to access newly added transactions. Billing agencies need to refresh their account to gain access to new provider clients.

Instructions:

1. Open medica.com > providers drop down menu > electronic transactions and login using your registration username and password >Manage your account
2. Select Edit your Account if refreshing the Primary Administrator access



3. Click the Submit button in the lower left corner. This will update the primary administrator’s access to the new transactions or Federal Tax Identification numbers.

Special Note: The Electronic Payments and Statements Transaction require additional time to pass the users security information through several systems. Please wait an additional 30 minutes before attempting to use the transaction.

Refreshing Access (continued)

4. Select Edit Another User's Account if the primary administrator is refreshing Secondary Administrators or Staff User's access

[Manage your account](#) [Log out](#)


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Search

[Find Plans](#) | [Members](#) | [Employers](#) ▾ | [Brokers](#) ▾ | [Providers](#) ▾

Manage Your Account

██████████


- Edit your account
- Change password
- Assign rights to a billing organization
- Edit another user's account 
- Register a new provider user

5. Use a search method as explained on page 17.
6. Update only the access on “Authorized Transactions” list the user requires to perform his/her job responsibilities, remembering that some transactions contain protected health information (PHI).

Provider alerts

Yes, please email me with alerts

Authorized Transactions

<input type="checkbox"/> Select all 	<input type="checkbox"/> Administrative Referral Entry Transaction	<input type="checkbox"/> Electronic Payments And Statements Transaction
<input type="checkbox"/> Admission Notification Transaction	<input checked="" type="checkbox"/> Eligibility Inquiry Transaction	
<input type="checkbox"/> Claim Adjustment Request Transaction	<input type="checkbox"/> Fee Schedule Lookup Transaction	
<input type="checkbox"/> Claim Status Inquiry Transaction	<input type="checkbox"/> Provider Search Transaction	
<input type="checkbox"/> Clinic Demographics Transaction	<input type="checkbox"/> Referral Status Inquiry Transaction	

Special Note: The organization, *not Medica*, controls who has access to secured electronic transactions on medica.com.

7. Click on the Submit button to save changes.

Summary of Resources

Medica Resources	
Topic	Location
Electronic Transactions Forgot password Forgot username Frequently Asked Questions	Medica.com at Providers>Electronic Transactions>Provider Login
Electronic Commerce <ul style="list-style-type: none"> • Electronic Transactions - Eligibility Inquiry Helpful Hints Electronic Payments and Statements: <ul style="list-style-type: none"> • How to Register • EFT Enrollment Authorization Agreement for Optum • NPI Enrollment Addendum for Optum PRA Copy Request Form User Guides: <ul style="list-style-type: none"> • Electronic billing tool for small providers • Medica Electronic Transactions • Provider Demographic-Update Online Tool (PDOT) • Provider Portal Registration for Primary and Secondary Administrators User Logins: <ul style="list-style-type: none"> • Emdeon Office enrollment • Medica Electronic Transactions • MN E-Connect 	Medica.com at Providers>Administrative Resources>Electronic Commerce
Medica Premium Designation Program for 2014: Program Overview Frequently Asked Questions (FAQ) Summary Methodology Detailed Methodology Online Registration Instructions Reconsideration FAQ Changes for 2014 View Premium Designation reports »	Medica.com at Providers>Quality and Cost Programs>Quality and Cost Transparency Premium Designation program reports with personalized physician data are available for physicians to review at medica.com/premium . Individual physicians <i>need to be registered (with Staff User access)</i> to use this secure portion of medica.com .
Need to know who your Primary or Secondary Administrator is?	Call the Medica Provider Service Center at: 1-800-458-5512
UserName/Password issues or if unable to login	Review the Frequently Asked Questions or email PortalRegistration@medica.com

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