

MEDICA®

Medica.com Registration Guide

Introduction

The Medica Provider Portal is a secure website that allows providers and their billing agencies the ability to access important information and perform various online functions via a secure site. Most users not all will have access to the following functions within the site: check eligibility, verify member benefits, research claim status, referral entry, admission notification, claim adjustment, clinic demographic transactions, electronic payments and statements transaction, fee schedule lookup, provider search, referral status inquiry, online provider demographics update. The Primary Administrator adds additional users and assigns all of the functions to the appropriate users.

The Medica Provider Portal site is available 24/7.

Purpose

Primary administrators can use this guide to aid in registering secondary administrators, pro staff users, subsidiary organizations and delegate access to billing agencies for electronic transactions in a secure environment.

Table of Contents

Topics	Page
Definitions	3
Primary Administrator Responsibilities	5
Registering a Secondary Administrator or Staff User(s)	6
Using the Search Feature	10
Adding Subsidiary Organizations	11
Delegating Access to Electronic Transactions	12
Refreshing Access	16
Additional Resources	18

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	<p>An organization can have only one main federal tax identification number. Additional federal tax identification numbers may be listed as subsidiary organizations.</p> <p>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.</p>
Billing Agency	<p>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.</p> <p>Billing agencies must register with their own federal tax identification number on medica.com in order to be delegated to by their contracted provider.</p>
Delegation Relationship	<p>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.</p> <p>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.</p> <p>Billing agencies cannot delegate to provider organizations or other billing agencies.</p> <p>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.</p> <p>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 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.</p>

Primary Administrator	<p>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.</p> <p>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.</p> <p>See the "Primary Administrator Responsibilities" page for more information.</p>
Secondary Administrator	<p>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.</p>
Staff Users	<p>Staff member with access to perform specific electronic transactions as assigned by primary or secondary administrator.</p> <p>Individual physicians must be registered as provider staff to access their Premium Designation Program reports.</p>
Usernames	<p>Usernames must be between 6 and 20 alphabetical characters</p> <ul style="list-style-type: none"> • Periods are allowed • Special characters (*, \$, #, @, etc.) not allowed • Spaces are not allowed <p>Username example: dan.derm</p>
Passwords	<p>Passwords are case sensitive and be at least 8 characters in length with a combination of all of the following:</p> <ul style="list-style-type: none"> • Upper and Lower Case Letters • Special Characters • Numbers <p>Password example: K4mz*wy6</p>
Inactive Registrations	<p>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.</p> <p>Any accounts that have been inactive for 90 days will have the password reset and will be disabled after 180 days of inactivity.</p> <p>Warning emails will be sent 10 days prior to action taken.</p>

Primary Administrator Responsibilities

Primary Administrator agrees to

- 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 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 to medica.com > For Providers (drop down menu) > Electronic transactions and logs into their personal account using their username and password.

Electronic Transactions

Provider Login

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

Username

Password

Log in

Request an Account

A provider portal account gives you access to:

- Patient and claims information
- Electronic transfers
- Electronic pay statements

To request access to the Provider Portal please call the Provider Service Center at 1-800-458-5512

We also offer accounts for billing organizations and agencies.

[Create a billing account](#)

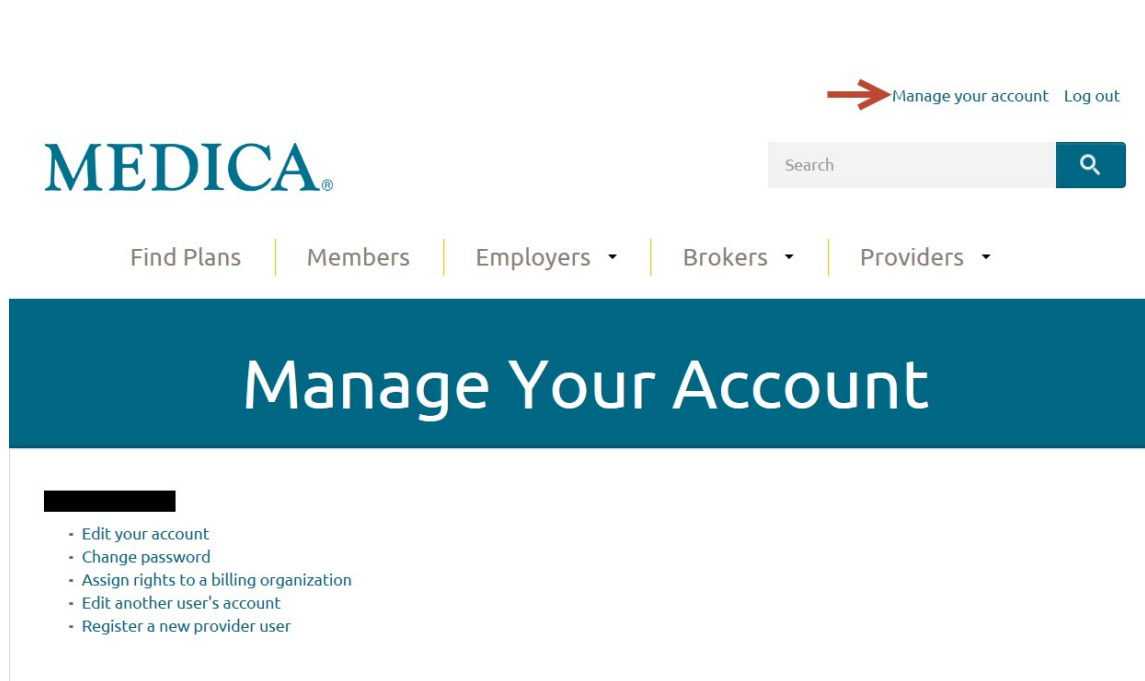
Special Note

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)

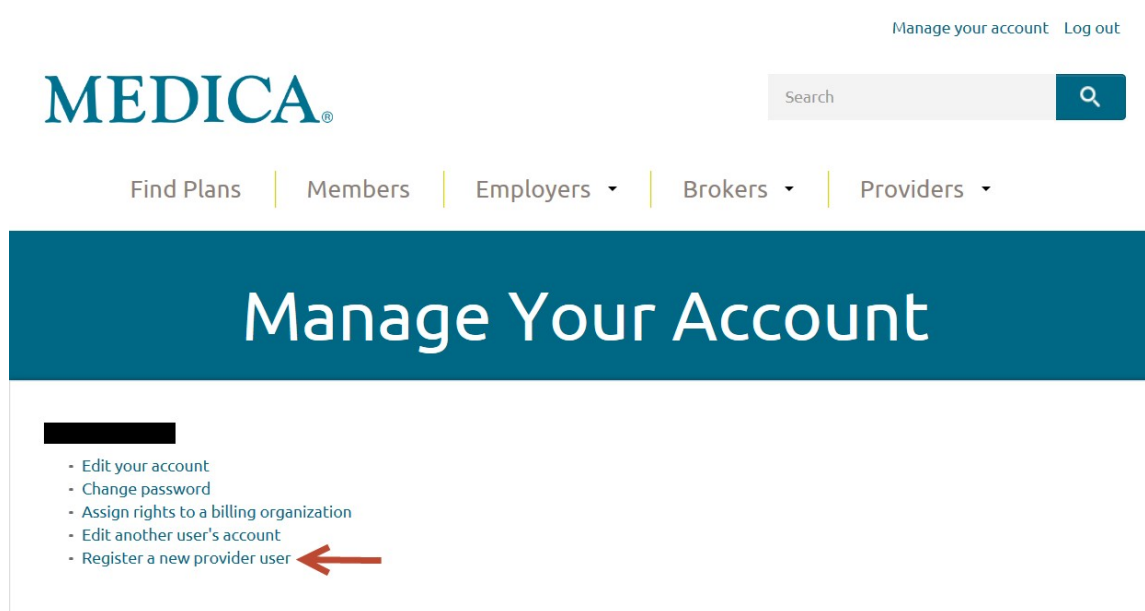
2. Click on the “Manage your account” link



The screenshot shows the MEDICA website header with the logo on the left and navigation links on the right: "Manage your account" and "Log out". A red arrow points to the "Manage your account" link. Below the header is a search bar with the text "Search" and a magnifying glass icon. Underneath the search bar are five navigation categories: "Find Plans", "Members", "Employers", "Brokers", and "Providers", each with a vertical line separator and a dropdown arrow. A large teal banner with the text "Manage Your Account" is centered below the navigation. Below the banner is a list of account management options:

- 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”



This screenshot is identical to the previous one, showing the MEDICA website header, search bar, navigation categories, and the "Manage Your Account" banner. The list of account management options is the same, but a red arrow now points to the "Register a new provider user" option.

- 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)

4. Complete the demographic information.

- First Name - Secondary Administrator or Staff User's First Name
- Last Name - Secondary Administrator or Staff User's Last Name
- Address - Secondary Administrator or Staff User's Address
- City - Secondary Administrator or Staff User's City
- State - Secondary Administrator or Staff User's State
- Zip Code - Secondary Administrator or Staff User's Zip Code
- Phone Number - Secondary Administrator or Staff User's Phone Number
- Email Address - Secondary Administrator or Staff User's Work Email
- Retype Email - Secondary Administrator or Staff User's Work Email
- Job Function - Secondary Administrator or Staff User's Function or Title

5. 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: (dropdown menu open showing: Provider Secondary Admin, Provider Staff)

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.

6. 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	

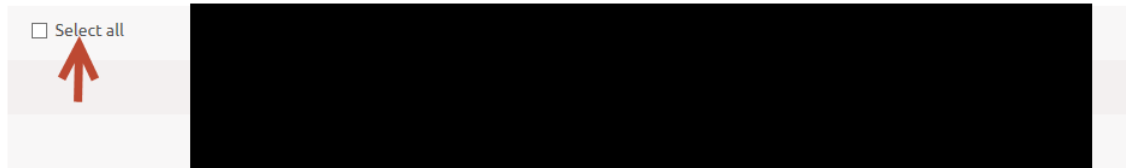
Registering a Secondary Administrator or Staff User (continued)

Special Note

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

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](#)

MEDICA[®] 

[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

Adding Subsidiary Organization

Background

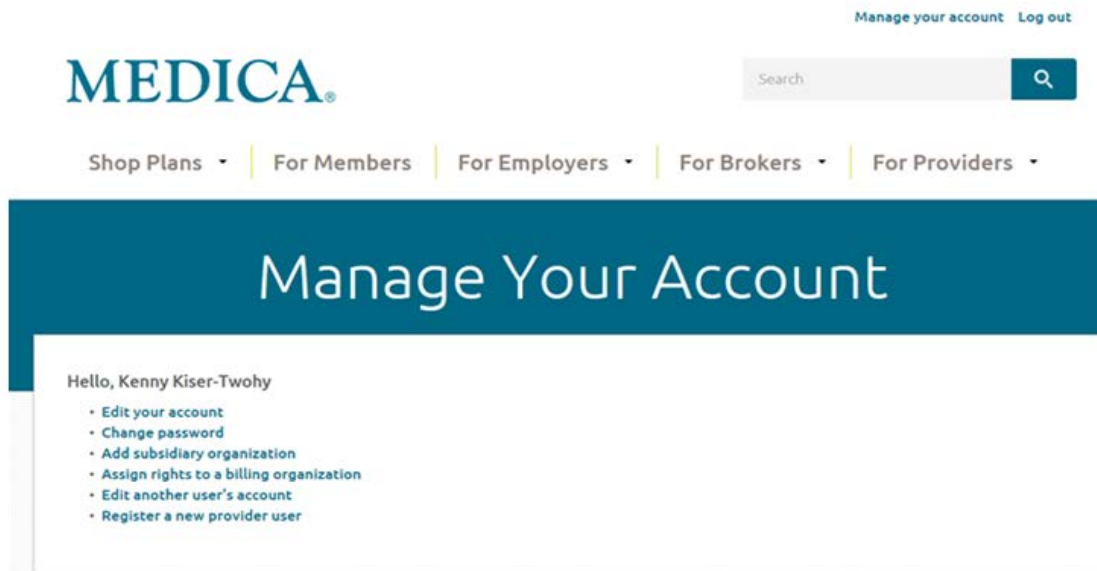
Providers can add an unlimited number of additional federal tax identification numbers that are associated with the main entities federal tax identification numbers as subsidiary organizations.

Special Note

Subsidiary organizations will be verified before they are added to your account. Please allow 2 business days before access to these organization is available.

Instructions

1. Primary Administrator opens to medica.com > For Providers (drop down menu) > Electronic transactions and logs into their personal account using their username and password.
2. Click on the Add subsidiary organization link.



3. Add the Fed tax ID and the Organization Name then hit the Add Subsidiary Organization button to continue adding more organizations.

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

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.

[Add Subsidiary Organization](#) ←

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

↑

4. Wait for a confirm email that the subsidiary organization have been added to your account.

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. Primary Administrator opens to medica.com > For Providers (drop down menu) > Electronic transactions and logs into their personal account using their username and password.

Electronic Transactions

Provider Login

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

Username

Password

[Log in](#)

Request an Account

A provider portal account gives you access to:

- Patient and claims information
- Electronic transfers
- Electronic pay statements

To request access to the Provider Portal please call the Provider Service Center at 1-800-458-5512

We also offer accounts for billing organizations and agencies.

[Create a billing account](#)

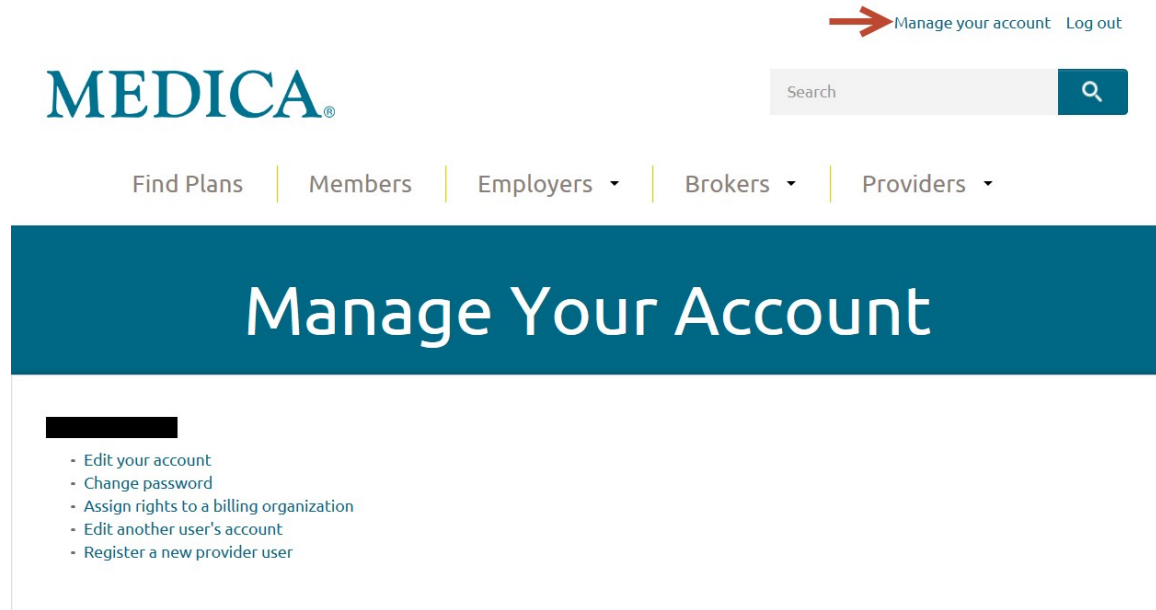
Special Note

Online tools are available

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

Delegating Access to Electronic Transactions (continued)

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



Manage your account Log out

MEDICA®

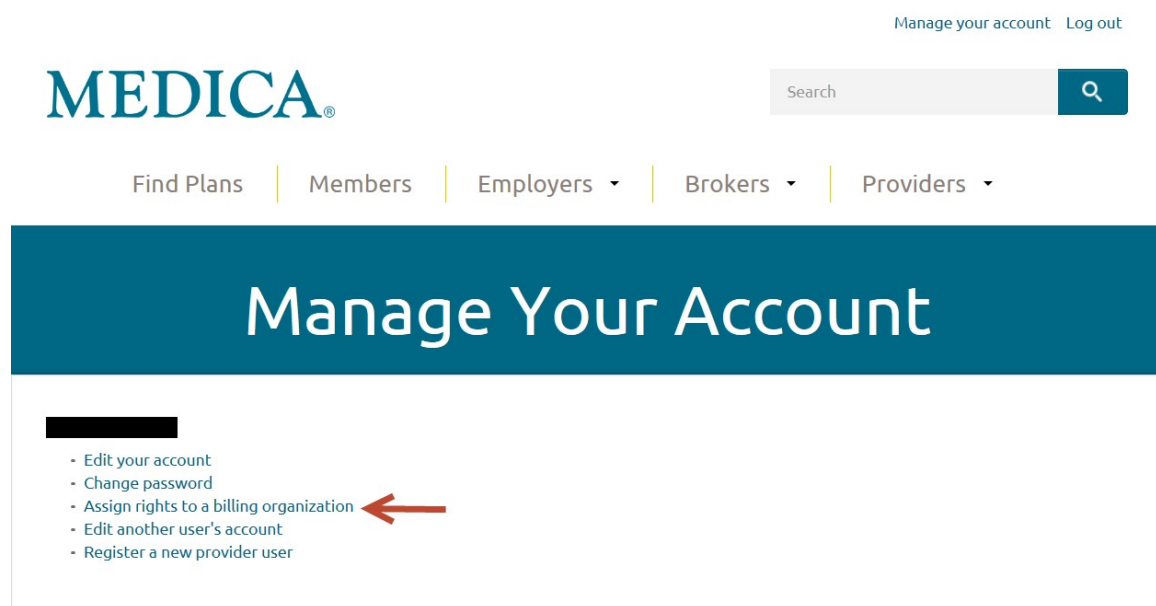
Search

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

2. Click on “Assign Rights to a Billing Agency”



Manage your account Log out

MEDICA®

Search

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

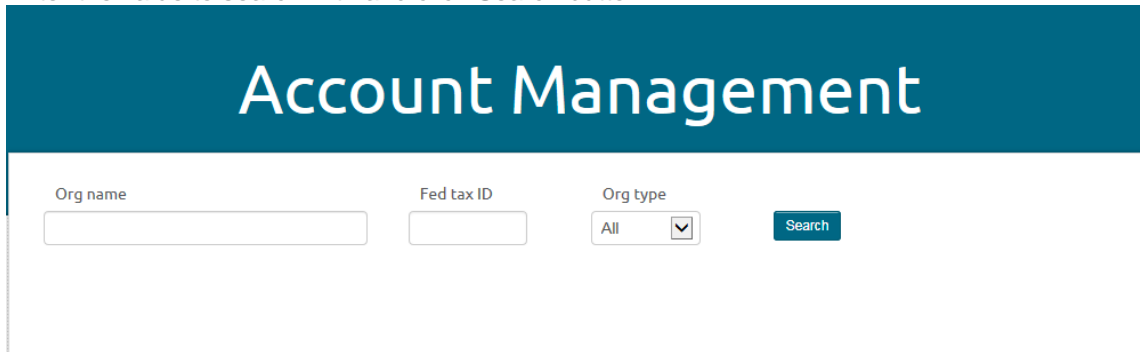
Manage Your Account

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

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 for Account Management. It features a dark blue header with the text "Account Management" in white. 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.

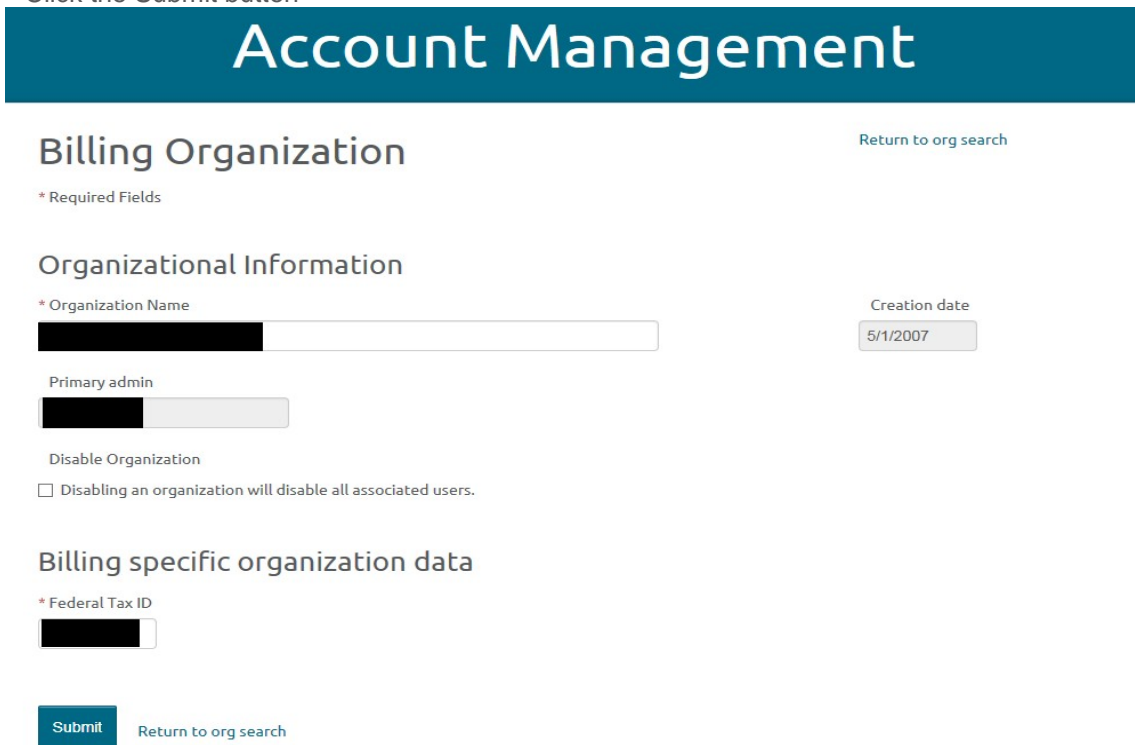
Special Note

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" form for a "Billing Organization". The form is titled "Billing Organization" and includes a "Return to org search" link. It contains several sections:

- Organizational Information:** Includes a text field for "Organization Name" (with a blacked-out value), a "Creation date" field showing "5/1/2007", and a "Primary admin" field (with a blacked-out value).
- Disable Organization:** A checkbox labeled "Disable Organization" with the text "Disabling an organization will disable all associated users." below it.
- Billing specific organization data:** Includes a text field for "Federal Tax ID" (with a blacked-out value).

At the bottom of the form, there is a blue "Submit" button and a "Return to org search" link.

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 > For 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

[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 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](#)

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

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

7. The organization, not Medica, controls who has access to secured electronic transactions on medica.com.
8. 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 For 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 For Providers>Administrative Resources>Electronic Commerce
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

© 2010-2018 Medica. Medica® is a registered service mark of Medica Health Plans. "Medica" refers to the family of health services companies that includes Medica Health Plans, Medica Health Plans of Wisconsin, Medica Insurance Company, Medica Self-Insured, MMSI, Inc. d/b/a Medica Health Plan Solutions, Medica Health Management, LLC and the Medica Foundation. All other trademarks are the sole property of their respective owners.