



MES PRSS PROVIDER PORTAL: WHAT SCHOOLS NEED TO KNOW NOW

Presented April 1, 2022

Updated April 4, 2022

Agenda

- ❑ ORP providers (individuals)
- ❑ School division providers (organization)



Individual ORP providers

Ordering, referring and prescribing (ORP) providers do NOT need to sign up for PRSS Provider Portal access



Ordering, referring and prescribing (ORP) providers) do NOT need a Primary Account Holder

Individual ORP providers **enroll** through a system that's separate from the PRSS Provider Portal. (They do not need PRSS Provider Portal access to enroll.) The enrollment site is <https://virginia.hppcloud.com/>

Individual ORP providers are required to **revalidate** every 5 years. They will receive a notice 90 days prior to the revalidation due date. They do not need to have access to the PRSS provider portal to revalidate.

They can also access provider manuals and memos through the public MES website <https://vamedicaid.dmas.virginia.gov/>

How will I know if an individual provider is enrolled as an ORP provider?

- DMAS is working on a solution to assist coordinators and billing professionals with identifying whether or not an individual provider is enrolled with DMAS

Where do newly enrolling ORP providers go to enroll?

- There will be a link on the DMAS public website that providers will be able to use. The link is <https://virginia.hppcloud.com/>

How will an ORP provider make change to their contact information?

The method for making changes may vary depending on the type of information. Call:

888-829-5373, or

804-270-5105

Or email:

vamedicaidproviderenrollment@gainwelltechnologies.com



School Division Providers

School Divisions Providers

- All school divisions can only have one primary account holder (PAH) assigned
- Each PAH must register with one unique email address
- The PAH has access to all of the provider information through the portal. They can make changes to that information. They can assign system access and roles to other staff within their organization

School Divisions Providers

- If your school division's PAH received credentials and was able to log into the PRSS Provider Portal, then this individual is responsible for assigning any delegate administrators
- If technical assistance is required,
 - Call PRSS/Gainwell at 888-829-5373, or
 - Email vamedicaidproviderenrollment@gainwelltechnologies.com

School Divisions Providers

- If the assigned PAH did not receive credentials to log into the PRSS Provider Portal and they submitted a PAH change form BEFORE March 21, 2022:
 - The school division must submit another PAH change form
 - Be sure to include all information requested on the form
 - The PAH form is available at:
<https://vamedicaid.dmas.virginia.gov/training/providers>

School Divisions Providers

- If the assigned PAH submitted their PAH change form **AFTER** March 21, 2022:
 - If it has been more than 5 business days:
 - Call PRSS/Gainwell at 888-829-5373, or
 - Email vamedicaidproviderenrollment@gainwelltechnologies.com

School Divisions Providers

- If the assigned PAH has been the PAH for years, checked their information prior to March 21 and did not submit a PAH change form:
 - The school division must submit another PAH change form indicating the existing PAH as the “NEW” PAH



Primary Account Holder Request and Update Form

Required Information *	Required Information
Individual or Organization Name*	
Atypical (API) or National Provider Identifier (NPI) used as a servicing or billing provider*	
Tax Identification Number (TIN, FEIN, SSN) *	
Pay to Address * (Except for Individual within a Group)	
Current PAH First and Last Name (PAH being replaced)	
Current PAH Email Address (PAH being replaced)	
New PAH First and Last Name *	
New PAH Email Address *	
New PAH Mobile Phone Number for Multi Factor Authentication (MFA)	
Brief description why the PAH needs to be changed: *	

The PAH change form must be signed by a person on file with DMAS as being authorized to sign on behalf of the school division.

Authorized Name: _____ Title: _____

Authorized Signature: _____ Date: _____



School Divisions Providers

Mail PAH form to:

Virginia Medicaid Provider Enrollment Services

PO Box 26803

Richmond, VA 23261-6803

Fax:

804-270-7027 or 888-335-8476

Email:

vamedicaidproviderenrollment@gainweltechnologies.com

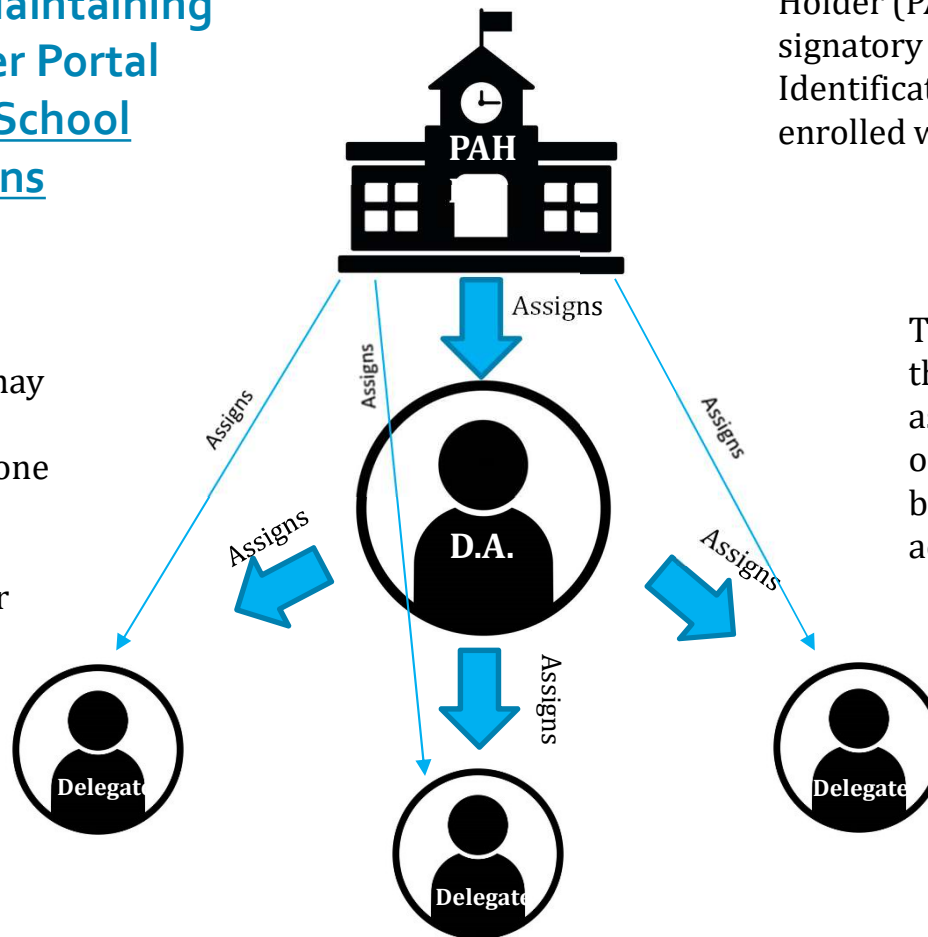


Primary Account Holders Delegate Administrators Delegates

NEW

Guidance for Maintaining MES Provider Portal Access for School Divisions

The Delegate Administrator (DA) may be the Medicaid Coordinator or someone with supervisory authority over the Medicaid Coordinator



Ideally, the Primary Account Holder (PAH) is the person with signatory authority for the Tax Identification Number (TIN) entity enrolled with DMAS

The PAH assigns the DA. Both the PAH and/or the DA can assign Delegates access to one or more functions of the Portal based on what they need to access

Electronic Data Interchange

- How do we make sure that our billing vendor is "approved" to bill for our services through EDI? Do we, as the primary account holder, have to do something for our existing billing vendors?
 - All existing service centers were transitioned to MES with new agreements including the existing NPI associations.
 - The service center should have received login credentials to sign the new agreements.
 - If they have not, ask them to refer to the EDI information on the MES Public portal at <https://vamedicaid.dmas.virginia.gov/edi>, and to email Rebecca.Anderson@dmas.virginia.gov for assistance.

Electronic Data Interchange

- Is there a need to assign an EDI administrator to manage EDI transactions?
 - The PAH or DA may assign the EDI administrator role to a provider portal account user (a staff member with your division) to manage the NPI associations to the service center (Frontline, PCG, SEAS, InfoHandler).

Other questions?