



Provider Communication

Subject: Provider Notification—Moving Paper RAs to the Web Portal.—Adding New Facilities (Payees) and/or New Users	Priority: High
Date: xxxx xx, 2007	Message ID: ACSBNRmddd2007_1

Dear Provider:

Effective **August 27, 2007**, all providers who currently have a POA (Provider Office Administrator) ID or a web portal ID will receive their RAs via the GHP web portal. This includes all providers who receive Remittance Advices (RAs) via paper. The RAs will be stored on the Message Center of the GHP web portal. For providers who have not yet used the Message Center at www.ghp.georgia.gov,

- After logging in, click on the My Workspace tab located at the top of the page.
- Click on the Message Center link on the right side of the page.

Your RAs are available in your Message Center for 30 days. Please download the RA to your local desktop or network within 30 days.

If you are registered for the web but have not used your log in you may

- Go the “Forgot your Password?” section of the web portal below the log in box,
- Send an inquiry through the Contact Us section of the web **OR**
- Call the Customer Interaction Center for assistance.

Also, make sure your POA (Provider Office Administrator) ID is linked to your Payee Number. Instructions are below on this document and are located under the “Provider Information” tab, then under “Documents and Forms”. The form is titled “Web Portal: Adding New Facilities (Payees) and/or New Users”.

What if I still want to receive paper?

If you are a provider impacted by these upcoming changes and you would like to continue to receive paper RAs, you need to the following:

- 1) Mail or fax the paper RA option form located in the “Document and Forms” section of the web portal under the “Provider Information” tab. Please fill out the form completely and mail it to the address on the form.

NOTE: Submitting this form does not guarantee approval to receive paper RAs. There must be a legitimate business need. You will receive notification informing you if it is declined.

If you have questions, please contact the Customer Interaction Center at 404-298-1228 (in the Metro Atlanta area) or 1-800-766-4456 (toll free) or you may contact us via email by using “Contact Us” on the website at www.ghp.georgia.gov

What if I would like to receive a Web POA or Portal ID?

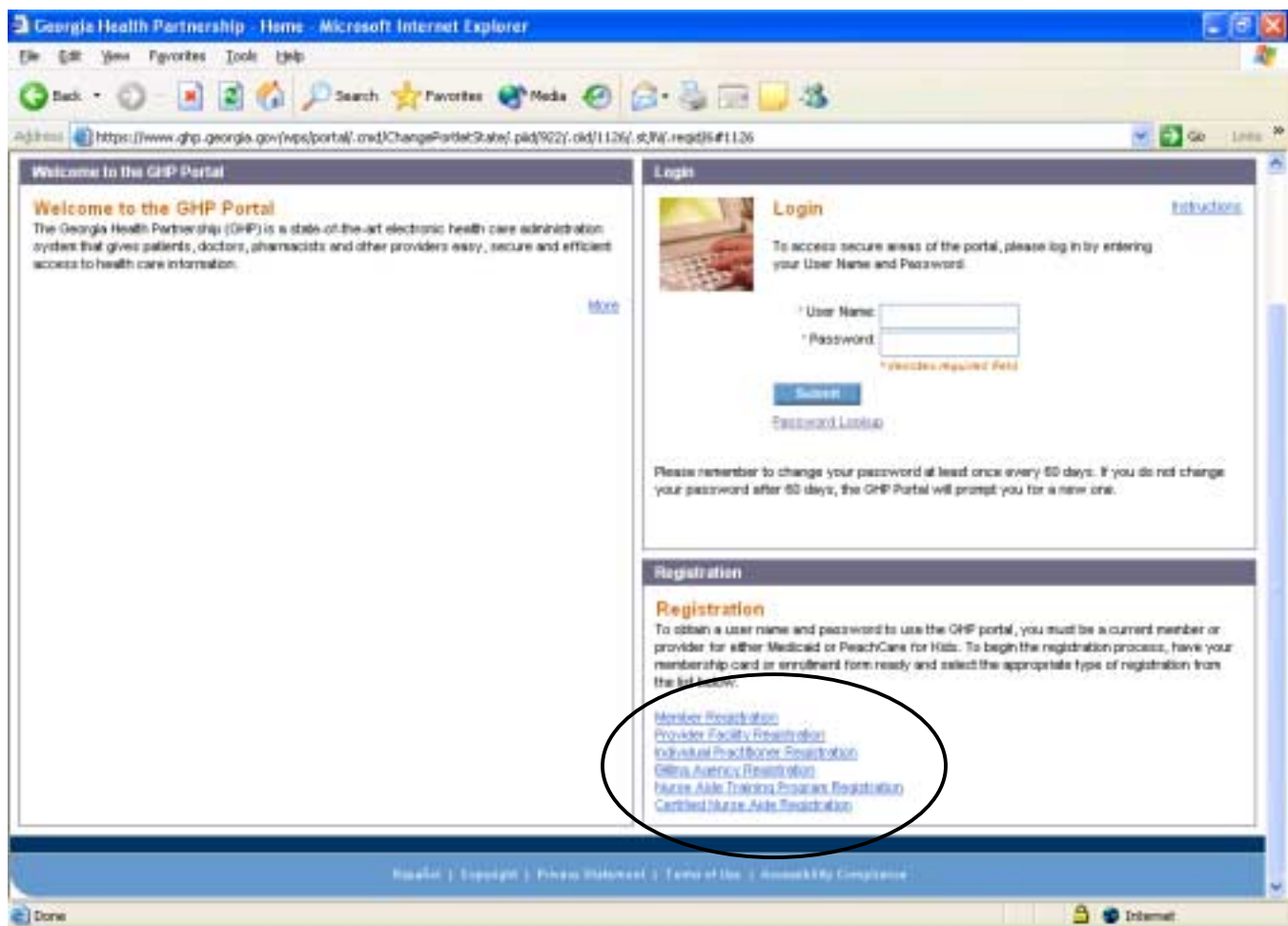
Please go the “Document and Forms” section under the “Provider Information” tab and fill out the “Web Pre-Registration Form”.

Web Portal: Adding New Facilities (Payees) and/or New Users

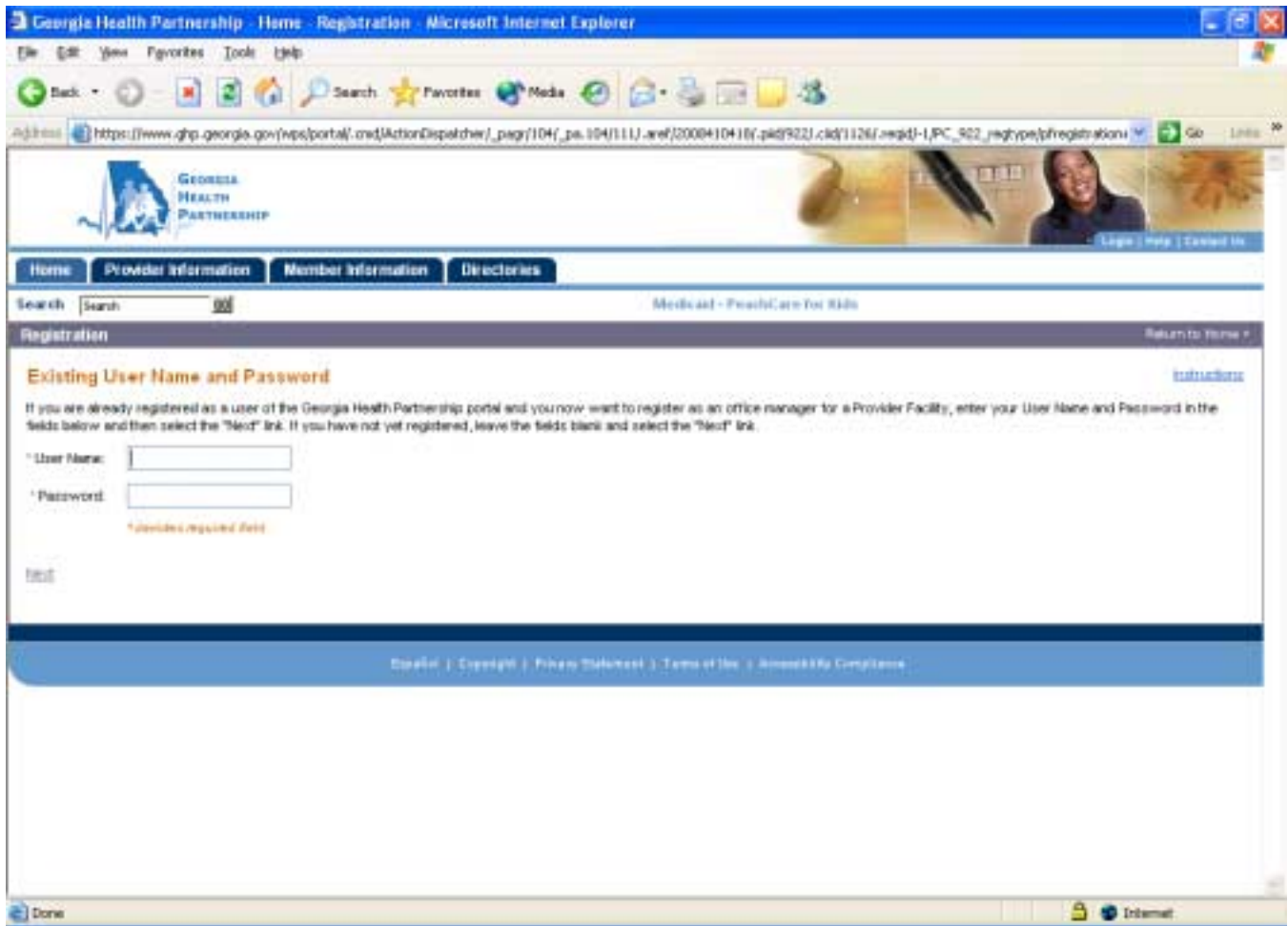
This banner message will give a quick tutorial on adding new users and linking Rendering Provider IDs to Payee Provider IDs. **NOTE:** You have to be an existing registered GHP web user. If you are not, please use the contact information at the end of this document.

Linking a Payee Number to the POA web ID

- 1) On the main web page, go to the Provider Facility Registration link located on the lower right corner of the page in the Registration box.



- 2) At this point, a login screen will appear, you will need to use your POA web ID and password to login and then click the ‘next’ button.



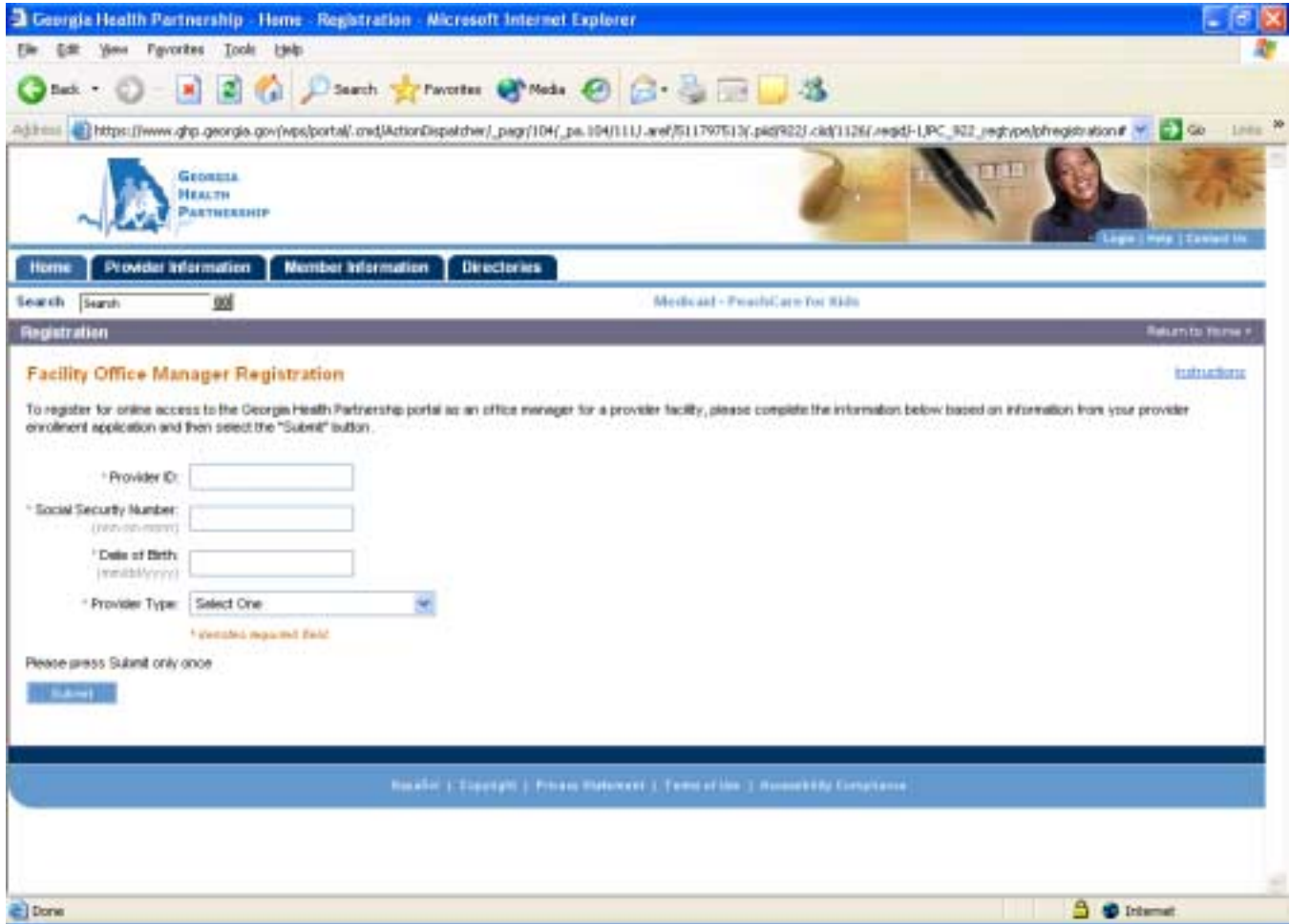
Misconception: *Providers and their staff believe they are fully registered when they send in the pre-web registration form and receive their ID and password. This is not the case. You must link yourself up to your payee number to receive RA's.*

Corrective Action: *Below is information to link all your rendering facilities to you Payee ID number*

- 3) The registration screen will appear. At this time, you will need to input the following information:
 - a. Provider ID—This is the Payee Number . This is the number that links all the physicians or locations together (Rendering Number). In small facilities, the Payee Number and

Rendering Numbering may be one in the same. If you have questions concerning this, please contact ACS using the information below.

- b. SS #-Please use dashes when entering the number. (nnn-nn-nnnn).
- c. DOB#-Please use slashes when entering date (mm/dd/yyyy).
- d. Provider Type-Click arrow for drop down menu. If this is a Payee Number, you must use the category 'Payee'.



- 4) Please click the 'Submit' button and a confirmation page will appear. At this time you will be able to receive your RAs via the IDS-Message Center.

Linking a Rendering Number (physician) to the POA web ID

- 1) On the main web page, go to the Individual Practitioner Registration link located on the lower right corner of the page in the Registration box.
- 2) Login like the screenshot above and follow the instructions.



- 3) You will use the Rendering Number in place of the Payee Number. This will link the individual physicians to your ID.
- 4) NOTE: You will not receive RAs by logging under this number. You will only receive the Rendering Provider Activity Report. The only way to receive RAs in by choosing your Payee Number when going to the Message Center to retrieve reports.

Adding a New User

- 1) In this instance, you will login to the site and go to ‘My Workspace’
- 2) At the lower left corner of the page is the ‘Registration Administration’ box. There are 3 choices. ‘Add a New User’ is located there.
- 3) Fill out required information and click ‘Submit’

Adding an Existing User

- 1) Follow the same instructions as the ‘Adding a New User’ information, except click ‘Adding an Existing User’.
- 2) In this case, the user has already enrolled with the GHP with a different facility. The former facility will need to delete their profile from the office list.

Viewing Office Staff List

- 1) Follow the same instructions as the ‘Adding a New User’ information, except click ‘View Office Staff List’.
- 2) This will give you a listing of your staff that is linked to your Payee and Rendering Numbers.
- 3) The roles given on the web will be listed as well.
- 4) Deleting of Office Staff may be done here.

If you have questions, please contact the CIC @ 404-298-1228 in the Metro Atlanta area and 1-800-766-4456 outside the Metro Atlanta area **OR** you may contact us via email by using the contact us portion of the GA Medicaid website @ www.ghp.georgia.gov