CONDUENT

Envision
Web Portal

Manual

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Version 2018-2.2

Contents

Reference Materials:

- Envision Web Portal - https://ms-medicaid.com
- MS Division of Medicaid Website - http://www.medicaid.ms.gov

2. Envision Web Portal

The *Envision* Web Portal is the web site that Medicaid Providers and Beneficiaries use to access Medicaid Information.

There are two main parts to the Web Portal: **non-secure site** and **secure site**. The non-secure site has basic information regarding the Mississippi Medicaid Program. This site can be accessed by anyone who has internet access on their computer. The secure site requires a unique user ID and password. This site contains user-specific information including beneficiary information, provider information, and claim processing.

Who needs access?

The following table will help you to determine if a provider or beneficiary needs access to the secure Web Portal:

	Non-Secure	Secure
Read Late Breaking News or What's New?	X	
Read Provider Bulletins	X	
Access Billing Tips, Frequently Asked Questions, Forms, or Policy	X	
Submit Claims		X*
Check Beneficiary Eligibility		X
Submit Prior Authorization Requests		X**
Get Remittance Advices		X

*Claims can only be submitted by providers.

**Prior Authorizations can only be submitted by Providers. Most Prior Authorization request are handled by Alliant Health Solutions.

Obtaining Access to the Secure Site

To gain access to the Secure Web Portal, users must first log in to the Web Portal. If this is a user's first time visiting the Web Portal, they must register by clicking on the Web Registration link in the User Login section. Only providers who are currently enrolled will be able to create an account. Beneficiaries can create an account if they are past or current Mississippi Medicaid beneficiaries.

Users should follow the *Web Registration* instructions and once all information is complete, a temporary password will be sent to the e-mail address provided on the *Web Registration* page.

Using the User ID created via the *Web Registration* page and the temporary password provided through e-mail, users will log into the Web Portal. Users should copy and paste the temporary password into the password field and click submit.

3.   Provider Secure Site Drop-Down Menu

Users will notice that there are more options under the **Provider** menu on the Secure Web Portal.
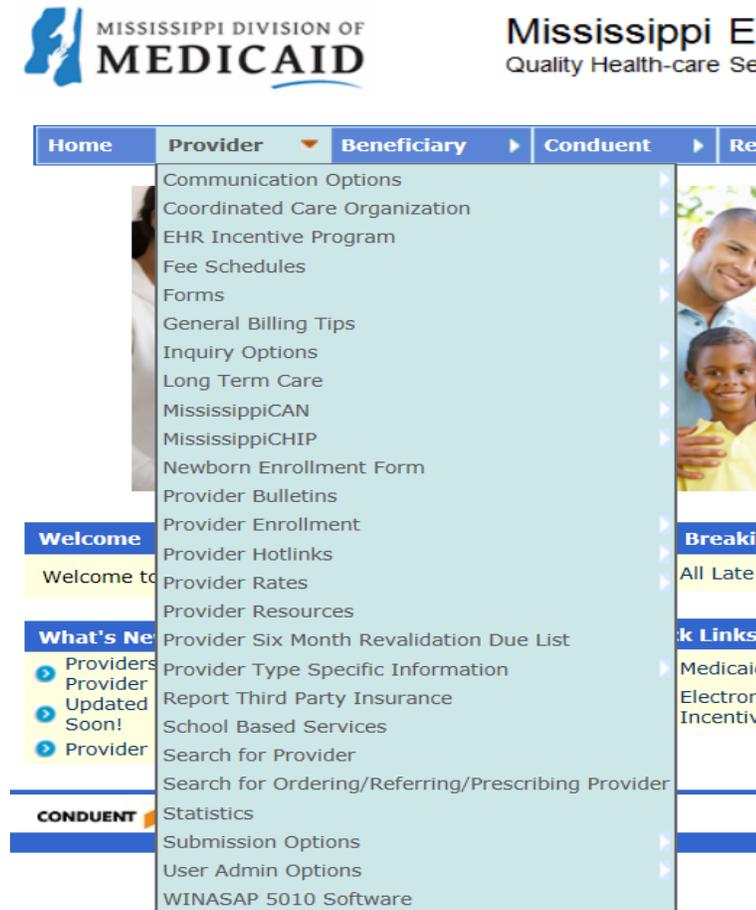
Since many of the options were covered earlier under the non-secure site, we will discuss the following options that are only available on the **secure site:**

- Claims Entry*
- Communication Options
- Inquiry Options (different from the non-secure site)
- Long Term Care
- Report Third Party Insurance
- Search for Ordering/Referring/Prescribing Provider
- Submission Options
- User Admin Options

* The Claims Entry option will not be accessed by everyone even if they have an ID and password. This option is added through a special request only for users who are authorized to submit claims.

Claims Entry

As you can see there are different types of claims and the Adjustment/Void that can be submitted through the Web Portal. Claims can be submitted electronically through the Web Portal. Once the claim has been submitted, the Web Portal will immediately issue a TCN (Transaction Control Number) and will approve, suspend, or deny the claim. For claims that are denied, users can find the edit codes along with reasons in the *Basic Line Item* section.
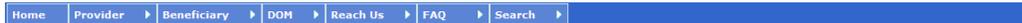
All claim forms will start with the window shown above. When providers are logged in, it will not ask for the Provider ID, as the system knows the provider ID. All claim forms have a similar look to the ADA Dental Claim

Inquiry Options

Inquiry Options allow users to check the status of claims, prior authorizations, and a beneficiary's Medicaid eligibility including service limits as well as Vision and Dental coverage. It also allows users to check payment status and drug pricing.

For claim status inquiries, users must have either the TCN number or the beneficiary ID and the Dates of Service.

For drug pricing inquiries, users must have the NDC (National Drug Code) or the drug name, and date of service.
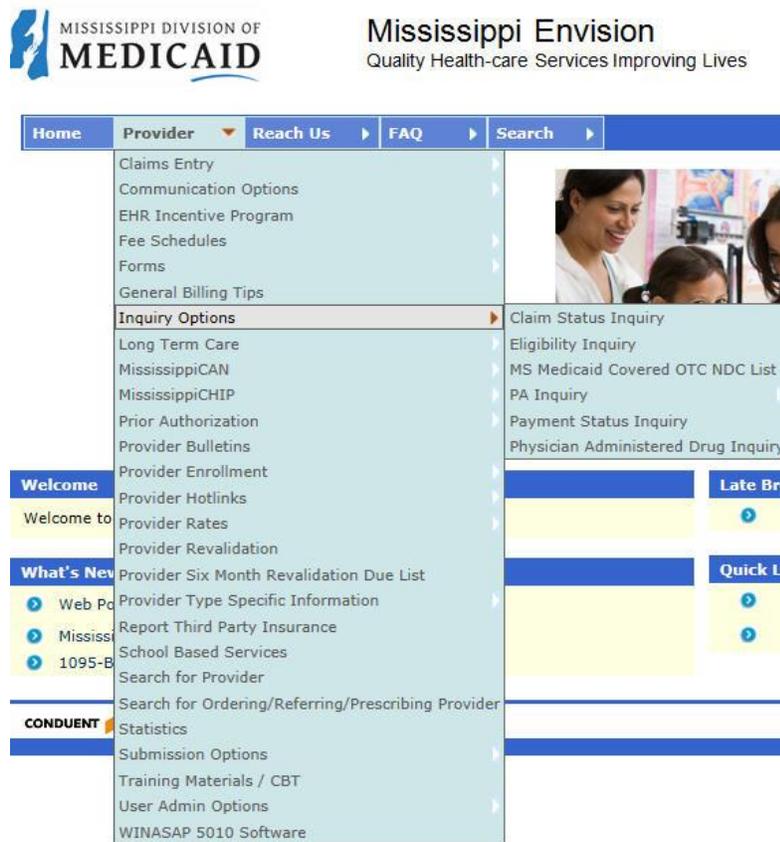
For eligibility inquiries, users must have **one** of the following:

• The beneficiary's last name, first name and date of birth.
• The beneficiary's last name, first name and social security number.
• The beneficiary's Medicaid ID.
• The beneficiary's social security number and date of birth.

For prior authorization (PA) inquiries, users must have the prior authorization number.

For payment status inquiries, users can select the **Payment Status Inquiry** option to display any payments that are pending or have been paid.

User Admin Options
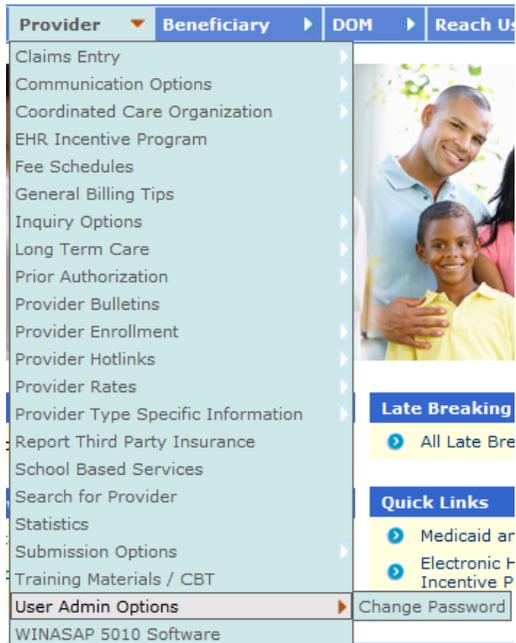
The **User Admin Options** sub-menu allows users to change their passwords.

The **User Admin Options** sub-menu also allows Master Administrators for providers to update, remove, reset passwords, and change security levels for all users within the provider's practice. Each provider office can have up to ten Master Administrators and an unlimited number of users.

4.   Summary

Finding Information on the Web Portal is easy and can help you with your everyday job responsibilities. You should now be able to easily navigate the Portal.