

MI Health Plan Benefits

Domain Administrator Guide

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1 – MI Health Plan Benefits Overview

MI Health Plan Benefits is a web application built by and hosted by Michigan Public Health Institute (MPHI) that allows registered Providers to query patients for Medicaid eligibility.

Providers can have a combination of any of the following roles:

- **User** – Allows the user to perform Individual and Multiple Eligibility lookups.
- **Domain Administrator** – A Domain Administrator is a User that also manages the organization’s list of authorized users.

2 – Setting Up Your Account

There are two different approaches to create a new Domain Admin account in MI Health Plan Benefits: a Domain Administrator can add you to a Provider ID (see [2.1 – Added by Domain Administrator](#)) or apply to be a Domain Administrator for a Provider ID in Health Plan Benefits. You can create a new account by selecting the “Create an Account” button on the Home page (see [2.2 – Create an Account](#)).

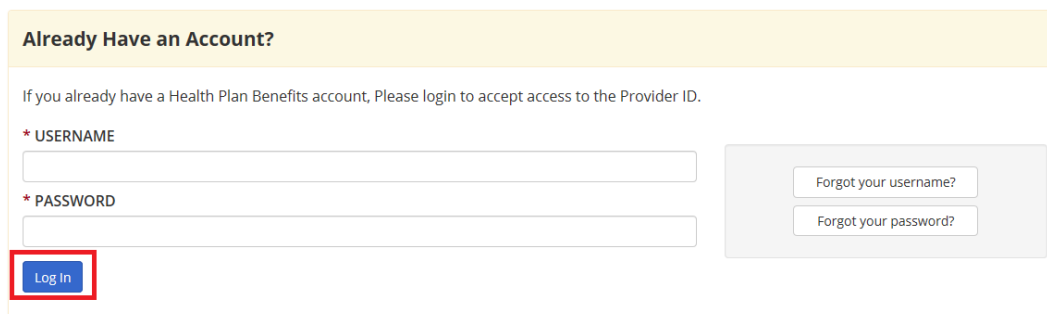
Domain Administrators will be responsible for adding all new users to the system. A normal user will not be allowed to create a new account.

2.1 – Added by Domain Administrator

When a Domain Administrator has granted you access to a Provider ID, you will be sent an email. Follow the steps listed below to accept access to the Provider ID.

Step 1: Select the link in the email to be taken to the MI Health Plan Benefits page for accepting access to a Provider ID.

Step 2: If you already have a MI Health Plan Benefits account, log into the account by entering your username and password then selecting the “Log In” button in the “Already Have an Account?” section. Upon logging into your account, you will have access to the Provider ID.



Already Have an Account?

If you already have a Health Plan Benefits account, Please login to accept access to the Provider ID.

* USERNAME

* PASSWORD

Forgot your username?

Forgot your password?

Log In

If you do not already have an account, go to step 3.

Step 3: Fill out the Register New Account section by entering the following information. A red asterisk (*) indicates a required field.

- * **First Name** – Your first name.
- * **Last Name** – Your last name.
- * **Job Title** – Your job title.
- * **Email Address** – Your email address. This address is where you will be sent emails necessary to finalize account setup.
- * **Email Confirmation** – Re-enter your email address in this field to confirm that it was entered correctly.
- * **Phone Number** – Your phone number.
- **Extension** – Your phone number extension, if necessary.

Register New Account

| | |
|--|--|
| <p>* FIRST NAME <input type="text"/></p> | <p>* LAST NAME <input type="text"/></p> |
| <p>* JOB TITLE <input type="text"/></p> | |
| <p>* EMAIL ADDRESS <input type="text"/></p> | <p>* EMAIL CONFIRMATION <input type="text"/></p> |
| <p>* PHONE NUMBER <input type="text"/> <small>XXX-XXX-XXXX</small></p> | <p>EXTENSION <input type="text"/> <small>X to XXXXXXXXXXXX</small></p> |

Step 4: Select the “Create Account” button at the bottom of the page to submit the account registration form. Upon submission, two emails will be sent to the entered email address: one with the new account username, and another with a registration link to set up the account password. The username is system generated.

Step 5: Two emails will be sent to you.

The first will contain your username.

The second will contain a link to set your password.

Select the link in the password email to be taken to the Setup Account page.

Step 6: On the Setup Account page, you must enter the username that was emailed to you, then enter and confirm your password.

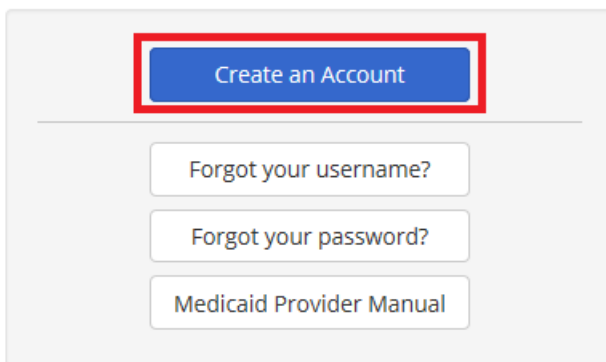
Step 7: Select the “Confirm” button to complete your account setup. You will be taken to the Login page to log in to your new account. (See [2.1 – Logging In](#)) Your new account will have access to the Provider ID granted by the Domain Administrator.

2.2 – Create an Account

You cannot create a new MI Health Plan Benefits account that is not linked to a Provider ID. This should only be done by someone who intends to apply to become the Domain Administrator for a Provider ID in MI Health Plan Benefits. To do so, follow the steps listed below.

Important: An account created this way will not have access to perform eligibility lookups until it has been linked with a Provider ID. See [4.2 – Applying to be a Domain Administrator](#) for instructions on how to apply to become a Domain Administrator or see [2.1 – Added by Domain Administrator](#) for instructions on how to link your account to a Provider ID once a Domain Administrator has added you.

Step 1: Select the Create an Account button on the Login page.



Step 2: Answer 2 questions:

Citizen

MI Health Plan Benefits allows registered Providers to query CHAMPS for a patient's Medicaid eligibility.

To apply for an account you need to be a Domain Administrator in CHAMPS for the Provider ID you are attempting to use. If you are not the Domain Administrator, please contact your organization's Domain Administrator.

* ARE YOU A CITIZEN TRYING TO LOOK UP YOUR PERSONAL HEALTH BENEFIT INFORMATION?

YES NO

CHAMPS Administrator

In order to register an account you need to be a Domain Administrator in CHAMPS for the Provider ID you are attempting to use. If you are not the Domain Administrator, please have the Domain Administrator register then create an account for you.

*** ARE YOU A CHAMPS DOMAIN ADMINISTRATOR FOR THE PROVIDER ID YOU ARE APPLYING TO USE?**

YES NO

Step 2: Fill out the CHAMPS Administrator and User’s Information sections of the registration form.

Register New Account

| | |
|------------------------|-------------------------------|
| * FIRST NAME | * LAST NAME |
| <input type="text"/> | <input type="text"/> |
| * JOB TITLE | |
| <input type="text"/> | |
| * EMAIL ADDRESS | * EMAIL CONFIRMATION |
| <input type="text"/> | <input type="text"/> |
| PHONE NUMBER | PHONE NUMBER EXTENSION |
| <input type="text"/> | <input type="text"/> |
| XXX-XXX-XXXX | X to XXXXXXXXXX |

Organization Details

Information about the organization requesting access to the MI Health Plan Benefits site.

| | | |
|--|--|-------------------------|
| * ORGANIZATION NAME | * ORGANIZATION TYPE | * FEDERAL TAX ID |
| <input type="text"/> | Please Select One <input type="text"/> | <input type="text"/> |
| | | XX-XXXXXXX |
| * NATIONAL PROVIDER ID OR CHAMPS ID | | |
| <input type="text"/> | | |

X12 (270/271) and Batch Processing

*** WILL YOUR ORGANIZATION NEED ACCESS TO MPHIS X12 (270/271) SYSTEM?**

The MI Health Plan Benefits X12 (270/271) system allows providers’ and clearinghouses’ own applications to interface with MI Health Plan Benefits application to make eligibility requests. Your organization will need to create or obtain a software product capable of making X12 (270/271) requests to use this functionality.

YES NO

Step 3: Select the “Create Account” button at the bottom of the page to submit the account registration form. Upon submission, two emails will be sent to the entered email address:

- The first contains your new account username which is system generated.
- The second contains a link to set up your account password.

Step 4: Select the link in the second email to be taken to the Setup Account page.

Step 5: On the Setup Account page, enter the username that was emailed to you, then enter your desired password in the Password and Confirm Password fields.

Setup Account

Terms and Conditions

User Account Setup (registration):

Eligibility coverage obtained from the Health Plan Benefits website will be kept confidential per HIPAA Privacy regulations.

Users are employed and authorized to view Medicaid Eligibility information by the Trading Partner Organization that their account is associated with.

Users have received HIPAA Privacy Training relevant to their job role and responsibilities as they pertain to this website.

User accounts are for individual use and will not be shared for use by any other person(s) within or outside of the organization that the user is employed.

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS

* USERNAME

Password Requirements:

- Passwords must be at least 8 characters long.
- Passwords must have at least one lowercase ("a-z").
- Passwords must have at least one uppercase ("A-Z").
- Passwords must have at least one symbol ("!", "#", "\$", "%", etc.).
- Passwords must have at least one number ("0-9").
- Passwords must not contain your first name, last name, or username.

* PASSWORD

* CONFIRM PASSWORD

Step 6: Select the “Confirm” button to complete your account setup. You will be taken to the Login page where you may log in to your new account. (See [3.1 – Logging In](#))

3 – Accessing MI Health Plan Benefits

See section 3 of the User Guide for Login Instructions.

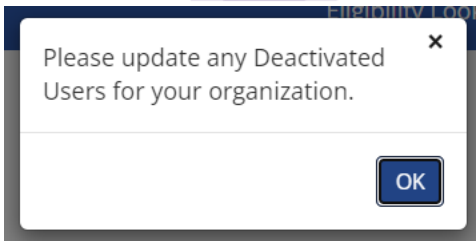
** For Domain Administrators, doing a blank search for Individual Eligibility will reset the 120 day deactivation timer for the Provider ID used in the blank search.

3.1 Check Provider ID Relationships of Domain Administrators Users

When the Provider ID relationship check is finished, the system will check to see if the Domain Administrator has any users with a deactivated Provider ID relationship.

If any users with a deactivated relationship are found, you will be directed to the Update Provider ID page. Domain Administrators will be responsible for Confirming or Removing the User/Provider ID relationship for any users that have a deactivated relationship.

A pop will display, click OK to continue.



At the bottom of the page is the Deactivated Provider ID table which will display every user you are in charge of that has a deactivated user/provider ID relationship.

The table contains the following fields:

- Confirm – selection button to confirm the user
- Remove – selection button to remove that user from the Provider
- Provider ID
- Organization Name
- User Name
- First Name
- Last Name
- Email
- Role
- Provider ID Last Confirmed – date the user last used the Provider ID to search eligibility
- User Last Login – date the user last logged in

| Users With Deactivated Provider IDs | | | | | | | | | | | |
|-------------------------------------|------------------------------|-------------|-------------------|------------|------------|-----------|-------------------|----------------------|----------------------------|-----------------|--|
| CONFIRM | REMOVE | PROVIDER ID | ORGANIZATION NAME | USER NAME | FIRST NAME | LAST NAME | EMAIL | ROLE | PROVIDER ID LAST CONFIRMED | USER LAST LOGIN | |
| <input type="radio"/> Confirm | <input type="radio"/> Remove | 9999980 | Dales Test | dpepper740 | Dr | Pepper | ascherer@mphi.org | Domain Administrator | 11/1/2021 | | |

Showing 1 to 1 of 1 entries

Please confirm or remove access for users who are no longer associated with the above Deactivated Provider IDs.

Confirm All

If a user has multiple relationships, you will see multiple rows in the table, one row for each relationship.

You have the option to confirm or remove the user(s) shown, no action needs to be taken, but every visit to the page will display the popup until all deactivated Provider IDs have been resolved.

4 – How to Become an HPB Domain Administrator

Potential users who intend to manage users for a Provider ID within MI Health Plan Benefits (HPB) must be set up as a Domain Administrator for that Provider ID. There are two possible ways to become a Domain Administrator:

1. Have an existing Domain Administrator add you to a Provider ID that they manage
2. Have an existing Domain Administrator upgrade you from a user to a Domain Administrator
3. Fill out an application to become a Domain Administrator.

4.1 – Adding a Domain Administrator to Your Provider ID

A user with Domain Administrator access may add another person to their Provider ID as a Domain Administrator by completing the following steps.

Step 1: Select the “Update Provider IDs” link on the Home page

User Profile

- [Change Password](#)
- [Update User Profile](#)
- [Update Provider IDs](#)
- [Apply to use a Provider ID](#)

Step 2: Scroll to the “Approved Provider IDs” section. Find the Provider ID that you would like to add the user to and select “View”.

Approved Provider IDs

SHOW ENTRIES

SEARCH BY: SEARCH:

| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRATION DATE | ACTIONS |
|-------------|--------|----------------------------------|----------------------|-----------------|---|
| ██████████ | CHAMPS | Michigan Public Health Institute | Domain Administrator | ██████████ | View Confirm Users |

Showing 1 to 1 of 1 entries

Previous 1 Next

Step 3: Scroll to the Manage Users Section and select “Add User.”

Manage Users Section

Add User

Step 4: Fill out the Add User form and check “Yes” to answer: “Is this user a Domain Administrator?”

Add User

* FIRST NAME

* LAST NAME

* EMAIL

* CONFIRM EMAIL

* IS THIS USER A DOMAIN ADMINISTRATOR?
 YES NO

Step 5: Select the “Add” button to save the new user.

Home / Provider ID Management / Add User

Add User

* FIRST NAME

* LAST NAME

* EMAIL

* CONFIRM EMAIL

* IS THIS USER A DOMAIN ADMINISTRATOR?
 YES NO

Once the new user is saved, they will be sent one email with their username and a second email with a registration link.

4.2 – Upgrade a User to a Domain Administrator

A Domain Administrator can upgrade a user to a Domain Administrator.

1. Click Update Provider IDs

| | |
|---------------------|--|
| Manage User Profile | <ul style="list-style-type: none"> • Batch Tribal Provider Service Search • Update User Profile • Update Provider IDs • Apply to be a Domain Administrator |
| Applications | <ul style="list-style-type: none"> • Review Applications |

2. In the Approved Provider List, click View next to the provider you want to upgrade the User to a Domain Administrator for.

Approved Provider IDs

SHOW ENTRIES

Search By: Search:

| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRATION DATE | ACTIONS |
|-------------|-------------------|-------------------|----------------------|-----------------|----------------------|
| [REDACTED] | National Provider | [REDACTED] | Domain Administrator | | View |
| [REDACTED] | National Provider | [REDACTED] | User | 11/07/2022 | View |
| [REDACTED] | CHAMPS | [REDACTED] | Domain Administrator | 09/23/2023 | View |

Showing 1 to 3 of 3 entries

Previous Next

3. In the Manage Users section click view next to the name of the User you want to upgrade.

Manage Users Section

[Add User](#)

SHOW ENTRIES

SEARCH:

| USERNAME | FIRST NAME | LAST NAME | EMAIL | PHONE NUMBER | EXTENSION | ACTIONS |
|------------|------------|------------|------------|--------------|-----------|--|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | 616-555-5555 | | View Remove |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | | View |
| b2301 | Bob | 2 | [REDACTED] | 517-999-9999 | | View Remove |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | | View Remove |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | 616-555-5555 | | View Remove |

4. Click Yes for Is This User A Domain Administrator? And then click Save.

* IS THIS USER A DOMAIN ADMINISTRATOR?

YES NO

4.3 - Applying to be a Domain Administrator

A user can apply to become a Provider ID's Domain Administrator by completing the following steps. **Please note:** You must be a Domain Administrator for the Provider ID in CHAMPS for the application to be approved.

Step 1: If you do not already have a MI Health Plan Benefits account, create an account as described in [2.2 – Create an Account](#).

Step 2: Log in to your account.

Step 3: Select the “Apply to use a Provider ID” link on the Home page to be taken to the application.

User Profile

- Change Password
- Update User Profile
- Update Provider IDs
- **Apply to use a Provider ID**

Step 4: Fill out the application to use a Provider ID. Remember, you must be a CHAMPS Domain Administrator for your application to be approved. If you do not answer “Yes” to this question, the application will not display.

Home / New Application

MI Health Plan Benefits

CHAMPS Administrator

Would you like to be a Domain Administrator in Health Plan Benefits? Note: You must be a Domain Administrator for the Provider ID in CHAMPS that you are applying for to be approved for this role.

As a Domain Administrators you will be responsible for maintaining the user accounts tied to the Provider ID and for ensuring that HIPAA privacy regulations are enforced. **You must be set as the organization's Domain Administrator in CHAMPS. The name and email tied to your account, listed below, must match what is in CHAMPS.**

| | | |
|-------------------------------------|---------------------------|--|
| <u>FIRST NAME</u> John | <u>LAST NAME</u> Jones | <u>EMAIL ADDRESS</u> john@noemail.com |
| <u>PHONE NUMBER</u> 888-888-8888 | | |

* ARE YOU A CHAMPS DOMAIN ADMINISTRATOR FOR THE PROVIDER ID YOU ARE APPLYING TO USE?

YES NO

The application is broken into 4 sections:

1. CHAMPS Administrator

The First Name, Last Name, Email Address, and Phone Number fields in the CHAMPS Administrator section are prepopulated with values you entered when creating your account. You are also asked to confirm that you are a Domain Administrator for the Provider ID in CHAMPS.

Register New Account

Your Name and Email must **EXACTLY** match the Name and Email shown in your [CHAMPS User Account page](#).

| | |
|---|--|
| * FIRST NAME <input type="text" value="Jon"/> | * LAST NAME <input type="text" value="Jones"/> |
| * JOB TITLE <input type="text" value="Admin"/> | |
| * EMAIL ADDRESS <input type="text" value="jonjones@noemail.com"/> | * EMAIL CONFIRMATION <input type="text"/> |
| PHONE NUMBER <input type="text" value="616-555-5555"/> XXX-XXX-XXXX | PHONE NUMBER EXTENSION <input type="text" value="X to XXXXXXXXXXXX"/> |

2. Organization Details

Organization Details

Information about the organization requesting access to the MI Health Plan Benefits site.

* ORGANIZATION NAME

* ORGANIZATION TYPE

* FEDERAL TAX ID

* NATIONAL PROVIDER ID OR CHAMPS ID

The following fields are required in the Organization Details section of the application:

- *** Organization Name** – The name of your organization. This value needs to match the name of the organization recorded in CHAMPS.
- *** Organization Type** – The organization’s type. Possible values include:
 - ABW County Health Plan
 - Community Mental Health
 - Long-Term Care Provider
 - Medicaid Health Plan
 - Out-of-State Provider
 - Pharmacy
 - School-Based Healthcare
 - WIC
 - Clearinghouse/Billing Agent
 - Other Provider
 - Other
- *** Federal Tax ID** – The federal tax ID of the organization you are applying for.
- *** The National Provider Identifier or CHAMPS ID** – The Provider ID of the organization you are applying for. This may be either a National Provider ID or a CHAMPS ID.

3. X12 (270/271) and Batch Processing

X12 (270/271) and Batch Processing

*** WILL YOUR ORGANIZATION NEED ACCESS TO MPHI'S X12 (270/271) SYSTEM?**

The MI Health Plan Benefits X12 (270/271) system allows providers' and clearinghouses' own applications to interface with MI Health Plan Benefits application to make eligibility requests. Your organization will need to create or obtain a software product capable of making X12 (270/271) requests to use this functionality.

YES NO

IP Addresses to Whitelist

Public IP address(es) of the machine(s) that will be making the X12 (270/271) requests.

*** IP ADDRESS**

Remove

Add an additional IP Address

In the X12 (270/271) and Batch Processing section of the application for access, you must indicate whether your organization will need access to MPHI's X12 (270/271) system. The X12 (270/271) system allows Providers' and Clearinghouses' own applications to interface with the MI Health Plan Benefits application to make eligibility requests. To make use of the X12 (270/271) functionality, your organization will need to create or obtain a software product capable of making X12 (270/271) requests.

To request access to MPHI's X12 (270/271) system, select "Yes" in response to the "Will your organization need access to MPHI's X12 (270/271) system?" question. You will be required to provide the Public IP Addresses that will be making the X12 (270/271) requests.

If you have indicated that your organization will need access to MPHI's X12 (270/271) system, you will also need to indicate whether your organization needs to submit inquiries on behalf of other organizations. When the "Yes" response is selected, you will be required to enter the following information for each of your organization's clients:


- * The client's Name/Organization
- * The client's Federal Tax ID
- * The client's National Provider ID (NPI) or the client's CHAMPS ID

*** DOES YOUR ORGANIZATION NEED TO SUBMIT INQUIRIES ON BEHALF OF OTHER PROVIDERS?**

YES NO

Clients

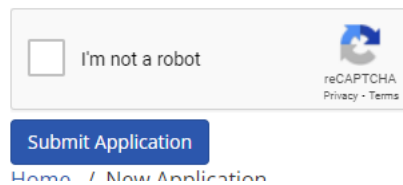
Provider(s) that you will be submitting inquiries on behalf of as a Clearinghouse (or Billing Agent).

| | | | |
|---|--|--|---|
| <p>* NAME / ORGANIZATION</p> <input type="text"/> <p>The Name / Organization field is required.</p> | <p>* FEDERAL TAX ID</p> <input type="text"/> <p>XX-XXXXXXX</p> | <p>* NATIONAL PROVIDER ID OR CHAMPS ID</p> <input type="text"/> <p>XXXXXXX or XXXXXXXXXXXX</p> |  |
|---|--|--|---|

[Add an additional client](#)

4. Captcha

You will need to click “I’m not a robot” in the Captcha box before you can submit the application.



Application Submission

Once you have finished filling in all the required fields, select the Submit button to submit your application for review. Upon submission, you will receive an email to confirm that your application has been successfully submitted.

4.4 – Application Approval/Denial

Your application to be the Domain Administrator of a Provider ID in MI Health Plan Benefits site will be reviewed within 10 days of your submission.

4.4.1 – Application Approval

When your application has been approved, you will be sent an email to inform you of the application’s approval. This email may also contain attached instructions for how to associate MPHI as a billing agent in CHAMPS if necessary.

4.4.2 – Application Denial

When your application has been denied, you will be sent an email to inform you of the denial. This email will also contain the reason for the denial.

5 – User Profile

See section 5 of the User Guide for instruction on updating your user profile.

6 – Provider ID Management

Domain Administrators can view and manage the details and users for their organization on the Update Provider IDs page. To access the Provider ID Management page, select “Update Provider IDs” in the User Profile section of the Home Page.

| | |
|--------------|---|
| User Profile | <ul style="list-style-type: none"> • Change Password • Update User Profile • Update Provider IDs • Apply to use a Provider ID |
|--------------|---|

The Update Provider ID page contains two lists: Provider IDs Pending Review and Approved Provider IDs.

Provider IDs Pending Review

The Provider IDs Pending Review list shows all the Provider IDs that you have applied to become the HPB Domain Administrator for where the application is still pending review. The following fields are shown in the list:

- **Provider ID** – The Provider ID the application is for.
- **Type** – The type of Provider ID the application is for; either NPI or CHAMPS.
- **Organization Name** – The name of the organization the application is for.
- **Role** – Your role for the listed Provider ID.
- **Actions** – An application to become a HPB Domain Administrator for a Provider ID may be canceled by selecting the Cancel link in the Actions column.

Provider IDs Pending Review

[Apply for new Provider ID](#)

SEARCH BY: All SEARCH:

SHOW 10 ENTRIES

| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | ACTIONS |
|----------------------------|------|-------------------|------|---------|
| No data available in table | | | | |

Showing 0 to 0 of 0 entries

Approved Provider IDs

The Approved Provider IDs list shows all the Provider IDs that you have been given access to as either a Domain Administrator or a User. The following fields are shown in the list:

- **Provider ID** – The Provider ID.
- **Type** – The type of Provider ID; either NPI or CHAMPS.
- **Organization Name** – The name of the organization.

- **Role** – Your role for the listed Provider ID (either Domain Administrator or User).
- **Expiration Date** – The date this Provider ID is scheduled to expire if not confirmed
- **Actions** – Selecting the View link will take you to the Provider ID Management page. Selecting the Confirm Users link will take you to the Confirm Users page (see section [re: Confirming Users](#))

| Approved Provider IDs | | | | | | |
|--|--------|---|----------------------|------------------------------|-----------------------|--|
| SHOW <input type="text" value="10"/> ENTRIES | | SEARCH BY: <input type="text" value="All"/> | | SEARCH: <input type="text"/> | | |
| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRATION DATE | ACTIONS | |
| XXXXXXXXXX | CHAMPS | Michigan Public Health Institute | Domain Administrator | 08/15/2020 | View Confirm Users | |

Showing 1 to 1 of 1 entries

Previous **1** Next

The Provider ID Management page is broken into 4 sections: Provider ID Details, Domain Administrators, Pending Users, and Manage Users.

Provider ID Details

| Provider ID Details | | |
|-----------------------------------|-------------------|----------------------|
| NATIONAL PROVIDER ID OR CHAMPS ID | PROVIDER ID TYPE | STATUS |
| XXXXXXXXXX | CHAMPS ID | Active |
| ORGANIZATION NAME | ORGANIZATION TYPE | YOUR ROLE |
| Michigan Public Health Institute | Other | Domain Administrator |
| FEDERAL TAX ID | | |
| XXXXXXXXXX | | |

[Create an Edit Application](#)

The Provider ID Details section shows high level details about a Provider ID, including the fields listed below. It also includes a link to the Provider ID application (see [4.2 – Applying to be a Domain Administrator](#)).

- **National Provider ID or CHAMPS ID** – The selected Provider ID.
- **Provider ID Type** – The selected Provider ID’s type, either NPI or CHAMPS ID.
- **Status** – The current status of the selected Provider ID.
- **Organization Name** – The name of the organization for the selected Provider ID.
- **Organization Type** – The organization’s type for the selected Provider ID.
- **Your Role** – The current user’s role with the selected Provider ID; either Domain Administrator or User.
- **Federal Tax ID** – The Federal Tax ID of the organization for the selected Provider ID.

Domain Administrators

| Domain Administrators | | | | |
|--|------------------------------|--------------|-----------|--|
| SHOW <input type="text" value="10"/> ENTRIES | SEARCH: <input type="text"/> | | | |
| NAME | EMAIL | PHONE NUMBER | EXTENSION | |
| Appanting | appanting@mph.org | 517-224-7328 | N/A | |
| Gale Thompson | gthompson@mph.org | 517-224-8888 | N/A | |
| Kiranda Johnson | kiranda@mph.org | 888-888-8888 | N/A | |
| Ferrel Boudoux | fboudoux@mph.org | 517-224-7328 | N/A | |
| Sharon Thompson | stompson@mph.org | 517-224-8888 | N/A | |

Showing 1 to 5 of 5 entries

Previous **1** Next

The Domain Administrators section lists out the details of all the selected Provider ID's Domain Administrators. For each Domain Administrator, the following information is shown:

- **Name** – The listed Domain Administrator's full name.
- **Email** – The listed Domain Administrator's email address.
- **Phone Number** – The listed Domain Administrator's phone number.
- **Extension** – The listed Domain Administrator's phone number extension.

Pending Users Section

| Pending Users Section | | | | |
|--|------------------------------|-------|---------|--|
| SHOW <input type="text" value="10"/> ENTRIES | SEARCH: <input type="text"/> | | | |
| FIRST NAME | LAST NAME | EMAIL | ACTIONS | |
| No data available in table | | | | |

Showing 0 to 0 of 0 entries

Previous Next

The Pending Users section lists the users who have been added to the Provider ID but have not yet linked the permissions with their account. The following information is shown for each of the pending users:

- **First Name** – The first name of the listed pending user.
- **Last Name** – The last name of the listed pending user.
- **Email** – The email address of the listed pending user.
- **Actions** – Selecting the Remove action for a pending user will cancel the addition of the pending user to the selected Provider ID. The pending user will receive an email to inform them of the cancelation.

Manage Users Section

| Manage Users Section | | | | | | | |
|----------------------|------------|--------------|------------------------------|--------------|-----------|---------|--------|
| Add User | | | | | | | |
| SHOW | 10 | ENTRIES | SEARCH: <input type="text"/> | | | | |
| USERNAME | FIRST NAME | LAST NAME | EMAIL | PHONE NUMBER | EXTENSION | ACTIONS | |
| lucif@mphi.org | Lucy | Lucif | lucif@mphi.org | 508-888-8888 | | View | Remove |
| aplumb@mphi.org | Ann | Plumb | aplumb@mphi.org | 617-264-6200 | | View | Remove |
| thompson | John | Thompson | thompson@mphi.org | 510-244-6600 | | View | Remove |
| jean@mphi.org | Ann | jean | jean@mphi.org | 517-244-1338 | | View | Remove |
| knights | Mark | Knights | knights@mphi.org | 517-244-6240 | | View | Remove |
| malin@mphi.org | Malin | Malin | malin@mphi.org | 888-888-8888 | | View | Remove |
| rhonda@mphi.org | Rhonda | Rhonda | rhonda@mphi.org | 617-244-1338 | | View | Remove |
| tom@mphi.org | Tom | tom@mphi.org | tom@mphi.org | 510-244-6600 | | View | Remove |

The Manage Users section lists the users who have access to the selected Provider ID. For each user, the following information is shown:

- **Username** – The listed user’s MI Health Plan Benefits account username.
- **First Name** – The listed user’s first name.
- **Last Name** – The listed user’s last name.
- **Email** – The listed user’s email address.
- **Phone Number** – The listed user’s phone number.
- **Extension** – The listed user’s phone number extension.
- **Actions** – When the View action is selected, the current user will be taken to the Update User page for the selected user (see [6.1 – Adding a New User/Editing an Existing User](#)). When the Remove action is selected, the current user will be prompted to confirm their decision to remove the selected user’s access to the selected Provider ID.

Deactivated Provider ID Section

The Deactivated Provider ID table will display every user you are in charge of that has a deactivated user/provider ID relationship.

The table contains the following fields:

- Confirm – selection button to confirm the user
- Remove – selection button to remove that user from the Provider
- Provider ID
- Organization Name
- User Name
- First Name
- Last Name

- Email
- Role
- Provider ID Last Confirmed – date the user last used the Provider ID to search eligibility
- User Last Login – date the user last logged in

| Users With Deactivated Provider IDs | | | | | | | | | | |
|--|------------------------------|-------------|-------------------|------------|------------|-----------|-------------------|----------------------|----------------------------|-----------------|
| SHOW <input type="text" value="10"/> ENTRIES SEARCH: <input type="text"/> | | | | | | | | | | |
| CONFIRM | REMOVE | PROVIDER ID | ORGANIZATION NAME | USER NAME | FIRST NAME | LAST NAME | EMAIL | ROLE | PROVIDER ID LAST CONFIRMED | USER LAST LOGIN |
| <input type="radio"/> Confirm | <input type="radio"/> Remove | 9999980 | Dales Test | dpepper740 | Dr | Pepper | ascherer@mphi.org | Domain Administrator | 11/1/2021 | |

Showing 1 to 1 of 1 entries Previous **1** Next

Please confirm or remove access for users who are no longer associated with the above Deactivated Provider IDs.
 Confirm All

If a user has multiple relationships, you will see multiple rows in the table, one row for each relationship.

You have the option to confirm or remove the user(s) shown, no action needs to be taken, but every visit to the page will display the popup until all deactivated Provider IDs have been resolved.

6.1 – Adding a New User

As a Domain Administrator, you can add new users to a Provider ID from the Provider ID Management page. To add a new user, follow the steps listed below.

Step 1: Select the “**Update Provider IDs**” link on the Home page to be taken to your Update Provider IDs page.

| | |
|--------------|---|
| User Profile | <ul style="list-style-type: none"> • Change Password • Update User Profile • Update Provider IDs • Apply to use a Provider ID |
|--------------|---|

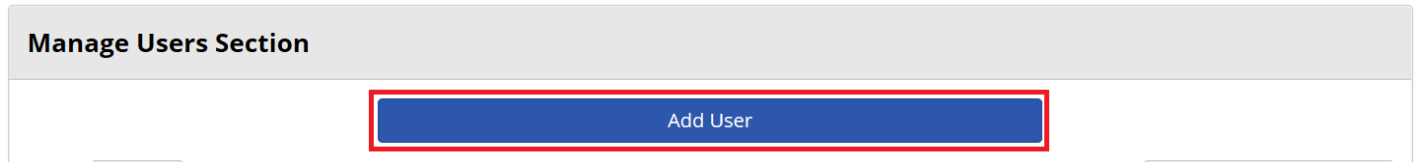
Step 2: Scroll to the “Approved Provider IDs” section. Find the Provider ID that you would like to add the user to and select **View** to navigate to the Provider ID Management page.

| Approved Provider IDs | | | | | | |
|--|--------|----------------------------------|----------------------|-----------------|---------------------------------------|--|
| SHOW <input type="text" value="10"/> ENTRIES SEARCH BY: <input type="text" value="All"/> SEARCH: <input type="text"/> | | | | | | |
| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRATION DATE | ACTIONS | |
| 9999980 | CHS&PH | Michigan Public Health Institute | Domain Administrator | 04/13/2020 | View Confirm Users | |

Showing 1 to 1 of 1 entries Previous **1** Next

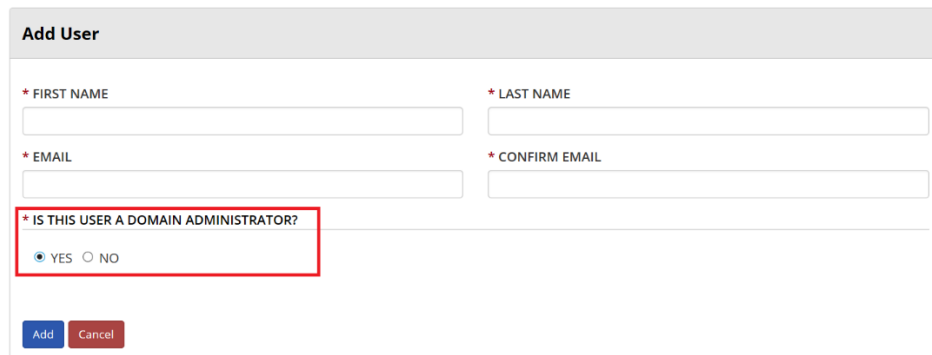
Step 3: Scroll to the Manage Users Section and select “Add User.”

Add New



Step 4: Fill in the following. A red asterisk (*) indicates a required field:

- *** First Name** – The new user’s first name.
- *** Last Name** – The new user’s last name.
- *** Email** – The new user’s email address. Account setup emails will be sent to this address.
- *** Confirm Email** – Field to confirm the new user’s email address.
- *** Is this user a Domain Administrator?** – Indicates whether this new user will have Domain Administrator rights to the Provider ID in MI Health Plan Benefits.



The image shows a screenshot of a web form titled "Add User". The form has a grey header bar with the text "Add User". Below the header, there are four text input fields arranged in a 2x2 grid. The first two fields are labeled "* FIRST NAME" and "* LAST NAME". The next two fields are labeled "* EMAIL" and "* CONFIRM EMAIL". Below these fields, there is a radio button group labeled "* IS THIS USER A DOMAIN ADMINISTRATOR?". The "YES" radio button is selected. At the bottom of the form, there are two buttons: "Add" (blue) and "Cancel" (red). The radio button group is highlighted with a red rectangular border.

Step 5: Select the “Add” button to create the new user account. Once the account has been successfully created, emails will be sent to the new user’s email address with instructions for gaining access to the Provider ID.

6.2 – Editing an Existing User

Step 1: Select the “Update Provider IDs” link on the Home page to be taken to your Update Provider IDs page.

User Profile

- Change Password
- Update User Profile
- Update Provider IDs
- Apply to use a Provider ID

Step 2: Scroll to the “Approved Provider IDs” section. Find the Provider ID that you would like to edit the user from and select **View** to navigate to the Provider ID Management page.

| Approved Provider IDs | | | | | |
|--|---|----------------------------------|----------------------|-----------------|-----------------------|
| SHOW <input type="text" value="10"/> ENTRIES | SEARCH BY: <input type="text" value="All"/> | SEARCH: <input type="text"/> | | | |
| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRATION DATE | ACTIONS |
| 999999 | CRSAPL | Michigan Public Health Institute | Domain Administrator | 06/15/2026 | View Confirm Users |

Showing 1 to 1 of 1 entries

Previous Next

Step 3: Select **View** next to the user you would like to edit.

| Manage Users Section | | | | | | | |
|--|------------|-------------|-------------------|--------------|-----------|----------------|------------------------------|
| Add User | | | | | | | |
| SHOW <input type="text" value="10"/> ENTRIES | | | | | | | SEARCH: <input type="text"/> |
| USERNAME | FIRST NAME | LAST NAME | EMAIL | PHONE NUMBER | EXTENSION | ACTIONS | |
| BTW@mpfi.org | Britt | Butterfield | btw@mpfi.org | 734-554-1000 | | View Remove | |
| g@mpfi.org | Gina | Plunkett | g@mpfi.org | 734-554-1010 | | View Remove | |
| thompson | Dee | Thompson | thompson@mpfi.org | 734-554-1010 | | View Remove | |
| jam@mpfi.org | April | Jam | jam@mpfi.org | 734-554-1010 | | View Remove | |
| m@mpfi.org | Maria | Morgan | m@mpfi.org | 734-554-1010 | | View Remove | |
| m@mpfi.org | Maria | Morgan | m@mpfi.org | 734-554-1010 | | View Remove | |
| h@mpfi.org | Helen | Horgan | h@mpfi.org | 734-554-1010 | | View Remove | |
| h@mpfi.org | Helen | Horgan | h@mpfi.org | 734-554-1010 | | View Remove | |

Step 4: When editing an existing user, the only information a Domain Administrator can edit from the Update User screen is the indicator identifying a user as a Domain Administrator. All other fields will be read-only.

Update User

| | |
|---|---|
| <p>PROVIDERID *****</p> <p>FIRST NAME *****</p> <p>EMAIL ADDRESS *****@*****.org</p> | <p>USERNAME *****</p> <p>LAST NAME *****</p> <p>PHONE NUMBER *****-*****-*****</p> |
|---|---|

*** IS THIS USER A DOMAIN ADMINISTRATOR?**

YES
 NO

Step 5: Select **Save** to save your changes.



6.3 – Removing a User

Step 1: Select the “**Update Provider IDs**” link on the Home page to be taken to your User Profile page.

User Profile

- Change Password
- Update User Profile
- Update Provider IDs
- Apply to use a Provider ID

Step 2: Scroll to the “Approved Provider IDs” section. Find the Provider ID that you would like to edit the user from and select **View** to navigate to the Provider ID Management page.

Approved Provider IDs

SHOW ENTRIES

SEARCH BY: SEARCH:

| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRATION DATE | ACTIONS |
|-------------|-------|----------------------------------|----------------------|-----------------|--|
| ***** | CHAMP | Michigan Public Health Institute | Domain Administrator | 06/13/2020 | <input style="border: 1px solid red;" type="button" value="View"/> <input type="button" value="Confirm Users"/> |

Showing 1 to 1 of 1 entries

Step 3: From the “Manage Users” section, select **Remove** next to the user you would like to Remove.

If you would like to remove the user from multiple Provider Ids see 6.3.1

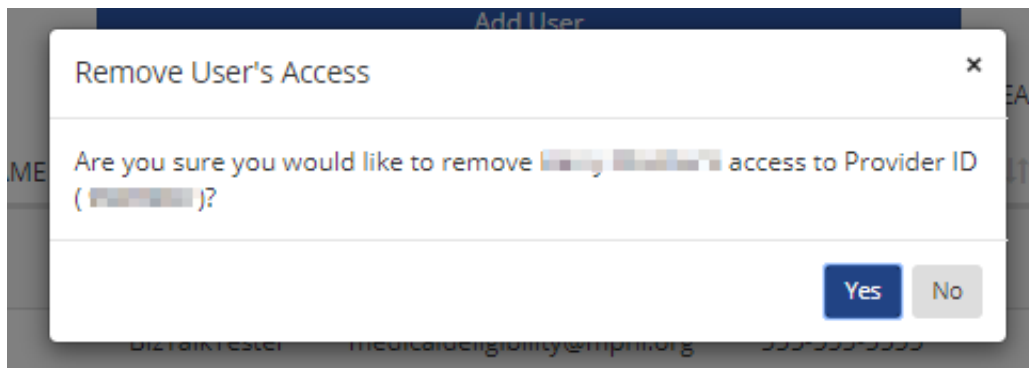
Manage Users Section

[Add User](#)

SHOW ENTRIES SEARCH:

| USERNAME | FIRST NAME | LAST NAME | EMAIL | PHONE NUMBER | EXTENSION | ACTIONS |
|-----------|------------|-----------|-------------------|--------------|-----------|--|
| WPAK12345 | WPA | WPAK12345 | wpa12345@mphi.org | 303-555-1234 | | View Remove |
| WPAK12346 | WPA | WPAK12346 | wpa12346@mphi.org | 317-555-1234 | | View Remove |
| WPAK12347 | WPA | WPAK12347 | wpa12347@mphi.org | 317-555-1234 | | View Remove |
| WPAK12348 | WPA | WPAK12348 | wpa12348@mphi.org | 317-555-1234 | | View Remove |
| WPAK12349 | WPA | WPAK12349 | wpa12349@mphi.org | 317-555-1234 | | View Remove |
| WPAK12350 | WPA | WPAK12350 | wpa12350@mphi.org | 317-555-1234 | | View Remove |
| WPAK12351 | WPA | WPAK12351 | wpa12351@mphi.org | 317-555-1234 | | View Remove |
| WPAK12352 | WPA | WPAK12352 | wpa12352@mphi.org | 317-555-1234 | | View Remove |

Step 4: You will see a confirmation Prompt. Select **Yes** to continue with removal. Select **No** to return.



6.3.1 – Remove a User from Multiple Provider IDs

Step 1: Select the “**Update Provider IDs**” link on the Home page to be taken to your User Profile page.

| | |
|--------------|---|
| User Profile | <ul style="list-style-type: none"> • Change Password • Update User Profile • Update Provider IDs • Apply to use a Provider ID |
|--------------|---|

Step 2: Scroll to the “Approved Provider IDs” section. Find the Provider ID that you would like to edit the user from and select **View** to navigate to the Provider ID Management page.

Approved Provider IDs

SHOW 10 ENTRIES SEARCH BY: All SEARCH:

| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRATION DATE | ACTIONS |
|-------------|---------|----------------------------------|----------------------|-----------------|-----------------------|
| 999999 | CRS&PHL | Michigan Public Health Institute | Domain Administrator | 06/15/2020 | View Confirm Users |

Showing 1 to 1 of 1 entries

Previous 1 Next

Step 3: From the “Manage Users” section, select **View** next to the user you would like to Remove from multiple Provider IDs.

Manage Users Section

Add User

SHOW 10 ENTRIES SEARCH:

| USERNAME | FIRST NAME | LAST NAME | EMAIL | PHONE NUMBER | EXTENSION | ACTIONS |
|----------------|------------|-----------|------------------------|--------------|-----------|----------------|
| bsp@mphi.org | Brian | Buchanan | mbuchan@pilot.mphi.org | 733-555-0000 | | View Remove |
| qj@mphi.org | Dee | Plumb | dplumb@mphi.org | 733-555-0000 | | View Remove |
| al@mphi.org | Dale | Thompson | dthompson@mphi.org | 733-555-0000 | | View Remove |
| jam@mphi.org | James | Ward | jward@mphi.org | 733-555-0000 | | View Remove |
| mking@mphi.org | Mark | King | mking@mphi.org | 733-555-0000 | | View Remove |
| m@mphi.org | Mark | King | mking@mphi.org | 733-555-0000 | | View Remove |
| rb@mphi.org | Rene | Brown | rbrown@mphi.org | 733-555-0000 | | View Remove |
| sl@mphi.org | Shirley | Long | slong@mphi.org | 733-555-0000 | | View Remove |

Step 4: In the ALL Associated Provider IDs section select all the providers you want to remove the user from. You can also check the Select/Deselect All box to select all of the providers.

All Associated Provider IDs

The user will continue to have access to all Provider IDs that are not checked. All Provider IDs that are selected will remove the user's access to that Provider ID.

Select All/Deselect All

SHOW 10 ENTRIES SEARCH:

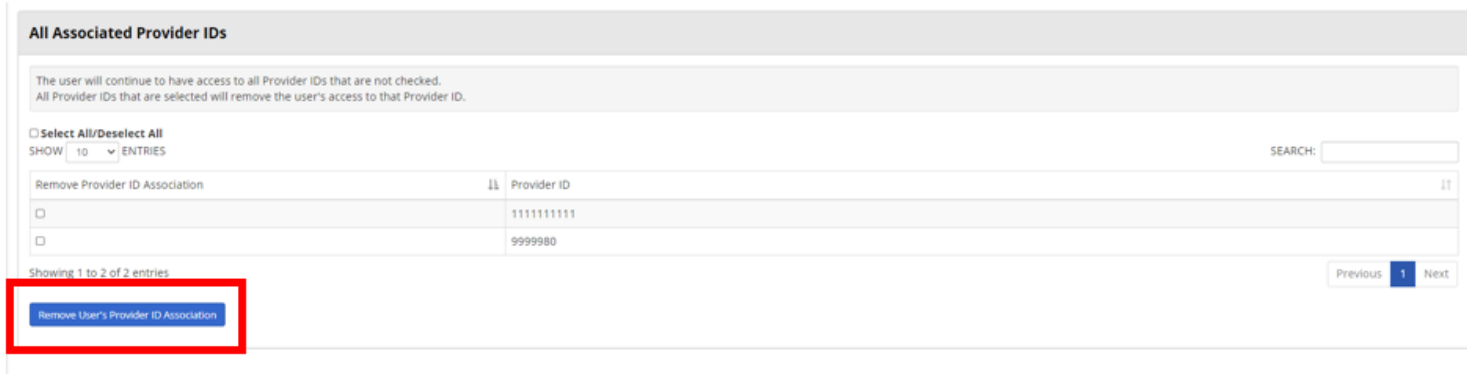
| Remove Provider ID Association | Provider ID |
|--------------------------------|-------------|
| <input type="checkbox"/> | 1111111111 |
| <input type="checkbox"/> | 9999980 |

Showing 1 to 2 of 2 entries

Previous 1 Next

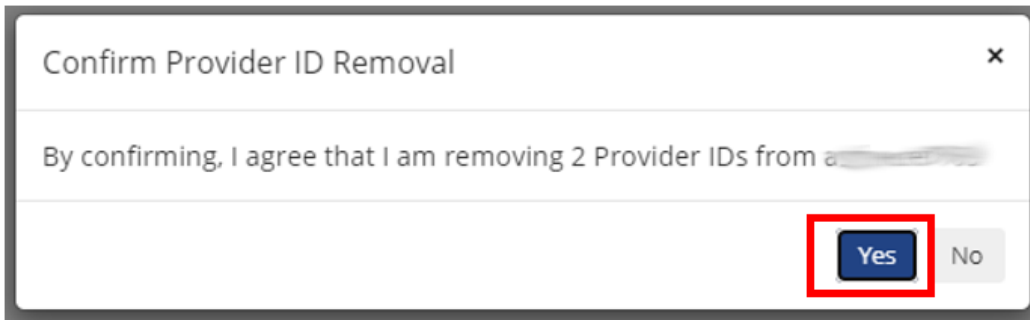
Remove User's Provider ID Association

Step 5: Click the Remove User's Provider ID Association button.



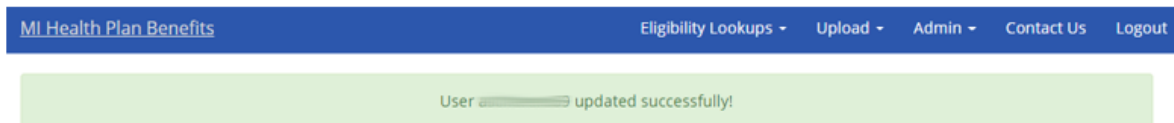
The screenshot shows a web interface titled "All Associated Provider IDs". It includes a warning message: "The user will continue to have access to all Provider IDs that are not checked. All Provider IDs that are selected will remove the user's access to that Provider ID." Below this, there are controls for "Select All/Deselect All" and "SHOW 10 ENTRIES". A table lists two Provider IDs: "1111111111" and "9999980". At the bottom left, a blue button labeled "Remove User's Provider ID Association" is highlighted with a red box.

Step 6: A popup will appear confirming removal, click Yes.



The screenshot shows a modal dialog box titled "Confirm Provider ID Removal". The text inside reads: "By confirming, I agree that I am removing 2 Provider IDs from a [redacted]". At the bottom right, there are two buttons: "Yes" (highlighted with a red box) and "No".

Step 7: You will be taken to the main page and a message will appear at the top.



The screenshot shows the top navigation bar of the application with links: "MI Health Plan Benefits", "Eligibility Lookups", "Upload", "Admin", "Contact Us", and "Logout". Below the navigation bar, a green message box displays the text: "User [redacted] updated successfully!".

6.4 – Editing Your Provider ID

Domain Administrators can make changes to their Provider ID's details by submitting another application for the Provider ID (see [4.2 – Applying to be a Domain Administrator](#) for instructions on how to complete an application).

| | |
|--------------|---|
| User Profile | <ul style="list-style-type: none"> • Change Password • Update User Profile • Update Provider IDs • Apply to use a Provider ID |
|--------------|---|

In addition to the “Apply to use a Provider ID” link on the Home page, Domain Administrators may access the Provider ID Application by selecting the “Create an Edit Application” link on the Provider ID Management page. Once the new application is approved, the Provider ID’s details will be updated with the information that was entered on the application.

[Home](#) / [Update Provider IDs](#) / [Provider ID Management](#)

Provider ID Details

| NATIONAL PROVIDER ID OR CHAMPS ID | PROVIDER ID TYPE | STATUS |
|-----------------------------------|--------------------------|------------------------|
| [Link] | [Link] | [Link] |
| ORGANIZATION NAME | ORGANIZATION TYPE | YOUR ROLE |
| [Link] | [Link] | [Link] |
| FEDERAL TAX ID | | |
| [Link] | | |

Create an Edit Application

Note: The new Provider ID details must match the information in CHAMPS for the Provider ID.

6.5 – *Renewing a Provider or CHAMPS ID*

Domain Administrators need to renew Provider IDs every 6 months. If the Provider IDs are getting close to expiring an email is sent out 1 month before, 1 week before, and the day of expiration. If you have multiple Provider IDs each one needs to be renewed individually.

Step 1: Select the “**Update Provider IDs**” link on the Home page to be taken to your User Profile page.

| | |
|--------------|---|
| User Profile | <ul style="list-style-type: none"> • Change Password • Update User Profile • Update Provider IDs • Apply to use a Provider ID |
|--------------|---|

Step 2: In the Approved Provider IDs section find the Provider ID you want to renew users for and in the Actions column click on Confirm Users.

Approved Provider IDs

SEARCH BY: All SEARCH:

SHOW 10 ENTRIES

| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRATION DATE | ACTIONS |
|-------------|-------------------|----------------------------------|------|-----------------|---|
| 1111111111 | National Provider | MPHI | User | 09/08/2021 | View Confirm Users |
| 9999980 | CHAMPS | Michigan Public Health Institute | User | 09/08/2021 | View Confirm Users |

Step 3: In the Confirm Users section check the box in the CONFIRM column next to every user you want to renew. Users that are N/A will be automatically confirmed (this is usually you).

Confirm Users Section

Users that are checked are to be "Confirmed".
 Users that are deselected are to be "Removed".
 Please scroll to the bottom of the page once you have reviewed your users.
 Note: 'N/A' indicates your user account or Trading Partner/Active Directory users account(s). Users that are 'N/A' will be automatically confirmed.

Select All/Deselect All

| CONFIRM | USERNAME | FIRST NAME | LAST NAME | EMAIL | ROLE | USER LAST LOGIN |
|-------------------------------------|---------------|------------|-----------|------------------------|----------------------|------------------------|
| <input checked="" type="checkbox"/> | Administrator | A | S | Administrator@mphi.org | Domain Administrator | 03/08/2021 01:32:55 PM |
| <input checked="" type="checkbox"/> | Admin | D | T | Admin@mphi.org | User | 12/15/2020 02:35:17 PM |
| <input checked="" type="checkbox"/> | Admin | D | T | Admin@mphi.org | Domain Administrator | 03/01/2021 01:15:01 PM |
| N/A | Admin | D | T | Admin@mphi.org | User | 03/17/2021 10:14:56 AM |

[Confirm Selected Users](#)

Step 4: Click on the Confirm Selected Users button. This will renew them for 6 months.

Confirm Users Section

Users that are checked are to be "Confirmed".
 Users that are deselected are to be "Removed".
 Please scroll to the bottom of the page once you have reviewed your users.
 Note: 'N/A' indicates your user account or Trading Partner/Active Directory users account(s). Users that are 'N/A' will be automatically confirmed.

Select All/Deselect All

| CONFIRM | USERNAME | FIRST NAME | LAST NAME | EMAIL | ROLE | USER LAST LOGIN |
|-------------------------------------|------------|------------|------------|------------|----------------------|------------------------|
| <input checked="" type="checkbox"/> | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | Domain Administrator | 03/08/2021 01:32:55 PM |
| <input checked="" type="checkbox"/> | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | User | 12/15/2020 02:35:17 PM |
| <input checked="" type="checkbox"/> | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | Domain Administrator | 03/01/2021 01:15:01 PM |
| N/A | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | User | 03/17/2021 10:14:56 AM |

Confirm Selected Users

This process will need to be repeated for each Provider ID shown in the Approved Provider IDs section.

7 – Confirming Users – Domain Administrator

The Confirm Users feature systematically prompts Domain Administrators to confirm access for users associated to their Provider IDs. Providers are expected to confirm access every six months to continue using the system. Domain Administrators will be prompted to confirm users every six months, but the system will allow them to confirm more frequently if so desired.

7.1 – Confirm Users Alert

This alert will be visible to Domain Administrators when they have users pending confirmation. The alert includes a link that will navigate the Domain Administrator to review their users.

You are identified as the Domain Administrator for one or more Provider IDs and their associated users. At least one of your Provider IDs requires confirmation of ongoing need to access the Health Plan Benefits site. Please click the link to review and confirm that the Provider IDs are still being used to complete eligibility lookups, and that access for the associated users is still authorized. If you do not confirm the Provider IDs and their users by the expiration date displayed on the Confirm Users page, the users will be disassociated from the listed Provider ID.

Confirm Users

7.2 – Confirm Users Page

The Confirm Users page is accessible at any time if the Domain Administrator chooses to confirm users outside of the scheduled window.

Navigation: Home → Update Provider IDs → Approved Provider IDs (table) → Confirm Users (link)

User Profile

- Change Password
- Update User Profile
- Update Provider IDs
- Apply to use a Provider ID

Approved Provider IDs

SHOW 10 ENTRIES

SEARCH BY: All SEARCH:

| PROVIDER ID | TYPE | ORGANIZATION NAME | ROLE | EXPIRES | ACTIONS |
|-------------|--------|----------------------------------|----------------------|---------|---|
| XXXXXXXXXX | XXXXXX | Michigan Public Health Institute | Domain Administrator | | View Confirm Users |

Showing 1 to 1 of 1 entries

Previous **1** Next

Home / User Profile / Confirm Users

Confirm Users - Provider ID Details

You are identified as the Domain Admin for one or more Provider IDs and associated users. Please confirm the users listed are still associated with the correct Provider ID and are authorized to access the system on behalf of said Provider. If you do not take action to confirm users by the expiration date, they will be disassociated from the listed Provider ID. All users must be confirmed at least once every 6 months.

| NATIONAL PROVIDER ID OR CHAMPS ID | ORGANIZATION NAME | EXPIRATION DATE |
|-----------------------------------|----------------------------------|-----------------|
| XXXXXXXXXX | Michigan Public Health Institute | |
| LAST CONFIRMED DATE | LAST CONFIRMED BY | EXPIRATION DATE |
| N/A | N/A | N/A |

Confirm Users Section

Users that are checked are to be "Confirmed".
 Users that are deselected are to be "Removed".
 Please scroll to the bottom of the page once you have reviewed your users.
 Note: 'N/A' indicates your user account or Trading Partner/Active Directory users account(s).

Select All/Deselect All

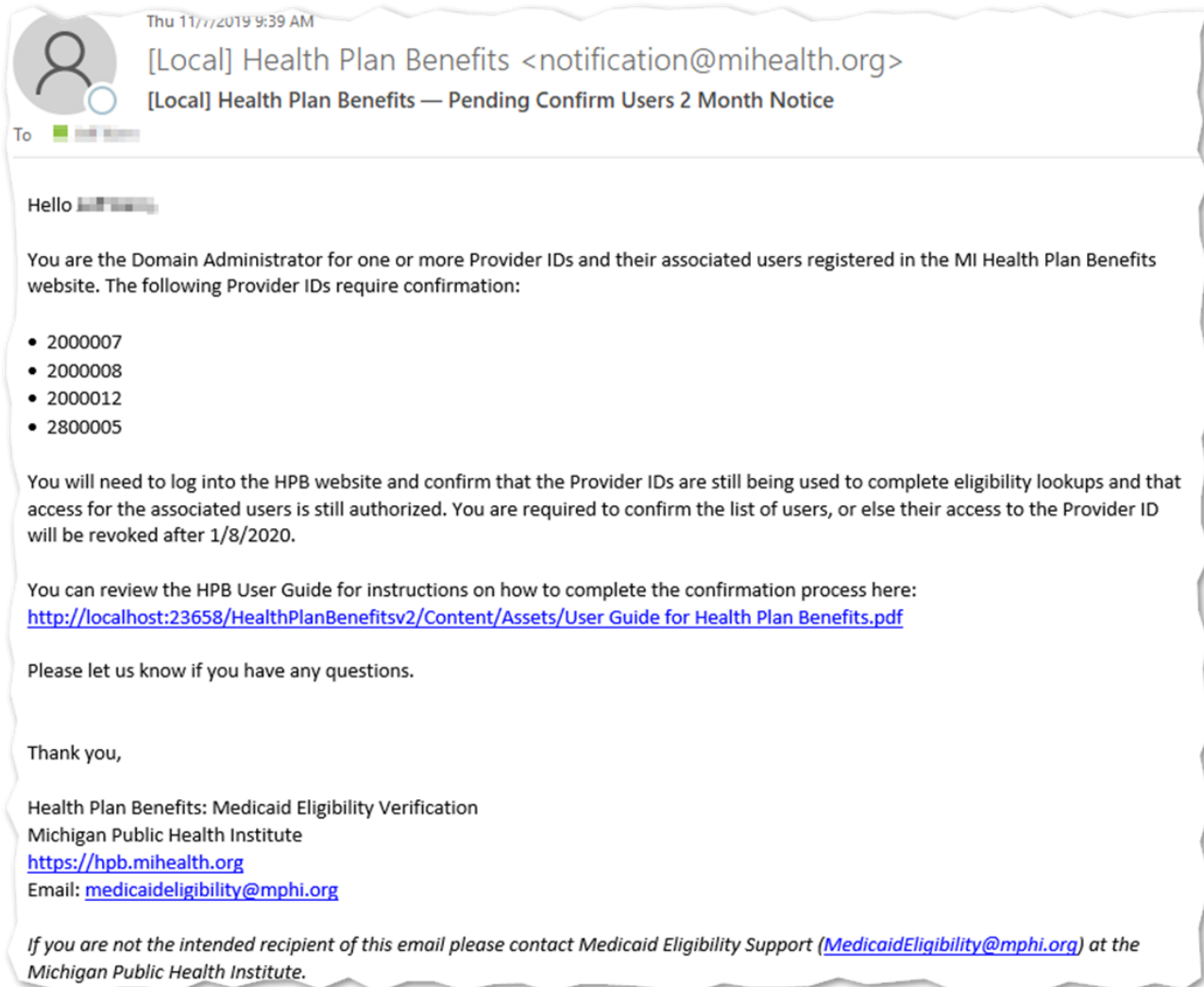
| CONFIRM | USERNAME | LAST NAME | FIRST NAME | EMAIL | ROLE | USER LAST LOGIN |
|-------------------------------------|------------|------------|------------|---------------------|----------------------|------------------------|
| N/A | XXXXXXXXXX | XXXXXXXXXX | XXXXXX | XXXXXXXXXX@mphi.org | USER | |
| <input checked="" type="checkbox"/> | XXXXXXXXXX | XXXXXXXXXX | XXXXXX | XXXXXXXXXX@mphi.org | Domain Administrator | 12/06/2019 03:14:58 PM |
| <input checked="" type="checkbox"/> | XXXXXXXXXX | XXXXXXXXXX | XXXXXX | XXXXXXXXXX@mphi.org | USER | 12/06/2019 10:23:47 AM |
| <input checked="" type="checkbox"/> | XXXXXXXXXX | XXXXXXXXXX | XXXXXX | XXXXXXXXXX@mphi.org | Domain Administrator | 12/03/2019 10:24:03 AM |
| <input checked="" type="checkbox"/> | XXXXXXXXXX | XXXXXXXXXX | XXXXXX | XXXXXXXXXX@mphi.org | USER | |

Note: If a user is associated with more than one Provider ID, they will have to be removed from each Provider ID by the respective Domain Administrators.

7.3 – Confirm Users Scheduled Emails

Emails will be sent to Domain Administrators and users at set intervals as the confirmation due date approaches, ensuring adequate warning and advance notice prior to confirmation expiration.

- Email 1: Sent to Domain Administrators two months prior to the month of expiration
- Email 2: Sent to Domain Administrators one month prior to the month of expiration
- Email 3: Sent to Domain Administrators and Users one week prior to the month of expiration
- Email 4: Sent to Domain Administrators and Users on the day of expiration



7.4 – Deactivated User/Provider ID Relationships

In the event a users relationship with a Provider ID is deactivated, a Domain Administrator can reactivate using the Users With Deactivated Provider IDs table on the Update Provider IDs page. The table displays every User/Provider ID relationship that has been deactivated.

The table has the following fields:

- Confirm – click this button to reactivate the relationship and set a new expiration date six months from the date confirmed
- Remove – click this button to remove all association between the User and the Provider ID
- Provider ID
- Organization Name
- User Name
- First Name
- Last Name

- Email
- Role
- Provider ID Last Confirmed
- User Last Login

This will reactivate the Provider ID and set a new expiration date six months from the date confirmed.

8 – Review MSA-1038 Status

See Section 6 of the User Guide for instructions on how to Review MSA-1038 Status

9 – Individual Eligibility Lookup

See Section 8 of the User Guide for instructions on how to use the Individual Eligibility Lookup

10 – Multiple Eligibility Lookup

See Section 9 of the User Guide for instructions on how to use the Multiple Eligibility Lookup

11 – Batch EDI Processor

See Section 10 of the User Guide for instructions on how to use the Batch EDI Processor

12 – ISD Batch Processor

See Section 11 of the User Guide for instructions on how to use the ISD Batch Processor