Medica

Provider Portal Registration Guide

Introduction

The Medica provider portal is a secure website that allows medical provider organizations contracted with Medica, to check member eligibility, verify member benefits, research claim status, referral entry, admission notification, claim adjustment, clinic demographic transactions, electronic payments, statement transactions, fee schedule lookup, provider search, referral status inquiry, and online provider demographics updates, see Electronic Transactions Guide. The Primary Administrator for the medical provider organization requests the organizational account and then creates users accounts extending access to their internal users and organizations contracted with their organization. Medical provider organizations contracted via leased vendors, may not have access to all functions, see Medica Portal Registration Guide. User accounts are accessible 24/7 through the Electronic Transaction login page.

Purpose

Primary administrators can use this guide to aid in registering Secondary Administrators, Provider Staff users, subsidiary organizations and delegate access to billing agencies for electronic transactions in a secure environment.

Table of Contents

In January 2024, Medica will begin moving secure online transactions to Availity Essentials. To learn more or to register with Availity, visit Medica Essentials by Availity.

Definitions

Provider Organization: A medical provider organization that provides healthcare services to our members. Each federal tax identification number is associated with one medical provider organization. The medical provider organization can have multiple care delivery locations.

Subsidiary Organization: A medical provider organization should have only one main federal tax identification number. Additional federal tax identification numbers owned by that medical provider organization may be added as subsidiary organizations.

Example: ABC Clinic has two separate federal tax identification numbers. The primary administrator should register the organization's main federal tax identification number and add the second federal tax identification number as a subsidiary organization to their organization's provider portal account.

Independent Contracted Organization: Is contracted with a medical provider's office to conduct administrative duties, not limited to billing services. A care system associated with a provider organization, a network management company, or consultant can also function in this capacity. They cannot hold the security role of Primary Administrator nor delegate to the medical provider organization or to other contractors. Medical provider organizations should add their contracted users to their provider portal account, *Contractors contracted to perform administrative duties with multiple medical provider organizations, have the option of opening a billing portal account using their own billing agency's federal tax id. Email portal.registration@medica.com for more information."

Care System: A network of providers that has a common ownership structure or a contractual relationship that binds them together.

Primary Administrator: Direct employee of the contracted medical provider organization's office who initiates the registration of their Medica provider portal account and assigns rights to secondary administrator and staff users. Only one user can function as the organization's primary administrator. If the primary administrator has not created a username and password within 180 days of receiving the link to register, the account will disable. See the "Primary Administrator Responsibilities" page for more information.

Secondary Administrator: Assigned by the Primary Administrator to perform specific electronic transactions. Also has the ability to register and assign rights to provider staff users.

Staff Users: Primary or Secondary administrators assigns specific electronic transactions. Individual physicians must be registered as provider staff to access their Premium Designation Program reports. Administration of the Premium Program is managed by United Healthcare. See additional resources section for more information.

Usernames: Usernames must be between 6 and 20 alphabetical characters
1. Periods are allowed.
2. Special characters (*, $, #, @, etc.) not allowed.
3. Spaces are not allowed.
4. Username example: dan.derm

Passwords: Passwords are case sensitive and be minimum eight characters in length with a combination of:
1. Upper- and Lower-Case Letters
2. Special Characters and Numbers
3. Password example: K4mz*wy6

Inactive Registrations: If the Primary Administrator has not created a username & password within 180 days of the initial registration, the account changes to disabled and registration will have to be re-requested. Any accounts that have been inactive for 90 days will change to disabled.

Primary Administrator Responsibilities

Primary Administrator agrees to

- Accept the terms of registration, as outlined in the Terms of Use section.
- At the registration page click on the check box for the Terms of Use
- Create a username or password within 90 days of the initial registration.
- Re-register if the Primary Administrator has not created user id and password within 90 days.
- Request the addition of subsidiary tax ids owned by the provider organization.
- Register and assign access to Provider Secondary Administrators and Provider Staff
- Advise users they must agree to the terms of registration, see Terms of Use section.
- Register only staff who have a reasonable need to use the secure electronic transactions.
- Extend access only to information the user requires to perform their job responsibilities.
- Monitor and disable access when a user's job responsibilities change or leave the organization.
- Re-enable Secondary Admin and Provider Staff disabled accounts, due to non-utilization.
- Notify the Provider Portal administrator if a registered federal tax identification number changes.

Special Note

There should preferably be at least one Secondary Administrator registered to assist with monitoring and updating the organization's provider portal account as follows:
- Register and assign access to Provider Staff
- Disable registration when Provider Staff leave the organization.
- Delegate Provider Staff rights to billing agencies users with whom the provider has contracted.
- Disable access for delegated billing agencies and care systems registered as Provider Staff
- Re-enable Provider Staff user accounts that have been disabled after 90 days of non-utilization.

Registering a Secondary Administrator or Staff User

The following table shows who can register whom.

Security Role	They can register
PortalRegistration@medica.com	Primary Administrator
Primary Administrator	Secondary Administrators and Provider Staff
Secondary Administrator	Provider Staff
Provider Staff	none

- If your user needs access to Medica's Provider Demographic update Online Tool assign the security role of Provider Secondary Administrator

Instructions:

1. 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 "Manage your account" link
3. Click on "Register a new provider user"

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 Street 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 Business Email
   - Job Function   Secondary Administrator or Staff User's Security Role

5. Select one of the two Security Role options.
   - Provider Staff
   - Provider Secondary Administrator
     - If your user needs access to Medica's Provider Demographic update Online Tool, assign the security role of Provider Secondary Administrator

Provider - Specific Person Data

* Job function

Security role

Provider Primary Admin

Provider Primary Admin
Provider Secondary Admin
Provider Staff

Provider alerts

☑ Yes, please email me with alerts

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, as some transactions contain Protected Health Information (PHI) Choose "select all" if the user should have access to all transactions.

Authorized Transactions

☐ Select all	☐ Administrative Referral Entry Transaction	☐ Electronic Payments And Statements Transaction
	☐ Admission Notification Transaction	☐ Eligibility Inquiry Transaction
	☐ Claim Adjustment Request Transaction	☐ Fee Schedule Lookup Transaction
	☐ Claim Status Inquiry Transaction	☐ Provider Search Transaction
	☐ Clinic Demographics Transaction	☐ Referral Status Inquiry Transaction

Special Note: The provider portal administrators control who has access to secured transactions. 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. The user will have access to the same assigned transactions for all Federal Tax Identification numbers.

Authorized Fed tax IDs

☐ Select all	☐ 999999	Organization Name Here	☐ 999999	Organization Name Here

Submit   Cancel

7. 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. The registered user MELISSA Brown will be receiving an email with a link to choose a username and password. Click **here** to proceed.

Medica's server will generate an email to 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.

Resending a registration link

If a user has failed to create a user id, the primary administrator can send a 2nd link to the user to create a user id. (1) Edit the user's account (2) Save updated information (3) Click on the Submit button (4) Click on the Save & send registration button. To search for another user, click "Return to account search".

Submit   Save & send registration   Return to account search

For Provider College use only

Edit Another User's Account

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 "Manage your account" link.
3. Click on the "Edit another user's account" link.
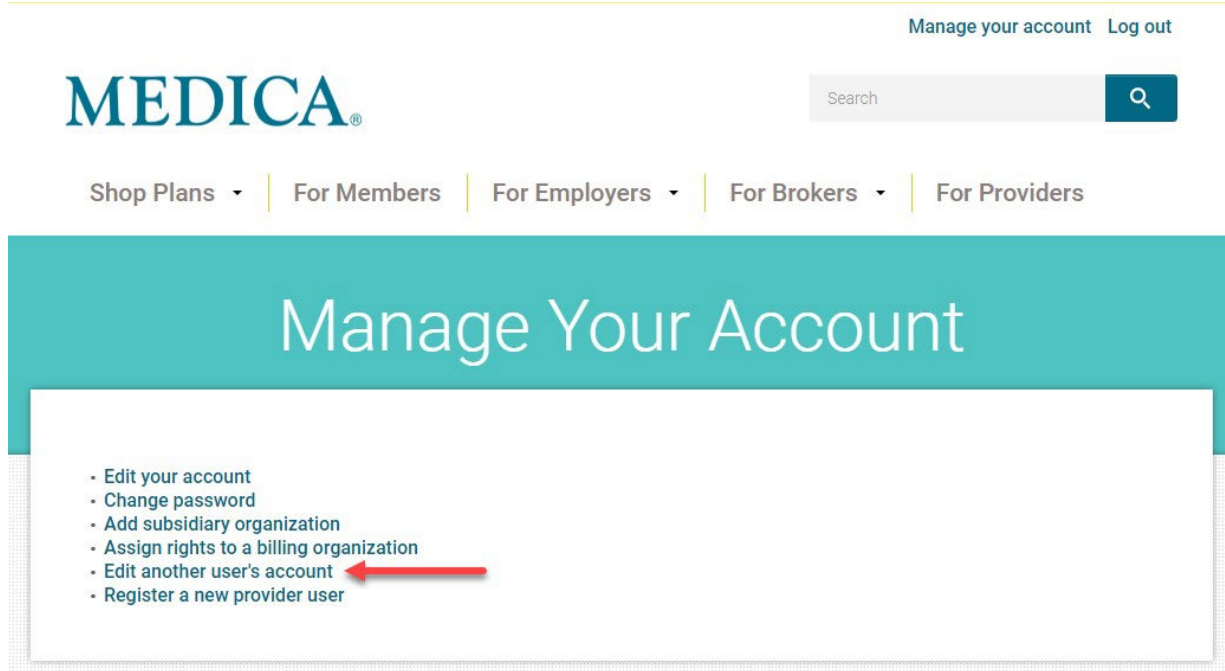
Using the Search Function

Three search options are available.
- Last Name, First Name, Username
- Enter value in the box and click the 'Search' button.
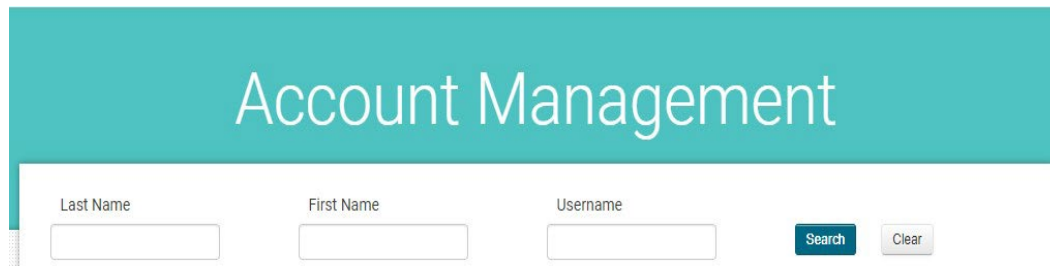
1. Click on the headers to sort and refine results.
2. Double click on the appropriate Last Name
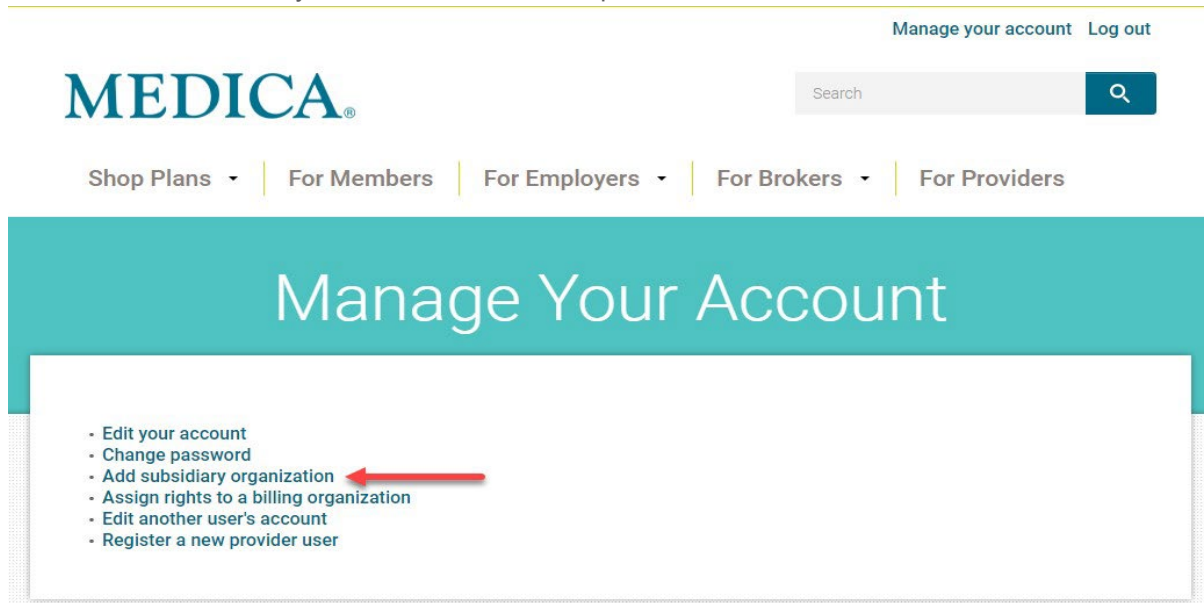3. Update the user's access as necessary.
4. Click the Submit button.

Adding Subsidiary Organization

Background

Primary Administrators can request their company owned subsidiary federal tax identification numbers, which are contracted with Medica, be added to their organization's provider portal account. These are tax ids which are contracted with Medica and owned by the provider organization. After subsidiary organizations are verified and added to an organizational account, the Provider Primary will receive an email confirmation. At that time the Primary Administrator can edit their user's personal accounts and extend subsidiary tax id access to their Secondary Administrators and Staff Users.

Instructions

1. Primary Administrator opens to medica.com, click on For Providers (drop down menu), click on electronic transactions, click on Logs into their personal account using their username and password.
2. Click on the "Manage your account" link, click on the Add subsidiary organization link.
3. Add the contracted federal tax ID and the organization name then hit the Add Subsidiary Organization button to continue adding more organizations.
4. Extra rows can be deleted (before submitting) by choosing "Remove" button.
5. You will receive an email from Portal Registration
6. Then the Primary Admin edits their user's personal account and extends access to their users.

Billing Organization Account

If you are a billing organization contracted to provide billing services for one specific medical provider organization, please see your client's provider primary administrator to create a personal user account for you under their provider portal account.

If you are a billing organization providing services for multiple unrelated medical provider organizations contracted with Medica, and you wish to create a billing organization account where you can access all of your unrelated client provider portal accounts, using one user id, send an email request to Medica's Provider Portal Registration at PortalRegistration@medica.com

You will need to furnish.

1) Federal tax id for each of your Medica clients with whom you have contracted.
2) Name of the medical provider organizations with whom you have contracted to provide services.
3) First and last name and email address of your client contact at each of the medical provider organizations with whom you have contracted to provide services.
4) Your billing organization's own federal tax id number
5) Your billing organization's name, street address, city, state zip code, phone number
6) First and last name and email address for the person that will hold the security role of Billing Primary Administrator for your billing organization account.
7) Medica's portal registration will then send instructions to your client on how they can delegate their provider portal access to your billing organization account.

Note: in order for your medical provider client to delegate their provider portal access to your billing organization account, your medical provider client will need to have already requested and registered for a provider portal account. A billing organization may not request a provider portal account on behalf of the medical provider, nor use the medical provider's information to create a provider portal, nor hold the security role of Provider Primary Administrator for the medical provider's provider portal account.

Additional Resources

Medica Resources	
Topic	**Location**
Electronic Transactions: Forgot password Forgot username Frequently Asked Questions	Medica.com at **For Providers > Electronic Transactions > Provider Login**
Medica Provider Portal Information • Provider Training • Administrative Resources • Provider Demographic update Online Tool • Credentialing & Demographic Information • Join Our Provider Network • User-guide-for-medica-electronic-transactions.pdf Vendor Links • Electronic billing tool for small providers • Optum Physical Health • Optum Behavioral Health • Delta Dental	Medica.com at **For Providers > Administrative Resources > Electronic Commerce**
Need to contact your Primary or Secondary Administrator?	Call the Medica Provider Service Center at: 1-800-458-5512
Username/Password issues or if unable to login to the Provider Portal	Review the Frequently Asked Questions or email Portal Administrator.
Medica Premium Program Learn more about this program	For additional assistance, call the United Healthcare Provider Resource Center at 1-866-270-5588.