

General Information

The Commonwealth of Virginia's Medicaid Web Portal is a web based system that gives providers and their user organizations access to secured provider services.

The portal extends the business capabilities of Virginia providers by offering user-friendly tools and resources. In order to take advantage of the portal and its functions, users must be part of the security structure.

The security structure of the web portal is provider centric. Security access for the web portal is based upon a provider organization. A 'provider organization' is defined as either an individual billing or servicing provider or group provider (and the user community in support of them).

The provider organization can be associated with either a NPI (National Provider Identifier) or an API (Atypical Provider Identifier – assigned by the Commonwealth of Virginia for providers that are not eligible for a NPI, such as a transportation provider).

A unique User ID is established for each provider organization a user supports. Users added to the organization will have the ability to access services based on the role they are assigned.

User Roles

There is a three-tiered security structure associated with each provider organization.

Primary Account Holder – A Primary Account Holder is the person who will perform the initial web registration. He/she will establish the security needed for the services accessed. Each provider organization can have only one Primary Account Holder. To change a Primary Account Holder, the Provider will need to notify Xerox, in writing.

The Primary Account Holder can:

- Establish Organization Administrators and/or Authorized Users for their organization
- Change roles for any user
- Reset passwords for any user
- Activate and/or deactivate any user
- Unlock any User ID
- Access to all secured provider functionality including:
 - Access to Member Eligibility & Service Limits
 - Access to Claims Direct Data Entry & Claims Status Inquiry
 - Access to Service Authorization information
 - Access to Payment History and Remittance Advices
 - Access to Provider Profile Maintenance
 - Access to Provider Enrollment
 - Access to Level of Care Review

- Access to Pre-Admission Screening
- Access to eDoc Management

Organization Administrator – An Organization Administrator is established by the Primary Account Holder. An Organization Administrator is not required for a provider organization - some organizations may only have a Primary Account Holder and associated Authorized Users. A provider organization can have one-to-many Organization Administrators, if so desired. Organization Administrators tier up to the Primary Account Holder.

The Organization Administrator has the following capabilities associated with only Authorized Users:

- Can establish Authorized Users for their organization
- Can change roles for any Authorized User
- Can reset passwords for any Authorized User
- Can activate and/or deactivate any Authorized User
- Can unlock any Authorized User ID
- Access to all secured provider functionality including:
 - Access to Member Eligibility & Service Limits
 - Access to Claims Direct Data Entry & Claims Status Inquiry
 - Access to Service Authorization information
 - Access to Payment History and Remittance Advices
 - Access to Provider Profile Maintenance
 - Access to Provider Enrollment
 - Access to Level of Care Review
 - Access to Pre-Admission Screening
 - Access to eDoc Management

Authorized User - The Authorized User is responsible for performing provider support functions. Authorized Users are not required for a provider organization, but an organization can have one-to-many Authorized Users, if so desired. Authorized Users tier up to the Organization Administrators.

The Authorized User has the following capabilities:

- Has access to all ARS secured provider functionality
 - Access to Member Eligibility & Service Limits
 - Access to Claims Status Inquiry
 - Access to Service Authorization information
 - Access to Payment History and Remittance Advices
 - Access to Provider Enrollment
 - Access to Level of Care Review
 - Access to Pre-Admission Screening

Authorized User – Claims – The Authorized User – Claims role is established by either the Primary Account Holder or Organization Administrator for performing claims submission on behalf of the provider organization. The Authorized User - Claims role is not required for a provider organization, but

an organization can have one-to-many Authorized User - Claims, if so desired. Authorized User - Claims tier up to the Organization Administrators.

The Authorized User – Claims has the following capabilities:

- Can submit claims through the Claims Direct Data Entry (DDE)
- Has access to all the ARS secured provider functionality (as noted under the Authorized User)

Authorized User – Provider – The Authorized User – Provider role is established by either the Primary Account Holder or Organization Administrator for performing demographic updates on behalf of the provider organization. The Authorized User - Provider role is not required for a provider organization, but an organization can have one-to-many Authorized User – Provider roles, if so desired. The Authorized User - Provider tier up to the Organization Administrators.

The Authorized User – Provider has the following capabilities:

- Can make updates to the provider’s demographic information, including:
 - Updates to correspondence information
 - Updates to remittance information
 - Updates to pay-to information
 - Note: updates to service information will still be submitted via the enrollment process
- Can make updates to disclosure information and complete periodic revalidations
- Has access to all the ARS secured provider functionality (as noted under the Authorized User)

Within the provider organization’s security structure, the users within each tier are accessible within the system to all users in the tiers above. All Authorized Users can be accessed and user maintenance performed for them by all Organization Administrators and the Primary Account Holder. The following reflects the security structure for each provider organization.

Authorized User – PAS – The Authorized User – PAS role is established by either the Primary Account Holder or Organization Administrator for performing pre-admission screenings on behalf of the provider organization. Note that, as described above, Xerox will serve as the Primary Account Holder for the LDSS and LHD.

The Authorized User - PAS role is not required for a provider organization, but an organization can have one-to-many Authorized User - PAS, if so desired. Authorized User - PAS tier up to the Organization Administrators.

The Authorized User – PAS has the following capabilities:

- Can submit pre-admission screenings through the Pre-Admission Screening function
- Has access to all secured provider functionality

Authorized User – eDoc - Upd – The Authorized User – eDoc - Upd role is established by either the Primary Account Holder or Organization Administrator for performing eDocMgmt functionality on behalf of the provider organization.

The Authorized User – eDoc - Upd role is not required for a provider organization, but an organization can have one-to-many Authorized User – eDoc - Upd, if so desired. Authorized User – eDoc - Upd tiers up to the Organization Administrators.

The Authorized User – eDoc – Upd has the following capabilities:

- Can conduct both document searches and document uploads within eDocMgmt
- Has access to all secured provider functionality

Authorized User – eDoc - Inq – The Authorized User – eDoc - Inq role is established by either the Primary Account Holder or Organization Administrator for performing eDocMgmt functionality on behalf of the provider organization.

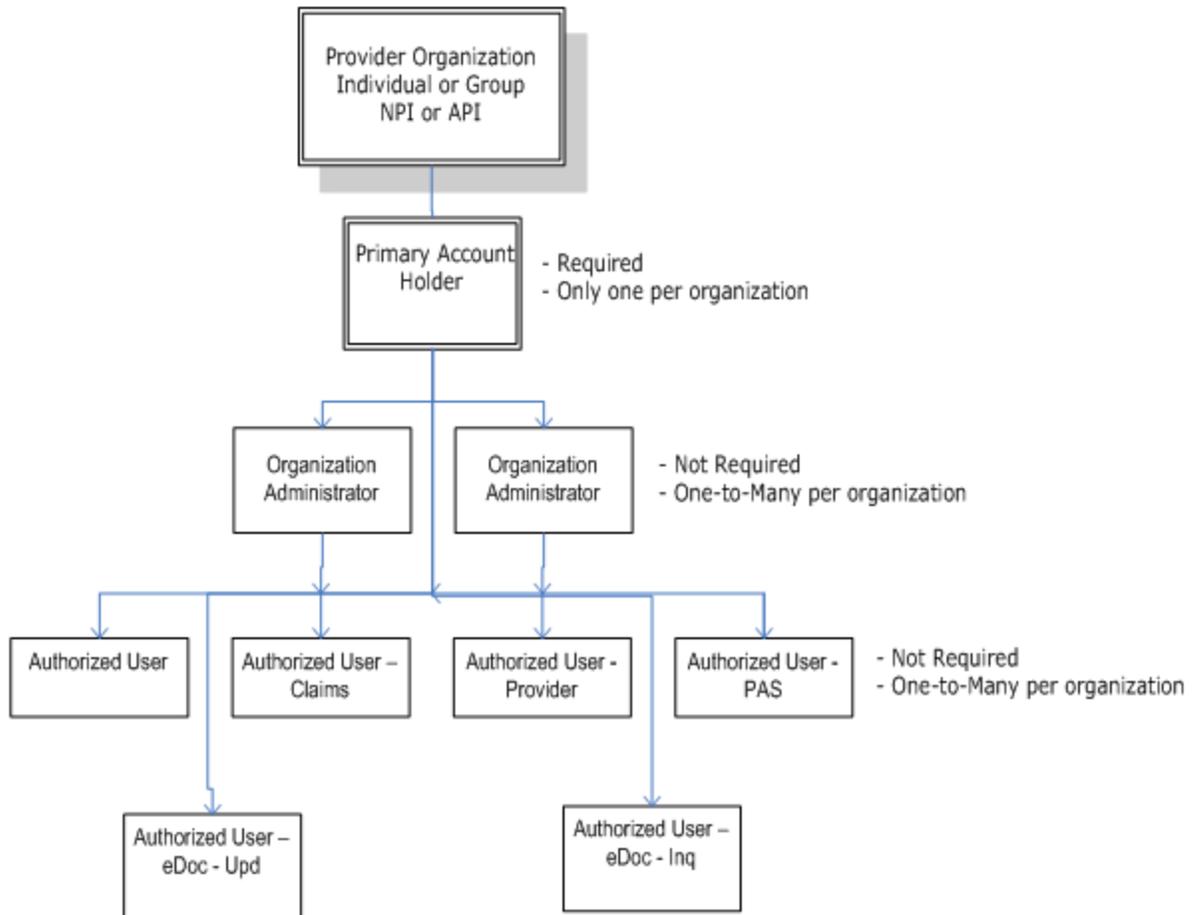
The Authorized User – eDoc - Inq role is not required for a provider organization, but an organization can have one-to-many Authorized User – eDoc - Inq, if so desired. Authorized User – eDoc - Inq tiers up to the Organization Administrators.

The Authorized User – eDoc – Inq has the following capabilities:

- Can conduct both document searches (only) within eDocMgmt
- Has access to all secured provider functionality

The following reflects the security structure for each provider organization.

Provider Organization's Security Structure



Data Elements

Data Elements not previously defined:

- Provider FEIN (pde-0462)
- User First Name (PDE-0463)
- User Last Name (PDE-0464)
- User Middle Initial (PDE-0465)
- User Phone Number (PDE-0466)
- User Phone Extension (PDE-0467)
- Security ID Request Indicator (PDE-0468)
- Security ID (PDE-0469)
- User Role (PDE-0470)
- User Status (PDE-0471)
- User Update Reason (PDE-0472)
- User Prefix (PDE-0473)
- User Suffix (PDE-0474)
- Last Login Date (PDE-0475)
- Password Expiration Date (PDE-0476)
- Provider Authentication Response (PDE-0477)
- eDocMgmt Restriction Ind (PDE-1365)

Data Elements previously defined:

- User ID (existing Submitter ID pde-0006)
- Provider ID (existing – Billing Provider NPI pde-0007)
- User Password (pde-0459)
- User Email (pde-0460)
- Security Question Response (pde-0461)

User ID (PDE-0006)

General Information

This data element has previously been defined. The following information is how this data element is used within the Registration functionality.

Portal Data Element	PDE-0006
Page	Web Registration – User Profile Web Registration – Security Profile Web Registration – Request Apply SID Web Registration – Change Password Web Registration – Add Edit Users Web Registration – View Edit Users Web Registration – Reset Users Password Web Registration – Deactivate Reactivate User Web Registration – Unlock User
Portlet Name	Providers Change Passwords Add User Manage Users View Edit Users Reset Users Password Deactivate User Unlock User
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- Minimum of 6 characters
- Maximum of 16 characters

- Can include hyphens, underscores or periods
- Cannot start with special characters
- Cannot contain spaces

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0002 – Web Registration – Security Profile
- WPR-S-0003 – Web Registration – Request Apply Security ID
- WPR-S-0006 – Web Registration – Change Password
- WPR-S-0008 - Web Registration – Add Edit Users
- WPR-S-0009 - Web Registration – View Edit Users
- WPR-S-0010 - Web Registration – Reset Users Password
- WPR-S-0011 - Web Registration – Deactivate Reactivate User
- WPR-S-0012 - Web Registration – Unlock User

Tables – MMIS/DB2

N/A

Tables – Portal

- PUB-T-0001 - Web Registration Table - WP_WEB_RGSTR_TB
- PUB-T-0002 - Web Password Table - WP_WEB_PSWD_TB
- PUB-T-0003 - Web Security Questions Answers –WP_SECUR_QUES_ASWR_TB

- PUB-T-0004 - Web Portal Message and Announcements Table – WP_MESG_ANS_TB
- PUB-T-0005 - Web Portal Organization Details Table – WP_ORG_DTLS_TB
- WPR-T-0001 – Web User Role Table – WP_WEB_USER_ROLE_TB
- WPR-T-0002 – Web Audit Table – WP_WEB_AUD_TB
-

Billing Provider ID

General Information

This data element has previously been defined. The following information is how this data element is used within the Registration functionality.

Portal Data Element	PDE-0007
Page	Web Registration – User Profile Web Registration – Request Apply SID
Portlet Name	Providers
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- 10 digit numeric NPI or API

Valid Values

N/A

Outputs

- WPR-O-0001 - Security ID Mail File
- WPR-O-0002 - Security ID Notification Letter

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0003 – Web Registration – Request Apply Security ID

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0005 - Web Portal Organization Details Table – WP_ORG_DTLS_TB

eDocMgmt Restriction Ind (PDE-1365)

General Information

This field indicates whether the user is restricted from eDocMgmt functionality.

Page	Web Registration â€” Add Edit Users
Portlet Name	Add Edit Users
Element Type	Selection Box
Data Type	String
Field Type	Optional
Size	1
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- Indicator is to be used to restrict the eDocMgmt tab from displaying

Valid Values

- Unchecked – space (no restriction)
- Checked – ‘Y’ (restricted from eDocMgmt)

Outputs

N/A

Screens

- WPR-S-0008 – Web Registration – Add Edit Users

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 - Web Registration Table

User Password (PDE-0459)

General Information

This data element has previously been defined. The following information is how this data element is used within the Registration functionality.

Page	Web Registration – User Profile Web Registration – Security Profile Web Registration – Change Password Web Registration – Expired Password Web Registration – Reset Users Password
Portlet Name	Providers Providers Providers Change Password Change Password Reset Users Password
Element Type	Text Box
Data Type	String
Field Type	Required
Size	16
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- Minimum of 8 characters
- Must include three (3) of the following four (4) requirements:
 - Capital/Upper case letter
 - Lower case letter
 - Number
 - Special character (!, \$, #, %)

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0002 – Web Registration – Security Profile
- WPR-S-0006 - Web Registration – Change Password
- WPR-S-0007 - Web Registration – Expired Password
- WPR-S-0010 - Web Registration – Reset Users Password

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0002 - WP_WEB_PSWD_TB – Web Password Table

User Email (PDE-0460)

General Information

This data element has previously been defined. The following information is how this data element is used within the Registration functionality.

Page	Web Registration – User Profile Web Registration – Request Apply SID Web Registration – Change Password Web Registration – Add Edit Users Web Registration – View Edit Users Web Registration – Reset Users Password Web Registration – Deactivate Reactivate User Web Registration – Unlock User
Portlet Name	Providers Change Password Add User Manage User View Edit User Reset Users Password Deactivate User Unlock User
Element Type	Text Box – User Profile Display – All other screens
Data Type	String
Field Type	Required – User Profile Optional – All other screens
Size	19
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- Must contain a valid domain (i.e. .com, .gov, .org, etc)

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0003 – Web Registration – Request Apply Security ID
- WPR-S-0006 – Web Registration – Change Password
- WPR-S-0006 – Web Registration – Add Edit Users
- WPR-S-0007 – Web Registration – View Edit Users
- WPR-S-0010 – Web Registration – Reset Users Password
- WPR-S-0011 – Web Registration – Deactivate Reactivate User
- WPR-S-0012 – Web Registration – Unlock User

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 - Web Registration Table - WP_WEB_RGSTR_TB

Security Question Response (PDE-0461)

General Information

This data element has previously been defined. The following information is how this data element is used within the Registration functionality.

Page	Web Registration – Security Profile
Portlet Name	Providers
Element Type	Text Box
Data Type	String
Field Type	Required
Size	100
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- Three different security questions must be answered to be utilized with user self service
- Responses to three of the following:
 - What is your pet's name?
 - Where did you meet your spouse?
 - Who was your childhood hero?
 - What is your favorite pastime?
 - What is your favorite sports team?
 - What is your father's middle name?
 - What was your high school mascot?
 - What make was your first car or bike?

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0002 – Web Registration – Security Profile

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0003 – Web Security Questions Answers Table - WP_SECUR_QUES_ASWR_TB

Provider FEIN (PDE-0462)

General Information

This is the federal tax number assigned to the NPI/API that the organization is associated to. It's a nine digit optional field.

This field will be completed only upon initial registration and only by the PAH.

Page	Web Registration – User Profile Web Registration – Security Profile Web Registration – Request Apply SID
Portlet Name	Providers
Element Type	Enterable (User Profile) Display (All other screens)
Data Type	String
Field Type	Optional
Size	9
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- Must be numeric and 9 digits

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0002 – Web Registration – Security Profile
- WPR-S-0003 – Web Registration – Request Apply Security ID

Tables – MMIS/DB2

- Note: Even though this field exists in the MMIS database, it's stored on the portal tables with no cross reference to the DB2 tables.

Tables - Portal

- PUB-T-0005 – Web Portal Organization Details Table – WP_ORG_DTLS_TB

User First Name (PDE-0463)

General Information

This is the first name of the user registering and/or establishing a user profile.

This field is the PAH's first name upon initial registration and the first name of each user later established within this organization.

Page	Web Registration – User Profile Web Registration – Security Profile Web Registration – Request Apply SID Web Registration – Add Edit User Web Registration – View Edit User Web Registration – Reset Users Password Web Registration – Deactivate Reactivate User Web Registration – Unlock User
Portlet Name	Providers Add User Manage Users View/Edit Users Reset Users Password Deactivate User Unlock User
Element Type	Enterable - User Profile, Security Profile, Add Edit User, View Edit User Display – Request Apply SID, Add Edit User, View Edit User, Reset Users Password, Deactivate User, Unlock User
Data Type	String
Field Type	Required where enterable
Size	25
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0002 – Web Registration – Security Profile
- WPR-S-0003 – Web Registration – Request Apply Security ID
- WPR-S-0008 - Web Registration – Add Edit User
- WPR-S-0009 - Web Registration – View Edit User
- WPR-S-0010 - Web Registration – Reset Users Password
- WPR-S-0011 - Web Registration – Deactivate Reactivate User
- WPR-S-0012 - Web Registration – Unlock User

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 – Web Registration Table – WP_WEB_RGSTR_TB

User Last Name (PDE-0464)

General Information

This is the last name of the user registering and/or establishing a user profile.

This field is the PAH's last name upon initial registration and the last name of each user later established within this organization.

Page	<ul style="list-style-type: none"> Web Registration – User Profile Web Registration – Security Profile Web Registration – Request Apply SID Web Registration – Add Edit User Web Registration – View Edit User Web Registration – Reset Users Password Web Registration – Deactivate Reactivate User Web Registration – Unlock User
Portlet Name	<ul style="list-style-type: none"> Providers Add User Manage Users View/Edit Users Reset Users Password Deactivate User Unlock User
Element Type	<ul style="list-style-type: none"> Enterable - User Profile, Security Profile, Add Edit User, View Edit User Display – Request Apply SID, Add Edit User, View Edit User, Reset Users Password, Deactivate User, Unlock User
Data Type	String
Field Type	Required where enterable
Size	35
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0002 – Web Registration – Security Profile
- WPR-S-0003 – Web Registration – Request Apply Security ID
- WPR-S-0008 - Web Registration – Add Edit User
- WPR-S-0009 - Web Registration – View Edit User
- WPR-S-0010 - Web Registration – Reset Users Password
- WPR-S-0011 - Web Registration – Deactivate Reactivate User
- WPR-S-0012 - Web Registration – Unlock User

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 – Web Registration Table – WP_WEB_RGSTR_TB

User Middle Initial (PDE-0465)

General Information

This is the middle initial of the user registering and/or establishing a user profile.

This field is the PAH's middle initial upon initial registration and the middle initial of each user later established within this organization.

Page	Web Registration – User Profile Web Registration – Security Profile Web Registration – Request Apply SID Web Registration – Add Edit User Web Registration – View Edit User Web Registration – Reset Users Password Web Registration – Deactivate Reactivate User Web Registration – Unlock User
Portlet Name	Providers Add User Manage Users View/Edit Users Reset Users Password Deactivate User Unlock User
Element Type	Enterable - User Profile, Security Profile, Add Edit User, View Edit User Display – Request Apply SID, Add Edit User, View Edit User, Reset Users Password, Deactivate User, Unlock User
Data Type	String
Field Type	Optional
Size	1
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0002 – Web Registration – Security Profile
- WPR-S-0003 – Web Registration – Request Apply Security ID
- WPR-S-0008 - Web Registration – Add Edit User
- WPR-S-0009 - Web Registration – View Edit User
- WPR-S-0010 - Web Registration – Reset Users Password
- WPR-S-0011 - Web Registration – Deactivate Reactivate User
- WPR-S-0012 - Web Registration – Unlock User

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 – Web Registration Table – WP_WEB_RGSTR_TB

User Phone Number (PDE-0466)

General Information

This is the phone number (including area code) of the user registering and/or establishing a user profile.

This field is the PAH's phone number upon initial registration and the phone number of each user later established within this organization.

Page	Web Registration – User Profile Web Registration – Security Profile Web Registration – Request Apply SID
Portlet Name	Providers
Element Type	Enterable
Data Type	String
Field Type	Required
Size	10
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- Includes area code

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile
- WPR-S-0002 – Web Registration – Security Profile
- WPR-S-0003 – Web Registration – Request Apply Security ID

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 – Web Registration Table – WP_WEB_RGSTR_TB

User Phone Extension (PDE-0467)

General Information

This is the phone number extension, if applicable, of the user registering and/or establishing a user profile.

This field is the PAH's phone number extension upon initial registration and the phone number extension of each user later established within this organization.

Page	Web Registration – User Profile
Portlet Name	Providers
Element Type	Enterable
Data Type	String
Field Type	Optional
Size	6
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0001 – Web Registration – User Profile

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 – Web Registration Table – WP_WEB_RGSTR_TB

Security ID Request Indicator (PDE-0468)

General Information

This is the indicator that the PAH checks when requesting a Security ID (PDE-0469). This indicator is used by the Security ID Letter Generation program (WPR-P-0001) to create a security id and forward it to the print facility for letter generation.

Page	Web Registration – Request Apply Security ID
Portlet Name	Change Security Profile
Element Type	Checkbox
Data Type	String
Field Type	Optional
Size	1
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0003 – Web Registration –Request Apply Security ID

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0005 – Web Portal Organization Details Table – WP_ORG_DTLS_TB

Security ID (PDE-0469)

General Information

This is the numeric identifier used to confirm that the users have the authorization of the provider to view information and create data on behalf of that provider.

The security ID is generated by the Security ID Letter Generation program (WPR-P-0001) and associated with the PAH's record. The security ID is then forwarded to the print facility and a letter generated and mailed to the provider.

The provider will need to furnish this number to the PAH who will then 'apply' the security ID to the Web Registration – Request Apply Security ID screen (WPR-S-0003). Once this number is applied, this serves as the approval for access to secured functionality.

All users within the organization associated to the NPI/API will have access to the secured screens, based on the user's role.

Page	Web Registration – Request Apply Security ID
Portlet Name	Change Security Profile
Element Type	Enterable
Data Type	String
Field Type	Optional
Size	10
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0003 – Web Registration –Request Apply Security ID

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0005 – Web Portal Organization Details Table – WP_ORG_DTLS_TB

User Role (PDE-0470)

General Information

This is the role assigned to each user. The PAH is responsible for initially establishing the organization and assigning a user role to each user which will determine the functionality the user will have access to.

Page	Web Registration – Add Edit Users Web Registration – Reset Users Password Web Registration – Deactivate/Reactivate User Web Registration – Unlock User
Portlet Name	Add User View/Edit User Reset Users Password Deactivate User Unlock User
Element Type	Select Box – Add Edit Users Display – All others
Data Type	String
Field Type	Required – Add Edit Users Optional – Reset Users Password, Deactivate User, Unlock User
Size	10
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- One and only one PAH required
- Zero to many OrgAdmin allowed
- Zero to many AuthUser allowed

Valid Values

- Primary Account Holder (PAH)
- Organization Administrator (OrgAdmin)
- Authorized Staff (AuthStaff)
- Authorized Staff – Claims
- Authorized Staff - Provider

Outputs

N/A

Screens

- WPR-S-0007 – Web Registration – Add Edit Users
- WPR-S-0010 - Web Registration – Reset Users Password
- WPR-S-0011 - Web Registration – Deactivate/Reactivate User
- WPR-S-0012 - Web Registration – Unlock User

Tables – MMIS/DB2

N/A

Tables - Portal

- WPR-T-0001 – Web User Role Table – WP_WEB_USER_ROLE_TB

User Status (PDE-0471)

General Information

This is the status of the individual user (i.e. active, inactive)

Page	Web Registration – View Edit Users
Portlet Name	View Edit Users
Element Type	Check Box
Data Type	String
Field Type	Optional
Size	1
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- If current date is greater than date password expires, status is 'inactive'
- On the third unsuccessful attempt at logging in, the user status is set to 'Locked'

Valid Values

- A - Active
- I - Inactive
- L - Locked

Outputs

N/A

Screens

- WPR-S-0008 – Web Registration – View Edit Users

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 - Web Registration Table - WP_WEB_RGSTR_TB

User Update Reason (PDE-0472)

General Information

This is the reason for updating the user's account with such actions as changing a user's password, unlocking a user's account and/or deactivating or reactivating a user's account.

Page	Web Registration – Reset User Password Web Registration – Deactivate Reactivate User Web Registration – Unlock User
Portlet Name	Reset User Password Deactivate (or Reactivate) User Unlock User
Element Type	Text Box
Data Type	String
Field Type	Required
Size	256
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0009 - Web Registration – Reset User Password
- WPR-S-0010 - Web Registration – Deactivate Reactivate User
- WPR-S-0011 - Web Registration – Unlock User

Tables – MMIS/DB2

N/A

Tables - Portal

- WPR-T-0002 – Web Audit Table – WP_WEB_AUD_TB

User Prefix (PDE-0473)

General Information

The user's prefix if applicable.

Page	Web Registration – Add Edit User
Portlet Name	Add User Manage Users
Element Type	Drop Down
Data Type	String
Field Type	Optional
Size	4
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

- Mr.
- Ms.
- Mrs.
- Dr.

Outputs

N/A

Screens

- WPR-S-0008 - Web Registration – Add Edit User

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 - Web Registration Table - WP_WEB_RGSTR_TB

User Suffix (PDE-0474)

General Information

The user's suffix, if applicable.

Page	Web Registration – Add Edit User
Portlet Name	Add User Manage Users
Element Type	Drop Down
Data Type	String
Field Type	Optional
Size	4
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

- Sr.
- Jr.
- I
- II
- III
- IV
- V

Outputs

N/A

Screens

- WPR-S-0008 - Web Registration – Add Edit User

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 - Web Registration Table - WP_WEB_RGSTR_TB

Last Login Date (PDE-0475)

General Information

The most current date of usage for this user ID.

Page	Web Registration – Add Edit User
Portlet Name	Add User Manage Users
Element Type	Text Box
Data Type	Date
Field Type	Display
Size	8
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0008 - Web Registration – Add Edit User

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0001 - Web Registration Table - WP_WEB_RGSTR_TB

Password Expiration Date (PDE-0476)

General Information

The date the user's current password expires.

Page	Web Registration – Add Edit User
Portlet Name	Add User Manage Users
Element Type	Date
Data Type	String
Field Type	Display Only
Size	8
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

N/A

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0008 - Web Registration – Add Edit User

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0002 - Web Password Table - WP_WEB_PSWD_TB

Provider Authentication Response (PDE-0477)

General Information

This field contains the response to one of the three authentication questions confirming the Primary Account Manager has authorization to perform functions on behalf of the provider.

Page	Web Registration - Change Security Profile
Portlet Name	Provider Information
Element Type	Text Box
Data Type	String
Field Type	Required
Size	5
MMIS Data Element	N/A
MMIS DE Number	N/A

Business Rules

- Three different authentication questions must be answered complete the authentication process
- Responses to three of the following (if they exist in the MMIS):
 - o Provider's SSN (last 4 digits)
 - o Provider's FEIN (last 4 digits)
 - o License End Year (YYYY)
 - o Provider's birth year (YYYY)
 - o Zip Code of Provider's Correspondence Address
 - o Bank Routing Number (last 4 digits)
 - o Bank Account (last 4 digits)
 - o EDI Submitter ID

Valid Values

N/A

Outputs

N/A

Screens

- WPR-S-0002 – Web Registration – Security Profile

Tables – MMIS/DB2

N/A

Tables - Portal

- PUB-T-0003 – Web Security Questions Answers Table - WP_SECUR_QUES_ASWR_TB

Outputs

- Secured Access Email (WPR-O-0002)
- Password Reset Email (WPR-O-0004)

Secured Access Email (WPR-O-0002)

General Information

When a PAH successfully completes the authentication questions and the answers are verified against the MMIS, behind the scenes the portal generates and applies a secured ID, leveraging the existing processes.

Once the Security ID is applied, an email is generated and sent to the email address entered by the PAH at the time of the initial registration.

Upon receipt, the PAH will need to click the link within the email. Signing in to the web portal will activate the secured access for the PAH and the rest of the provider's organization.

The purpose of the email is to ensure the PAH logs off and logs on again after the registration is complete. This will initiate the secured access. The PAH can do this without waiting for the email if they wish.

Data Elements

A sample confirmation email is below:

From: providerenrollmentreceipt@dmas.virginia.gov Sent: Mon 12/15/2014 1:11 PM
To: [REDACTED]
Cc:
Subject: Secured Access Confirmation Email

12/15/2014

To: [REDACTED]

Your request for secured portal access on behalf of NPI [REDACTED] has been successfully validated.

In order to complete the access process, please click the link below. This will open up a new browser window, displaying the Virginia Medicaid provider portal sign on page.

Logging in to the portal with your User ID and password will complete the secured access process. All users currently part of your provider organization, or any that will be added, will automatically have secured access, based on their designated role, once this process is complete.

Virginia Medicaid Provider Portal Log In:
<https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderLogin>

Note: Please do not respond to this automated email. If you encounter any issues completing this process, please refer to the Registration User Guide on the portal (under the Provider Resources tab >> Registration Reference Material) or contact the Web Portal Support help desk at 866-352-0496 for further assistance.

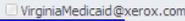
Password Reset Email (WPR-O-0004)

General Information

If a user resets the password for another user, via the Web Registration – Reset Users Password screen (WPR-S-0010), an email will be generated and sent to the email address on record for the user whose password was changed.

Data Elements

A sample email is below:

From:  VirginiaMedicaid@xerox.com Sent:
To: 
Cc:
Subject: VA Medicaid Web Portal

Your password reset request has been processed.

Your temporary password is:

SPassword5

Please use this to log in to the Virginia Medicaid Web Portal at <https://www.viriniamedicaid.dmas.virginia.gov>. You will be requested to reset your password upon successful log in.

Please contact the Virginia Medicaid Web Support Call Center, toll free, at 1-866-352-0496 if you have any questions or problems regarding your web portal registration.

Note: This is an auto-generated email, please do not reply.

Programs

- Registration Clean Up (WPR-P-0001)
- Password Reset Email Generation (WPR-P-0002)
- Secured Access Email Generation (WPR-P-0003)

Registration Clean Up (WPR-P-0001)

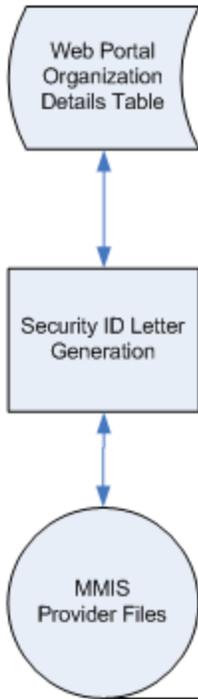
General Information

This is a batch program that will perform clean up against the registration table. Providers on the table that have become 'inactive' (defined as having no active sites) or have become Program 10 only, will be flagged as such. Providers flagged as inactive or Program 10 are limited to what functionality they can access (i.e. they can see claims status and payment history but not member eligibility or service authorization).

In addition this program will conduct clean up against the registration files. NPI organizations that have requested a Security ID (prior to the implementation of the new email process) and have not applied it after 30 days will be deleted from the registration tables. All users associated with the NPI will be removed and will need to re-register in the future to access the portal.

NPI organizations that have registered and never requested a Security ID or requested secured access after 90 days will also be deleted from the registration tables. They will need to re-register in the future to access the portal.

Process



Password Reset Email Generation (WPR-P-0002)

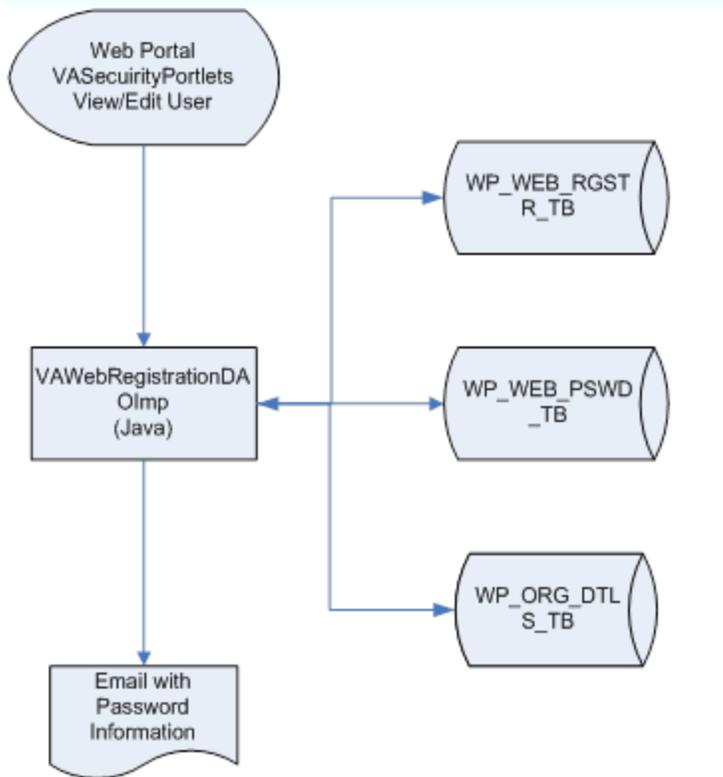
General Information

When the user forgets their password, another user with the proper security role can establish a temporary password for the user. Once the user logs in with temporary password they'll be required to reset their password.

This program will validate the security level of the user making the change and allow the temporary reset of another user's password.

Once changed, the program generates an email sent to the user who's password was changed. The email is sent utilizing the user's email address established in their user profile and includes the user's new password (see WPR-O-0004 for an example).

Process

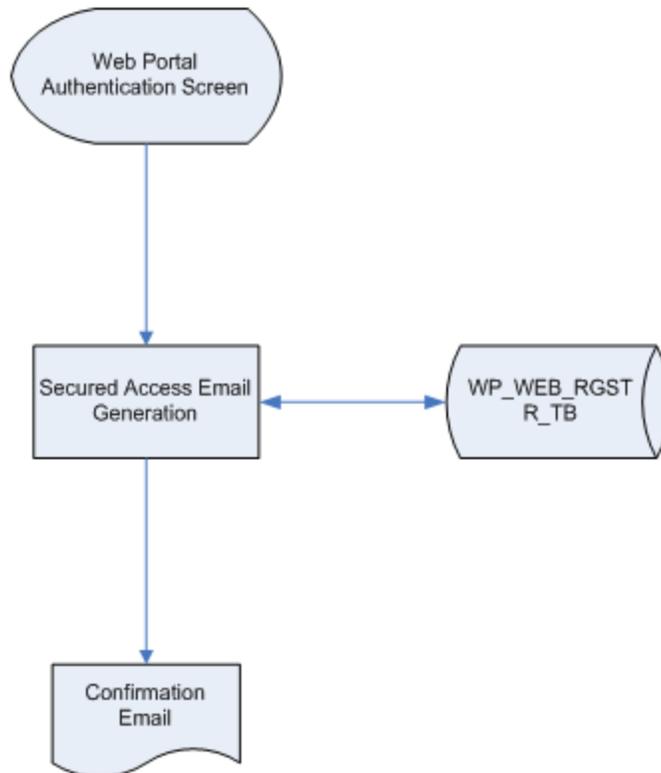


Secured Access Email Generation (WPR-P-0003)

General Information

When a PAH successfully completes the authentication questions and the answers are verified against the MMIS this program will generate the security ID and apply it within the table. The WP_SECUR_ID will be generated and stored automatically in the WP_ACT_SECUR_ID to leverage existing functionality. Once the Security ID is applied, an email is generated and sent to the email address entered by the PAH at the time of the initial registration.

Process



Screens

- Web Registration – User Profile (WPR-S-0001)
- Web Registration – Security Profile (WPR-S-0002)
- Web Registration – Request Secured Access (WPR-S-0003)
- Web Registration – Authentication Confirmation (WPR-S-0004)
- Web Registration – Security ID Application (WPR-S-0005)
- Web Registration – Change Password (WPR-S-0006)
- Web Registration – Expired Password (WPR-S-0007)
- Web Registration – Add Edit Users (WPR-S-0008)
- Web Registration – View Edit Users Search (WPR-S-0009)
- Web Registration – Reset Users Password (WPR-S-0010)
- Web Registration – Deactivate Reactivate User (WPR-S-0011)
- Web Registration – Unlock User (WPR-S-0012)

Web Registration – User Profile (WPR-S-0001)

General Information

The User Profile is part of the registration process and contains the information associated with the user in conjunction with NPI/API.

Screen Name	Web Registration – User Profile
Source/Originator	Portal Public – Provider Login (PUB-S-0002)
Usage	Enter the required user information to establish a User Profile

Screen Sample – WPR-S-0001



- [Home](#)
- [Provider Services](#)
- [Provider Resources](#)
- [EDI Support](#)
- [Documentation](#)
- [EHR Incentive Program](#)
- [FAQ](#)

Web Registration

To register, all required fields must be completed, and optional fields are recommended, if applicable.

Providers

<input type="text"/>	<input type="text"/>	<input type="text"/>	
<small>Provider ID(NPI/API)</small>	<small>* Create User ID</small>	<small>FEIN</small>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<small>* Create Password</small>	<small>* Re-type Password</small>	<small>* First Name</small>	<small>* Last Name</small>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<small>MI</small>	<small>* Phone Number</small>	<small>Ext</small>	<small>* Preferred E-mail</small>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Provider ID(NPI/API): Provider ID is not a required field at this point; however, it will be necessary to complete the authentication process. It is recommended that your NPI/API be entered at this time. [Continue](#)

User ID: Enter 6 - 16 characters, which can include hyphens, underscores or periods; can not contain spaces and can not start with special characters.

Password: Enter a minimum of 8 characters to include 3 of the following attributes (alphabetical characters, numerical characters, combination of upper case and lower case letters or special characters (!, \$, #, %))

Data Elements

Data Element Name (ID)	Instructions

<p>Provider ID (NPI/API) (pde-0007)</p>	<p>Though this field is not a required field during the initial registration, in order to complete the authentication process the User ID will need to be associated to an individual or group NPI (or API).</p> <p>If the NPI (or API) is known at the time of registration, it should be entered.</p> <p>In the case of an atypical provider, an API number might not yet be assigned. The authentication process cannot be completed until the NPI or API is entered, but the User and Security Profiles can be established in the interim</p> <p>This field is enterable and initially optional.</p>
<p>User ID (pde-0006)</p>	<p>The user will need to establish a unique User ID that will be associated with this individual or group provider.</p> <p>The User ID must be a minimum of 6 characters and a maximum of 16 characters. It can include hyphens, underscores or periods. The User ID cannot start with special characters nor can it contain spaces.</p> <p>This field is enterable and required.</p>
<p>NPI's FEIN (pde-0462)</p>	<p>Enter the FEIN associated with the individual or group provider.</p> <p>This field is enterable and optional.</p>
<p>Password (pde-0459)</p>	<p>Establish a password to be used in conjunction with the User ID to authenticate the user at the time of login.</p> <p>The portal password must be a minimum of 8 characters and must include three (3) of the following four (4) requirements:</p> <ul style="list-style-type: none"> ○ Capital/Upper case letter ○ Lower case letter ○ Number ○ Special character (!, \$, #, %) <p>This field is enterable and required.</p>
<p>First Name (PDE-0463)</p>	<p>The user's first name</p> <p>This field is enterable and required.</p>
<p>Last Name (PDE-0464)</p>	<p>The user's last name.</p> <p>This field is enterable and required.</p>
<p>Middle Initial (PDE-0465)</p>	<p>The user's middle initial</p> <p>This field is enterable and optional.</p>

Phone Number (PDE-0466)	The user's phone number including area code. This field is enterable and required.
Extension (PDE-0467)	The user's phone number extension. This field is enterable and optional.
Preferred email (pde-0460)	The user's email address for use in user self-service. This field is enterable and required.

Screen Navigation

Button	Action	Link
Continue	Takes the data entered and if all edits are cleared, navigates the user to the Web Registration – Security Profile screen	WPR-S-0002

Error Messages

Description	Resolution
Create User ID is required	Establish a unique User ID that will be associated with this individual or group provider. The User ID must be a minimum of 6 characters and a maximum of 16 characters. It can include hyphens, underscores or periods. The User ID cannot start with special characters nor can it contain spaces.
Last Name is required	Enter the user's last name.
First Name is required	Enter the user's first name.
Email is required	Enter the user's email address. Email must be alphanumeric and contain a valid domain.
Phone number is required	Enter the 10 digit

	phone number including area code.
Create Password is required	Enter a password with at least eight characters in length and utilize at least three of the following four: 1) Special characters (only the !, \$, # or %) 2) Alphabetical characters 3) Numerical characters 4) Combination of upper case and lower case letters.
Re-type Password is required	Re-type previously entered password for confirmation.
Invalid Provider ID (NPI/API). Provider ID (NPI/API) value must be 10 digits, if the value is less than 10 digits please enter with leading zeros.	Enter a valid 10 digit numeric NPI or API for the provider the organization is to be established for.
The given Provider ID (NPI/API) already exists.	NPI/API entered is a duplicate. If incorrect, re-enter valid NPI/API. If valid entry, user should contact PAH to be added to the organization.
The submitted User ID must be at least 6 to 16 alpha-numeric characters and can contain: hyphens, underscores, and/or periods (no spaces) but should not start with any special characters.	Enter a password with at least eight characters in length and utilize at least three of the following four: 1) Special characters (only the !, \$, # or %) 2) Alphabetical characters 3) Numerical characters 4) Combination of upper case and lower case letters.
Web Portal password composition should meet COV/VITA standards with at least eight characters in length and utilize at least three of the following four: 1) Special characters (only the !, \$, # or %) 2) Alphabetical characters 3) Numerical characters 4) Combination of upper case and lower case letters.	
Re-type Password must match Create Password	Re-type previously entered

	password for confirmation.
Invalid Last Name. Last Name should not contain Numeric and "-", "/", " ", ":", ".".	Enter user's alphanumeric last name.
Web Portal password composition should meet COV/VITA standards with at least eight characters in length and utilize at least three of the following four: 1)Special characters (only the !, \$, # or %) 2)Alphabetical characters 3)Numerical characters 4)Combination of upper case and lower case letters.	Enter a password with at least eight characters in length and utilize at least three of the following four: 1) Special characters (only the !, \$, # or %) 2) Alphabetical characters 3) Numerical characters 4) Combination of upper case and lower case letters.
Phone # is invalid. It should be in format xxxxxxxxxx only.	Enter the 10 digit phone number including area code.
The entered email address format is incorrect. The email address should follow the format shown below: Any alphanumeric key that is available on the QWERTY keyboard, plus the following: a) Hyphen b) Underscore c) At sign d) Period Example: aaa-bbbb.cccc@dddd-eeee.com	Enter the user's email address. Email must be alphanumeric and contain a valid domain.

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Click on 'Web Registration' link in the 'First Time User Registration' portlet
4. The Web Registration - User Profile screen will display

Web Registration – Security Profile (WPR-S-0002)

General Information

The Security Profile is part of the registration process and establishes three security questions. Each user chooses three different questions from the unique question base and supplies the response.

If a user forgets their User ID or their login password, the system lets the user request that it be sent to the email address on record. Before the email can be sent, the user must respond correctly to the three chosen questions.

Screen Name	Web Registration – Security Profile
Source/Originator	Web Registration – User Profile (WPR-S-0001)
Usage	Enter the required user information to establish a security profile

Screen Sample – WPR-S-0002

Dec 6, 2012
| [Home](#) | [Contact Us](#)



Home
Provider Services ▾
Provider Resources ▾
EDI Support ▾
Documentation ▾
EHR Incentive Program
FAQ

Web Registration - □

Please provide answers to the three questions below in order to assist you when your User ID or Password is forgotten. Use of the Internet Browser "Back" or "Forward" buttons are not recommended on this page.

Providers

* Create User ID

FEIN

* Create Password

* Re-type Password

Providers

*Security Question1
-- Select One --

*Security Question2
-- Select One --

*Security Question3
-- Select One --

*Security Answer1

*Security Answer2

*Security Answer3

Data Elements

Data Element Name (ID)	Instructions
------------------------	--------------

User ID (pde-0006)	The user id created in the User Profile during initial registration. This field is display only.
NPI's FEIN (pde-0462)	The FEIN associated with the individual or group provider. This field is display only.
Password (pde-0459)	The password used in conjunction with the User ID to authenticate the user at the time of login. This field is display only.
Security Question Response (pde-0461)	The responses to selected security questions to be used in user self-service functionality. This field is enterable and required.

Screen Navigation

Button	Action	Link
Submit	Takes the data entered and if all edits are cleared, navigates the user to the Provider Secured Welcome Page.	PRV-S-0001

Error Messages

Description	Resolution
Security Question (1, 2 or 3) is required	Select a unique question from the list of valid questions.
Security Answer (1, 2 or 3) is required	Enter the answer to the selected security question.
Security Question (2 or 3) is already selected. Please choose another Security Question.	Select a question from the list of valid questions that has not been selected previously. Three unique questions are required.

Screen Access

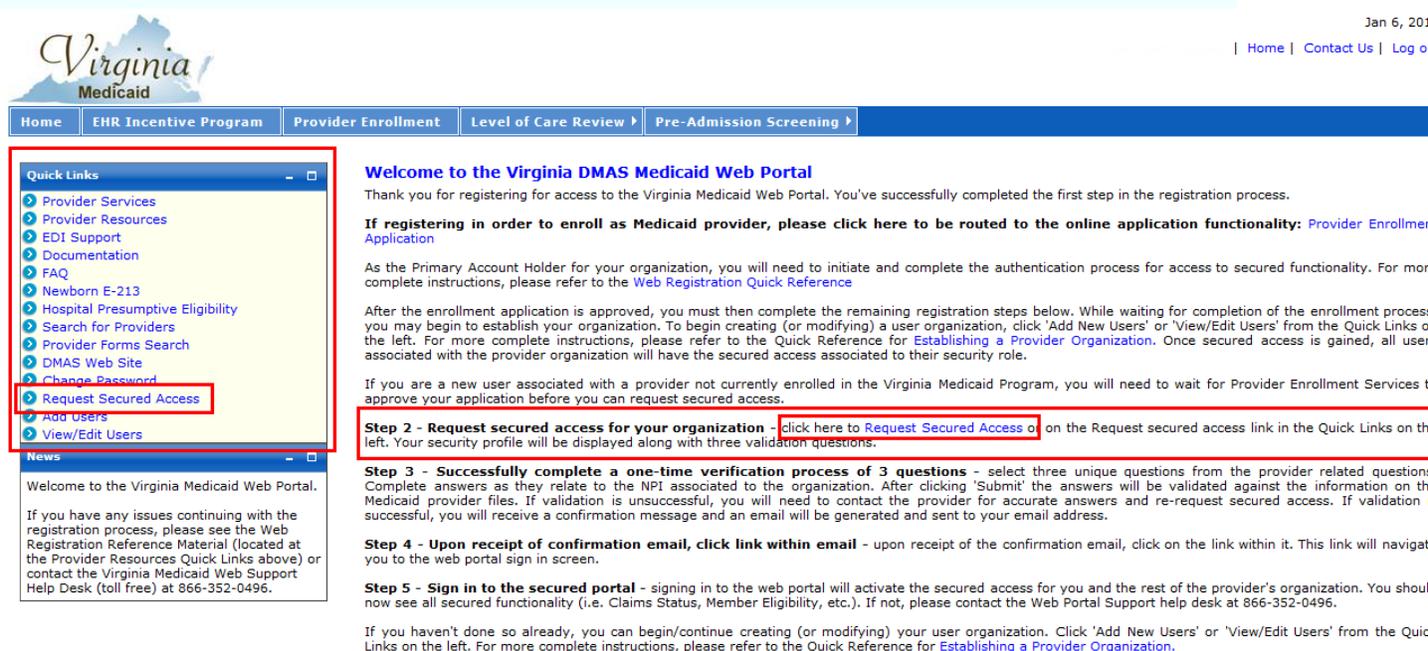
1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Click on 'Web Registration' link in the 'First Time User Registration' portlet
4. The Web Registration - User Profile screen will display
5. Enter all required information and click 'Continue'
6. The Web Registration – Security Profile screen will display

Web Registration – Request Secured Access (WPR-S-0003)

General Information

To ensure that the users within an organization actually have the associated provider's authorization to perform secured functions on their behalf, an authentication process is used.

Once a PAH has successfully completed their user and security profiles, they can request this secured access. Only the PAH will see the option to 'Request Secured Access' in the Quick Links.



The screenshot displays the Virginia Medicaid Web Portal interface. At the top left is the Virginia Medicaid logo. A navigation bar contains links for Home, EHR Incentive Program, Provider Enrollment, Level of Care Review, and Pre-Admission Screening. A 'Quick Links' sidebar on the left lists various services, with 'Request Secured Access' highlighted in a red box. The main content area features a 'Welcome to the Virginia DMAS Medicaid Web Portal' message, followed by instructions for registration and enrollment. A red box highlights the 'Request Secured Access' link in the text, which corresponds to the highlighted link in the sidebar. Below this, five numbered steps detail the process: Step 2 (Request secured access), Step 3 (Complete verification questions), Step 4 (Click link in email), and Step 5 (Sign in to the secured portal).

To request secured access, the PAH will need to click on the link. The screen then completes the validation of the NPI/API. If no NPI/API was entered, it will be required at this time or no further processing will be enabled. After successful entry, the program will validate the NPI/API by calling the MMIS DB2 table (PS_NPI_XREF). If the NPI/API is not found, the record errors out. The NPI/API will also check for activity and program (PS_PROV_PGM). If the provider is inactive or Program 10 only, the record errors out.

Once the provider has been validated the Request Secured Access screen will display, showing three questions that the user will need to complete in order to finish the authentication process and gain secured access.

The PAH will be required to complete up to three questions. The first question will require either the provider's SSN or FEIN. Drop down options will be based on what information is captured in the MMIS.

Validation Question 1 could contain the following drop down values:

- Provider's SSN (last 4 digits)
- Provider's FEIN (last 4 digits)

Note: The NPI in this example has no SSN currently housed in the MMIS so only the FEIN selection will appear.

Validation Questions 2 and 3 will contain a list of provider information available on the MMIS. The user can select any question available in the drop down. Question 2 and 3 must be different though. Note: if a provider only has enough information on the MMIS to answer questions 1 and 2, then the third question is disabled and the provider need only supply 2 answers.

Possible Question options (unless the information is not on the MMIS for the provider secured access is being requested for):

- License End Year (YYYY)
 - Providers who only have a License End Year of 9999 will be treated the same as if there were no license end year information and the license end year option will not be listed in the drop down
- Provider's birth year (YYYY)
- Zip Code of Provider's Correspondence Address
- Bank Routing Number (last 4 digits)
- Bank Account (last 4 digits)
- EDI Submitter ID

Answers supplied by the PAH will be validated against the MMIS tables. Once the entries have been authenticated, the Secured Access Email (WPR-O-0002) will be generated and sent to the email address of the PAH.

Once the PAH has the email confirmation, they can click the link within to initiate the new functionality. Note: the purpose of the email is to force the PAH to log off and back on. The PAH doesn't have to wait on the email, they can immediately log off and on and the updated security will be applied.

The PAH and all users within the associated organization will now have access to the secured functionality, as their respective role permits.

Screen Name	Web Registration - Change Security Profile
Source/Originator	Provider Secured Welcome Page (PRV-S-0001)
Usage	User can update their security questions from this screen. Provider authentication takes place when the PAH selects and answers three questions.

Screen Sample – WPR-S-0003

Data Elements

Data Element Name (ID)	Instructions
User ID (PDE-0006)	The user id created in the User Profile during initial registration. This field is display only.
First Name (PDE-0463)	The user's first name This field is display only.
Last Name (PDE-0464)	The user's last name. This field is display only.
Middle Initial (PDE-0465)	The user's middle initial This field is display only.
Email (PDE-0460)	The user's email address for use in user self-service. This field is display only.
Phone Number (PDE-0466)	The user's phone number including area code. This field is display only.
Security Question Response (PDE-0461)	The responses to selected security questions to be used in user self-service functionality. This field is display only.

Provider ID (NPI/API) (PDE-0007)	The number for an individual or group provider (NPI or API) that is associated with the established organization. This field is display only.
Provider Authentication Response (PDE-0477)	The responses to selected validation questions to be used in provider authentication. This field is enterable and required.

Screen Navigation

Button	Action	Link
Submit	Takes the data entered and if all edits are cleared, presents the user with the Successful Authentication.	WPR-S-0004

Error Messages

Description	Resolution
Please complete all three validation questions	Select three questions from the available drop down options and enter the appropriate answer.
The secured access for your provider organization has not been validated. Question(s) 1, 2, 3 has/have been answered incorrectly. Please correct your answers or contact the provider for information to correctly complete. If you have any additional questions, please contact the Web Portal support help desk at 866-352-0496.	Based on which question is listed as incorrect, modify response or change drop down option and response and click Submit.
Invalid FEIN	Correct last four digits of FEIN entered and resubmit.
Invalid License End Year	Correct License End Year and resubmit.
Invalid Bank Account	Correct last four digits of the provider's bank account and resubmit.
Invalid Zip Code	Correct the five digit correspondence address zip code and resubmit.
Invalid Bank Routing Number	Correct the last four digits of the provider's bank routing number and resubmit.
Invalid EDI	Correct the four digit EDI Submitter ID and resubmit.

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed
5. On the left, in the Quick Links section (or under Step 2 on the Provider Secured Welcome screen), click link 'Request Secured Access'
6. The Web Registration – Request Secured Access screen will display

Web Registration – Authentication Confirmation (WPR-S-0004)

General Information

This screen displays the completion of the authentication process and confirmation of secured access.

Screen Name	Web Registration - User Profile
Source/Originator	Web Registration - Request Secured Access (WPR-S-0003)
Usage	Confirms the completion of the authentication process and request for secured access.

Screen Sample – WPR-S-0004

The screenshot shows the Virginia Medicaid web application interface. At the top right, the date "Jan 6, 2014" and navigation links "Home | Contact Us | Log Out" are visible. A blue navigation bar contains the following menu items: Home, Claims, Member, Service Authorization, Payment History, EHR Incentive Program, Provider Maintenance, Provider Enrollment, and RA Messages. Below this, a secondary bar includes "Level of Care Review" and "Pre-Admission Screening". On the left, a "Quick Links" sidebar lists various services such as Provider Services, EDI Support, and Change Security Profile. The main content area, titled "Change Security Profile", displays a confirmation message: "The secured access for your provider organization has been validated. You will receive an email shortly with instructions for finalizing the authentication process or you can log off now and log back on to trigger your updated access." An "Ok" button is located at the bottom right of the message box.

Data Elements

Data Element Name (ID)	Instructions
No Data Elements for this page	N/A

Screen Navigation

Button	Action	Link
OK	Navigates the user to the Provider Secured Welcome Page.	PRV-S-0001

Error Messages

Description	Resolution
N/A	

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed
5. On the left, in the Quick Links section (or under Step 2 on the Provider Secured Welcome screen), click link 'Request Secured Access'
6. The Web Registration – Request Secured Access screen will display. Enter authentication information.
7. If authentication is successful, the Web Registration – Authentication Confirmation screen is displayed.

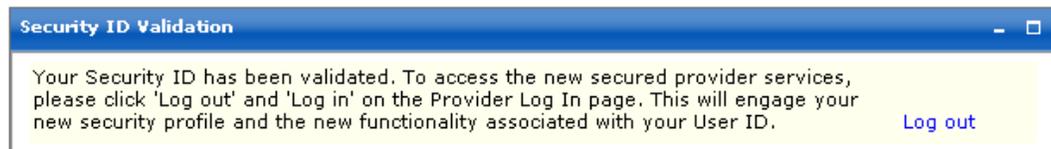
Web Registration – Security ID Application (WPR-S-0005)

General Information

This screen displays the result of applying the security ID.

Screen Name	Web Registration – User Profile
Source/Originator	Web Registration – Request Apply Security ID (WPR-S-0003)
Usage	Confirms or displays an error based on the application of a security ID and routes the user to the Provider Security Welcome Page (PRV-S-0001)

Screen Sample – WPR-S-0005



Data Elements

Data Element Name (ID)	Instructions
No Data Elements for this page	N/A

Screen Navigation

Button	Action	Link
Log Out	Logs the user off so they can log back on, activating the secured functionality.	PUB-S-0002

Error Messages

Description	Resolution
Security ID did not match. Please enter correct value.	SID entered does not agree with the SID generated for this NPI. Enter the SID furnished in the provider's notification letter.

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed
5. On the left, in the Quick Links section, click the link 'Apply Security ID'
6. The Web Registration – Request Apply Security ID screen will display
7. Enter the provided SID, click 'Continue'
8. The Web Registration – Security ID Apply screen will display

Web Registration – Change Password (WPR-S-0006)

General Information

This screen allows a user to update their password.

Screen Name	Web Registration – Change Password
Source/Originator	Web Registration – Change Password (WPR-S-0006)
Usage	Used to update the user's password

Screen Sample – WPR-S-0006



Quick Links

- > Provider Services
- > Provider Resources
- > EDI Support
- > Documentation
- > FAQ
- > Search for Providers
- > Provider Forms Search
- > DMAS Web Site
- > Change Password
- > Change Security Profile
- > Add Users
- > View/Edit Users

ChangePassword

* Required field

Providers Change Password

User ID:

* Current Password

* New Password

* Confirm New Password

Email:

Data Elements

Data Element Name (ID)	Instructions
User Password (pde-0459)	Enter current password, new password and a confirmation password, all utilizing the valid password criteria.

Screen Navigation

Button	Action	Link
Cancel	Cancels the current function and returns the user to the previous screen	Previous screen
Submit	Processes the information entered and if valid, navigates the user to the Secured Provider – Home Page	PRV-S-0001

Error Messages

Description	Resolution
Current Password is required	Enter user's current password
New Password is required	Enter new password meeting valid password criteria
Confirm New Password is required	Reenter the new password for confirmation.
Web Portal password composition should meet COV/VITA standards with at least eight characters in length and utilize at least three of the following four: 1)Special characters (only the !, \$, # or %) 2)Alphabetical characters 3)Numerical characters 4) Combination of upper case and lower case letters.	Enter password meeting all criteria
New and Confirm New passwords do not match. Please try again.	Reenter the new password for confirmation.
Password can not be changed more than once during a 24 hour period as per COV/VITA standards.	User must wait until the next day to change password, as it's already been changed once dur-

	ing the current day.
--	----------------------

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed
5. On the left, in the Quick Links section, click the link 'Change Password'
6. The Web Registration – Change Password screen will display

Web Registration – Expired Password (WPR-S-0007)

General Information

This screen requires the user to update their password. It's generated when a PAH or OrgAdmin has temporarily reset a user's password or when the password has expired and the user logs in with the expired password.

Screen Name	Web Registration – Expired Password
Source/Originator	Web Registration – Expired Password (WPR-S-0007)
Usage	Used to update the user's password

Screen Sample – WPR-S-0007

Virginia
Medicaid

Home Provider Services ▶ Provider Resources ▶ EDI Support ▶

ChangePassword - □

*** Required field**

Your password is expired. Please change your password.

- Password must be 8 - 12 characters
- Password must contain atleast 3 of the 4 following types:
 - Uppercase Letters
 - Lowercase Letters
 - Numbers
 - Special Characters (!, \$, #, or %)

*** Current Password**

*** New Password**

*** Confirm New Password**

Submit

Data Elements

Data Element Name (ID)	Instructions
User Password (pde-0459)	Enter current password, new password and a confirmation password, all utilizing the valid password criteria.

Screen Navigation

Button	Action	Link
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Submit	Processes the information entered and if valid, navigates the user to the Secured Provider – Home Page	PRV-S-0001
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Error Messages

Description	Resolution
Your Password is expired. Please change your password.	Enter current password, new password and confirm the new password.
Current Password is required	Enter user's current password
New Password is required	Enter new password meeting valid password criteria
Confirm New Password is required	Reenter the new password for confirmation.
Web Portal password composition should meet COV/VITA standards with at least eight characters in length and utilize at least three of the following four: 1)Special characters (only the !, \$, # or %) 2)Alphabetical characters 3)Numerical characters 4) Combination of upper case and lower case letters.	Enter password meeting all criteria
New and Confirm New passwords do not match. Please try again.	Reenter the new password for confirmation.
Password can not be changed more than once during a 24 hour period as per COV/VITA standards.	User must wait until the next day to change password, as it's already been changed once during the current day.

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Enter valid user ID and password and click 'Submit'
4. The Web Registration – Expired Password screen will display if the password has been temporarily reset or expired.

Web Registration – Add Edit Users (WPR-S-0008)

General Information

This screen can be utilized by the PAH or OrgAdmin to add or update users in their organization. This screen can also be used by the Xerox support team to assist providers.

The user will only be allowed to assign roles that fall below them in the security structure. For example, a PAH will be able to establish OrgAdmins and/or AuthStaff whereas an OrgAdmin will only be able to establish AuthStaff roles.

The PAH and/or OrgAdmin users can restrict access to a provider's mail or restrict them from access to the eDocMgmt functionality from this screen as well.

Screen Name	Web Registration – Add Edit Users
Source/Originator	Web Registration – Add Edit Users (WPR-S-0008)
Usage	Add update users for a provider organization

Screen Sample – WPR-S-0008

Quick Links

- > Provider Services
- > Provider Resources
- > EDI Support
- > Documentation
- > FAQ
- > Newborn E-213
- > Hospital Presumptive Eligibility
- > Search for Providers
- > Provider Forms Search
- > DMAS Web Site
- > Change Password
- > Change Security Profile
- > Add Users
- > View/Edit Users

View / Edit User

Please enter the following information about the user you would like to edit.

User ID: BillyBob
 User Status: Active
 NPI:
 Last Login: 07/21/2015
 Password Expires: 09/04/2015

Prefix * Last Name * First Name MI Suffix

 Smith Billy B

* Phone / Ext 8045557890 * Email billybob@acs.com

Restrict Access to Provider's Mail

Restrict Access to eDocMgmt

* What roles will this user have in the organization?

Available	Selected
AuthorizedStaff - PAS	OrganizationAdministrator
AuthorizedStaff	
AuthorizedStaff - Provider	
AuthorizedStaff - Claims	
AuthorizedStaff - eDoc - Inq	
AuthorizedStaff - eDoc - Upd	

Cancel
Reset
Deactivate
Reset Password
Save

Data Elements

Data Element Name (ID)	Instructions
User ID (pde-0006)	Enter a user ID for a new user; Displays the inquired user for existing users
User Status (PDE-0471)	The current status of an existing user. Display only on the Manage Users portlet. Not viewable on the Add User port-

	let.
Last Login Date (PDE-0475)	The most current login date for the user. Display only on the Manage Users portlet. Not viewable on the Add User portlet.
Password Expiration Date (PDE-0476)	The date the password for the user expires. Display only on the Manage Users portlet. Not viewable on the Add User portlet.
User Prefix (PDE-0473)	The user's prefix This field is enterable and optional.
User Last Name (PDE-0464)	The user's last name This field is enterable and required.
User First Name (PDE-0463)	The user's first name. This field is enterable and required.
User Middle Initial (PDE-0465)	The user's middle initial. This field is enterable and optional.
User Suffix (PDE-0474)	The user's suffix. This field is enterable and optional.
Provider ID (pde-0007)	The NPI/API associated with the organization this user is part of. This field is required and display only.
User Phone Number (PDE-0466)	The user's phone number. This field is enterable and required.
User Phone Extension (PDE-0467)	The user's phone extension, if applicable. This field is enterable and optional.
User Email (pde-0460)	The user's email address including valid domain. This field is enterable and required.
eDocMgmt Restriction Ind (PDE-1365)	This checkbox indicates if the user is restricted from access to the eDocMgmt function. This field is selectable by a PAH or OrgAdmin and is optional with a default to unchecked/no restriction.
User Role (PDE-0470)	The role the user is to be assigned or has been assigned (for an existing user). Only the roles that the logged in user can assign will be available as options. This field is selectable and required.

Screen Navigation

Button	Action	Link
Cancel	Returns the user to the previous screen	Previous screen
Reset	Clears any entries made and redisplay the screen	WPR-S-0009
Add	Processes the information entered and if valid, confirms the addition	WPR-S-0009
Deactivate/Activate	Navigates the user to the deactivation/activation screen	WPR-S-0011
Unlock (Will only display if the user ID is locked)	Navigates the user to the Unlock User screen	WPR-S-0012
Reset Password	Navigates the user to the Reset Users Password screen	WPR-0010
Save	Processes the information entered and if valid, confirms the update	WPR-S-0009

Error Messages

Description	Resolution
User ID profile has been successfully updated.	Confirmation that all information has been validated and updated in the tables
Last Name is required	Enter the user's last name
First Name is required	Enter the user's first name
Phone/Ext is required	Enter the user's phone number and ext.
Role is required	Select at least one role for the user
Error updating user profile	All required fields need to be entered

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed

5. On the left, in the Quick Links section, click the link 'Add User'
6. The Web Registration – Add Edit User screen will display

OR

7. On the left, in the Quick Links section, click the link 'View/Edit Users'
8. The Web Registration – View Edit Users screen will display
9. Select user to update
10. The Web Registration – Add Edit User screen will display

Web Registration – View Edit Users (WPR-S-0009)

General Information

This screen can be utilized by the PAH or OrgAdmin to look at all users within their organization and select the user to be edited. This screen can also be used by the Xerox support team to assist providers.

By default all the users associated with the organization, that the user has authorization to edit, will be displayed. For example, an OrgAdmin will see all the AuthStaff users, whereas the PAH will see all the OrgAdmin and AuthStaff.

Screen Name	Web Registration – View Edit Users
Source/Originator	Web Registration – View Edit Users (WPR-S-0009)
Usage	View users within the organization and select a user for editing

Screen Sample – WPR-S-0009

Name		ID
*Last Name	First Name	
<input type="text"/>	<input type="text"/>	
Email		
<input type="text"/>		
User Status		
<input type="checkbox"/> Active		
<input type="checkbox"/> Inactive		
<input type="checkbox"/> Locked		
<input type="button" value="Reset"/>		<input type="button" value="Search"/>

User ID	Last Name	First Name	MI	Status
				Active

Showing 1 - 10 of 30

[1](#) [2](#) [3](#) [Next](#)

ViewEditUsers Add New User

* Required Field

Name ID

*User ID:

User ID	Last Name	First Name	MI	Status
				Active

Showing 1 - 10 of 30 [1](#) [2](#) [3](#) [Next](#)

Data Elements

Data Element Name (ID)	Instructions
User Last Name (PDE-0464)	The user's last name This field is enterable and required on the name search; display only on the results.
User First Name (PDE-0463)	The user's first name. This field is enterable and optional on the name search; display only on the results.
User Middle Initial (PDE-0465)	The user's middle initial. This field is display only on the results.
User Email (pde-0460)	The user's email address including valid domain. This field is enterable and optional on the name search.
User Status (PDE-0471)	The current status of an existing user. This field is enterable and optional on the name search; display only on the results.
User ID	Enter a user ID for a new user; Displays the inquired user for existing users

(pde-0006)	This field is enterable and required on the ID search; display only on the results, though serves as a link to navigate to the detail.
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Screen Navigation

Button	Action	Link
Search	Processes any search criteria entered and displays any results that meet this criteria.	WPR-S-0009
Reset	Clears any entries made and redispays the screen	WPR-S-0009
Add New User	Navigates the user to the Add Edit User screen	WPR-S-0008
Page Number or Next	Displays the next set of data for the search results	WPR-S-0009
User ID	Navigates the user to the Add Edit User screen to make updates	WPR-S-0008

Error Messages

Description	Resolution
No records found for the search criteria entered.	Enter different search criteria
Last Name is required	Enter the user's last name to search
Please enter search criteria before clicking the Search button	Enter valid search criteria and click Search
The entered email address format is incorrect. The email address should follow the format shown below: Any alphanumeric key that is available on the QWERTY keyboard, plus the following: a) Hyphen b) Underscore c) At sign d) Period Example: aaaa-bbbb.cccc@dddd-eeee.com	Enter valid email address to use as part of the search criteria

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet

3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed
5. On the left, in the Quick Links section, click the link 'View/Edit Users'
6. The Web Registration – View Edit Users screen will display

Web Registration – Reset User Password (WPR-S-0010)

General Information

This screen allows a user to update/reset the password of a user within their organization with a role in the security tier below the logged in user. For example, a PAH can reset the password for any OrgAdmin or AuthStaff whereas an OrgAdmin can only reset the password of an AuthStaff.

The Web Registration – Reset Password Email (WPR-O-0004) will be generated and sent to the email address on record for the user whose password was changed.

This screen can also be used by the Xerox support team to assist providers.

Note: This screen is similar to the Web Portal – Change Password screen (WPR-S-0006) and Web Portal – Expired Password screen (WPR-S-0007) but is only accessed by a user who will be resetting another users password, whereas the other two screens are invoked by the user to reset their own password.

Screen Name	Web Registration – Reset User Password
Source/Originator	Web Registration – Add Edit User (WPR-S-0008)
Usage	Used to update another user's password

Screen Sample – WPR-S-0010



- Home
- Claims ▾
- Member ▾
- Service Authorization ▾
- Payment History
- EHR Incentive Program
- Profile Main

- Quick Links**

 - Provider Services
 - Provider Resources
 - EDI Support
 - Documentation
 - FAQ
 - Newborn E-213
 - Search for Providers
 - Provider Forms Search
 - DMAS Web Site
 - Change Password
 - Request Security ID
 - Add Users
 - View/Edit Users

Reset Password

* Required field

Reset Password

User Status: Active

Last Name: [REDACTED] First Name: [REDACTED] MI: [REDACTED]

Email: [REDACTED] Phone / Ext: [REDACTED]

Organizational Roles: OrganizationAdministrator User ID : [REDACTED]

* New Password * Confirm New Password

[REDACTED] [REDACTED]

* What is the reason for this action?

[REDACTED]

Data Elements

Data Element Name (ID)	Instructions
User Status (PDE-0471)	The current status of an existing user. This field is display only.
User Last Name (PDE-0464)	The user's last name This field is display only.
User First Name (PDE-0463)	The user's first name. This field is display only.
User Middle Initial	The user's middle initial.

(PDE-0465)	This field is display only.
User Email (pde-0460)	The user's email address including valid domain. This field is display only.
User Phone Number (PDE-0466)	The user's phone number. This field is display only.
User Phone Extension (PDE-0467)	The user's phone extension, if applicable. This field is display only.
User Role (PDE-0470)	The role the user has been assigned. This field is display only.
User ID (pde-0006)	The ID established for a user for authentication purposes. This field is display only.
User Password (pde-0459)	Enter the new password and a confirmation password, all utilizing the valid password criteria. This field is enterable and required.
User Update Reason (PDE-0472)	Enter the reason for updating another user's password. This field is enterable and required.

Screen Navigation

Button	Action	Link
Cancel	Returns the user to the Web Registration – Add Edit Users screen	WPR-S-0008
Reset	Clears the data entered and redisplay the screen	WPR-S-0010
Save	Processes the information entered and if successful, navigates the user to the Web Registration – Add Edit Users screen with a success message and generates the Web Registration – Reset Password Email.	WPR-S-0008

Error Messages

Description	Resolution
The password of User – User ID has been reset to a One Time password successfully. The User can use this password to login at which time he/she must change it to a password of his/her choosing.	No further action needed

New Password is required	Enter new password meeting valid password criteria
Confirm New Password is required	Reenter the new password for confirmation.
Please enter the reason for the password reset for user User ID.	Enter the reason for updating another user's password.
Web Portal password composition should meet COV/VITA standards with at least eight characters in length and utilize at least three of the following four: 1)Special characters (only the !, \$, # or %) 2)Alphabetical characters 3)Numerical characters 4) Combination of upper case and lower case letters.	Enter password meeting all criteria
New and Confirm New passwords do not match. Please try again.	Reenter the new password for confirmation.
Password can not be changed more than once during a 24 hour period as per COV/VITA standards.	User must wait until the next day to change password, as it's already been changed once during the current day.

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed
5. On the left, in the Quick Links section, click the link 'View/Edit Users'
6. The Web Registration – View Edit Users screen will display
7. Enter search criteria, click 'Search'
8. Click on desired user from displayed results
9. The Web Registration – Add Edit Users screen will display
10. Click 'Reset Password' button
11. The Web Registration – Reset Users Password screen will display

Web Registration – Deactivate Reactivate User (WPR-S-0011)

General Information

This screen allows a user to deactivate or reactivate the account of a user within their organization with a role in the security tier below the logged in user. For example, a PAH can deactivate or reactivate any OrgAdmin or AuthStaff whereas an OrgAdmin can only deactivate or reactivate an AuthStaff.

This screen can also be used by the Xerox support team to assist providers.

Screen Name	Web Registration – Deactivate/Reactivate User
Source/Originator	Web Registration – Add Edit User (WPR-S-0008)
Usage	Used to deactivate or reactivate another user

Screen Sample – WPR-S-0011



- Home
- Claims ▶
- Member ▶
- Service Authorization ▶
- Payment History
- EHR Incentive Program
- Profile M

- Quick Links**
- > Provider Services
 - > Provider Resources
 - > EDI Support
 - > Documentation
 - > FAQ
 - > Newborn E-213
 - > Search for Providers
 - > Provider Forms Search
 - > DMAS Web Site
 - > Change Password
 - > Request Security ID
 - > Add Users
 - > View/Edit Users

Deactivate User

* Required Field

Deactivate User

User Status : Active

Last Name: [REDACTED] First Name : [REDACTED] MI: [REDACTED]

Email: [REDACTED] Phone / Ext : [REDACTED]

Organizational Roles : OrganizationAdministrator User ID : [REDACTED]

* What is the reason for this action?

[REDACTED]

Cancel **Reset** **Deactivate**



- Quick Links**
- > Provider Services
 - > Provider Resources
 - > EDI Support
 - > Documentation
 - > FAQ
 - > Newborn E-213
 - > Search for Providers
 - > Provider Forms Search
 - > DMAS Web Site
 - > Change Password
 - > Request Security ID
 - > Add Users
 - > View/Edit Users

Activate User

* Required Field

Activate User

User Status : Inactive

Last Name: [REDACTED] First Name : [REDACTED] MI: [REDACTED]

Email: [REDACTED] Phone / Ext : [REDACTED]

Organizational Roles: : OrganizationAdministrator User ID : [REDACTED]

* What is the reason for this action?

Data Elements

Data Element Name (ID)	Instructions
User Status (PDE-0471)	The current status of an existing user. This field is display only.
User Last Name (PDE-0464)	The user's last name This field is display only.
User First Name (PDE-0463)	The user's first name. This field is display only.
User Middle Initial (PDE-0465)	The user's middle initial. This field is display only.
User Email (pde-0460)	The user's email address including valid domain.

	This field is display only.
User Phone Number (PDE-0466)	The user's phone number. This field is display only.
User Phone Extension (PDE-0467)	The user's phone extension, if applicable. This field is display only.
User Role (PDE-0470)	The role the user has been assigned. This field is display only.
User ID (pde-0006)	The user ID established for a user for authentication purposes. This field is display only.
User Update Reason (PDE-0472)	Enter the reason for deactivating or reactivating another user ID. This field is enterable and required.

Screen Navigation

Button	Action	Link
Cancel	Returns the user to the Web Registration – Add Edit Users screen	WPR-S-0008
Reset	Clears the data entered and redisplay the screen	WPR-S-0011
Deactivate or Activate	Processes the information entered and if successful, navigates the user to the Web Registration – Add Edit Users screen with a success	WPR-S-0008

Error Messages

Description	Resolution
User User ID account has been deactivated (or activated)	No further action needed
Please enter the reason for the change in user User ID account status change.	Enter the reason for deactivating or reactivating another user ID.

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet
3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed
5. On the left, in the Quick Links section, click the link 'View/Edit Users'

6. The Web Registration – View Edit Users screen will display
7. Enter search criteria, click 'Search'
8. Click on desired user from displayed results
9. The Web Registration – Add Edit Users screen will display
10. Click 'Deactivate' (or 'Activate') button
11. The Web Registration – Deactivate Reactivate User screen will display

Web Registration – Unlock User (WPR-S-0012)

General Information

This screen allows a user to unlock a locked user account for a user within their organization with a role in the security tier below the logged in user. For example, a PAH can unlock any OrgAdmin or AuthStaff user account whereas an OrgAdmin can only unlock the account of an AuthStaff.

This screen can also be used by the Xerox support team to assist providers.

Screen Name	Web Registration – Unlock User
Source/Originator	Web Registration – Add Edit User (WPR-S-0008)
Usage	Used to unlock another user's account

Screen Sample – WPR-S-0012

The screenshot displays the Virginia Medicaid web application. At the top left is the Virginia Medicaid logo. A navigation menu includes: Home, Claims, Member, Service Authorization, Payment History, EHR Incentive Program, and Profile. A 'Quick Links' sidebar on the left lists various services like Provider Services, EDI Support, and Add Users. The main content area is titled 'Unlock User' and features a red asterisk indicating a required field. The form shows user details: User Status (Active, Locked), Last Name, First Name, MI, Email, Phone / Ext, and Organizational Roles (OrganizationAdministrator). A text area is provided for the reason for the action, and 'Reset' and 'Unlock' buttons are at the bottom right.

Data Elements

Data Element Name (ID)	Instructions
User Status (PDE-0471)	The current status of an existing user. This field is display only.
User Last Name (PDE-0464)	The user's last name This field is display only.
User First Name (PDE-0463)	The user's first name. This field is display only.
User Middle Initial (PDE-0465)	The user's middle initial. This field is display only.

User Email (pde-0460)	The user's email address including valid domain. This field is display only.
User Phone Number (PDE-0466)	The user's phone number. This field is display only.
User Phone Extension (PDE-0467)	The user's phone extension, if applicable. This field is display only.
User Role (PDE-0470)	The role the user has been assigned. This field is display only.
User ID (pde-0006)	The user ID established for a user for authentication purposes. This field is display only.
User Update Reason (PDE-0472)	Enter the reason for unlocking another user's account. This field is enterable and required.

Screen Navigation

Button	Action	Link
Reset	Clears the data entered and redisplay the screen	WPR-S-0011
Unlock	Processes the information entered and if successful, navigates the user to the Web Registration – Add Edit Users screen with a success	WPR-S-0008

Error Messages

Description	Resolution
User account is successfully unlocked for User ID.	No further action needed
Please enter the reason for unlocking user User ID.	Enter the reason for unlocking another user's account.

Screen Access

1. Key in the url <http://dmasva.dmas.virginia.gov/>
2. Click on 'Providers' link in the 'Login' portlet

3. Enter valid user ID and password and click 'Submit'
4. The Provider Secured Welcome Page is displayed
5. On the left, in the Quick Links section, click the link 'View/Edit Users'
6. The Web Registration – View Edit Users screen will display
7. Enter search criteria, click 'Search'
8. Click on desired user from displayed results
9. The Web Registration – Add Edit Users screen will display
10. Click 'Unlock' button
11. The Web Registration – Unlock User screen will display

Tables – MMIS/DBs

- NPI Cross-Reference Table ([ps_npi_xref](#))
- Provider Name ([ps_name](#))
- Provider Base Address ([ps_physical_addr](#))
- Provider Program ([ps_prov_pgm](#))
- Provider Master Table ([ps_provider](#))
- Provider Name ([ps_prov_name](#))
- Provider Alternate ID Table ([ps_prov_alt_id](#))
- Base Alternate ID Table ([ps_alt_id](#))
- Provider Electronic Capability ([ps_prov_ecomm_type](#))
- Provider EFT ([ps_ecomm_eft](#))
- Provider Service Vendor ([ps_ecomm_srvc_vndr](#))
- Base License Table ([ps_license](#))
- Provider Disclosure Table ([ps_prov_disc](#))
- Provider Address Table ([ps_prov_addr](#))

Base Alternate ID Table (PS_ALT_ID)

General Information

The Base Alternate ID table contains an alternate ID for a base provider by the alternate ID type.

Data Elements

Data Element Name	Data Element Number	Description
I_BASE_PROV	DE4001	Provider Base Identification Number
I_ALT_ID_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_ALT_ID_CNUM	DE0015	Code ID
C_ALT_ID_CVAL	DE4544	Provider Alternate ID Type
I_ALT_ID_VALUE	DE0000	
H_REC_UPDT	DE0011	Row Update Date

Provider EFT (PS_ECOMM_EFT)

General Information

The Provider EFT table contains the EFT electronic capabilities of the provider.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
I_ECOMM_SEQ_NO	DE4551	Provider Data Base Sequential Numb
I_ACCT_TYPE_CNUM	DE0015	I_PROV
C_ACCT_TYPE_CVAL	DE4136	Provider Electronic Funds Transfer (EFT) Account Type
I_ACCT_CLASS_CNUM	DE0015	Code ID
C_ACCT_CLASS_CVAL	DE4137	Provider Electronic Funds Transfer (EFT) Account Class
I_ACCT_NUM	DE4135	Provider Electronic Funds Transfer (EFT) Account Number
I_TRANSIT_ABA_NUM	DE4134	Provider Electronic Funds Transfer (EFT) Transit ABA Number
T_INSTITUTION_NAME	DE4133	Provider Electronic Funds Transfer (EFT) Institution
I_EFT_STATUS_CNUM	DE0015	Code ID
C_EFT_STATUS_CVAL	DE4132	Provider Electronic Funds Transfer (EFT) Status
H_REC_UPDT	DE0011	Row Update Date

Provider Service Vendor (PS_ ECOMM_SRVC_VNDR)

General Information

The Provider Service Vendor table contains information on the service vendors.

Data Elements

Data Element Name	Data Element Number	Description
I_SRVC_VNDR	DE4082	Provider Service Center
I_REMIT_FMT_CNUM	DE0015	Code ID
C_REMIT_FMT_CVAL	DE4140	Service Center Remit Format
T_NAME	DE4138	Service Center Name
D_VNDR_BEGIN	DE4553	Provider Alternate ID Begin Date
D_VNDR_END	DE4554	Provider Alternate ID End Date
H_REC_UPDT	DE0011	Row Update Date

Base License Table (PS_LICENSE)

General Information

The Base License table contains license information for a base provider.

Data Elements

Data Element Name	Data Element Number	Description
I_BASE_PROV	DE4001	Provider Base Identification Number
I_LCN_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_LICENSE	DE4064	Provider License Number
C_STATE	DE4076	Provider Licensing State
C_LCN_BOARD	DE4075	Provider Licensing Board
H_REC_UPDT	DE0011	Row Update Date
D_ORG_LCN_END	DE4074	License Original Date

Provider Base Name Table (PS_NAME)

General Information

Contains the provider name for a base provider.

Data Elements

Data Element Name	Data Element Number	Description
I_BASE_PROV	DE4001	Provider Base Identification Number
I_NAME_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_NAME_TYPE_CNUM	DE0015	Code ID
C_NAME_TYPE_CVAL	DE4249	Provider Name Type
T_PROV_NAME	DE4085	Provider Name
H_REC_UPDT	DE0011	Row Update Date

NPI Cross-Reference Table (PS_NPI_XREF)

General Information

The NPI XREF table defines the associations between NPI numbers and legacy, internal and primary provider numbers.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
I_BASE_PROV	DE4001	Provider Base Identification Number
I_NPI_XREF_SEQ_NO	DE4150	NPI XREF Provider Sequence Number
I_PROV_NPI	DE4700	National Provider Identifier
F_API	DE4142	Provider API Indicator
I_SITE_NO	DE4143	NPI XREF Site Number
C_NPI_TYPE	DE4144	NPI Type
C_PROV_NUM_TYPE	DE4145	NPI XREF Provider Number Type
C_PROV_TYPE	DE4006	Provider Type
D_NPI_XREF_BEGIN	DE4146	NPI XREF Begin Date
D_NPI_XREF_END	DE4147	NPI XREF End Date
I_PROV_PRIME_NPI	DE4151	NPI XREF Provider Primary
H_REC_UPDT	DE0011	Row Update Date
D_NPI_ADDED	DE4148	NPI XREF Date Added
I_NPI_RNUM	DE0015	Code ID
C_NPI_RVAL	DE4149	NPI XREF Reason Code

Provider Base Address Table (PS_PHYSICAL_ADDR)

General Information

Contains the provider address for a base provider.

Data Elements

Data Element Name	Data Element Number	Description
I_BASE_PROV	DE4001	Provider Base Identification Number
I_ADDR_SEQ_NO	DE4551	Provider Data Base Sequential Number
T_ADDR_LINE	DE4097	Provider Address Line
T_CITY	DE4130	Provider Address City Name
C_STATE	DE4098	Provider Address State
C_ZIP	DE4099	Provider Address Zip Code
T_ATTN_NAME	DE4096	Provider Attention Name
T_CONTACT_NAME	DE4201	Provider Contact Name
H_REC_UPDT	DE0011	Row Update Date

Provider Address Table (PS_PROV_ADDR)

General Information

The Provider Address table contains the address type information for the provider.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
I_PROV_ADDR_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_BASE_PROV	DE4001	Provider Base Identification Number
I_EMAIL_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_ADDR_SEQ_NO	DE4551	Provider Data Base Sequential Number
D_PROV_ADDR_BEGIN	DE4553	Provider Alternate ID Begin Date
D_PROV_ADDR_END	DE4554	Provider Alternate ID End Date
I_ADDR_TYPE_CNUM	DE0015	Code ID
C_ADDR_TYPE_CVAL	DE4200	Provider Address Type
H_REC_UPDT	DE0011	Row Update Date

Provider Alternate ID Table (PS_PROV_ALT_ID)

General Information

The Provider Alternate ID table contains a provider's alternate IDs based on the alternate type.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
I_ALT_ID_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_BASE_PROV	DE4001	Provider Base Identification Number
D_PRV_ALT_ID_BEGIN	DE4553	Provider Alternate ID Begin Date
D_PRV_ALT_ID_END	DE4554	Provider Alternate ID End Date
I_PRV_ALT_ID_RNUM	DE0015	Code ID
C_PRV_ALT_ID_RVAL	DE4012	Provider Reason Code
H_REC_UPDT	DE0011	Row Update Date

Provider Disclosure Table (PS_PROV_DISC)

General Information

The Provider Disclosure table contains provider disclosed individual/entity information.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
C_ENTITY_TYPE_CVAL	DE4732	Disclosed Individual/Entity Type
C_ENTITY_EIN	DE4742	Disclosed Individual/Entity SSN/TIN
I_PROV_DISC_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_ENTITY_TYPE_CNUM	DE0015	Code ID
D_ENTITY_DOB	DE4733	Disclosed Individual Date of Birth
C_ENTITY_NAME	DE4734	Disclosed Individual/Entity Name
T_ADDR_LINE	DE4752	Disclosed Individual/Entity Street
T_CITY	DE4755	Disclosed Individual/Entity City
C_STATE	DE4753	Disclosed Individual/Entity State
C_ZIP	DE4754	Disclosed Individual/Entity Zip Code
D_SSA_DMF_DOD	DE4735	Disclosed Individual Date of Death
C_CTL_INT_PCT	DE4736	Disclosed Individual/Entity Controlling Interest Percentage
I_REL_CODE_CNUM	DE0015	Code ID
C_REL_CODE_CVAL	DE4737	Disclosed Individual/Entity Relationship Code
C_REL_ENTITY_EIN	DE4742	Disclosed Individual/Entity SSN/TIN
D_DELETE	DE4739	Entity Provider Deletion Date
I_LEGAL_CODE_CNUM	DE0015	Code ID
C_LEGAL_CODE_CVAL	DE4740	Adverse Legal Action Indicator
H_REC_UPDT	DE0011	Row Update Date

Provider Electronic Capability (PS_PROV_ECOMM_TYPE)

General Information

The Provider Electronic Capability Table contains information to link a provider to their electronic capabilities.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
I_ECOMM_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_SRVC_VNDR	DE4082	Provider Service Center
I_ECOMM_CNUM	DE0015	Code ID
C_ECOMM_CVAL	DE4546	Provider Electronic Capability Type
D_PROV_ECOMM_BEGIN	DE4537	Provider Electronic Capability Begin Date
D_PROV_ECOMM_END	DE4538	Provider Electronic Capability End Date
I_ECOMM_METH_CNUM	DE0015	Code ID
C_ECOMM_METH_CVAL	DE4081	Provider EMC Billing Indicator
I_REMIT_TYPE_CNUM	DE0015	Code ID
C_REMIT_TYPE_CVAL	DE4083	Provider Electronic Remittance Advice Indicator
I_ECOMM_RNUM	DE0015	Code ID
C_ECOMM_RVAL	DE4012	Provider Reason Code
H_REC_UPDT	DE0011	Row Update Date

Provider Name (PS_PROV_NAME)

General Information

The Provider Name table contains the name for a provider.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
I_NAME_SEQ_NO	DE4551	Provider Data Base Sequential Number
I_BASE_PROV	DE4001	Provider Base Identification Number
D_NAME_BEGIN	DE4553	Provider Alternate ID Begin Date
D_NAME_END	DE4554	Provider Alternate ID End Date
H_REC_UPDT	DE0011	Row Update Date

Provider Program Table (PS_PROV_PGM)

General Information

This table contains the information on programs in which a provider participates.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
I_PRV_PGM_SEQ_NO	DE4551	Provider Data Base Sequential Number
C_PGM	DE4208	Provider Program Code
D_PROV_PGM_BEGIN	DE4205	Provider Program Code Begin Date
D_PROV_PGM_END	DE4206	Provider Program Code End Date
I_PROV_PGM_RNUM	DE0015	Code ID
C_PROV_PGM_RVAL	DE4012	Provider Reason Code
C_FEE_IND	DE4514	Provider Program Code Fee Indicator
D_NOTIFY_CANCEL	DE4502	Provider Cancellation Notification Date
F_CANCEL_LTR_SENT	DE4292	Provider Cancel Letter Indicator
H_REC_UPDT	DE0011	Row Update Date
F_APPLY_TO_BASE	DE4286	Provider Restriction NPI Indicator

Provider Master Table (PS_PROVIDER)

General Information

The Provider Master Table contains basic information for a provider.

Data Elements

Data Element Name	Data Element Number	Description
I_PROV	DE4002	Provider Identification Number
I_BASE_PROV	DE4001	Provider Base Identification Number
I_LOCALITY	DE4089	Provider Locality Code
I_PROV_CLASS_CNUM	DE0015	Code ID
C_PROV_CLASS_CVAL	DE4542	Provider Classification
F_ASSESSMENT	DE4088	Provider Assessment Indicator
F_LABEL_BYPASS	DE4219	Provider Bypass Label Indicator
N_FORMS	DE4224	Provider Forms Cou
I_PRACTICE_CNUM	DE0015	Code ID
C_PRACTICE_CVAL	DE4009	Provider Type of Practice Organization
F_EPSDT	DE4500	Provider EPSDT Indicator
F_INACTIVE_OVRRIDE	DE4517	Provider Inactive Override Indicator
D_AMBULNC_AGMNT	DE4390	Provider Ambulance Agreement Date
F_PREFERRED_AGREE	DE4295	Preferred Provider Agreement Indicator
F_MANUALS_SENT	DE4281	Send Forms and Manual Indicator
C_FORMS_SND_ADDR	DE4341	Provider Forms Indicator
D_PROV_ADDED	DE4061	Provider Record Insert Date
H_REC_UPDT	DE0011	Row Update Date
I_INDEF_AGREE_CNUM	DE0015	Code ID
C_INDEF_AGREE_CVAL	DE4003	Indefinite agreement value
F_ENROLL_EXCEPTION	DE4678	Enrollment Exception Indicator
D_ENROLL_EXCEPTION	DE4679	Enrollment Exception Date
C_PROV_NUM_TYPE	DE4145	NPI XREF Provider Number Type
C_NPI_TYPE	DE4144	NPI Type
F_API	DE4142	Provider API Indicator
I_SITE_NO	DE4143	NPI XREF Site Number

Tables – Portal

Portal tables not previously defined:

- Web User Role Table – WP_WEB_USER_ROLE_TB (WPR-T-0001)
- Web Audit Table – WP_WEB_AUD_TB (WPR-T-0002)

Previously defined tables used for registration include:

- Web Registration Table - WP_WEB_RGSTR_TB (PUB-T-0001)
- Web Password Table - WP_WEB_PSWD_TB (PUB-T-0002)
- Web Security Questions Answers –WP_SECUR_QUES_ASWR_TB (PUB-T-0003)
- Web Portal Message and Announcements Table – WP_MESG_ANS_TB (PUB-T-0004)
- Web Portal Organization Details Table – WP_ORG_DTLS_TB (PUB-T-0005)

Web User Role Table - WP_WEB_USER_ROLE_TB (WPR-T-0001)

General Information

The WP_WEB_USER_ROLE_TB table houses the user information associated with the role for all registered portal providers/users.

Data Elements

Data Element Name	Field Length	Description
WP_WEB_ROLE_SK	10	Web Role Key 1. PAH 2. OrgAdmin 3. AuthorizedStaff 4. AuthorizedStaff – Provider 5. AuthorizedStaff – Claims 6. AuthorizedStaff - PAS 7. AuthorizedStaff - Inq 8. AuthorizedStaff - Upd
WP_USER_SK	10	User unique surrogate key
L_HIBERNATE_VER_NUM	9	Hibernate version number defaults to 1
G_AUD_USER_ID	30	Audit User ID
G_AUD_TS	6	Audit Timestamp
G_AUD_ADD_USER_ID	30	Audit Added User ID
WP_ORG_SK	9	User Organization Surrogate key
G_AUD_ADD_TS	6	Audit Added Timestamp

Web Audit Table - WP_AUD_TB (WPR-T-0002)

General Information

The WP_AUD_TB table houses the audit information associated with modifications for a user account (i.e. reset of a password, unlock of an account, etc.).

Data Elements

Data Element Name	Field Length	Description
WP_WEB_AUD_SK	10	Unique Audit Surrogate key
WP_AUD_ACTN_CD	2	Audit Action Code – RP - ResetPassword, UL – UnlockUser, DU - DeactivateUser, AU - ActivateUser, CP - ChangePassword
WP_WEB_AUD_ACTN_TS	6	Action timestamp
WP_USER_SK	10	User unique surrogate key
L_HIBERNATE_VER_NUM	9	Hibernate version number defaults to 1
G_AUD_USER_ID	30	Audit User ID
G_AUD_TS	6	Audit Time stamp
G_AUD_ADD_USER_ID	30	Audit Add User Id
WP_RSA_DESC	256	Reason description for action
G_AUD_ADD_TS	6	Audit Added timestamp