



Provider Portal Beta Kickoff 6/28/2022



Participant Objectives

Learn:

1. About the Provider Portal
2. How to get the most out of beta test participation
3. How to register and do basic setup
4. New electronic features now available in the Provider Portal



Welcome and Introductions

Beta Kickoff Presenter: Zachary Riley

Project Sponsor: Brian Mays

Project Manager: Russell Lamy

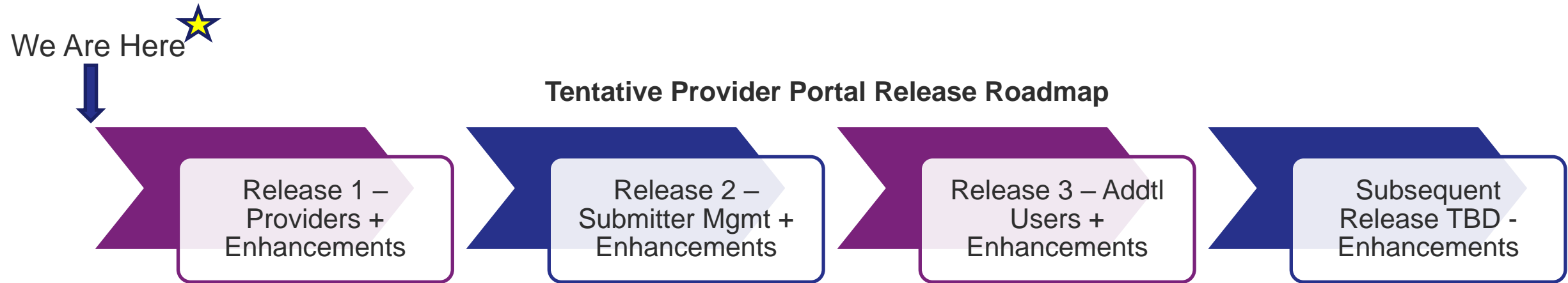


What is the Provider Portal?

- New online gateway to electronic provider services for Medi-Cal billing (Non-Pharmacy)
- Self-service portal that gives access to all NPI's in a provider organization reducing complexity for providers
- Enables new features such as user management, electronic document access, and personalization options
- Enable faster processing, easier navigation, and less administrative time online with Medi-Cal.



Provider Portal by Release



- Provider adoption of the Provider Portal is critical!
 - Subsequent functionality (electronic submitter mgmt.) will require providers to actively use the Provider Portal
 - Transaction Services will begin partial decommissioning after Release 2!
- Subsequent major releases will include online registration and management of submitters, expanded electronic document access and additional online capabilities.



Getting the most out of Beta

- Please take the time to register, setup, and explore your organization in the Provider Portal
- Your feedback during the beta testing phase matters!
- Feedback will be reviewed by DHCS during the beta period and may be incorporated into future releases of the Portal.
- Where to send feedback?
 - Beta Forum
 - Email Feedback



How to Get Started

1. Use Secure Token and use Provider Portal URL to Register!
 - Beta participants have received one token per organization which grants organizational access for all included NPIs
2. The first person to register your organization will receive the Administrator role in the Portal and will have access to everything
3. Add other users from your organization and assign them appropriate permissions



Suggested Activities for Beta Testers

- Registration
- Add your Users
- Explore available correspondence
- Configure Electronic 1099 and notification preferences
- Utilize the direct link to Transaction Services
- Attend Beta forum to provide feedback!



Beta Features

- My Profile and Preferences
- Administration (Admin Only)
- Notifications
- PIN Management
- Communication Center
- Direct Link to Transaction Services (No re-login needed)



Correspondence Available – Release 1

- New Provider Welcome Letters
- Remittance Advice Details (RAD)
- Supplemental Claims Payment Information (SCPI)
- Notice of Action (NOA) – provider copy
- Electronic 1099 Federal Tax Form
- **+ More coming soon!**



Demo of the Provider Portal: Beta Release



Important Notes for Beta Users

- Beta means we're still testing and preparing for first Release!
 - Notifications via e-mail and in Portal
 - Planned testing for the Provider Portal will occur from 5 p.m. -7p.m. daily so you may encounter slowness at this time
- What you see might change slightly over the next few months as we launch the Portal



Resource Information

- Provider Portal Beta Forum Call
 - 10:30 a.m. Monday through Friday (Except Holidays)
- Provider Portal Support Line: +1 833-948-4270
 - Available Monday through Friday from 8:00am – 5:00pm (Except Holidays)
- ProviderPortalSupport@gainweltechnologies.com
- Beta FAQ's & User Guides
 - https://files.medi-cal.ca.gov/pubsdoco/Provider_Portal/provider_portal_faq.aspx



Questions?



Thank You