

Provider Web Portal Quick Set Up Guide

For all functions listed on this page, go to the Provider Web Portal at <https://www.or-medicaid.gov>. Make sure to include “https://” when entering this address into your Internet browser.

Administrators - After you get the PIN letter . . .

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|---|---|---|
| Setup Account - for your Provider ID | Go to: | Account → Account Setup |
| | Type: | <ul style="list-style-type: none"> ◆ Login ID: Your DHS Provider ID ◆ Personal Identification Number (PIN): Sent by DHS (case-sensitive) |
| | Click on: | “setup account” button (lower right) |
| | Type: | Your unique user name, personal info and password |
| | Click on: | The Security Agreement “I Agree” box (lower left) |
| Create Clerk Roles - for provider staff | Go to: | Account → Clerk Maintenance |
| | Click on: | “add clerk” button (lower right) |
| | Type: | <p>The unique user name, temporary password and contact information for the person who needs access.</p> <ul style="list-style-type: none"> ◆ Click on “Eligibility Inquiry” in the “Available Roles” window. ◆ Click on the arrow button to move this role to the “Assigned Role” window ◆ Click “Submit” <p>Click on “add clerk” to repeat process for another staff member.</p> |
| Distribute Initial Logins | <p>Assign and distribute these user names and temporary passwords to the staff who need to access the Web portal.</p> <p>Save the list of the initial user names and passwords you have created for future reference.</p> | |

User names must be unique and at least 8 letters.

Passwords must be at least 8 characters and include 3 of the following 4 criteria:

- UPPER-CASE letter
- lower-case letter
- Number
- Special character such as !, @, &

Staff - After you get your initial login information . . .

| | | |
|--|-------------------------------|--|
| Setup Account - for provider staff | Go to: | Account → Secure Site |
| | Type: | Assigned user name and temporary password |
| | Click on: | “login” button |
| | Type: | Your new password |
| | Click on: | “change password” button |
| | Review/update: | Contact information and secret questions |
| | Click on: | “submit” button |
| Eligibility Verification | Go to: | Account → Secure Site |
| | Login: | <p>Type user name and password.</p> <ul style="list-style-type: none"> ◆ WARNING: If login fails on second try, click the “reset password” button immediately! ◆ After three failed logins, call Provider Services at 800-336-6016 to reset your password. |
| | Go to: | Eligibility |
| | To verify eligibility: | <p>Complete the following fields:</p> <ul style="list-style-type: none"> ◆ Client ID: Enter client’s 8-digit ID number. ◆ From DOS: Enter the beginning date of service (MM/DD/YYYY). This date cannot be more than 13 months before the date of inquiry. ◆ To DOS: Enter the ending date of service. This cannot be later than the date of inquiry. |
| To Logoff | Go to: | Account → Logoff |

<https://www.or-medicaid.gov>

Questions? Call DMAP Provider Services at 800-336-6016.