



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Web Portal User Account Management Guide

Georgia Medicaid Management Information System  
Fiscal Agent Services Project

Version 5.2

## Document Control

### Modification Log

Version #	Date	Change/Update Details
5.0	01/08/2021	Revised document to include removing the DXC Technology logo and updating references from DXC Technology to Gainwell Technologies throughout.5.
5.1	08/22/2022	Revised document to update Helpdesk images to Gainwell Helpdesk.
5.2	11/29/2022	Multi-Factor Authentication (MFA) throughout document. Modified Section 2.3, added sections 2.3.3, Added 2.4, 2.4.1 and 2.4.2. Renumbered 2.5 and 2.6

## Table of Contents

<b>1</b>	<b>Introduction.....</b>	<b>1</b>
<b>2</b>	<b>Secure Registration and Account Maintenance .....</b>	<b>2</b>
2.1	Registering a Georgia Medicaid Provider Account for Secure Web Access .....	2
2.2	Logging into the Secure Web Portal.....	7
2.3	Multi-Factor Authentication (MFA).....	9
2.3.1	Initial setup of Multi-Factor Authentication (MFA) for existing Web Portal account users.....	9
2.3.2	Accessing your Web Portal account for MFA Registered users .....	12
2.3.3	MFA Reset.....	13
2.4	Password Updates .....	13
2.4.1	Password Reset – MEUPS Account Management.....	13
2.4.2	Password Reset – Forgotten or Expired.....	16
2.5	Updating Account Information .....	19
2.6	Reports .....	20
2.6.1	Roles Delegated to Others .....	21
2.6.2	Roles Delegated to You.....	21
<b>3</b>	<b>Billing Agent Setup and Maintenance .....</b>	<b>22</b>
3.1	Creating a Billing Agent Account.....	22
3.2	Providers or Trading Partners Delegating Access to a Billing Agent or Trading Partner Account.....	24
3.3	Updating or Removing Provider or Trading Partner Access from a Billing Agent or Trading Partner Account	30
<b>4</b>	<b>Using a Billing Agent or Trading Partner Account.....</b>	<b>34</b>
4.1	Switching Provider Accounts as a Billing Agent or Trading Partner .....	34
4.2	Billing Agents or Trading Partners Delegating Provider Access to a Billing Agent or Trading Partner Account	38

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# 1 Introduction

The following document is an instructional guide on how to register a Georgia Medicaid provider ID with secure Web access, create a billing agent account, delegate roles as a registered user, and switch between provider accounts.

Note: Regardless of whether a provider intends to bill on the secure Web Portal on their own behalf or have their billing performed by someone else, each Georgia Medicaid ID assigned a PIN (personal identification number) must be registered individually. In addition, a single billing agent can be associated to as many provider accounts as necessary. A provider can also delegate access to more than one billing agent account.

In addition, all providers, billing agents, agents and trading partners are required to register for Multi-Factor Authentication (MFA) that uses a Time-based One-time Passcode (TOTP).

## 2 Secure Registration and Account Maintenance

The following sections will describe how to register a provider account for secure Web access, maintain their accounts, run account maintenance reports and reset Web accounts.

### 2.1 Registering a Georgia Medicaid Provider Account for Secure Web Access

Registration is completed through the provider's assigned PIN. This information is sent to the provider's mailing address in the form of a PIN Letter. If the PIN Letter has not been received, please contact that location to have the letter forwarded to you. The following steps describe how an active Georgia Medicaid provider can register for secure Web access.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov).

**Step 2:** Click the **PIN Activation** hyperlink on the public Web Portal Home page. The Create New Account screen displays.

**Create New Account**

Enter your Provider ID and temporary PIN provided to you in the letter.

Provider ID

PIN

Georgia Medicaid  
Account Creation

**Step 3:** Enter your Georgia Medicaid provider ID and assigned PIN, which is case sensitive, as noted in the PIN letter and click **Sign In**.

**Step 4:** You will be prompted to agree to the Terms of Service. Please read the terms and click **Yes, I agree** to continue. The Create New Account screen displays.

## Create New Account

General User Details

Provider ID	<input type="text" value="████████"/>	
First Name	<input type="text"/>	*
Middle Name	<input type="text"/>	
Last Name	<input type="text" value="████████████████████"/>	*
Email Address	<input type="text"/>	*
Email (verify)	<input type="text"/>	*
Phone	<input type="text" value="████████"/>	
Phone Extension	<input type="text"/>	
Username	<input type="text"/>	*

**Step 5:** Complete the fields displayed with your contact information and account details. Click **Next**. If you need assistance in determining a valid username or password, click the **Help** icon.

Note: Passwords are case sensitive. Be sure to enter your e-mail address in the event the account is accidentally locked, or the password needs to be reset. If multiple accounts are needed, the same e-mail address can be used for each of these accounts as necessary.

**Step 6:** If the process was successful, a confirmation of your new account will appear as seen below. If there are errors, please follow the instructions on the screen to correct any changes to continue. After your account has been successfully created an e-mail will be sent to you indicating that you can log into the system.

## Create New Account

Account created successfully.

Congratulations! You have almost finished the account creation process. You will receive an email shortly explaining how to proceed and log on to the system.

## Confirm New Account

Please fill out the information below to finish creating your new account.

First, provide your username:

Account Logon ID

**Username**  \*

Next

## Confirm New Account

Account Logon ID

**Username**  \*

Security Question

Select a security question from the list below and provide an answer you will remember. This question and answer will help verify your identity if you forget your password.

**Question**    
**Answer**  \*

Confirm Account

### Confirm New Account

✔ Account created successfully. Your one-time password (OTP) has been set. Please memorize or copy it so you can sign in using it as your password.


Show One-Time Password Copy OTP to Clipboard

You may now sign in to Georgia Medicaid.

Sign In

**Step 7:** Click either **Show One Time Password** or **Copy OTP to Clipboard**. Be sure to save this password.

**Step 8:** Click **Sign In** after you have saved or copied password.

 GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Update Password  
You must update your password because your password has expired.

User Name

Old password Old Password Provided from the OTP screen

New password

Confirm new password

Submit Cancel

Top Line: type your **Username**.  
Bottom 3 Lines: use these **Password Requirements:**

- Can be changed only once in a 24 hour period
- Must be at least 8 characters in length
- 3 of the next 4 rules:
  - At least one uppercase character
  - At least one lowercase character
  - At least one numeric character
  - At least one special character [excluding: ) (<"\ ]
- Cannot contain **Username**
- Cannot match any of the previous passwords
- Cannot contain 3 or more consecutive characters from your full name

The screenshot shows the login interface for the Georgia Department of Community Health. At the top left is the logo and text 'GEORGIA DEPARTMENT OF COMMUNITY HEALTH'. Below this is the instruction 'Sign in with your Georgia Medicaid account'. There are two input fields: the first is for the 'User Name' and the second is for the 'Password'. A blue 'Sign in' button is positioned below the password field. Further down, there are links for 'Having trouble logging in?', 'Gainwell Helpdesk', and 'Disclaimer'. At the bottom, the copyright notice reads '© 2021 Gainwell Technologies. All rights reserved.'.

## 2.2 Logging into the Secure Web Portal

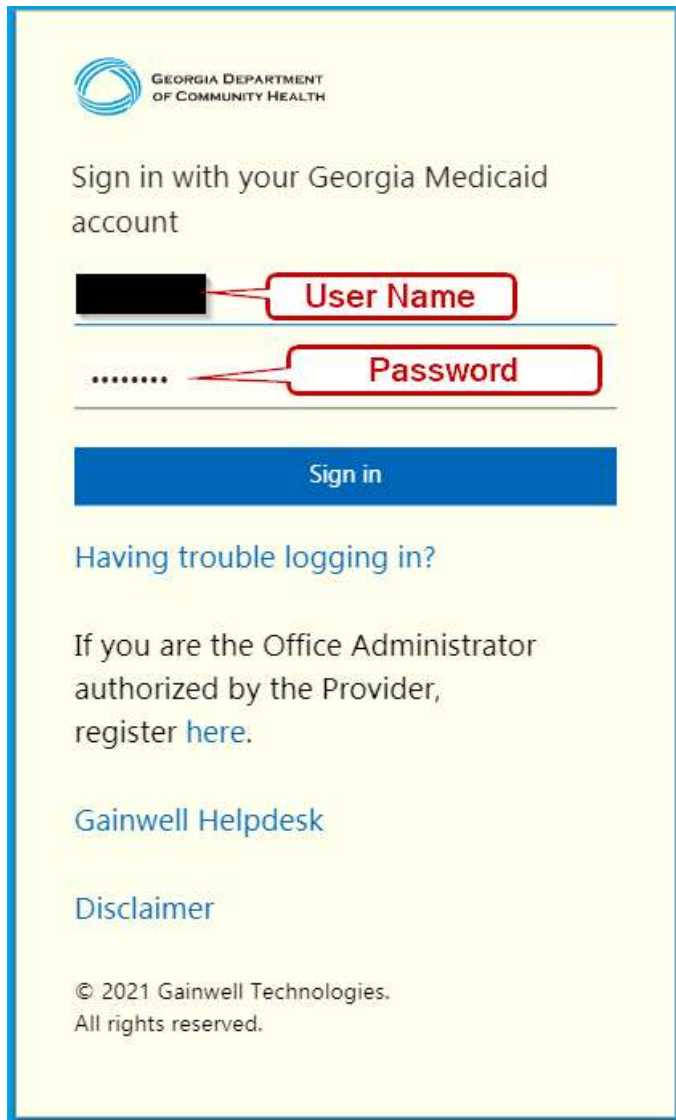
The following steps describe how registered users are able to log into the secure Web Portal.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov).

**Step 2:** Click the **Login** button on the public Web Portal Home page.





**Step 3:** Enter the **Username** and **Password** for the registered account you wish to act as and click **Sign In**.



**Step 4:** Enter the six-digit code generated by your authenticator app and click 'Submit'.

**Note:** If you have not registered for MFA you will need to setup your MFA account. For more information on MFA setup refer to Section 2.3.

Initial MFA Registration	Registered MFA Users
<ul style="list-style-type: none"> <li>• Open your MFA application and select “Add Account” (sometimes indicated with a + sign).</li> <li>• Scan the QR code on the screen or enter the secret code displayed on the screen into the authenticator application.</li> <li>• Enter the six-digit code generated by your authenticator app.</li> <li>• Click 'Submit'.</li> </ul>	<ul style="list-style-type: none"> <li>• Enter the MFA code generated by your authenticator app.</li> <li>• Click 'Submit'.</li> </ul>
 <p>The screenshot shows the initial MFA registration screen. It includes the Georgia Department of Community Health logo and instructions for using an authenticator app. A QR code is displayed for scanning. A secret code is shown, with a red callout box labeled "Secret code" pointing to it. Below the QR code, there is a field for a 6-digit code, with a red callout box labeled "Enter six-digit code" pointing to it. A blue "Submit" button is at the bottom.</p>	 <p>The screenshot shows the MFA verification screen for registered users. It includes the Georgia Department of Community Health logo and instructions for entering the code generated by the authenticator app. A field for a 6-digit code is shown, with a red callout box labeled "Enter six-digit code" pointing to it. A blue "Submit" button is at the bottom.</p>

**Step 5:** Click the **Web Portal** hyperlink to access the secure Web Portal.



## 2.3 Multi-Factor Authentication (MFA)

All provider, billing agent, agent, and trading partner accounts are required to use MFA to log on to the secure Web Portal. We recommend you select an MFA application before you start registration. MFA is required for each username. If you are managing multiple accounts/usernames, it is recommended that you setup a billing agent account to manage all accounts under a single username. Refer to section 3 for more instructions on this process.

GA MMIS MFA will work with any authenticator app you choose that supports the time-based one-time passcode (TOTP) algorithm. That means it will work with popular authenticator apps like Google Authenticator, Microsoft Authenticator, Twilio Authy, Duo Mobile, and Okta Verify.

Note: You should make certain that your authenticator app is from a secure source, and that you are downloading the genuine software, and not a counterfeit. The choice of application is yours.

### 2.3.1 Initial setup of Multi-Factor Authentication (MFA) for existing Web Portal account users.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov)

**Step 2:** Click the **Log In** button.



**Step 3:** Enter your Web Portal **username** and **password** and click **Sign in**.

**Step 4:** The Georgia Medicaid MFA panel will appear. Open your MFA application and select **Add Account** (sometimes indicated with a + sign).

**Step 5:** Scan the QR code on the screen or enter the secret code displayed on the screen into the authenticator application.



**Step 7:** Enter the six-digit code generated by your authenticator app and click **Submit**.

**Step 8:** Click the **Web Portal** hyperlink to access the secure Web Portal.

**Georgia Medicaid Home**

Jane Doe , Welcome to Georgia Medicaid

**Applications**

Application	Description
<a href="#">MEUPS Account Management</a>	Manages contact information, password, and authorizations for applications.
<a href="#">Web Portal</a>	Web Portal

### 2.3.2 Accessing your Web Portal account for MFA Registered users

The following steps describe how registered users are able to log into the secure Web Portal.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov).

**Step 2:** Click the **Login** button on the public Web Portal Home page.



**Step 3:** Enter the **Username** and **Password** for the registered account you wish to act as and click **Sign In**.



**Step 4:** Enter the six-digit code generated by your MFA authenticator app and click **Submit**.



**Step 5:** Click the Web Portal hyperlink to access the secure Web Portal.



### 2.3.3 MFA Reset

In the event that you need to have your MFA account reset due to a lost or stolen device, please navigate to the public Web Portal ([www.mmis.georgia.gov](http://www.mmis.georgia.gov)) and click the Contact Information menu for methods on contacting EDI Services for further assistance. They will reset the MFA account associated to the Web Portal username. The next time you log in, it will display a new QR code/secret code, and you can set up your username again in the authenticator app on your device.

## 2.4 Password Updates

The following sections will describe how to change your password through the MEUPS Account Management link and resetting a password for a locked account due to inactivity or forgotten passwords.

### 2.4.1 Password Reset – MEUPS Account Management

The following steps describe how to update a registered user’s password.

**Step 1:** Sign In per the steps noted in section 2.2.

**Step 2:** If the log in was successful, click MEUPS Account Management.

### Georgia Medicaid Home

Jane Doe, Welcome to Georgia Medicaid

#### Applications

Application	Description
<a href="#">MEUPS Account Management</a>	Manages contact information, password, and authorizations for applications.
<a href="#">Web Portal</a>	Web Portal

**Step 3:** Click Change Password.

Account Home | My Information | View Agent Roles | Add Agent | Reports

### Account Home

Good afternoon [blurred]

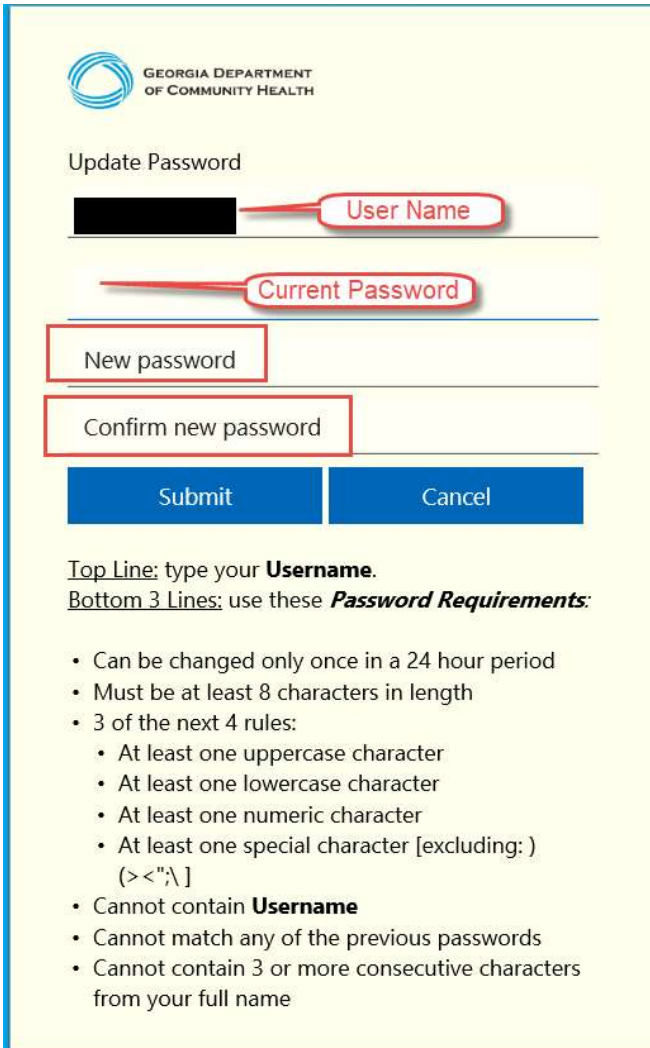
Please select a button above to view or edit your account.


Password Last Modified: 10/17/2022 3:53:29 PM  
Your password will expire in 59 days.

[Change Password](#)

To protect your account, the password may not be changed more than once in a 24 hour period.

**Step 4:** Complete the fields displayed and click Submit. Make sure your new password conforms to the format indicated on the screen.




**GEORGIA DEPARTMENT OF COMMUNITY HEALTH**

Update Password

**User Name**

**Current Password**

**New password**

**Confirm new password**

Top Line: type your **Username**.  
Bottom 3 Lines: use these **Password Requirements**:

- Can be changed only once in a 24 hour period
- Must be at least 8 characters in length
- 3 of the next 4 rules:
  - At least one uppercase character
  - At least one lowercase character
  - At least one numeric character
  - At least one special character [excluding: ) (><"\]
- Cannot contain **Username**
- Cannot match any of the previous passwords
- Cannot contain 3 or more consecutive characters from your full name

## 2.4.2 Password Reset – Forgotten or Expired

The following steps tell a user how to reset their password if the password has been forgotten or has expired.

**Step 1:** Click the **Having trouble logging in?** hyperlink on the log in page.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Sign in with your Georgia Medicaid account

Username

Password

Sign in

[Having trouble logging in?](#)

If you are the Office Administrator authorized by the Provider, register [here](#).

[Gainwell Helpdesk](#)

[Disclaimer](#)

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**Step 2:** Enter the e-mail address and username created during the registration process. If the username has been misplaced, please navigate to the public Web Portal ([www.mmis.georgia.gov](http://www.mmis.georgia.gov)) and click the Contact Information menu for methods on contacting EDI Services for further assistance.

### Unlock Account or Reset Password

Please enter your Georgia Medicaid username and email address to start the account recovery process.

Username	<input type="text"/>
Email	<input type="text"/>

You will need to contact the [Gainwell Helpdesk](#) for further assistance if any of the following is true:

- you do not remember your Georgia Medicaid username
- you do not have access to your email account

**Step 3:** Click the link in the e-mail sent for the password reset. Enter the security question if one is established:

### Reset Password

To verify your identity, please answer the following security question.

Account Logon ID

Username	<input type="text"/>
----------	----------------------

Security Question

Question	In what city were you born? (Enter full name of city only) ▼
Answer	<input type="text"/>

**Step 4:** Click on **Show One-Time Password** or **Copy OTP to Clipboard** – be sure to save password as it will be needed. Click 'Sign In'.

### Reset Password

✔ Your one-time password (OTP) has been set. Please memorize or copy it so you can sign in using it as your password.

<input type="button" value="Show One-Time Password"/>	<input type="button" value="Copy OTP to Clipboard"/>
---	--

You may now sign in to Georgia Medicaid.

**Step 5:** Enter the username and OTP password.

The screenshot shows the Georgia Department of Community Health sign-in page. At the top left is the logo and text "GEORGIA DEPARTMENT OF COMMUNITY HEALTH". Below this is the instruction "Sign in with your Georgia Medicaid account". There are two input fields: "User Name" and "Password". A red box highlights the "User Name" field. Another red box highlights the "Password" field with the text "Password = OTP Assigned" inside it. Below the input fields is a blue "Sign in" button. Underneath the button, there is a link "Having trouble logging in?". Further down, there is text for Office Administrators: "If you are the Office Administrator authorized by the Provider, register here." Below that are links for "Gainwell Helpdesk" and "Disclaimer". At the bottom, there is a copyright notice: "© 2021 Gainwell Technologies. All rights reserved."

**Step 6:** Complete the fields displayed and click **Submit**. Make sure your new password conforms to the format indicated on the screen.

**GEORGIA DEPARTMENT OF COMMUNITY HEALTH**  
 Update Password  
 You must update your password because your password has expired.

Username  
 Old password  
 New password  
 Confirm new password

Submit      Cancel

Top Line: type your **Username**.  
Bottom 3 Lines: use these **Password Requirements:**

- Can be changed only once in a 24 hour period
- Must be at least 8 characters in length
- 3 of the next 4 rules:
  - At least one uppercase character
  - At least one lowercase character
  - At least one numeric character
  - At least one special character [excluding: ] (><"\ ]
- Cannot contain **Username**
- Cannot match any of the previous passwords
- Cannot contain 3 or more consecutive characters from your full name

## 2.5 Updating Account Information

The following steps describe how a registered user can update their account information.

**Step 1:** Sign In per the steps noted in section 2.2.

**Step 2:** If the log in was successful, click **MEUPS Account Management**.

**Georgia Medicaid Home**

Jane Doe, Welcome to Georgia Medicaid

Applications	
Application	Description
<a href="#">MEUPS Account Management</a>	Manages contact information, password, and authorizations for applications.
<a href="#">Web Portal</a>	Web Portal

**Step 3:** Click **My Information**.

Account Home **My Information** View Agent Roles Add Agent Reports

### Account Home

Good afternoon [REDACTED]

**Please select a button above to view or edit your account.**

Password Last Modified: 10/25/2019 12:56:34 PM  
Your password will expire in 59 days.

To protect your account, the password may not be changed more than once in a 24 hour period.

**Step 4:** Update the values in the fields displayed and click **Save** to apply your changes. If there are errors, please follow the instructions on the screen to correct any changes to continue.

Account Home **My Information** View Agent Roles Add Agent Reports

### My Information

Use this page to modify your account information. When finished, click 'Save'.

General User Details

First Name	[REDACTED]	*
Middle Name		
Last Name	[REDACTED]	*
Email Address	[REDACTED]	* (i)
Phone		(i)
Phone Extension		(i)

Security Question

Select a security question from the list below and provide an answer you will remember. This question and answer will help verify your identity if you forget your password.

Question	What was the name of your first pet? (v)
Answer	[REDACTED] *

## 2.6 Reports

The following steps describe how to run a report as a registered user to identify roles delegated to other users or to your account.

**Step 1:** Sign In per the steps noted in section 2.2.

**Step 2:** If the log in was successful, click **MEUPS Account Management**.

**Georgia Medicaid Home**

Jane Doe, Welcome to Georgia Medicaid

**Applications**

Application	Description
<a href="#">MEUPS Account Management</a>	Manages contact information, password, and authorizations for applications.
<a href="#">Web Portal</a>	Web Portal

**Step 3:** Click **Reports**.

Account Home   My Information   View Agent Roles   Add Agent   **Reports**

**Account Home**

Good afternoon [REDACTED]

**Please select a button above to view or edit your account.**

Password Last Modified: 10/25/2019 12:56:34 PM  
Your password will expire in 59 days.

[Change Password](#)

To protect your account, the password may not be changed more than once in a 24 hour period.

### 2.6.1 Roles Delegated to Others

Note: This report lists the roles that the user has delegated to other users.

**Step 1:** Click the **Roles Delegated to Others** hyperlink.

**Step 2:** A File Download dialog will appear prompting you to choose between opening the generated report or saving it to a file.

### 2.6.2 Roles Delegated to You

Note: This report is only available for Billing Agents and Agents; it lists the roles that have been delegated to you by other users.)

**Step 1:** Click the **Roles Delegated to You** hyperlink.

**Step 2:** A File Download dialog will appear prompting you to choose between opening the generated report or saving it to a file.

### 3 Billing Agent Setup and Maintenance

The following sections describe how to setup a billing agent account, as well as how a registered rendering provider or payee user is able to delegate, update, and delete billing agent access to act on their behalf.

Note: Regardless of whether a provider intends to bill on the secure Web Portal on their own behalf or have their billing performed by someone else, such as a billing agent, each Georgia Medicaid ID assigned a PIN must be registered individually.

#### 3.1 Creating a Billing Agent Account

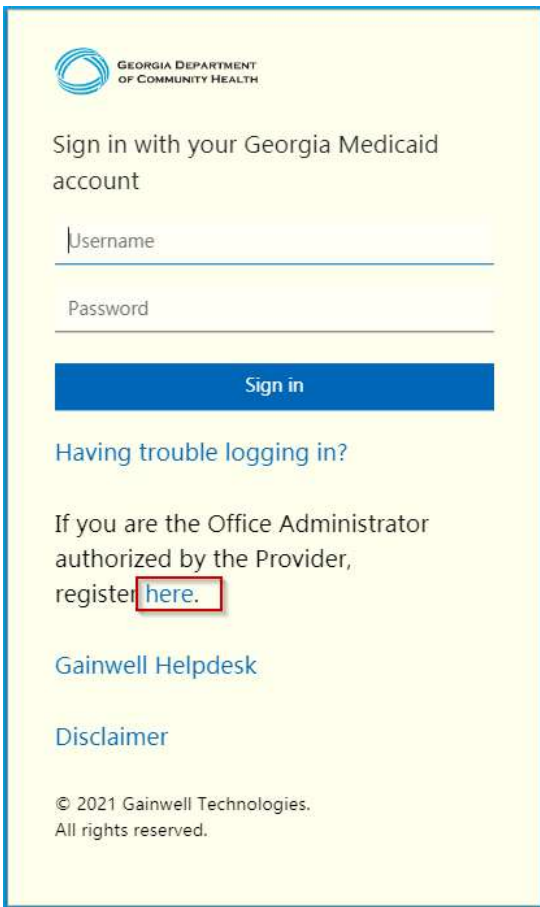
The following steps describe how a user can create a billing agent account.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov).

**Step 2:** Click the **Login** button on the public Web Portal Home page.



**Step 3:** Click the **here** hyperlink to register as a billing agent.



**Step 4:** You will be prompted to agree to the Terms of Service. Please read the terms and click **Yes, I agree** to continue.

**Step 5:** Complete the fields displayed with your contact information and account details. Click **Next**. If you need assistance in determining a valid username or password, click the **Help** icon.

**Note:** Passwords are case sensitive. Be sure to enter your e-mail address in the event the account is accidentally locked, or the password needs to be reset. If multiple accounts are needed, the same e-mail address can be used for each of these accounts as necessary.

## Register for Account - Billing Agents Only

Fill out the information below to create your new account.

General User Details

First Name	<input type="text"/>	*
Middle Name	<input type="text"/>	
Last Name	<input type="text"/>	*
Email Address	<input type="text"/>	*
Email (verify)	<input type="text"/>	*
Phone	<input type="text"/>	
Phone Extension	<input type="text"/>	
Username	<input type="text"/>	*

**Step 6:** If the process was successful, a confirmation of your new account will appear as seen below. If there are errors, please follow the instructions on the screen to correct any changes to continue. After your account has been successfully created an e-mail will be sent to you indicating that you can log into the system.

## Register for Account - Billing Agents Only

Account created successfully.

Congratulations! You have almost finished the account creation process. You will receive an email shortly explaining how to proceed and log on to the system.

### 3.2 Providers or Trading Partners Delegating Access to a Billing Agent or Trading Partner Account

A rendering provider, payee, or trading partner user is able to grant permissions to a billing agent or trading partner account. Doing so will allow the user to access the secure Web Portal on behalf of the assigned provider ID or trading partner ID, such as viewing claims, eligibility, referrals, and so on. The following steps describe the process on how a registered provider user can grant permissions to a billing agent or trading partner account. The steps that a trading partner takes to grant access to a billing agent or trading partner account are the same.

Note: A provider or trading partner can delegate access to any number of billing agent or trading partner accounts. Billing agents and trading partners can also be delegated access from any number of provider or trading partner accounts.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov)

**Step 2:** Click the **Login** button on the public Web Portal Home page.



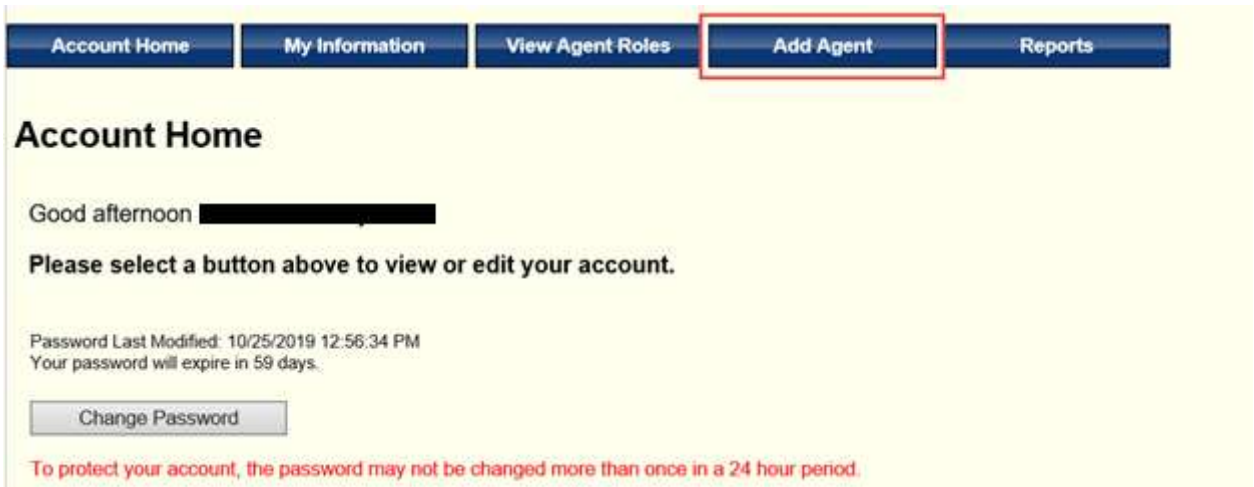
**Step 3:** Enter the **Username** and **Password** of the registered provider account that you wish to delegate billing agent access to. Click **Sign In**.

**Step 4:** Enter the six-digit code generated by your authenticator app and click **Submit**. If presented with a QR code/secret code, refer to Section 2.3.1 to register MFA for your account.

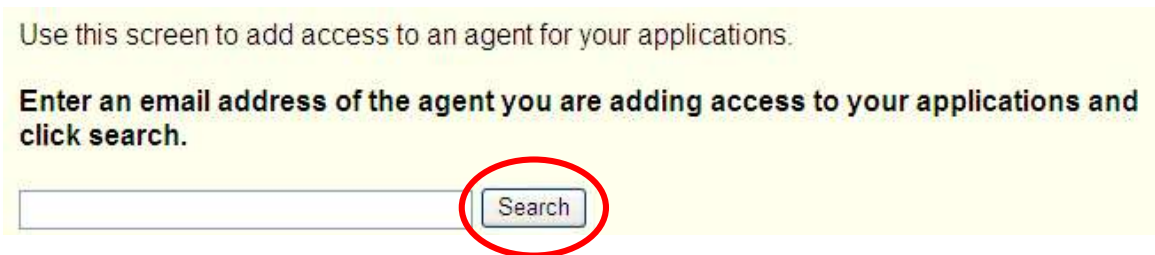
**Step 5:** After a successful log in, click **MEUPS Account Management**.



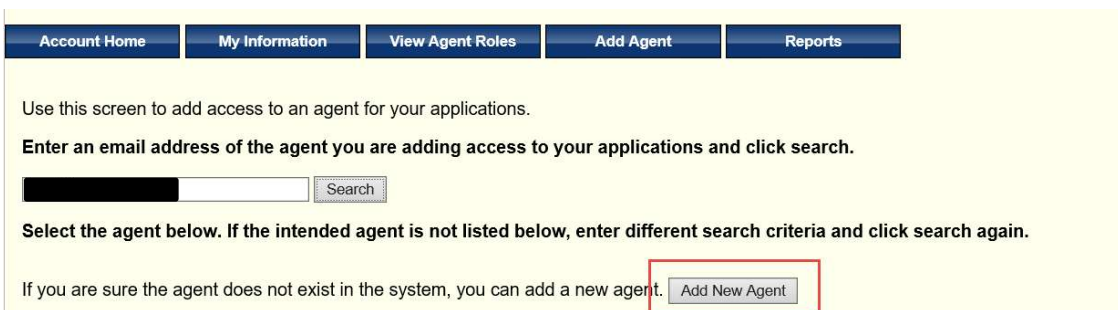
Step 6: Click **Add Agent**.



Step 7: Enter the e-mail address registered to the billing agent and click **Search**.



Note: If a match was not found, the following screen appears. Please confirm the e-mail agent associated to the billing agent's account. If a billing agent account has not been created, please refer to section 3.1 or complete the fields provided to create a new billing agent account and click **Add & Manage Agent** to continue.



Account Home | My Information | View Agent Roles | Add Agent | Reports

Use this screen to add access to an agent for your applications.

Agent Details

First Name	<input type="text"/>	*
Middle Name	<input type="text"/>	
Last Name	<input type="text"/>	*
Email Address	<input type="text"/>	* (i)
Email (verify)	<input type="text"/>	* (i)
Phone	<input type="text"/>	(i)
Phone Extension	<input type="text"/>	(i)
Username	<input type="text"/>	* (i) (k)

Cancel | Save Agent

Enter an email address of the agent you are adding access to your applications and click search.

Search

**Step 8:** Click **Select** for the Billing Agent account you wish to delegate provider access to. If more than one appears, confirm with the user which account they prefer to use.

Account Home | My Information | View Agent Roles | Add Agent | Reports

Use this screen to add access to an agent for your applications.

✔ Account created successfully.

Enter an email address of the agent you are adding access to your applications and click search.

Search

Select the agent below. If the intended agent is not listed below, enter different search criteria and click search again.

Username	Last Name	First Name	Email	Phone	
kusername	WDOCO	KDOCO	<input type="text"/>		Select

If you are sure the agent does not exist in the system, you can add a new agent.

**Step 9:** You will be prompted to agree to the Terms of Service. Please read the terms and click **Yes, I agree** to continue.

**Step 10:** Click **Select** for the Web Portal system.

## Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

**Agent Details**

Name: Billing Agent      Account Status: Active

Email Address: [REDACTED]

Address:

Telephone:

[Remove All Roles](#)

---

**1 Select the system to modify access**      **2 Modify the permissions for selected system**

System

- [Select](#) MEUPS Account Management
- [Select](#) Web Portal

Roles

**Step 11:** The permissions granted to your provider or trading partner account are displayed in step 2. Check the boxes that you wish the Billing Agent or trading partner account to have access to when acting as your provider account. Click **Save Changes**.

**Manage Agent Roles**

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

**Agent Details**

Name: [REDACTED]      Account Status: Active

Email Address: [REDACTED]

Phone: [REDACTED]

[Remove All Roles](#)

**1 Select the system to modify access**

System

- [Select](#) MEUPS Account Management
- [Select](#) MO Web Portal

**2 Modify the permissions for GAPortalMO**

Roles

- Claims Edit
- Eligibility
- Health Check Update
- Presumptive Activations
- Prior Authorization Update
- Provider Rendering
- Provider Bed Registry
- Provider Demographic
- Provider MAPIR
- GaHIN Patient Profile
- Provider Rates
- Reports Financial
- Reports HSR
- Reports Letters
- Reports Other
- Trade Files Download
- Training
- All / None

[Save Changes](#)

**Step 12:** A successful save response is displayed. Please continue to step 13 if you wish to allow the billing agent or trading partner the ability to grant permissions to other billing agent accounts on behalf of your provider account. This is useful for having someone else in the office manage everyone's access to the provider or trading partner account.

## Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

✓ Successful adding role of 'Claims Edit' for system 'GAPortalMO'

- Successful adding role of 'Eligibility' for system 'GAPortalMO'
- Successful adding role of 'Health Check Update' for system 'GAPortalMO'
- Successful adding role of 'Presumptive Activations' for system 'GAPortalMO'
- Successful adding role of 'Prior Authorization Update' for system 'GAPortalMO'
- Successful adding role of 'Provider Rendering' for system 'GAPortalMO'
- Successful adding role of 'Provider Bed Registry' for system 'GAPortalMO'
- Successful adding role of 'Provider Demographic' for system 'GAPortalMO'
- Successful adding role of 'Provider MAPIR' for system 'GAPortalMO'
- Successful adding role of 'GaHIN Patient Profile' for system 'GAPortalMO'
- Successful adding role of 'Provider Rates' for system 'GAPortalMO'
- Successful adding role of 'Reports Financial' for system 'GAPortalMO'
- Successful adding role of 'Reports HSR' for system 'GAPortalMO'
- Successful adding role of 'Reports Letters' for system 'GAPortalMO'
- Successful adding role of 'Reports Other' for system 'GAPortalMO'
- Successful adding role of 'Trade Files Download' for system 'GAPortalMO'
- Successful adding role of 'Training' for system 'GAPortalMO'

Agent Details		Account Status
Name	[REDACTED]	Active
Email Address	[REDACTED]	
Phone	[REDACTED]	
<input type="button" value="Remove All Roles"/>		

Note: At this point, the billing agent or trading partner can immediately log in and act on behalf of your provider or trading partner account.

**Step 13:** If you wish to allow the billing agent the ability to grant permissions to other billing agent accounts on behalf of your provider account, click **Select** for the MEUPS Account Management system. This is useful for having someone else in the office manage everyone's access to the provider or trading partner account.

Note: Registered provider Web accounts and trading partner accounts are the only users who may grant a billing agent or trading partner super agent access. Therefore, only the billing agent or trading partner accounts granted this permission by the provider Web account or trading partner account can assist with assigning/removing permissions for other billing agents or trading partners.

## Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

**Agent Details**

Name	Billing Agent	Account Status	Active
Email Address	[REDACTED]		
Address			
Telephone			

[Remove All Roles](#)

**1 Select the system to modify access**

System

- [Select](#) MEUPS Account Management
- [Select](#) Web Portal

**2 Modify the permissions for selected system**

Roles

**Step 14:** Check the **Super-agent** role. Click **Save Changes**. A successful save response is displayed.

## Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

**Agent Details**

Name	Billing Agent	Account Status	Active
Email Address	[REDACTED]		
Address			
Telephone			

[Remove All Roles](#)

**1 Select the system to modify access**

System

- [Select](#) MEUPS Account Management
- [Select](#) Web Portal

**2 Modify the permissions for Account Management**

Roles

- Super Agent

[Save Changes](#)

## Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

✓ Successful adding role of 'Super Agent' for system 'Account Management'

**Agent Details**

Name	Billing Agent	Account Status	Active
Email Address	[REDACTED]		
Address			
Telephone			

[Remove All Roles](#)

**1 Select the system to modify access**

System

**2 Modify the permissions for Account Management**

### 3.3 Updating or Removing Provider or Trading Partner Access from a Billing Agent or Trading Partner Account

Providers and trading partners and the billing agents or trading partners who have Super Agent authority over their accounts as described in Step 13 above can manage the access that other billing agents and trading partners have to the account. The following steps describe how such access can be updated and/or removed.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov)

**Step 2:** Click the **Login** button on the public Web Portal Home page.



**Step 3:** Enter the **Username** and **Password** of the provider account that you wish to update or remove billing agent access from. Click **Sign In**.

**Step 4:** Enter the six-digit code generated by your authenticator app and click **Submit**. If presented with a QR code/secret code, refer to Section 2.3.1 to register MFA for your account.

**Step 5:** After a successful log in, click **MEUPS Account Management**.



**Step 6:** Click **View Agent Roles**.



**Step 7:** Click **Manage** against the Billing Agent or Trading Partner account you wish to modify permissions for.

Note: For steps on **updating** a billing agent's or trading partner's access to the provider or trading partner account, please review steps 8 - 10. For steps on **removing** a billing agent's or trading partner's access from the provider or trading partner account, please review steps 11 - 12.

Account Home My Information View Agent Roles Add Agent Reports

Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

Search

Select the agent below. If the intended agent is not listed below, enter different search criteria and click search again.

Username	Last Name	First Name	Email	Phone	Select
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

**Step 8:** Click **Select** for the Web Portal system.

### Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Agent Details

Name	[Redacted]	Account Status	Active
Email Address	[Redacted]		
Address	[Redacted]		
Telephone	[Redacted]		

Remove All Roles

**1** Select the system to modify access

System	
Select	MEUPS Account Management
Select	MO Web Portal

**2** Modify the permissions for selected system Roles

**Step 9:** The current permissions granted to the billing agent by the provider are displayed. Check the appropriate box to remove or add access.

Note: A check mark indicates the billing agent or trading partner will have access to that menu item on behalf of the provider ID or trading partner ID. Menu items without a check mark indicate the billing agent will **not** have access to that menu on behalf of the provider ID.

### Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Agent Details

Name	[Redacted]	Account Status	Active
Email Address	[Redacted]		
Address	[Redacted]		
Telephone	[Redacted]		

Remove All Roles

**1** Select the system to modify access

System	
Select	MEUPS Account Management
Select	MO Web Portal

**2** Modify the permissions for GAPortalMO Roles

- Claims Edit
- Eligibility
- Health Check Update
- Presumptive Activations
- Prior Authorization Update
- Provider Rendering
- Provider Bed Registry
- Provider Demographic
- Provider MAPIR
- CHN Patient Profile
- Provider Rates
- Reports Financial
- Reports HSR
- Reports Letters
- Reports Other
- Trade Files Download
- Training

Save Changes

**Step 10:** Click **Save Changes** to apply the update. A successful save response is displayed.

**Manage Agent Roles**

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Agent Details

Name	[Redacted]	Account Status	Active
Email Address	[Redacted]		
Address	[Redacted]		
Telephone	[Redacted]		

Remove All Roles

**1 Select the system to modify access**

System

- Select MEUPS Account Management
- Select MO Web Portal

**2 Modify the permissions for GAPortalMO**

Roles

- Claims Edit
- Eligibility
- Health Check Update
- Presumptive Activations
- Prior Authorization Update
- Provider Rendering
- Provider Bed Registry
- Provider Demographic
- Provider MAPIR
- GaHIN Patient Profile
- Provider Rates
- Reports Financial
- Reports HSR
- Reports Letters
- Reports Other
- Trade Files Download
- Training

Save Changes

**Manage Agent Roles**

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Successful removing role of 'Prior Authorization Update' for system 'GAPortalMO'  
 Successful removing role of 'Provider Bed Registry' for system 'GAPortalMO'  
 Successful removing role of 'Provider Demographic' for system 'GAPortalMO'  
 Successful removing role of 'Provider MAPIR' for system 'GAPortalMO'  
 Successful removing role of 'GaHIN Patient Profile' for system 'GAPortalMO'  
 Successful removing role of 'Provider Rates' for system 'GAPortalMO'  
 Successful removing role of 'Trade Files Download' for system 'GAPortalMO'

Agent Details

Name	[Redacted]	Account Status	Active
Email Address	[Redacted]		
Address	[Redacted]		
Telephone	[Redacted]		

Remove All Roles

**1 Select the system to modify access**

System

- Select MEUPS Account Management
- Select MO Web Portal

**2 Modify the permissions for GAPortalMO**

Roles

- Claims Edit
- Eligibility
- Health Check Update
- Presumptive Activations
- Prior Authorization Update
- Provider Rendering
- Provider Bed Registry
- Provider Demographic
- Provider MAPIR
- GaHIN Patient Profile
- Provider Rates
- Reports Financial
- Reports HSR
- Reports Letters
- Reports Other
- Trade Files Download
- Training

Save Changes

**Step 11:** In continuation from step 7, click **Remove All Roles** to remove all of the billing agent's or trading partner's access to the provider or trading partner account.

## Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

The screenshot shows the 'Manage Agent Roles' interface. At the top, there's a section for 'Agent Details' with fields for Name, Email Address, Address, and Telephone. The 'Account Status' is listed as 'Active'. A button labeled 'Remove All Roles' is circled in red. Below this, there are two numbered steps: '1 Select the system to modify access' and '2 Modify the permissions for selected system'. Under step 1, there's a 'System' dropdown menu with options 'MEUPS Account Management' and 'Web Portal'. Under step 2, there's a 'Roles' dropdown menu.

**Step 12:** Click **Yes** on the confirmation screen. A successful save response is displayed.

This screenshot shows a confirmation dialog box titled 'Remove all roles?'. The text inside asks, 'Are you sure you want to remove all [redacted] roles?'. At the bottom of the dialog, there are two buttons: 'Yes' and 'No'. The 'Yes' button is circled in red. The background shows a dimmed view of the 'Manage Agent Roles' page.

## Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

This screenshot shows the 'Manage Agent Roles' page after a successful action. A green banner at the top displays a checkmark and the text 'Successful removing all roles.'. Below this, the 'Agent Details' section is visible, including the 'Remove All Roles' button. The numbered steps '1 Select the system to modify access' and '2 Modify the permissions for selected system' are also present at the bottom.

## 4 Using a Billing Agent or Trading Partner Account

The following sections describe how to navigate on the secure Web Portal as a billing agent or trading partner user, switch between providers or trading partner accounts, and delegate access to other billings agents or trading partners as a super-agent.

### 4.1 Switching Provider Accounts as a Billing Agent or Trading Partner

A billing agent or trading partner user is able to switch between multiple assigned provider or trading partner accounts without the need to log off and log back in the secure Web Portal as a different user. Upon switching to an attached provider or trading partner account, the second menu level will be updated based on the permissions granted by the provider or trading partner account to the billing agent or trading partner. The following steps describe this process for a billing agent or trading partner user.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov)

**Step 2:** Click the **Login** button on the public Web Portal Home page.



**Step 3:** Enter the **Username** and **Password** for the registered billing agent or trading partner account and click **Sign In**.



**Step 4:** Enter the six-digit code generated by your authenticator app and click **Submit**.

**Note:** If you have not registered for MFA you will need to setup your MFA account. For more information on MFA setup refer to Section 2.3.

Initial MFA Registration	Registered MFA Users
<ul style="list-style-type: none"> <li>• Open your MFA application and select “Add Account” (sometimes indicated with a + sign).</li> <li>• Scan the QR code on the screen or enter the secret code displayed on the screen into the authenticator application.</li> <li>• Enter the six-digit code generated by your authenticator app.</li> <li>• Click ‘Submit’.</li> </ul>	<ul style="list-style-type: none"> <li>• Enter the MFA code generated by your authenticator app.</li> <li>• Click ‘Submit’.</li> </ul>



**Step 5:** Click the **Web Portal** hyperlink to access the secure Web Portal.

Note: Billing agents or trading partners logging in for the first time will be required to accept the terms of service agreement. Please read and click **Yes, I agree** to continue. In addition, the only menu item initially available will be MEUPS Account Management until a provider or trading partner account has granted access to the billing agent account.



**Step 6:** The Switch User page appears. Click the row from the appropriate panel to switch to the ID to use while navigating on the secure Web Portal. Users may switch between authorized provider or trading partner accounts.

**Switch Provider** ? ▲

Provider ID	<input type="text"/>	Address	<input type="text"/>
Name	<input type="text"/>	City	<input type="text"/>
Zip	<input type="text"/>		

(117 rows returned)

National Provider ID	Medicaid Provider ID	Reference Provider ID	Provider Type ▲	Name	Address	City	State	Zip	Zip + 4
11	000	REF0	Physicians/Osteopaths			MACON	GA	31201	7516
14	000	REF0	Physicians/Osteopaths			CEDARTOWN	GA	30125	3604
14	000	REF0	Physicians/Osteopaths			MACON	GA	31217	3565
10	000	REF0	Physicians/Osteopaths			LAGRANGE	GA	30240	5912
12	000	REF0	Physicians/Osteopaths			ATLANTA	GA	30303	3031
13	000	REF0	Physicians/Osteopaths			SAINT MARY'S	GA	31558	3810
19	000	REF0	Physicians/Osteopaths			SAVANNAH	GA	31406	5037
17	000	REF0	Physicians/Osteopaths			DAWSON	GA	39842	1523
18	000	REF0	Physicians/Osteopaths			PHENIX CITY	AL	36867	3777
11	000	REF0	Physicians/Osteopaths			ATLANTA	GA	30322	1013

< Previous ... 10 11 12 Next >

Select row above to switch to the desired provider.

**Switch Trading Partner** ? ▲

Trading Partner ID	<input type="text"/>	Address	<input type="text"/>
Name	<input type="text"/>	City	<input type="text"/>
Zip	<input type="text"/>		

(2 rows returned)

Trading Partner ID	Name	Address	City	State	Zip
1	K	123 Main Street	Atlanta	GA	30050
3	S	123 Elm Street	Atlanta	GA	30050

< Previous ... 10 11 12 Next >

Select row above to switch to the desired trading partner.

**Step 7:** Click **OK** to confirm the selection.

**Account** ? ▲

Home Messages
Switch User

**User Information** ? ▼

**Switch Provider** ? ▲

Current Provider	<input type="text"/>	Address	<input type="text"/>
Name	<input type="text"/>	City	<input type="text"/>
Zip	<input type="text"/>		

?

Would you like to switch to the current selected Provider?

Note: The second menu row will be updated based on the permissions granted to the billing agent by the provider.

As seen below, after the selection is confirmed the user's menu is updated and the User Information panel displays the provider account the user is acting as. To select a different provider account, simply navigate to Account >> Switch User and repeat steps 6 and 7.

**User Information - Provider 0006** ? ▲

User's Name	Billing Agent	Login	<input type="text"/>
Switch Acting User	<input type="button" value="Switch User"/>	Acting ID	0006
Login/Manage Account	<input type="button" value="Manage Account"/>	Type of User	Billing Agent
		Acting Type of User	Provider

## 4.2 Billing Agents or Trading Partners Delegating Provider Access to a Billing Agent or Trading Partner Account

A billing agent or trading partner is able to grant permissions to other billing agent accounts on behalf of the provider or trading partner accounts they are assigned to. However, for the following steps to occur, a provider user must have granted the billing agent account Super Agent access, as described in steps 13 and 14 in section 3.2. The following steps describe how a billing agent (granted super-agent rights) is able to grant permissions to another billing agent account on behalf of a provider. The steps are the same for trading partners (granted super-agent rights) to grant permissions to another billing agent or trading partner account on behalf of the provider or trading partner.

**Note:** Registered provider Web accounts and trading partner accounts are the only users who may grant a billing agent or trading partner super-agent access. Therefore, only the billing agent accounts granted this permission by the provider Web account or trading partner account can assist with assigning/removing permissions for other billing agents or trading partners.

**Step 1:** Access the public Web Portal at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov)

**Step 2:** Click the **Login** button on the public Web Portal Home page.

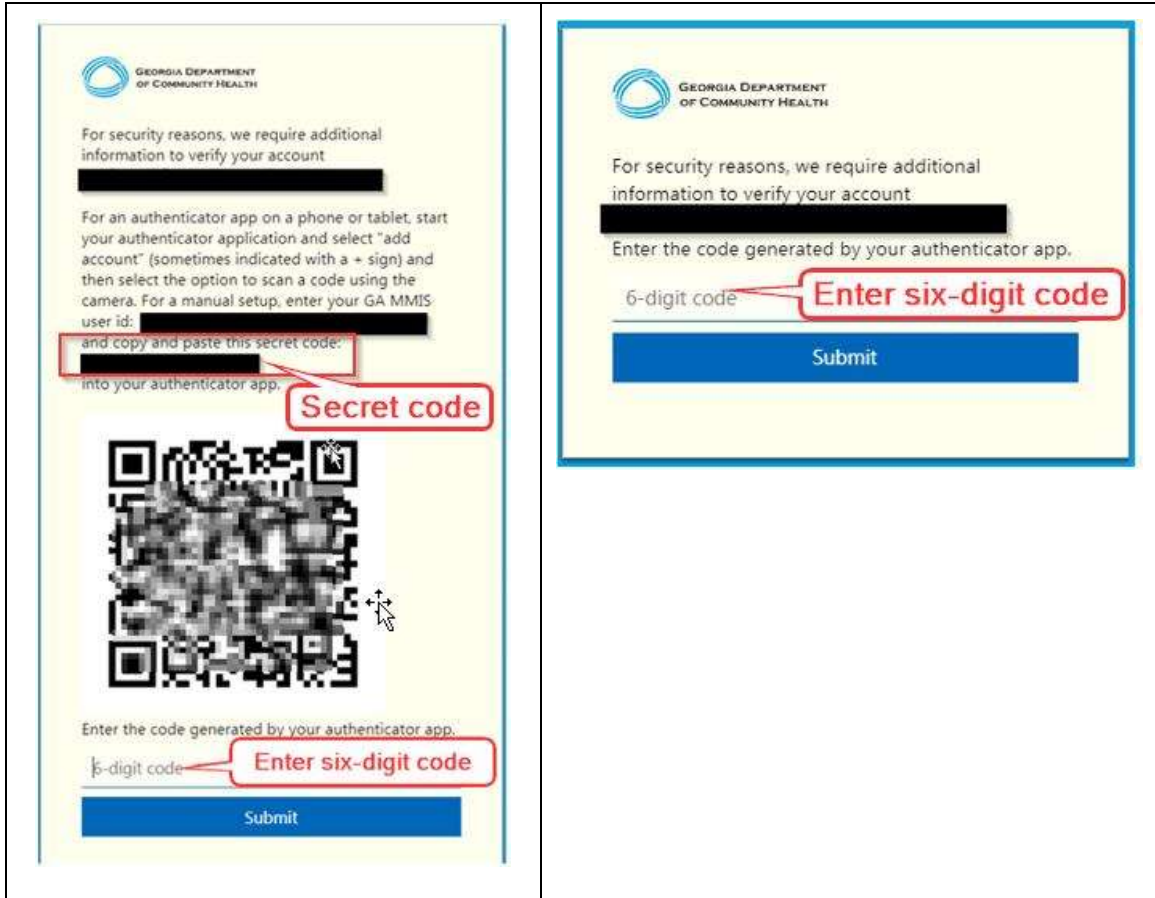


**Step 3:** Enter the **Username** and **Password** for the registered billing agent account who has Super Agent authority and click **Sign In**.

**Step 4:** Enter the six-digit code generated by your authenticator app and click **Submit**.

**Note:** If you have not registered for MFA you will need to setup your MFA account. For more information on MFA setup refer to Section 2.3.

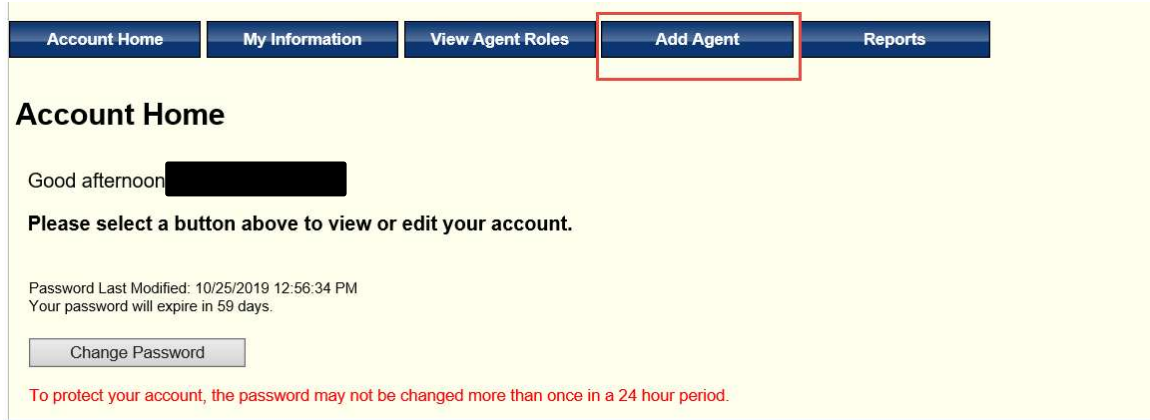
Initial MFA Registration	Registered MFA Users
<ul style="list-style-type: none"> <li>• Open your MFA application and select “Add Account” (sometimes indicated with a + sign).</li> <li>• Scan the QR code on the screen or enter the secret code displayed on the screen into the authenticator application.</li> <li>• Enter the six-digit code generated by your authenticator app.</li> <li>• Click ‘Submit’.</li> </ul>	<ul style="list-style-type: none"> <li>• Enter the MFA code generated by your authenticator app.</li> <li>• Click ‘Submit’.</li> </ul>



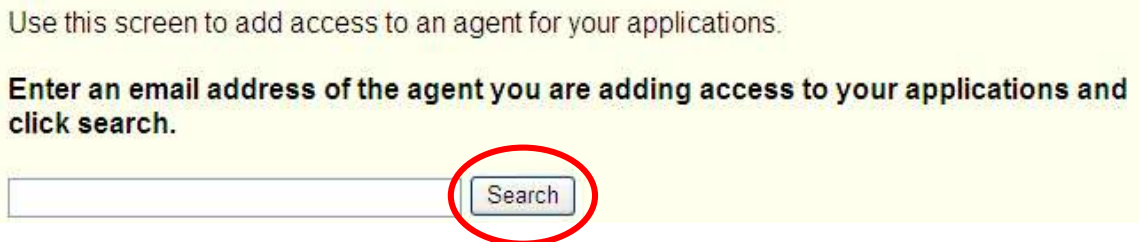
**Step 5:** After a successful log in, click **MEUPS Account Management**.



**Step 6:** Click **Add Agent**.



**Step 7:** Enter the e-mail address registered to the billing agent and click **Search**.



Note: If a match was not found, the following screen appears. Please confirm the e-mail agent associated to the billing agent's account. If a billing agent account has not been created, please refer to section 3.1 or complete the fields provided to create a new billing agent account; click **Add & Manage Agent** to continue.

Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

Search

Select the agent below. If the intended agent is not listed below, enter different search criteria and click search again.

If you are sure the agent does not exist in the system, you can add a new agent.

Use this screen to add access to an agent for your applications.

Agent Details

First Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Email (verify)	<input type="text"/>
Phone	<input type="text"/>
Phone Extension	<input type="text"/>
Username	<input type="text"/>

Enter an email address of the agent you are adding access to your applications and click search.

Search

**Step 8:** Click **Select** for the Billing Agent account you wish to delegate provider access to. If more than one appears, confirm with the user which account they prefer to use.

Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

Search

Select the agent below. If the intended agent is not listed below, enter different search criteria and click search again.

Username	Last Name	First Name	Email	Phone	
					<input type="button" value="Select"/>
					<input type="button" value="Select"/>

If you are sure the agent does not exist in the system, you can add a new agent.

**Step 9:** You will be prompted to agree to the Terms of Service. Please read the terms and click **Yes, I agree** to continue.

**Step 10:** Enter the **provider ID** that you wish to assign billing agent access to. Click **Search**.

### Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

**Agent Details**

Name [Redacted] Account Status Active

Email Address [Redacted]

Address

Telephone

**1 Select Provider or Billing Agent**

Search Provider [Redacted]

**2 Select the system to modify access**

System

**3 Modify the permissions for selected system**

Roles

**Step 11:** Click **Select** for the provider account that you wish to designate permissions on behalf of.

### Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

**Agent Details**

Name [Redacted] Account Status Active

Email Address [Redacted]

Address

Telephone

**1 Select Provider or Billing Agent**

Search Provider [Redacted]

Logon	Name	
[Redacted]	[Redacted]	<input type="button" value="Select"/>
[Redacted]	[Redacted]	<input type="button" value="Select"/>

**2 Select the system to modify access**

System

**3 Modify the permissions for selected system**

Roles

**Step 12:** Click **Select** for the Web Portal\_system.

## Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

**Agent Details**

Name	[REDACTED]	Account Status	Active
Email Address	[REDACTED]		
Address			
Telephone			

[Remove All Roles](#)

**1 Select Provider or Billing Agent**

Search Provider

Logon	Name	
[REDACTED]	[REDACTED]	<input type="button" value="Select"/>
[REDACTED]	[REDACTED]	<input type="button" value="Select"/>

**2 Select the system to modify access**

System

<a href="#">Select</a>	MEUPS Account Management	<input type="button" value=""/>
<a href="#">Select</a>	Web Portal	<input type="button" value=""/>

**3 Modify the permissions for selected system**

Roles

**Step 13:** The permissions available are displayed in step 3. Check the boxes that you wish the Billing Agent account to have access to when acting as the designated provider account. Click **Save Changes**. A successful save response is displayed.

**1 Select Provider or Billing Agent**

Search Provider  
0006 Search

Logon	Name	
[Redacted]	[Redacted]	Select
[Redacted]	[Redacted]	Select

**2 Select the system to modify access**

System  
Select MEUPS Account Management  
Select Web Portal

**3 Modify the permissions for GAPortal**

Roles

- Claims Edit
- Eligibility
- Health Check Update
- Presumptive Activations
- Prior Authorization Update
- Provider Rendering
- Provider Bed Registry
- Provider Demographic
- Provider MAPIR
- GaHIN Patient Profile
- Provider Rates
- Referral Update
- Reports Financial
- Reports HSR
- Reports Letters
- Reports Other
- Trade Files Download
- Training

Save Changes

✓ Successful adding role of 'Claims Edit' for system 'GAPortal'  
Successful adding role of 'Eligibility' for system 'GAPortal'

Agent Details

Name [Redacted] Account Status Active

Email Address [Redacted]

Address

Telephone

Remove All Roles

**1 Select Provider or Billing Agent**

Search Provider  
0006 Search

Logon	Name
-------	------