

December 15, 2010

Security Access to the New New Hampshire Medicaid Provider Pharmacy Web Portal

Important Information for Pharmacy Providers

New Hampshire Medicaid has contracted with Magellan Medicaid Administration, Inc. to provide an enhanced Pharmacy Benefits Management (PBM) system **starting on January 3, 2011**. At that time, pharmacies will have available for their use a web portal that will provide access to an array of new web-based services. The services available are listed below.

Web Claims Submission – A Medicaid claim can be submitted using a template on the web portal. The claim will be processed through adjudication on the web and no further paper claims, etc., will be necessary. The Web Claims Submission tool will allow pharmacy staff members to enter, reverse, re-bill, search for claims, and check a recipient's eligibility.

Web Remittance Advice – Most pharmacies receiving payment for New Hampshire Medicaid pharmacy claims receive files biweekly through clearing houses or corporate processes. Should a pharmacy elect at any time to download a copy of the remittance advice, the web remittance advice transaction is available for that purpose.

Pharmacy Locator – This look-up function grants an individual the ability to find a pharmacy based on name, geographical location, or specialization (24-hr, drive-thru, compound pharmacy, specialized pharmacy). This will enable the prescriber to easily find the pharmacy of the patient's choosing.

Recipient Profile – A recipient's demographic information, eligibility, and medications may be reviewed on the web portal. Recipients will also have secured access to their medication history.

NH Medicaid Covered Drugs Inquiry – Drug-specific data (i.e., coverage, clinical prior authorizations required, preferred drugs, quantity limitations, etc.) may be found on the web portal by providing the drug name, partial name, or NDC.

Coming soon:

Enhanced e-prescribing: At a future date, functionality will be added to the portal to enable prescribers to verify recipient eligibility, perform a drug look-up, view historical recipient medications, complete the prior authorization process if required, and submit a prescription to a pharmacy in one process flow. This functionality will extensively minimize any rejection of the e-prescription and maximize the efficiency for prescribers, recipients and pharmacies.

All users of the secure aspect of the web portal will need to complete the registration process outlined in this notice prior to gaining access and submitting transactions.

Registration

Starting January 3, 2011, users will register using the web portal installed for New Hampshire. You will access the registration application at <https://newhampshire.magellanmedicaid.com>.

Pharmacists will be able to register via the User Administration Console (UAC) application at <https://newhampshire.magellanmedicaid.com>. UAC is a registration tool that controls and manages user's access to Magellan Medicaid Administration web-based applications. You may designate a single point of contact to manage employee access to the Magellan Medicaid Administration web applications. This contact is known as a Delegated Administrator. This individual will register and create a single User ID and Password to become the Delegated Administrator for one or more providers.

Those users who become Delegated Administrators may register for access to the new User Administration Console by navigating to <https://newshamsphire.magellanmedicaid.com> and clicking on the "UAC" link. The "Who Are You?" page presents three options:

- I am a Local or Delegated Administrator and need to perform administrative work,
- I have a User ID and need to be upgraded to a Delegated Administrator, or
- I do NOT have a User ID and need to initiate or complete registration to become a Delegated Administrator.

Steps on how to register are below.

New Users - To Become Delegated Administrators

As a new user, you need to select *I do NOT have a User ID and need to initiate or complete registration to become a Delegated Administrator*. The registrant will be guided through a three-step process to request a personal identification number (PIN), register, and activate a new account. The registration process is designed to include the provider in the decision-making process. A Quick Start Guide is available on the UAC Welcome page Home tab. It is suggested that you print it out and keep it handy until you have completed the entire registration process. Complete documentation for creating and managing users through the User Administration Console is provided online within the application.

Step One – Request PIN: The pharmacy owner or corporation may designate a requester with the authority to access secure information on its behalf. This requester will generally be the pharmacist in charge. The requesting pharmacist may register online for access to the specific web applications through UAC. In response to the online PIN request, Magellan Medicaid Administration will send a PIN letter via the U.S. Postal Service to the pharmacy provider at their address of record in order for the provider to verify authenticity.

Step Two – Registering with a PIN: The pharmacist must complete the registration process. The PIN letter will provide instructions for completing the registration process. Once complete, Magellan Medicaid Administration will send an activation e-mail to the requester.

Step Three – Activating your user ID and password: By selecting the activation link in the e-mail, the registration process is completed and the authorized users can begin using the UAC.

Once you activate your User ID and password as a Delegated Administrator, you will need to access the UAC in order to assign your access privileges to the secure section of the web portal.

To assign your own access privileges, follow these steps:

1. Log in to the User Administration Console through the “UAC” link on the Home page of <https://newhampshire.magellanmedicaid.com>.
2. After logging in, click on the **Roles** tab.
3. Select the appropriate application from the drop-down list and select the appropriate **Role** from the drop-down menu. Click [**List Users**].
4. Select the check box next to your user profile.
5. Click the **Save** button to save your changes.

Note: No changes should be made to your role assignments for the Magellan Medicaid Administration User Administration Console application.

Once you have successfully completed registration you will be able to access the web options on <https://newhampshire.magellanmedicaid.com> starting January 3, 2011.

Complete documentation for creating and managing users through the User Administration Console (UAC) is provided online within the application by clicking on the Help button and viewing the user guide.

Support

You may contact Magellan Medicaid Administration Web Support Call Center at 1-800-241-8726, Monday – Friday from 8:00 a.m. to 8:00 p.m. ET, if you have any questions or problems regarding navigation or access to UAC or any of the web applications.

Training sessions will be offered via Adobe Connect. To register to attend, please contact Magellan Medicaid Administration’s Training and Development Department at MMATraining@magellanhealth.com. You will need to provide your name, your telephone number, your e-mail address, as well as the date and time you would like to attend training. You should receive confirmation of your registration within two business days of your request. At that time, you will receive a user guide, a link for the webcast, and a toll-free telephone number. The training schedule is as follows (please note that each session is being offered multiple times):

Time	Topic
Monday, January 3, 2011	
10:00 a.m. – 12:00 p.m.	User Administration Console
2:00 p.m. – 3:00 p.m.	Web Remittance Advice
Tuesday, January 4, 2011	
9:00 a.m. – 11:00 a.m.	User Administration Console
12:00 p.m. – 1:00 p.m.	Web Prior Authorization
Wednesday, January 5, 2011	
9:00 a.m. – 11:00 a.m.	Web Claims Submission
3:00 p.m. – 4:00 p.m.	Web Prior Authorization
4:00 p.m. – 5:00 p.m.	Web Remittance Advice
Thursday, January 6, 2011	
9:00 a.m. – 10:00 a.m.	Web Remittance Advice
3:00 p.m. – 5:00 p.m.	User Administration Console
Friday, January 7, 2011	
10:00 a.m. – 12:00 p.m.	User Administration Console
Monday, January 10, 2011	
9:00 a.m. – 10:00 a.m.	Web Prior Authorization
12:00 p.m. – 2:00 p.m.	Web Claims Submission
Wednesday, January 12, 2011	
9:00 a.m. – 11:00 a.m.	User Administration Console (UAC)
1:00 p.m. – 3:00 p.m.	Web Claims Submission
4:00 p.m. – 5:00 p.m.	Web Prior Authorization
Friday, January 14, 2011	
9:00 a.m. – 10:00 a.m.	Web Remittance Advice

We look forward to your feedback on this program. For additional information, please contact Raquel Holmes, R. Ph. Clinical Manager, Magellan Medicaid Administration, (603) 892-2060 or RHolmes@magellanhealth.com.