Important Information for Pharmacy Providers - Web Claims Submission

First Health Services Corporation (FHSC) is contracted with Idaho Medicaid to provide the Pharmacy Benefits Management (PBM) system **starting on January 30, 2010**. At that time pharmacies will submit drug claims for payment through the new PBM system. The new FHSC system will provide point-of-sale (POS) claims processing, as well as an option to submit drug claims through an online web portal application called Web Claims Submission. The Web Claims Submission tool will allow pharmacy staff members to enter, reverse, re-bill, search for claims, and check a participant's eligibility.

This notice is for providers who will submit Medicaid pharmacy drug claims through the First Health Services Web portal that will be available starting on January 30, 2010. Pharmacy Providers will need to complete the registration process outlined in this notice prior to submitting claims through the Web portal.

Note: Do you use the Provider Electronic Solutions (PES) software provided by HP (formerly) EDS to submit claims or verify eligibility? Do you submit claims SOLELY on paper?

If you answered yes to either of these questions please send an email with "PES" in the subject line to: idahommis@dhw.idaho.gov immediately. These processes will change on January 30, 2010, and we need to discuss the options that will be available to you.

Registration

Beginning January 4, 2010, pharmacy providers who want to submit claims via First Health Services Web Claims Submission portal will be able to register via the User Administration Console (UAC) application at https://idaho.fhsc.com. UAC is a registration tool that controls and manages user's access to FHSC Web-based applications. You will designate a single point of contact to manage employee access to the FHSC Web claims submission application. 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 will become Delegated Administrators may register for access to the new User Administration Console by navigating to https://idaho.fhsc.com and clicking on the "UAC" icon in the upper right hand corner of the page. 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.

New Users - To Become Delegated Administrators

As a new Web Claims Submission 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 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 provider designates a requestor with the authority to access secure information on its behalf. The requestor will register online for each provider requiring access to the UAC. In response to the online PIN request, FHSC will send a PIN letter via the U.S. Postal Service to each provider at their address of record in order for the provider to verify authenticity.

Step Two – Registering with a PIN: It is the responsibility of the provider to determine who will complete the registration process and who will be allowed access to the provider's information. The PIN letter will provide instructions for completing the registration process. Once the registration process is complete, FHSC sends an activation email to the requestor.

Step Three – Activating your user ID and password: By selecting the activation link in the email, the registration process is completed and the provider or 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 Web Claims Submission system.

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://idaho.fhsc.com.

2. After logging in, click on the **Roles** tab.

3. Select the appropriate application from the drop-down list (Web Claims Submission) and select the appropriate Role from the drop-down menu (Idaho Pharmacy Web Claims Submission Submit/View). Click **[List Users]**.

4. Click the checkbox 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 FHSC User Administration Console application.

You should now be able to access the Web Claims Submission option on https://idaho.fhsc.com. Complete documentation for creating and managing users through the User Administration Console is provided online within the application by clicking on the Help button and viewing the User Guide.

Support

You may contact the First Health Services Web Support Center at 1-800-241-8726, Monday – Friday from 6:00 a.m. – 6:00 p.m. MT, or 5:00 a.m. – 5:00 p.m. PT, if you have any questions or problems regarding the UAC and Web Claims Submission applications.

Thank you,

Idaho Medicaid