
Establishing an Organization Administrator

With the launch of North Dakota Health Enterprise MMIS, providers will have a new internet web portal to access secure ND Medicaid information. To log in and utilize this portal, your authorized staff must have an account ID and password. These accounts are created by one or more individuals in your organization designated as the Organization Administrator. Each Medicaid provider must identify at least one Organization Administrator to self-manage your staff members' access to ND Health Enterprise MMIS. The Department strongly encourages all providers to establish, at a minimum, one primary and one back-up Organization Administrator.

Each provider must have at least one Organization Administrator in order to use the web portal. By default, the initial account that is set up for each provider will be the Organization Administrator. The notification letter that you receive prior to the system going live will contain the account that will initially be used to configure that service location. Once you have logged in using this account you will be able to add, configure and maintain it and any additional accounts.

The Organization Administrator is the person in your practice, group, or facility with the primary responsibility and authority to establish accounts and passwords for access to provider specific secure information in ND Health Enterprise MMIS. Here are some tips to get started:

- Providers who registered for web portal access during the re-enrollment process may have identified an Organization Administrator in the Security section of the Application form. ***No action is needed at this time - even if the designated individual has changed since re-enrollment.*** The provider will receive a Welcome Letter on or about September 15, 2015 with the Organization Administrator user ID. The password will be sent in a separate letter on the following day along with the Automated Voice Response access Personal Identification Number (PIN). The ND Health Enterprise MMIS password will be a one-time use password that the Organization Administrator must change upon logging in the first time on or after October 5th, 2015.
- If a provider did NOT identify an Organization Administrator during the re-enrollment application process, then they must first perform a web portal registration in Health Enterprise (starting October 5, 2015) with their new 7-digit Medicaid provider number on the Home page of the web portal. Once web portal registration is complete, the Organization Administrator's user ID and password will be mailed to the provider.
- After registering and updating their Health Enterprise password, the Organization Administrator will be able to:
 - ✓ Designate additional Organizational Administrators
 - ✓ Create additional user IDs with one-time use passwords for your business
 - ✓ Determine and assign users' access to different areas of ND Health Enterprise MMIS
 - ✓ Unlock user accounts (accounts are disabled after three failed logins)
 - ✓ Re-set staff members' passwords (assist users with lost passwords)
 - ✓ Disable user accounts that are no longer in use

For more information about the Organization Administrator role within Health Enterprise, please view the Computer-Based Training Modules (CBT) at: <http://ndmmis.learnercommunity.com>:

- CBT-Registering for ND Health Enterprise MMIS Web Access (appointing and registering Organization Admin.)
- CBT-Managing Web Access and Passwords (managing users with the organization)
- CBT-Maintaining Organizational Security (working with security accounts for organization users)

Provider Accounts Security Role Options

Provider Staff Role	Functionality
Provider-Organization Administrator	Ability to create and configure other Provider organizational users and define their role(s) (Security only)
Provider-Primary Accountholder	Has full access (view/add/update) to all provider functions and privileges (including Security)
Provider-Authorizations Staff	Ability to request/edit/view service authorization requests
Provider-Billing Staff	Ability to submit claims via the web portal; check claims status
Provider-Eligibility Staff	Ability to verify member/patient Medicaid eligibility information
Provider-Enrollment Staff	Ability to view/add/update provider enrollment data
Provider-Financial Staff	Ability to view Remittance Advice and other provider accounting information
Provider-FES	Ability to view/add/update the Submit Payment Alert/Hospice Election Form (Functional Eligibility System)
Provider-Trading Partner Enrollment	Ability to view/add/update Trading Partner details

Special Considerations

Complex Functional Organizations - For organizations where Medicaid processing is assigned to several individuals or departments we recommend the Organization Administrator create at least one Backup Organization Administrator. In addition, create additional accounts for individuals in the functional areas noted above (Provider Roles) and also create backups for each role in the event of staff absences, job change, or turn over.

Moderate Functional Organizations – For organizations where individuals perform two or more business functions we recommend the Organization Administrator create a Backup Organization Administrator and create additional accounts assigning functional areas, as appropriate for work organization and processes.

Simple (single person) - For organizations where one person performs all business and security functions, the single provider Organization Administrator account also has the Primary Accountholder role assigned and can perform all functions.

What do I do next to establish our Initial Organization Administrator?

1. **If you registered for web portal access during re-enrollment, no further action is required at this time.**
When ND Health Enterprise MMIS is implemented, the designated individual (even if different from the original designee) can log on to the web portal with the user ID and password in the initial provider Welcome and PIN/Password letters. Following that step, additional Organization Administrator accounts and other user accounts can be established.
2. **If you did not register for web portal access during re-enrollment, you can register when Health Enterprise is implemented.** The user ID and password will be mailed in separate provider letters. Following that step, additional Organization Administrator accounts and other user accounts can be established.