



Medicaid Management Information Systems

Maine Integrated Health Management Solution

Health PAS Online: Public Portal User Guide

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Version	Date	Author	Action/Summary of Changes	Status
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HIPAA Notice

Secure portions of the Maine Health PAS Online portal are for the restricted use of authorized users only. Public users do not have access to these restricted areas. Authorized users of the Maine Health PAS Online portal may have access to protected and personally identifiable health data. As such, the Maine Health PAS Online portal and its data are subject to the privacy and security regulations within the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (HIPAA).

By accessing the Maine Health PAS Online portal, all users agree to protect the privacy and security of the data contained within as required by law. Access to protected information on this site is only allowed for necessary business reasons, and is restricted to those persons with a valid user name and password.

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1. Introduction

This User Guide shows you how to use the MIHMS Health PAS Online Portal (online portal). The online web portal gives you:

- Useful links
- Useful Documents
- Lists and Announcements
- Surveys
- Contact Information
- A Site Map

2. Your Computer

To get the most out of the web portal, make sure that your computer has:

- A reliable online connection
- A web browser- The latest version of Microsoft Internet Explorer is recommended. As versions of Internet Explorer become available it is recommended that these versions are used.
- The latest version of Adobe Acrobat Reader

3. Home Page

The Home Page gives helpful information about:

- Office of MaineCare Services (brings you to the Office of MaineCare Services website)
- DHHS Regional Offices (provides contact information for each office location)
- Contact DHHS (provides contact information for all office locations *and* departments)
- Community Resources (Brings you to the Maine 211 website for community resources)
- Notices and Announcements (gives any important notices or announcements for MaineCare)
- Contact Information (links to contact information for MaineCare members, providers, billing agents, and clearinghouses)
- Frequently Asked Questions
- Surveys

To get to the Home Page you must open a web browser or internet browser (Internet Explorer is one type of web browser) on your computer. Once you open a web or internet browser:

1. Enter <https://mainecare.maine.gov> into the browser address area, as shown in Figure 3-1: Internet Browser Address.



Figure 3-1: Internet Browser Address

2. Press the Enter key or click the Go button.
3. The online portal home page screen will then appear, as shown in Figure 3-2: Home Page.

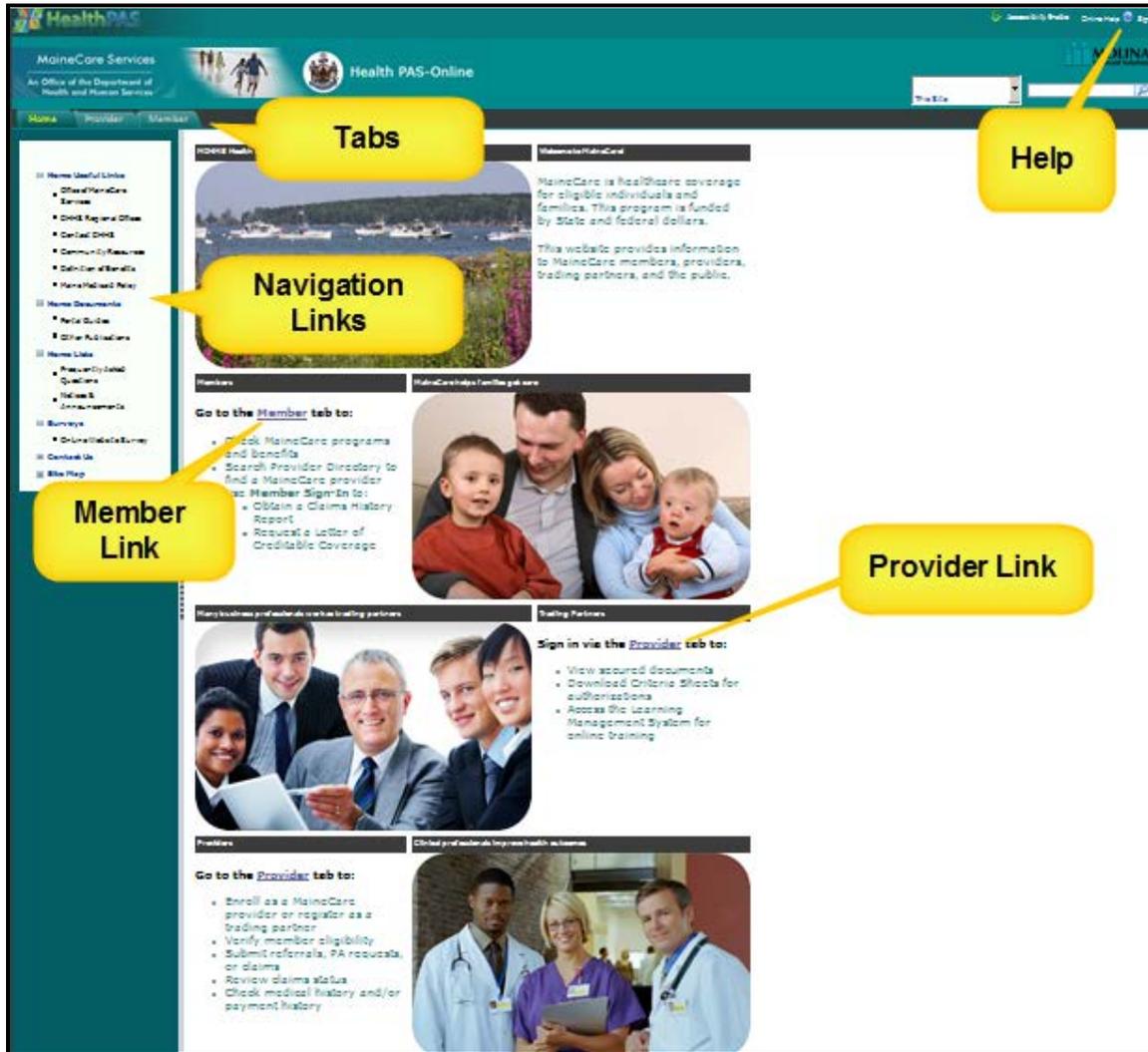


Figure 3-2: Home Page

NOTE: The information on this page will change sometimes.

3.1 Provider Tab or Link

You may click the Provider tab or link for more information. Figure 3-3: Provider Tab shows the page that appears when you click the Provider tab or link and provides examples of the

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information that can be found without logging in as a trading partner. For more information, see Section 3.1.1: Secure Portion of Provider Tab and 3.1.2: Public Portion of Provider Tab.

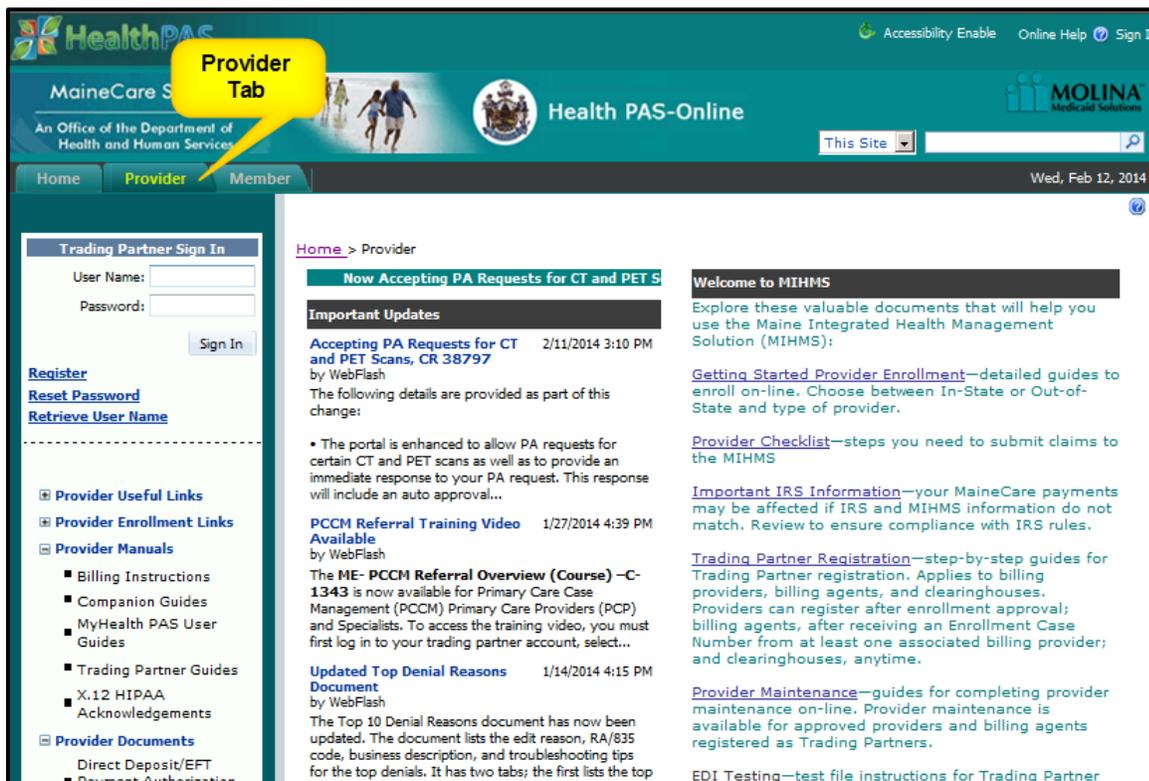


Figure 3-3: Provider Tab

3.1.1 Secure Portion of Provider Tab

The Provider tab allows registered users to access secure portions of the portal by logging in as a trading partner. A variety of functions are available to registered users on the secure section of the online portal, such as claim submission, member eligibility verification, and prior authorization (PA) submission. Only eligible entities may register as a trading partner. Eligible entities include billing providers, billing agents, clearinghouses, and health plans. For instructions on registering as a trading partner, you may access the Trading Partner Guides at the following link:

<https://mainecare.maine.gov/Trading%20Partner%20Guides/Forms/Publication.aspx>

For more information on what functions are available in the secure provider section, follow these steps:

1. Click on Provider tab or link.

2. Click on Provider Manuals to show the links. See Figure 3-4: Provider Manuals. Click on MyHealth PAS User Guides. The guides will show, as seen in Figure 3-5: My Health PAS User Guides.

NOTE: This is only a sample list of the guides.

3. Click on a User Guide for help or more information.



Figure 3-4: Provider Manuals



Figure 3-5: MyHealth PAS User Guides

3.1.2 Public Portion of Provider Tab

The following information may be found on the Provider tab without logging in as a trading partner:

- Important Updates
- Helpful topics to Keep in Mind
- ICD-10 Information
- A MaineCare Event Calendar
- A Welcome to MIHMS area that provides quick links to useful provider related documents
- Provider Useful Links
- Provider Enrollment Links
- Provider Manuals
- Provider Documents

- Provider Lists (FAQs and a Provider Directory)
- Surveys
- Contact Information
- Site Map

3.2 Member Tab or Link

You may click the Member tab or link for more information. Figure 3-6: Member Tab shows the page that appears when you click on the Member tab or link and provides examples of the information that can be found without logging in as a member. For more information, see Section 3.2.1: Secure Portion of Member Tab or 3.2.1: Public Portion of Member Tab.

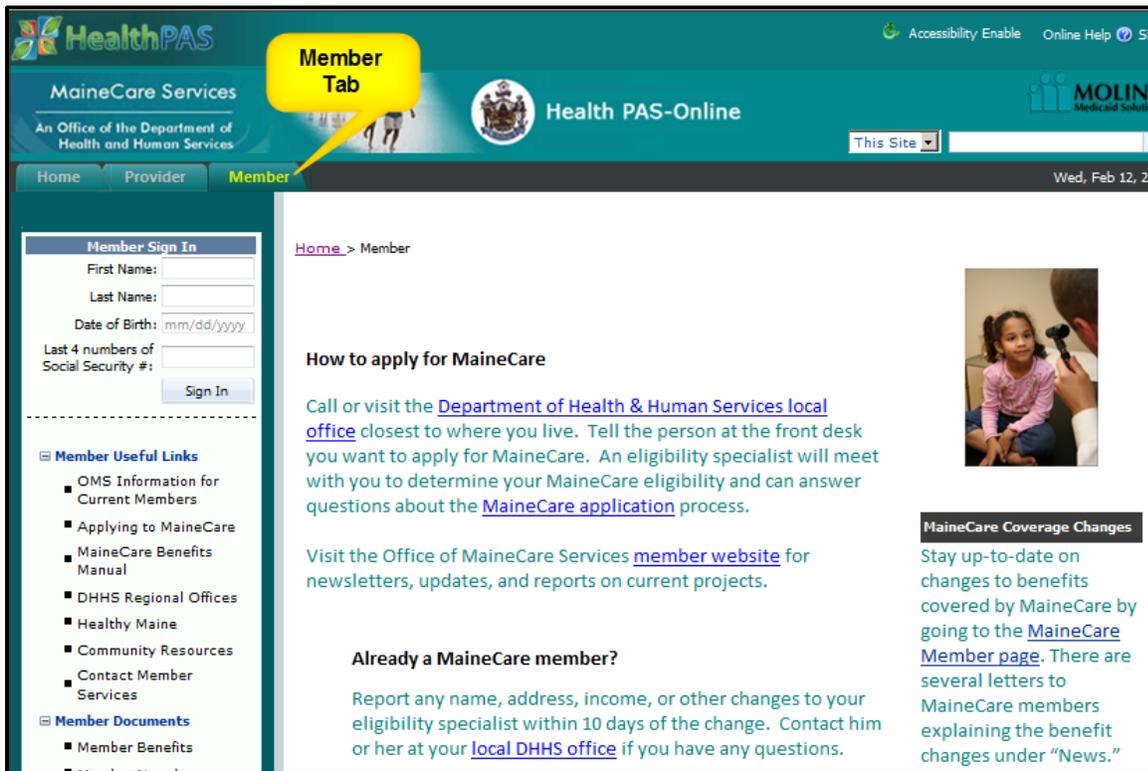


Figure 3-6: Member Tab

3.2.1 Secure Portion of Member Tab

The Member tab allows MaineCare members to access secure portions of the portal by signing in as a member. Signing into the online portal allows MaineCare to request a Letter of Credible Coverage and/or a Claims History Report. To access the secure member portion of the online portal, you must be a MaineCare member and enter in your first and last name, your date of birth, and the last four numbers in your social security number.

For more information on the Member Sign In or to see more on what is in the secure part of the member section, follow the steps below or click on the following link to get to the Member Online User Guide:

<https://mainecare.maine.gov/OnlineUserGuide/Forms/Publication.aspx>

1. Click on the Member tab or link.
2. Click on Member Documents to show the links. See Figure 3-7: Member Documents.
3. Click on Online User Guide.
4. Two (2) user guides will show. Click on either one for more information.



Figure 3-7: Member Documents

3.2.2 Public Portion of Member Tab

The following information may be found on the Member tab without signing in as a MaineCare member:

- Information on how to apply for MaineCare
- MaineCare card information
- MaineCare Coverage Changes
- Member News and Updates
- Member Useful Links
- Member Documents
- Surveys
- Member Lists (such as FAQs and a Provider Directory)
- Contact information
- Site Map

To see more on what is in the public part of the member section, follow the steps below or click on the following link to get to the Member Online User Guide:

<https://mainecare.maine.gov/OnlineUserGuide/Forms/Publication.aspx>

1. Click on the Member tab or link.
2. Click on Member Documents to show the links. See Figure 3-7: Member Documents.

3. Click on Online User Guide.
4. Two (2) user guides will show. Click on either one for more information.

3.3 Home Useful Links

The Home Useful links, located on the Home tab and shown in Figure 3-8: Home Useful Links, give you contact and resource information. The links are:

- Office of MaineCare Services (brings you to the Office of MaineCare Services website)
- DHHS Regional Offices (provides contact information for each office location)
- Contact DHHS (provides contact information for all office locations *and* departments)
- Community Resources (brings you to the Maine 211 website for community resources)
- Definition of Benefits (gives any important notices or announcements for MaineCare)
- Maine Medicaid Policy

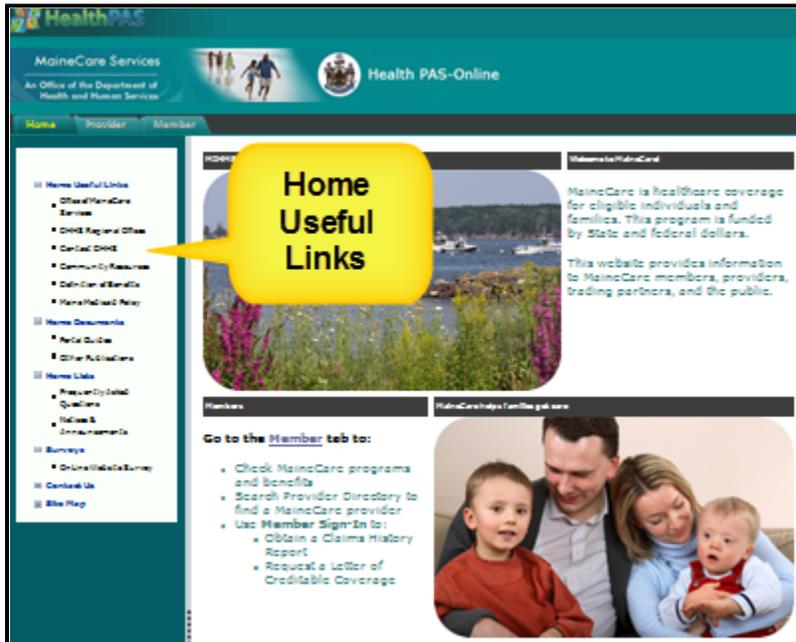


Figure 3-8: Home Useful Links

3.4 Home Documents

The Home Documents, located on the Home tab and shown in Figure 3-9: Home Documents, give you reading and training material. The links are:

- Portal Guides
- Other Publications

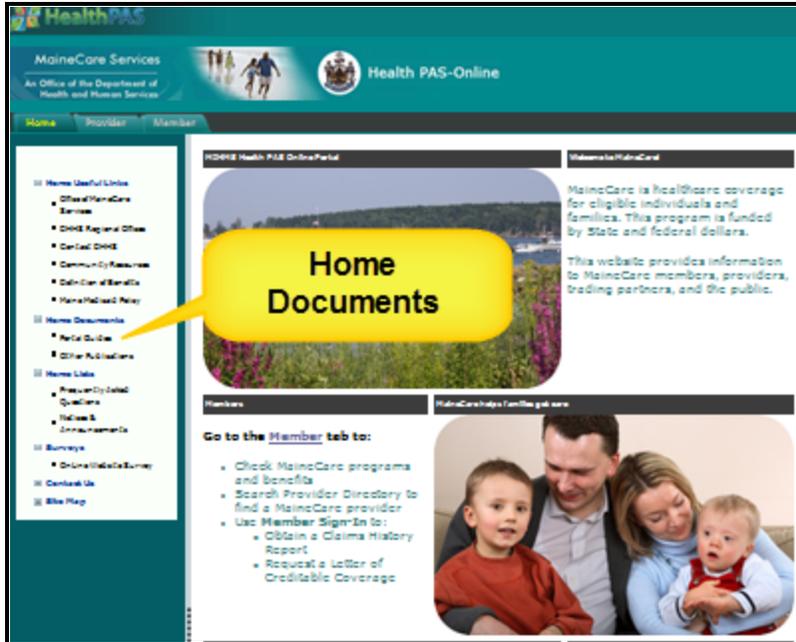


Figure 3-9: Home Documents

3.5 Home Lists

The Home Lists choices, located on the Home tab and shown in Figure 3-10: Home Links, are:

- Frequently Asked Questions (FAQs)
- Notices and Announcements

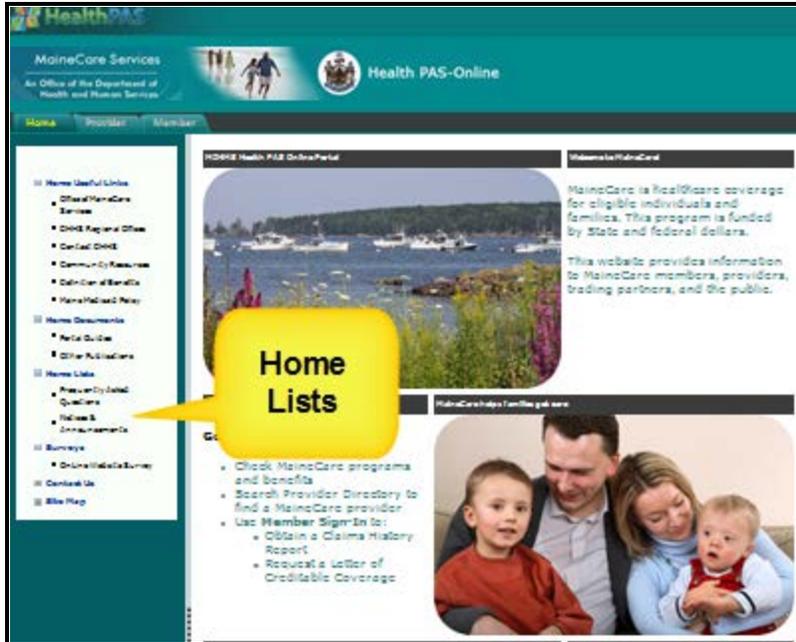


Figure 3-10: Home Lists

3.5.1 Frequently Asked Questions

FAQs are questions commonly asked by providers, trading partners and/or members. See Figure 3-11: FAQs for examples.

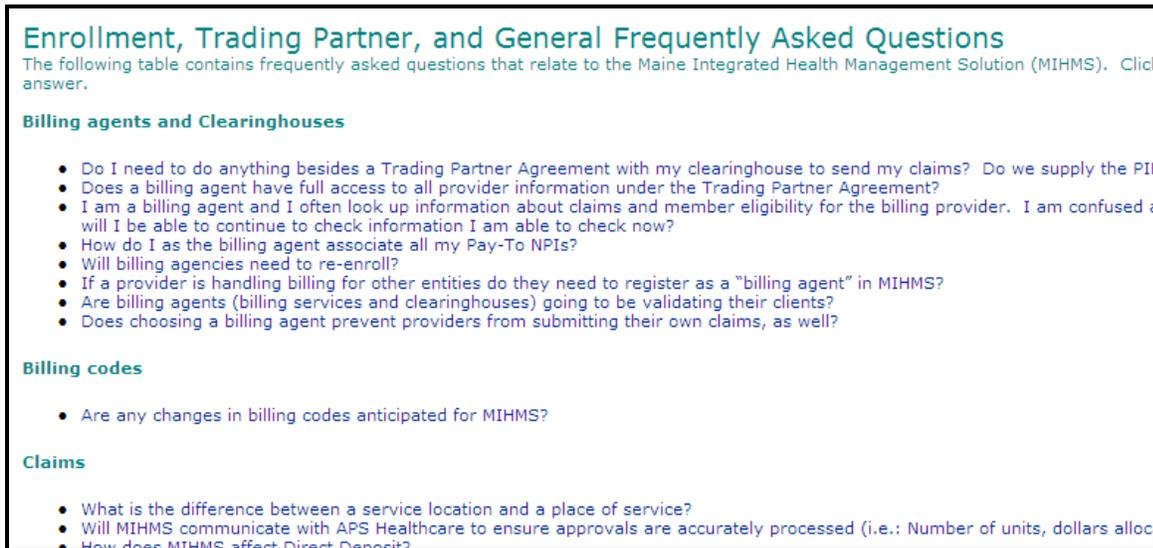


Figure 3-11: FAQs

To see provider or member FAQs, go to the provider or member tab and click on Frequently Asked Questions.

3.5.2 Public Notices and Announcements

Public Notices and Announcements will be updated often. See Figure 3-12: Public Notices and Announcements.

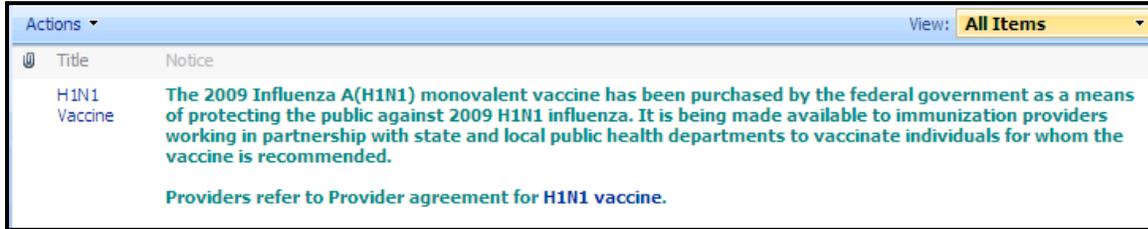


Figure 3-12: Public Notices and Announcements

3.6 Surveys

To give feedback on the online portal, click on the OnLine Website Survey link, as shown in Figure 3-13: OnLine Website Survey:



Figure 3-13: OnLine Website Survey

To fill out the survey:

- Click in the circle to choose your answer.
- Type in your answer using the space.
- When done, click the Finish button.

NOTE: Use the scroll bar to move down the page. See Figure 3-14: OnLine Website Survey-New Item for help.

Health PAS Online > Upcoming Survey Sign-Up > Respond to this Survey

Upcoming Survey Sign-Up - New Item

Finish Cancel

* indicates a required field

Your Name (Optional):

Type Answer

A NEW SURVEY is planned in the months ahead.

If you wish to be notified via email when our next survey becomes available, please enter your full email address:

Please enter your email address a second time (to confirm):

I am using this website as a: *

Click Circle

MaineCare Member

Caregiver of a MaineCare Member

Figure 3-14: OnLine Website Survey– New Item

3.7 Contact Us

The Contact Us link, shown in Figure 3-15: Contact Us, goes to a page that lists contact information for members and providers. The Contact Us page gives:

- Email Addresses
- Phone Numbers
- Address Information

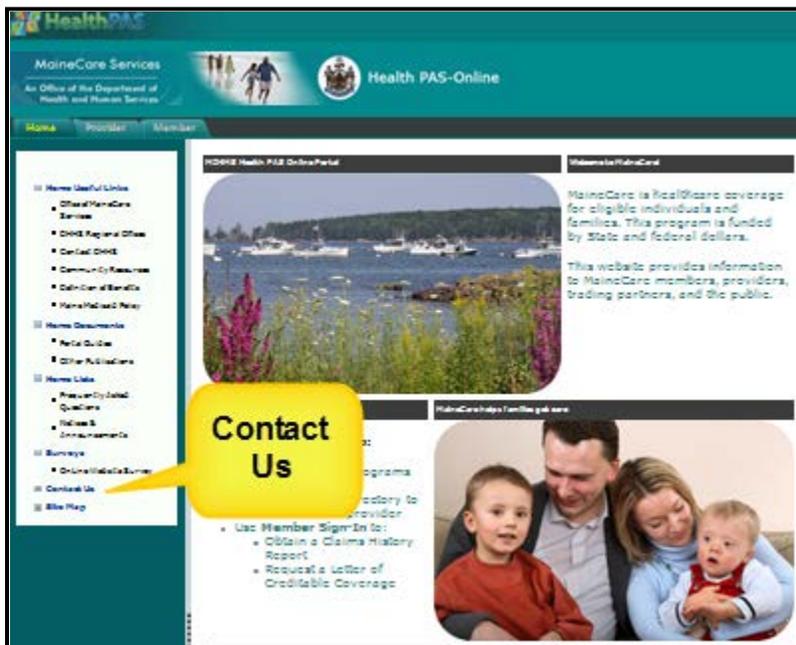


Figure 3-15: Contact Us

Figure 3-16: Contact Us- Member gives an example of contact information for members.

Contacts for Members

Applicants and Current Members

To apply for MaineCare or to report changes to your name, income, address, or household make-up, etc., call the Office for Family Independence at 1-800-442-6003 (TTY 711).

Or, call or visit your local [DHHS office \(listed by towns and cities\)](#)

Current Members

MaineCare members may call Member Services at 1-800-977-6740 (TTY 711) for information about MaineCare-covered services.

Or, contact MaineCare Member Services at:
Phone: 1-800-977-6740 (TTY: 711)
Fax: 1-877-314-8775
E-mail: MaineCareMember@molinahealthcare.com

Figure 3-16: Contact Us- Member

Figure 3-17: Contact Us- Provider gives an example of contact information for providers.

Contacts for Providers, Billing Agents, and Clearinghouses

MaineCare Services
Dept. of Health & Human Services
P.O. Box 1024
Augusta, ME 04332-1024
Phone: 1-866-690-5585 (TTY: 711)
By Fax: 1-877-314-8776
Or by email at: MaineCareProvider@molinahealthcare.com

Dept. of Health & Human Services:
Locations: <http://www.maine.gov/dhhs/DHSaddresses.htm>
Email: MIHMSNews.DHHS@maine.gov

**Electronic Data Interchange (EDI)
Trading Partner Agreements**
Phone: 1-866-690-5585 (TTY: 711)
Fax: 1-877-314-8774
E-mail: MaineCareSupport@molinahealthcare.com

Provider Enrollment and Maintenance
Phone: 1-866-690-5585 (TTY: 711)
Fax: 1-877-314-8776
E-mail: MaineCareEnroll@molinahealthcare.com

Provider Services
Phone: 1-866-690-5585 (TTY: 711)
Fax: 1-877-314-8774
E-mail: MaineCareProvider@molinahealthcare.com

Figure 3-17: Contact Us- Provider

3.7.1 Site Map

The Site Map is a quick way to find what you are looking for. Clicking a link on the Site Map screen will open up to that screen. For example, clicking the Contact Us link will open up the Contact Us screen. Figure 3-18: Site Map shows the Site Map.

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Health PAS Online > Site Map > Site Map

Site Map - Site Map

Site Map

SITE MAP

- [MIMHS Home Page](#)
- [Home Useful Links](#)
- [Office of MaineCare Services](#)
- [DHHS Regional Offices](#)
- [Contact DHHS](#)
- [Community Resources](#)
- [Definition of Benefits](#)
- [Maine Medicaid Policy](#)
- [Home Documents](#)
- [Portal Guides](#)
- [Other Publications](#)
- [Home Lists](#)
- [Frequently Asked Questions](#)
- [Notices & Announcements](#)
- [Contact Us](#)
- [Contact Us](#)

- [Provider Page](#)
- [Provider Useful Links](#)
- [AdvantageME Forms](#)
- [Center for Medicare & Medicaid Services](#)
- [CMS NPI Registry Search](#)
- [National Correct Coding Initiative Edits](#)
- [Maine Administrative Codes](#)
- [NDC/HCPCS Crosswalk](#)
- [Rebate Drug Product List](#)
- [Maine Department of Health & Human Services](#)
- [Maine Medicaid Policy \(MaineCare Benefits Manual\)](#)
- [Maine Medicaid Policy – Recently Adopted Rules](#)

- [Secure Trading Partner Page *](#)
- [Account Maintenance](#)
- [Manage Users *](#)
- [Provider Associations *](#)
- [Reset Password *](#)
- [Trading Partner Status *](#)
- [User Status *](#)
- [File Exchange](#)
- [X.12 Upload *](#)
- [Archive Search *](#)
- [Responses *](#)
- [Claim \(837\) *](#)
- [Claim Status \(276\) *](#)
- [Eligibility \(270\) *](#)
- [Enrollment \(834\) *](#)
- [Finance \(835, 820\) *](#)
- [Service Review \(278\) *](#)

Figure 3-18: Site Map