

EDI Support Services

Additional Access User Registration in EDISS Connect

The web portal uses the Internet to transport transactions for the Iowa Medicaid line of business only. Web Portal Additional Access is required for use of the Iowa Medicaid Web Portal.

Additional Access users must be registered in EDISS Connect. Once the user has been set up with EDISS, they will receive a fax containing their login information.

This document serves as a guide to Iowa Medicaid specific functionality within EDISS Connect.

Please see the EDISS Connect guides on the [EDISS Web Registration page](#) for general information. Please note, the process to add an EDISS Connect user is detailed in the general EDISS Connect guides.

For additional Iowa Medicaid Web Portal and password maintenance information, please see the [Iowa Medicaid Web Portal User Guide](#).

In this document:

- [Update NPI Address and Transactions](#)
- [Manage Users Additional Access Table](#)
- [Add Existing Additional Access User](#)
- [Add New Additional Access User](#)

Update NPI Address and Transactions

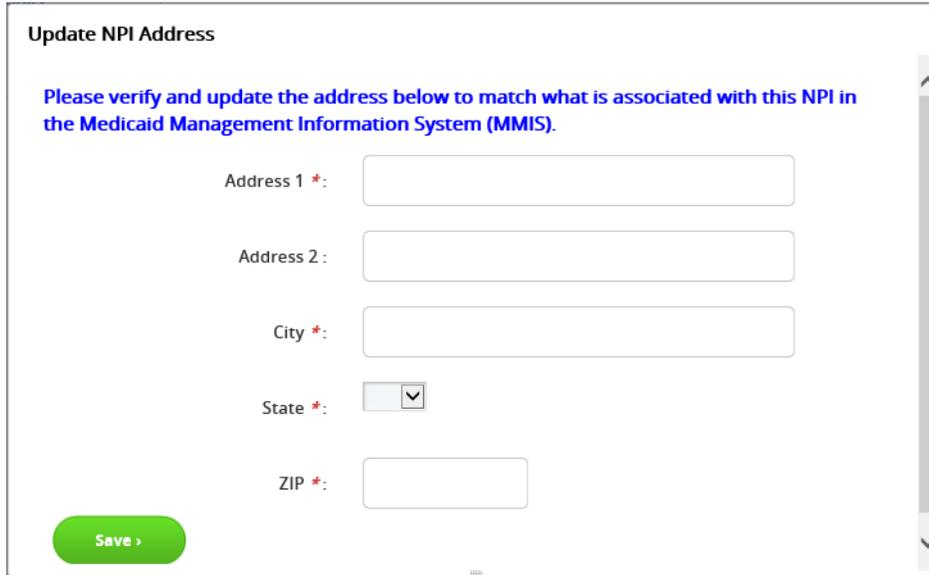
Before adding an Additional Access User, verify the desired transactions have been registered and that the NPI Address is up to date. Steps to update the NPI Address are below.

1. From the Manage Transactions screen, click “Update NPI Address”

The screenshot shows the EDISS Connect web portal interface. At the top, there is a navigation bar with the EDI Support Services logo and the text 'EDISS Connect'. Below the navigation bar, there is a search bar and a list of menu items: Home, Providers and Vendors, Merge Accounts, Submitter IDs, Accounts, Help, and Contact. The main content area is titled 'Manage Transactions' and includes a 'Logout' link. On the left side, there is a sidebar with links for 'Manage Transactions', 'View Testing History', 'View Forms', and 'Account Info'. The main content area features a table with columns for 'Provider Name', 'NPI# (Click to manage)', 'Submitter ID', 'State', and 'Status'. A row of data is visible, with the 'NPI# (Click to manage)' cell containing a link that is highlighted with a red box. Below the table, there are links for 'View Profile', 'Tax ID or SSN', 'Billing Group', and 'Add Another Line of Business'.

Additional Access User Registration in EDISS Connect

2. A popup window, Update NPI Address, will appear.

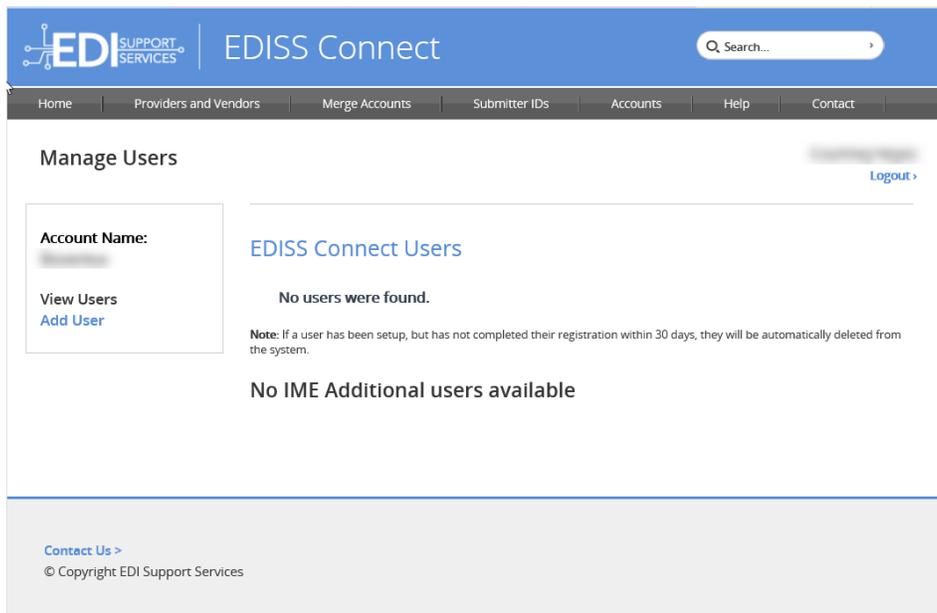


The screenshot shows a popup window titled "Update NPI Address". Inside the window, there is a blue instruction: "Please verify and update the address below to match what is associated with this NPI in the Medicaid Management Information System (MMIS)." Below this instruction are five input fields: "Address 1 *:", "Address 2:", "City *:", "State *:" (a dropdown menu), and "ZIP *:". A green "Save >" button is located at the bottom left of the popup.

3. Enter the address associated with the NPI in the Medicaid Management Information System (MMIS).
4. Click Save.
5. Exit the Update NPI Address window to return to the Manage Transactions screen.

Manage Users Additional Access Table

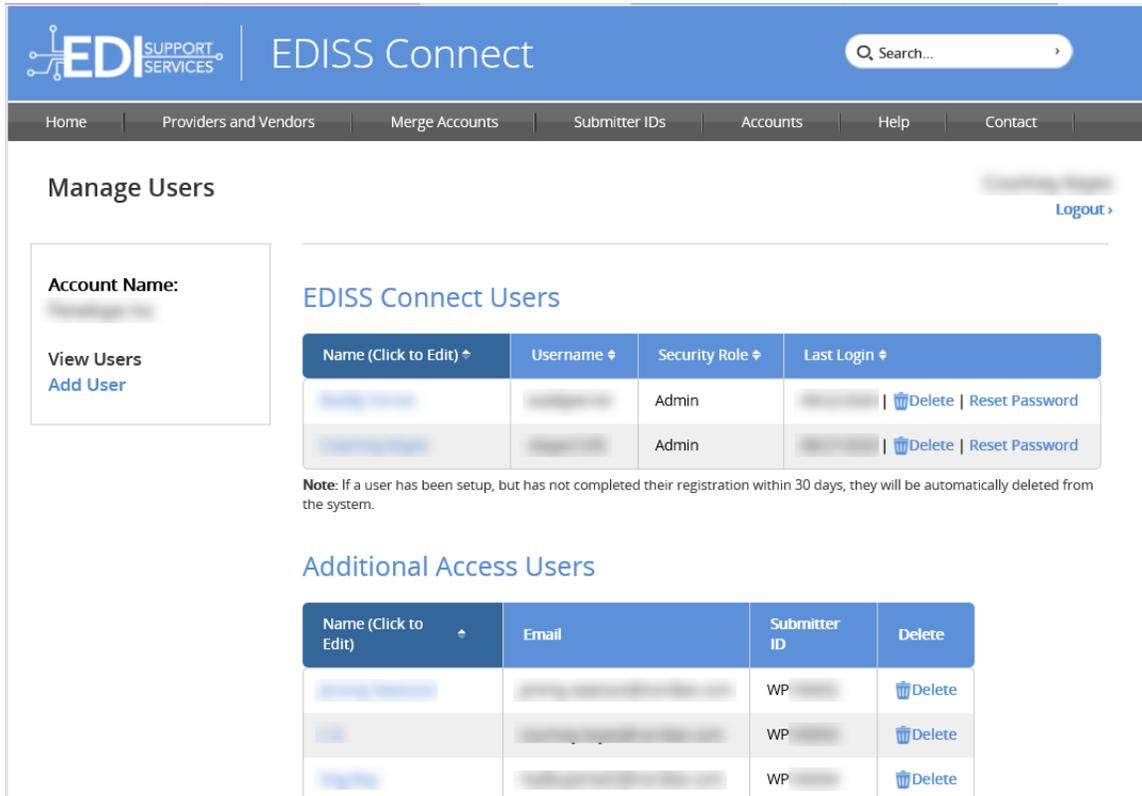
To add and edit Additional Access users, navigate to the Manage Users screen.



The screenshot shows the "Manage Users" screen in the EDISS Connect application. The header includes the EDI Support Services logo, the text "EDISS Connect", and a search bar. A navigation menu below the header contains links for Home, Providers and Vendors, Merge Accounts, Submitter IDs, Accounts, Help, and Contact. The main content area shows the "Manage Users" title and a "Logout >" link. Under the "Account Name:" section, the account is identified as "EDISS Connect Users". Below this, it states "No users were found." and provides "View Users" and "Add User" links. A note explains that users who do not complete registration within 30 days will be automatically deleted. At the bottom, it says "No IME Additional users available" and includes a "Contact Us >" link and a copyright notice for EDI Support Services.

Additional Access User Registration in EDISS Connect

The Manage Users screen displays EDISS Connect and IME Additional Access Users. Once users have been added, tables appear to allow user management.



Account Name:
[Redacted]

[View Users](#)
[Add User](#)

EDISS Connect Users

Name (Click to Edit) ↕	Username ↕	Security Role ↕	Last Login ↕
[Redacted]	[Redacted]	Admin	[Redacted] Delete Reset Password
[Redacted]	[Redacted]	Admin	[Redacted] Delete Reset Password

Note: If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.

Additional Access Users

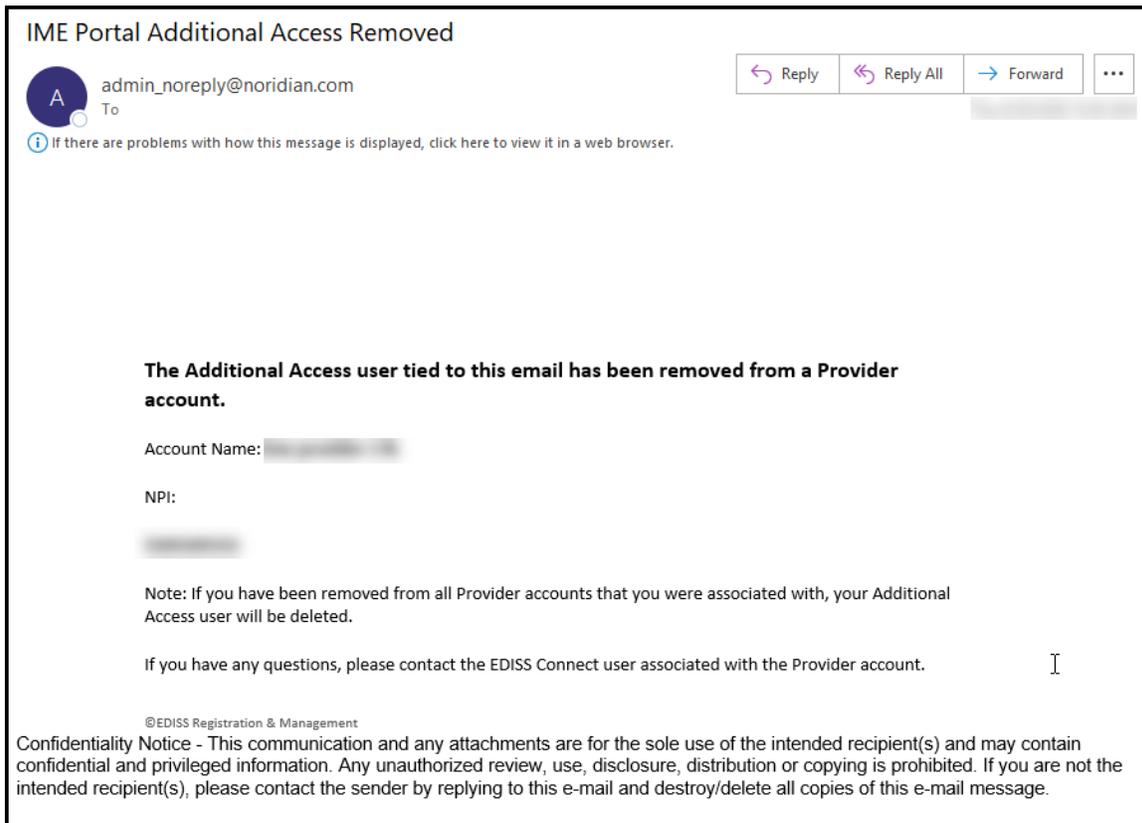
Name (Click to Edit) ↕	Email	Submitter ID	Delete
[Redacted]	[Redacted]	WP [Redacted]	Delete
[Redacted]	[Redacted]	WP [Redacted]	Delete
[Redacted]	[Redacted]	WP [Redacted]	Delete

The EDISS Connect Users table functionality is called out in the EDISS Connect guides provided on the [EDISS Web Registration page](#).

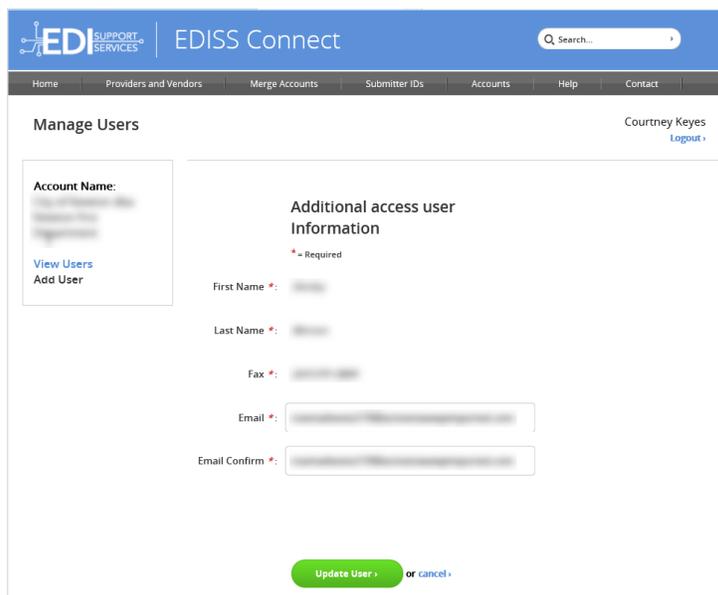
For Additional Access Users table functionality, see below.

- Additional Access Users can be deleted.
 - Please note: Removing an Additional Access User will disassociate the user from the account. If the user is not associated to any other accounts, they will lose their Additional Access. If they are associated to other accounts, they will retain that access.
 - The deleted user will receive an email letting them know they have been removed from the account.

Additional Access User Registration in EDISS Connect



- The Additional Access User's associated email can be updated.
 - Click on the user's name in the table to access the Additional access user Information screen. Update and confirm the email from this screen, and click Update User.

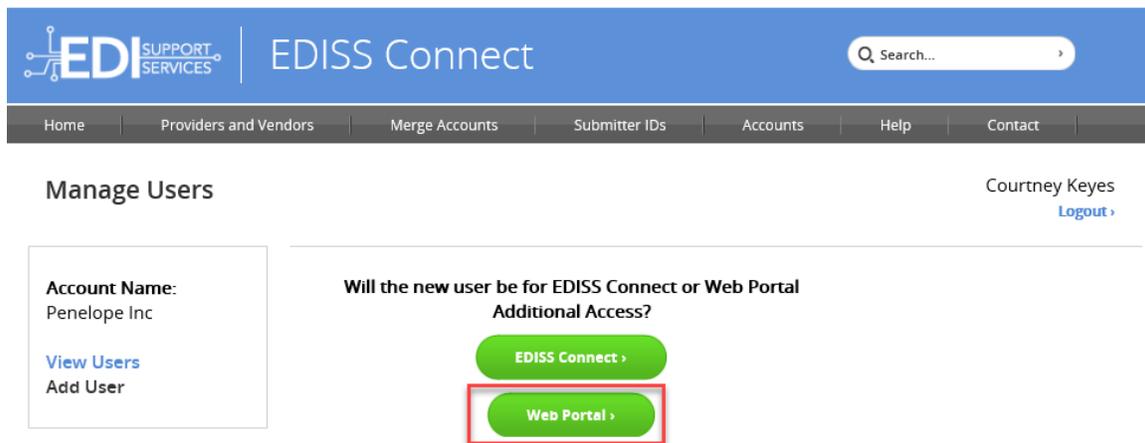


Additional Access User Registration in EDISS Connect

Add Existing Additional Access User

Existing Additional Access Users have received login credentials for another account. Their Login ID is needed to add them to a new account. The steps below detail how to add an existing Additional Access User.

1. From the Manage Users screen, click Add User.
2. Click Web Portal.



EDISS SUPPORT SERVICES | EDISS Connect

Home Providers and Vendors Merge Accounts Submitter IDs Accounts Help Contact

Manage Users Courtney Keys [Logout >](#)

Account Name:
Penelope Inc

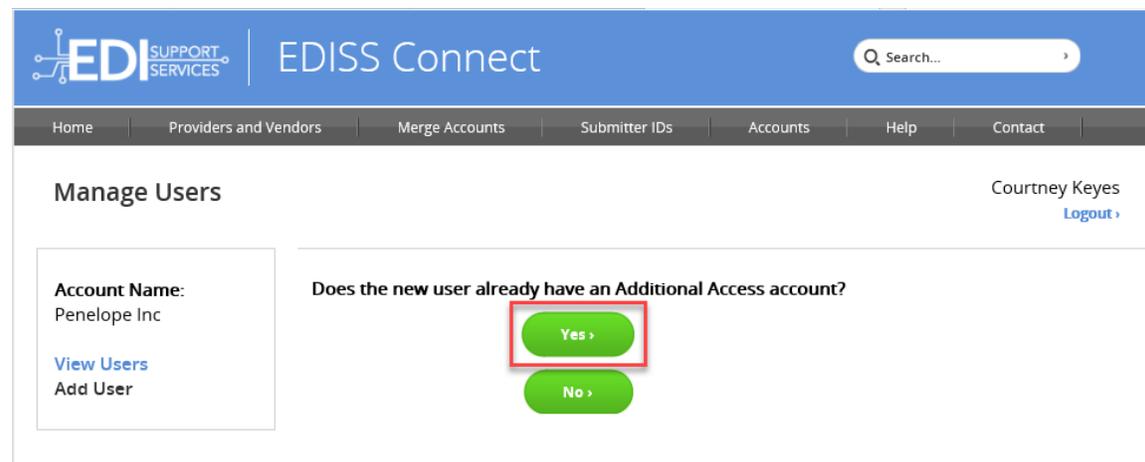
[View Users](#)
[Add User](#)

Will the new user be for EDISS Connect or Web Portal Additional Access?

[EDISS Connect >](#)

[Web Portal >](#)

3. Click Yes.



EDISS SUPPORT SERVICES | EDISS Connect

Home Providers and Vendors Merge Accounts Submitter IDs Accounts Help Contact

Manage Users Courtney Keys [Logout >](#)

Account Name:
Penelope Inc

[View Users](#)
[Add User](#)

Does the new user already have an Additional Access account?

[Yes >](#)

[No >](#)

4. Enter the existing user's Login ID (example: WPxxxxx) and click out of the text entry box.
5. The user details associated with the Login ID will be displayed on the screen.

Additional Access User Registration in EDISS Connect

The screenshot shows the 'Manage Users' page in EDISS Connect. The page header includes the EDI Support Services logo and the text 'EDISS Connect'. A search bar is located in the top right corner. The navigation menu includes 'Home', 'Providers and Vendors', 'Merge Accounts', 'Submitter IDs', 'Accounts', 'Help', and 'Contact'. The user 'Courtney Keyes' is logged in, with a 'Logout' link. The main content area is titled 'Manage Users' and contains a sidebar with 'Account Name:', 'View Users', and 'Add User' options. The main form is titled 'Enter Existing Additional access User Information' and includes a 'Submitter ID (ex: WPxxxxx):' field with a green checkmark. Below the field, it states: 'The submitter Id WPxxxxx belongs to the following additional access user: First Name: [redacted], Last Name: [redacted], User Name: WPxxxxx, Fax: [redacted]. If this is not the intended user, please enter a different submitter Id.' At the bottom of the form are 'Add User' and 'or cancel' buttons.

6. Verify displayed user is correct. If not, verify the Login ID was entered correctly.

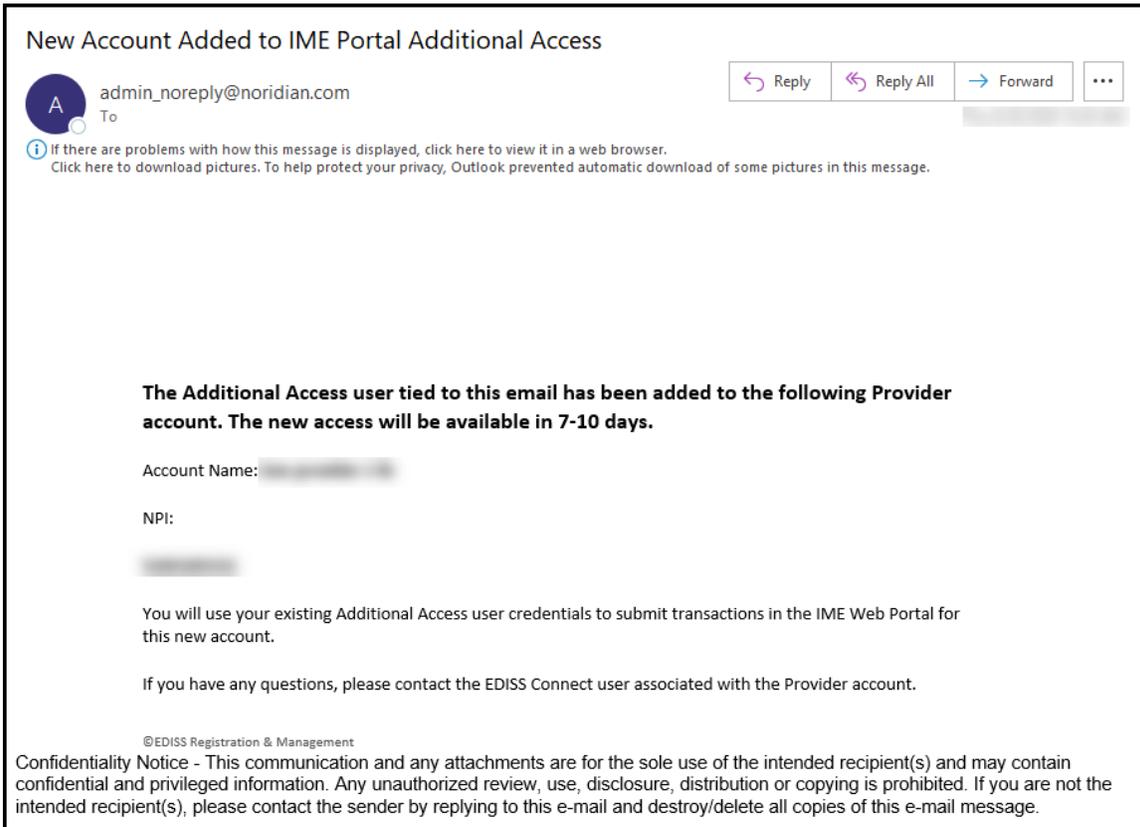
Note: The user's credentials will remain the same, so no new fax will be sent for adding this user. However, if the First Name, Last Name, or Fax must truly be updated, a new Additional Access User must be created instead.

7. Click Add User.
8. A success message will appear, "Your request completed successfully."

The screenshot shows the 'Manage Users' page in EDISS Connect after a successful user registration. The page header and navigation menu are identical to the previous screenshot. The user 'Courtney Keyes' is logged in. A green success message banner at the top of the main content area reads: 'Your request completed successfully.'

9. The Additional Access User will receive an email notification indicating they have been added to the account.

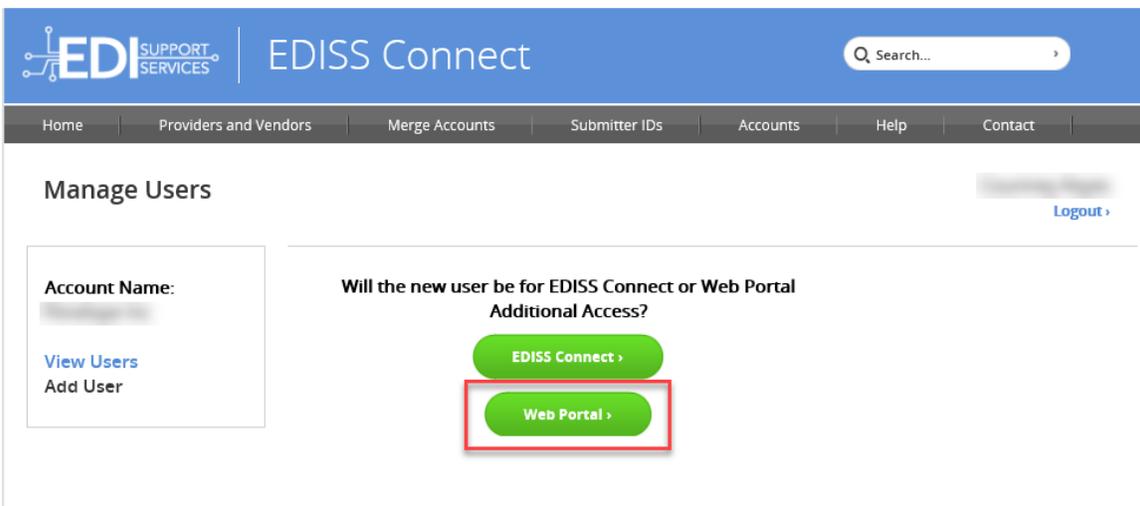
Additional Access User Registration in EDISS Connect



Add New Additional Access User

The steps below detail how to add a new Additional Access User.

1. From the Manage Users screen, click Add User.
2. Click Web Portal.



Additional Access User Registration in EDISS Connect

3. Click No.

Account Name:
Penelope Inc

[View Users](#)
[Add User](#)

Does the new user already have an Additional Access account?

[Yes >](#)

[No >](#)

4. The Additional access user Information screen will appear.

Account Name:
Penelope Inc

[View Users](#)
[Add User](#)

Additional access user Information

* = Required

First Name *:

Last Name *:

Fax *:

Email *:

Email Confirm *:

[Add User >](#) or [cancel >](#)

Additional Access User Registration in EDISS Connect

5. Enter the new user's contact information.
 - a. Email must be unique to each Additional Access User.
 - b. If an email has already been used for an Additional Access User, that user's details will display on the screen.

Account Name:
Penelope Inc

[View Users](#)
[Add User](#)

Additional access user Information

* = Required

First Name *:

Last Name *:

Fax *:

Email *:

Email Confirm *:

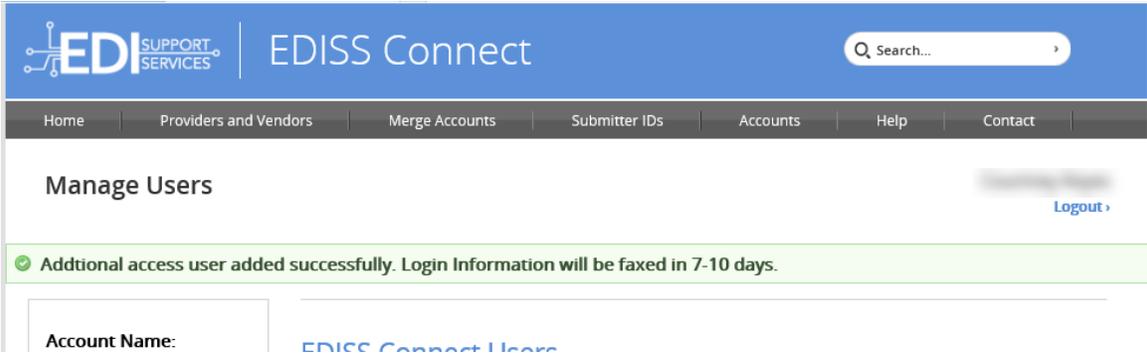
The email address [redacted] belongs to the following additional access user:
First Name: [redacted]
Last Name: [redacted]
User Name: WP [redacted]
Fax: [redacted]
To add this existing additional access user to the account, [click here](#). If this is not the intended user, please enter a different email address.

[Add User](#) or [cancel](#)

- i. If the displayed user is the new user to be added, copy the Login ID and click "click here" to open the Existing User Addition screen. Enter the Login ID and click Add User, as indicated in the Add Existing Additional Access user section above.
 - ii. If the displayed user is not the correct user to be added, enter a unique address.
6. Click Add User.

Additional Access User Registration in EDISS Connect

7. A success message will appear, “Additional access user added successfully. Login information will be faxed in 7-10 days.”



8. The Additional Access User will receive a fax with their Login Credentials in 7-10 days.