

EDI Support Services

Iowa Medicaid Web Portal

The web portal uses the Internet to transport transactions for the Iowa Medicaid line of business only.

The web portal provides access to submit and receive batch and real-time transactions for production. The Iowa Medicaid web portal supports:

- Real-time Eligibility (270/271)
- Real-time Claim Status (276/277)
- Status of a prior authorization request (278)
- Provider Summary report
- Submission and receipt of HIPAA compliant X12N batch files of all types (837, 835, 270/271, and 276/277)

All Submitters accessing the web portal are required to log into the system with a login ID and password. The login and password are included on the fax that is sent to the Submitter once the transaction has been set up in EDISS Connect. Once a Submitter is notified, they have been set up to send a transaction, the Submitter can either send the file batch or real time via the web portal.

Logging into the Web Portal

Iowa Medicaid Submitters need to enter their login ID and password provided by EDISS to access the web portal.

1. Enter the login ID in the Username field.
2. Enter the password in the Password field.
3. Select the Submit button.

Note: The login ID and password are case sensitive. Enter them exactly how they are provided by EDISS.

Iowa Medicaid Web Portal

The screenshot shows the Iowa Medicaid Web Portal login interface. At the top, the header includes the Iowa Department of Human Services logo and the text 'Iowa Medicaid Enterprise'. A date and time stamp '12-Oct-2020 Sign In' is visible in the top right. Below the header is a dark blue navigation bar with a 'Home' link. The main content area features a 'LOGIN' section with a welcome message: 'Welcome to Iowa Medicaid Batch and Real-time submission facilities. Available 24 hours a day to pick up and drop off batch files and submit real-time requests for Eligibility, Claim Status, Prior Authorizations and Provider Summary. Please enter your Username and Password to access your secure account.' The login form includes a 'Username' field with the value 'IA12345' and a 'Password' field with masked characters. Below the fields are 'Submit' and 'Forgot Password' buttons. A footer note states: 'Forgot your password? Please call EDI Support Services at (800) 967-7902 for assistance.'

On your first login attempt you will be prompted to select and answer five security questions that will be used for password self-service.

Answers must follow the below guidelines:

- For security purposes, sessions are timed, and all questions must be completed within three minutes.
- Security questions are not case sensitive.
- Each security question can be used only once.
- Answers to security questions can be used only once.
- The same answer cannot be used for multiple security questions.
- Answers to security questions must be at least four characters long.
- When answering security questions, you cannot use any of the words in the security question within your answer. (Example: Q: What city/town were you born in?, A: Panama City)

Once completed you may select Save Answers.



If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your answers meet the requirements. Click Save Answers when ready.

What is the name of the main character in your favorite book? ▼

Answer1 🔒

What was your favorite show as a child? ▼

Answer2 🔒

What is your favorite food? ▼

Answer3 🔒

What is your partner's nickname? ▼

Answer4 🔒

What is the name of your favorite pet? ▼

Answer5 🔒

▶ Save Answers

You will be then asked to verify your questions and answers. If correct you may select Confirm Security Answers. If adjustments are needed, select Go Back to make changes.

The screenshot shows a web page titled "Confirm Security Questions" with the subtitle "Self-Service Password Reset". The Iowa Department of Human Services logo is in the top left. A right-pointing arrow icon is in the top right. The main content area contains a blue-bordered box with the following text:

Be sure your answers and questions are correct. Check the spelling and punctuation. In you are unable to remember your password, you will be able to access your account by supplying the answers to these security questions.

What is the name of the main character in your favorite book?
① Answer1

What was your favorite show as a child?
① Answer2

What is your favorite food?
① Answer3

What is your partner's nickname?
① Answer4

What is the name of your favorite pet?
① Answer5

At the bottom of the box are two buttons: "✓ Confirm Security Answers" and "⬅ Go Back".


Once confirmed you will be presented with a confirmation page to continue. You will need to select Continue, close your browser and start a new session with the Web Portal.

The screenshot shows a web page titled "Success" with the subtitle "Self-Service Password Reset". The Iowa Department of Human Services logo is in the top left. Home and right-pointing arrow icons are in the top right. The main content area contains a blue-bordered box with the following text:

Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

At the bottom of the box is a button: "➡ Continue".

The web portal also has a Forgot Password feature which can be accessed from the main screen. When selected you will be prompted for your Username. That value is the same as your EDI assigned Submitter ID.




Forgotten Password
Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

Username

Entering your Username and selecting Search will bring up the selected Security Questions you answered during your first login. Completing that page will provide your password.



Forgotten Password
Self Service Password Reset

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What was your favorite show as a child?

What was the name of your childhood best friend?

What is your partner's nickname?

What street did you grow up on?

What is your favorite team?

Updating the Web Portal Password

The web portal password expires every 60 days. Web Portal users can access the following link for a Self-Service Password Reset (SSPR) portal.

<https://accountmgt3.edissweb.com/>

1. Enter a new password in the password field. The requirements for the password are defined in the text on the web page.
2. Re-enter the new password in the Verify field.
3. Select the Submit button.

Understanding the Web Portal Main Menu

The Main Menu lists all functions a Submitter can use with the Web Portal. Each button gives the Submitter the functionality to submit a specific transaction. Depending on the registration of each Submitter, the options available may differ.

Batch Processing

By selecting the Batch FTP button located beneath the Batch Processing heading on the web portal, Iowa Medicaid Submitters can submit and receive batch transactions, and download acknowledgement reports. The available transactions using batch processing are 837D, 837I, 837P, 835, 270/271, and 276/277.

Real-Time Requests

By selecting the Eligibility button located beneath the Real-Time Requests heading on the web portal, Submitters can create and submit an eligibility request for Iowa Medicaid members.

By selecting the Claim Status button located beneath the Real-Time Requests heading on the web portal, Submitters can create and submit a claim status request for Iowa Medicaid members.

Provider Summary

By selecting the Provider Summary button, Submitters can create and submit a request to receive the last three payments for a provider.

Note:

An EDISS Connect account must be completed for each web portal submitter in order for transaction submission to be successful. If the Submitter is sending real-time requests for multiple providers, each provider needs to have his/her own profile set up.

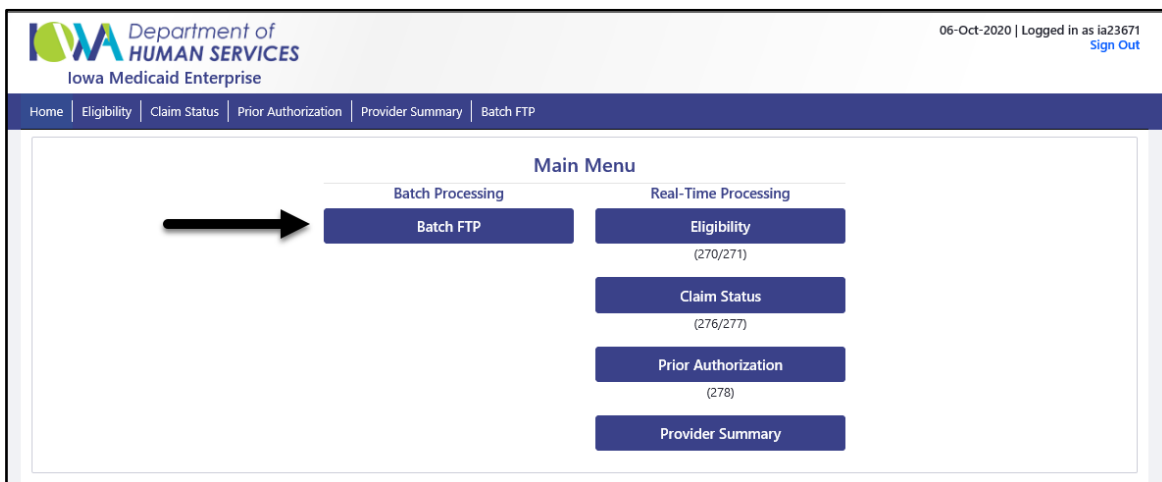
Submission Methods for Submitters Using the Web Portal

Batch Processing for Transactions

Batch processing is an option Submitters have to submit and receive X12N formatted batch files for Iowa Medicaid. The Iowa Medicaid transactions are submitted via Secure File Transfer Protocol (SFTP) through the web portal. At this time, transactions available with batch processing include 837P, 837I, 837D, 835, 270/271, and 276/277.

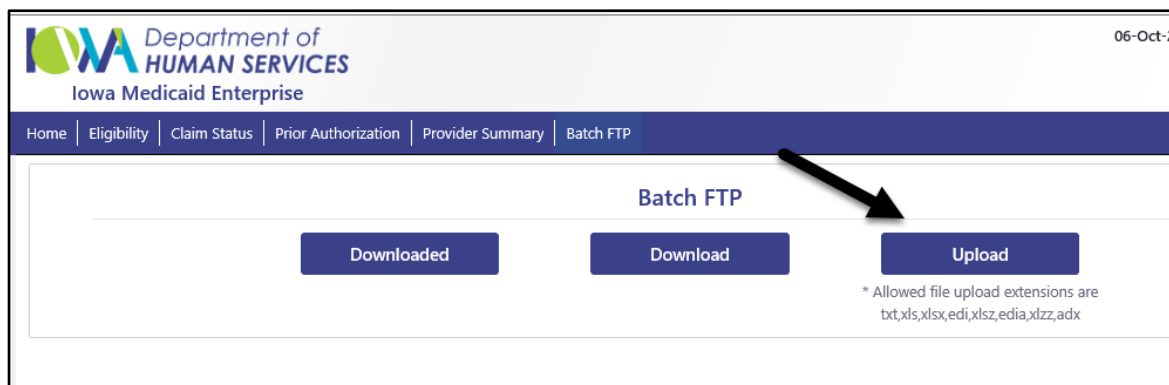
To activate batch processing, select the Batch FTP button.

Iowa Medicaid Web Portal



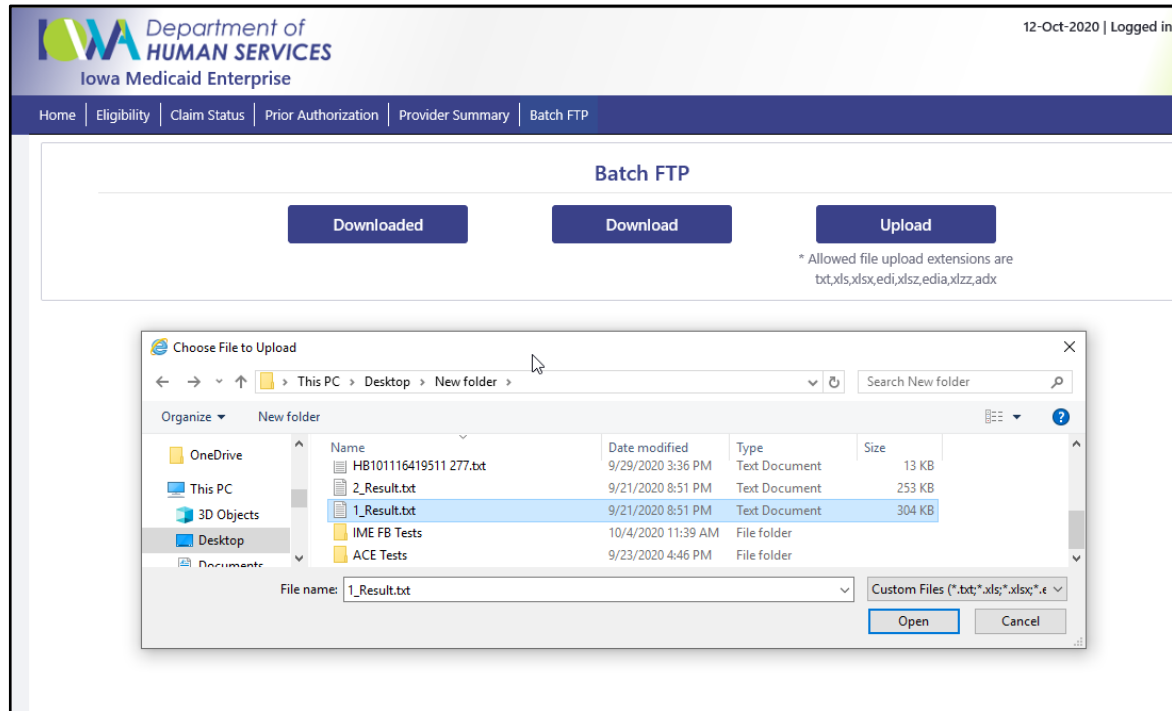
Uploading Transactions for Batch Processing

1. Select the Upload button.



The Choose File to Upload box displays.

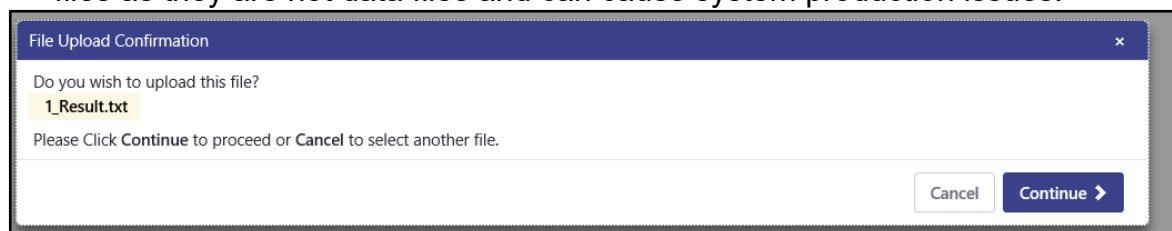
Iowa Medicaid Web Portal



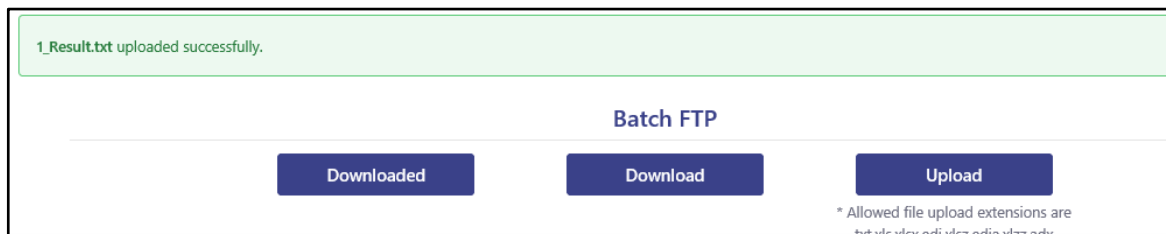
2. Select the transaction file to upload.

- A. Locate and select the transaction file that needs to be sent from your computer or network
- B. Once the file is selected, choose Open.
- C. A File Upload Confirmation box will appear.

Note: Select the specific file that is going to be uploaded. Do not send .exe files as they are not data files and can cause system production issues.



- D. Select the Continue button to complete the upload.
- E. Upon successful upload, a notification will appear in your batch upload menu.

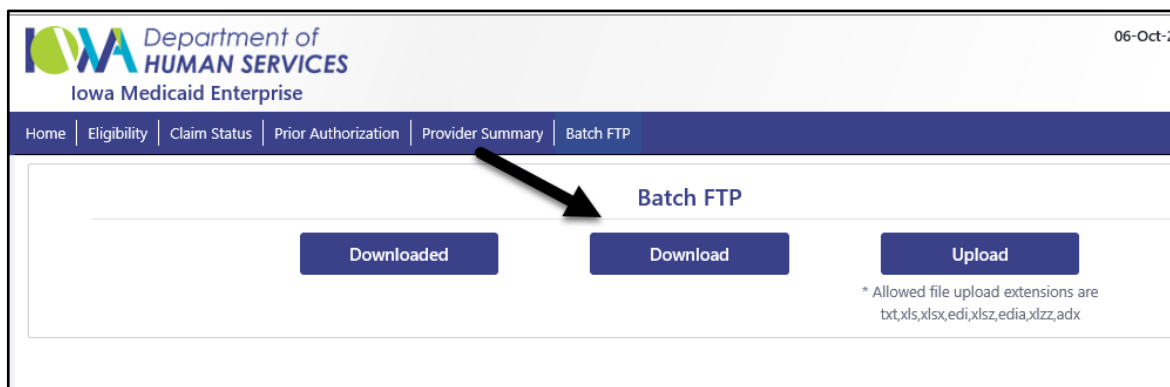


Downloading Response Transactions and Acknowledgement Reports

Files can be downloaded via the web portal. These files include the 835 X12N remittances, response transactions, as well as acknowledgement reports indicating the status of the submitted transaction. User documentation for all acknowledgement reports is available at www.edissweb.com.


Iowa Medicaid Web Portal

1. Select the Download button.



A list of all files available to download appears.

2. Select the file that needs to be downloaded by clicking on the report name.



Department of
HUMAN SERVICES

12-Oct-2020 | Logged in

Home | Eligibility | Claim Status | Prior Authorization | Provider Summary | Batch FTP

Batch FTP

Downloaded
Download
Upload

* Allowed file upload extensions are
txt,xls,xlsx,edi,xlsx,edia,xlzz,adx

Download Files

Filter Results :

Report Name	Report Generated Date	Submitter
c87cce5e2d8e4b27_9af1ca5d62c6c236_277CA.edi	Oct 9, 2020 3:20 PM	
c87cce5e2d8e4b27_9af1ca5d62c6c236_999.edi	Oct 9, 2020 3:19 PM	
34433d7aff9146ee_986c4bcb987452da_1_TA1.edi	Oct 9, 2020 3:18 PM	
ef9f2c2d40e0408f_9482fd8650ec99bd_1_TA1.edi	Oct 7, 2020 10:56 AM	
31508fc5045545e6_a74405a23eb4ff1c_1_TA1.edi	Oct 6, 2020 9:32 PM	

Reports available for download

Showing 1 to 5 of 5 entries

PreviousNext

3. A file download box appears. The file can be opened or saved.

- If the file is opened, the Submitter can view the report.
- If the file is saved, choose the location of where to save the file by selecting a path.

Report Name	Report Generated Date	Submitter
c87cce5e2d8e4b27_9af1ca5d62c6c236_WP_ia23671_151833_BG01247_MCDIA492_8_277CA.edi	Oct 9, 2020 3:20 PM	ia23671
c87cce5e2d8e4b27_9af1ca5d62c6c236_WP_ia23671_151833_BG01247_MCDIA492_8_999.edi	Oct 9, 2020 3:19 PM	ia23671
34433d7aff9146ee_986c4bcb987452da_WP_ia23671_151833_BG01247_MCDIA492_837_TA1.edi	Oct 9, 2020 3:18 PM	ia23671
ef9f2c2d40e0408f_9482fd8650ec99bd_WP_ia23671_211532_Portal_Test_Wrong_LO_TA1.edi	Oct 7, 2020 10:56 AM	ia23671
31508fc5045545e6_a74405a23eb4ff1c_WP_ia23671_213218_Portal_Test_Wrong_LO_TA1.edi	Oct 6, 2020 9:32 PM	ia23671

Reports available for download

Showing 1 to 5 of 5 entries PreviousNext

Do you want to open or save c87cce5e2d8e4b27_9af1ca5d62c6c236_277CA.edi from ime-ediss5010test.noridian.com?

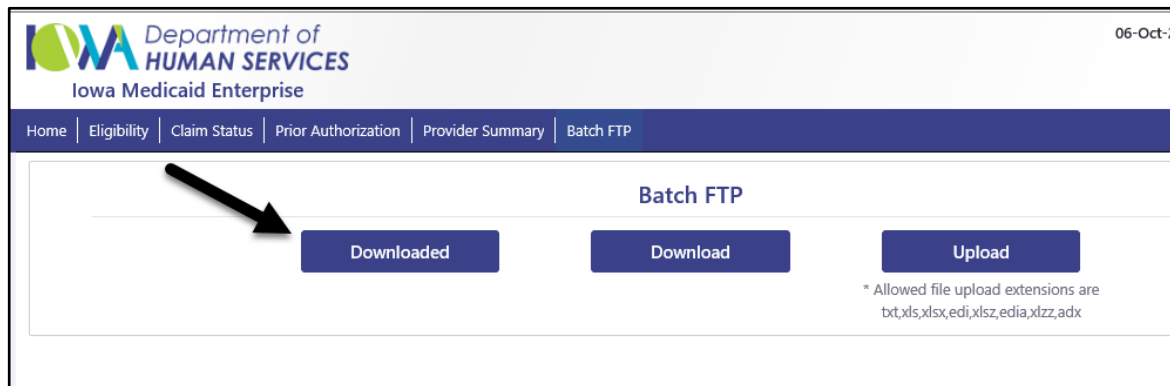
OpenSaveCancel

Iowa Medicaid Web Portal

Retrieving Previously Downloaded Response Transactions and Acknowledgement Reports

Once the files are downloaded, they can be accessed for 30 days. It is the Submitter's responsibility to download and view all files. To view a file again:

1. Select the Downloaded button.



A list of all files previously downloaded appears.

1. Select the file that needs to be downloaded by clicking on the report name.

Iowa Medicaid Web Portal

Department of HUMAN SERVICES
Iowa Medicaid Enterprise

12-Oct-2020 | Logged in as [Name] [Sign Out](#)

Home | Eligibility | Claim Status | Prior Authorization | Provider Summary | Batch FTP

Batch FTP

Downloaded Download Upload

* Allowed file upload extensions are txt,xls,xlsx,edi,xlsx,edia,xlzz,adx

Downloaded Files

Filter Results :

Report Name	Last Download Date	Report Generated Date	Submitter
31508fc5045545e6_a74405a23eb4ff1c_..._TA1.edi	Oct 12, 2020 7:10 PM	Oct 6, 2020 9:32 PM	[Redacted]
34433d7aff9146ee_986c4bcb987452da_..._TA1.edi	Oct 12, 2020 7:10 PM	Oct 9, 2020 3:18 PM	[Redacted]
6457a50b3cbf4f55_82954e438419c994_..._TA1.edi	Oct 12, 2020 3:50 PM	Oct 6, 2020 9:15 PM	[Redacted]
adf4ae26605c447b_81cd603f2c6661e7_..._TA1.edi	Oct 12, 2020 3:44 PM	Oct 6, 2020 8:32 PM	[Redacted]
c87cce5e2d8e4b27_9af1ca5d62c6c236_..._277CA.edi	Oct 12, 2020 3:44 PM	Oct 9, 2020 3:20 PM	[Redacted]
8decfaad84e449cf_9c7a48a100da9387_..._TA1.edi	Oct 9, 2020 3:12 PM	Oct 7, 2020 4:38 PM	[Redacted]

Downloaded reports

Showing 1 to 6 of 6 entries [Previous](#) [Next](#)

2. A file download box appears. The file can be opened or saved.
 - If the file is opened, the Submitter can view the report.
 - If the file is saved, choose the location of where to save the files by selecting a path.

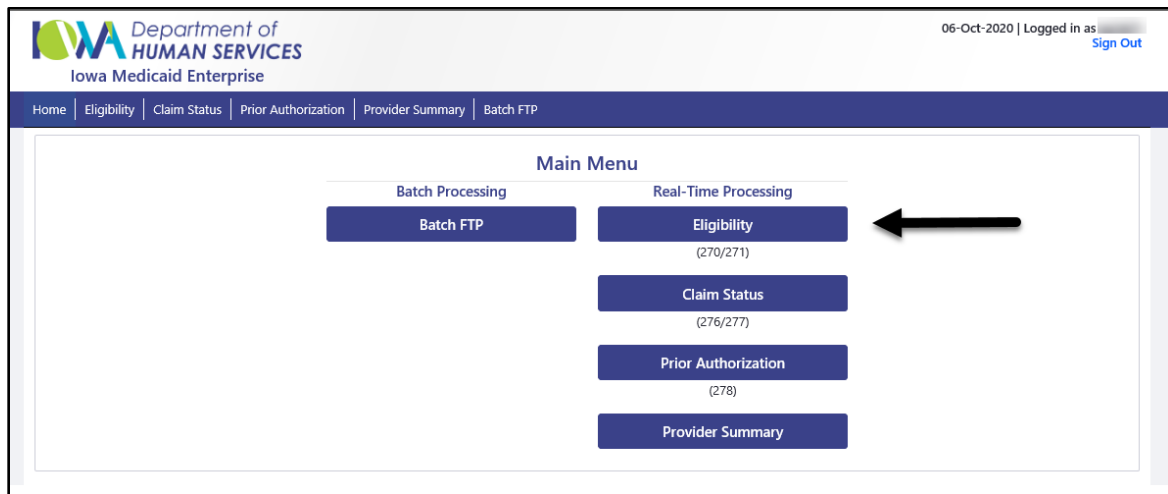
Submitting Real-Time Transactions

Iowa Medicaid real time transactions, 270/271 and 276/277, Prior Authorization and the proprietary Provider Summary Request and Response can be submitted using the Iowa Medicaid production web portal. The web portal contains real time data entry screens for each transaction type.

Submitting the 270 Health Care Eligibility Benefit Request Transaction

1. Select the Eligibility button from the web portal main menu.


Iowa Medicaid Web Portal




The Eligibility Request page displays.

2. Select the appropriate NPI from the drop-down menu.
3. Complete the Member Information – Required section. Only the member last name is required, however provide all information if possible.
4. Complete the Additional Search Criteria section.
 - A. The Date of Birth field must be completed with the member's date of birth.
 - B. The Medicaid Number must be completed with the member's current Medicaid number.
 - C. The Gender field must be completed with the member's gender. Select the appropriate gender from the drop-down menu.
 - D. The Social Security Number (SSN) field must be completed with the member's SSN
5. Enter the date of the Eligibility request in the Date of Eligibility field.
6. Select the Submit button.

Iowa Medicaid Web Portal



Department of
HUMAN SERVICES
Iowa Medicaid Enterprise

06-Oct-2020 | Logged in as  [Sign Out](#)

Home | Eligibility | Claim Status | Prior Authorization | Provider Summary | Batch FTP

Eligibility Request

Submitting Entity Information

NPI : *

Trading Partner ID : ⓘ

Member Information - Required

Last Name : *

First Name :


Middle Name :

Suffix :

Additional Search Criteria

Date of Birth :

CCYYMMDD




SSN :

XXX - XX - XXXX

Medicaid Number : *

Gender :

--Select--




Eligibility Request Date

If no date is specified, it is assumed the request date is today

Date of Eligibility : ⓘ

CCYYMMDD



Clear Form

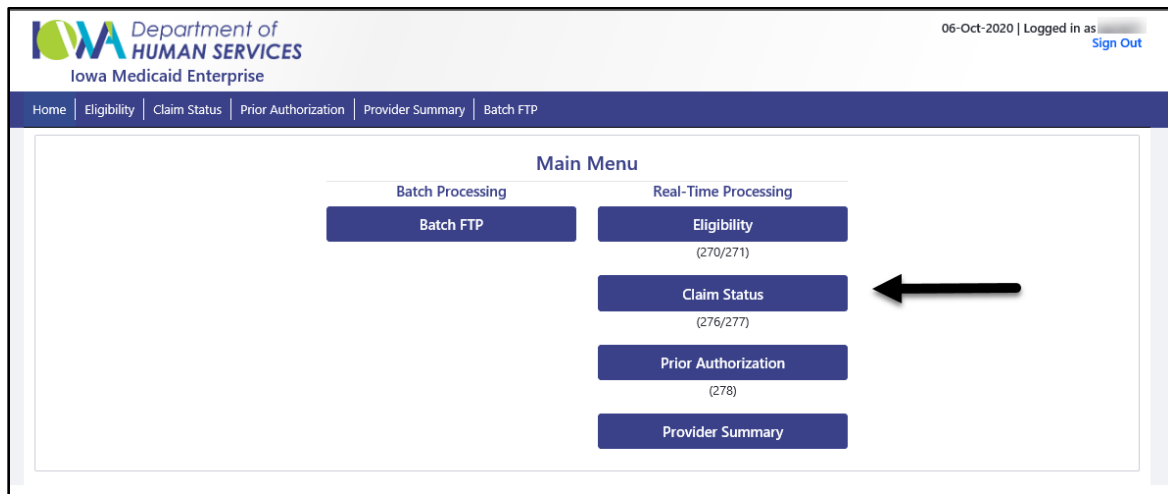
Submit

The response to the Eligibility request is generated based upon the request information submitted. There may be multiple eligible services and they can be found by scrolling down on the results page.

Submitting the 276 Health Care Claim Status Request Transaction

1. Select the Claim Status button from the web portal main menu.

Iowa Medicaid Web Portal



The Claim Status Request page displays.

2. Select the appropriate NPI from the drop-down menu.
3. Select the type of organization from the Individual/Organization drop-down menu in the Original Billing Provider section. Depending on the type of organization selected, complete any other required fields. Required fields are marked with a red asterisk.
4. Complete the Member Information section. Only the member last name and Iowa Medicaid Recipient ID are required, however provide all information if possible.
5. Complete the Claim Service Date From and To fields in the Additional Information section.

Note: A limitation is placed on the date range that is entered. This limitation is to minimize the size of the response. These fields are present on the specific screen in order to enter the claim status request.

6. Select the Submit button.

Claim Status Request


Submitting Entity Information

NPI : Trading Partner ID :

Original Billing Provider



Individual/Organization :

Member Information

Last Name : *	<input type="text"/>	First Name :	<input type="text"/>
Middle Name :	<input type="text"/>	Prefix :	<input type="text"/>
Suffix :	<input type="text"/>	Gender :	<input type="text" value="--Select Gender--"/>
Medicaid Recipient ID : *	<input type="text"/>	Date of Birth :	<input type="text" value="CCYYMMDD"/> 

Additional Information

Payer ICN/DCN/CCN :

Claim Service From Date :  Claim Service To Date : 

[Clear Form](#)

[Submit](#)

The response to the Claim Status request is generated based upon the request information submitted. There may be multiple claim status returns and they can be found by scrolling down on the results page

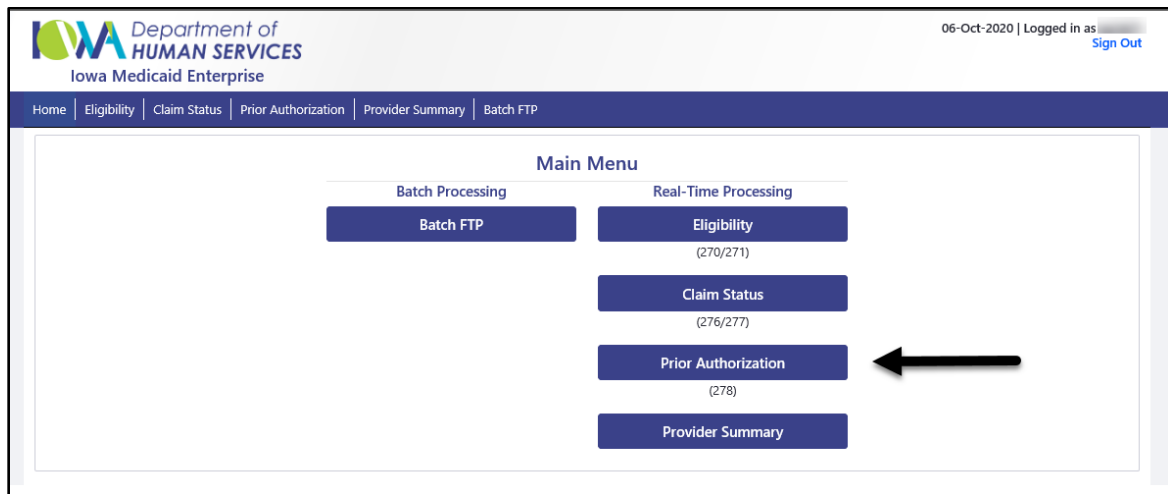
Submitting the 278 Prior Authorization Request and Response Transaction

Functionality for real-time 278 transactions is not currently available. Prior Authorization Request and Response can only be completed through the web portal if a formal request has been initiated with Iowa Medicaid Enterprise (IME). Please contact Iowa Medicaid Provider Services for direction on this process.

If you have completed a formal request with IME you may use the web portal to check it.

1. Select the Prior Authorization button from the web portal main menu.

Iowa Medicaid Web Portal



The Prior Authorization Request page displays.

2. Select the appropriate NPI from the drop-down menu of the Submitting Entity Information section.
3. The Trading Partner ID should automatically populate.
4. Complete the Member ID Information section.
5. Complete the Additional Information section. The Authorization Number and Date must be associated with formal request placed with IME.
6. Select the Submit button.

Iowa Medicaid Web Portal

The screenshot shows the 'Prior Authorization Request' form in the Iowa Medicaid Enterprise web portal. The header includes the Iowa Department of Human Services logo and the text 'Iowa Medicaid Enterprise'. The top right corner shows the date '06-Oct-2020' and the user is logged in, with a 'Sign Out' link. A navigation bar contains links for Home, Eligibility, Claim Status, Prior Authorization, Provider Summary, and Batch FTP. The form itself is titled 'Prior Authorization Request' and is divided into two sections: 'Submitting Entity Information' and 'Additional Information'. The 'Submitting Entity Information' section contains fields for NPI (with a red asterisk), Member ID (with a red asterisk), and Trading Partner ID. The 'Additional Information' section contains fields for Authorization Number, Authorization Date From (with a calendar icon), and Authorization Date To (with a calendar icon). At the bottom of the form are two buttons: 'Clear Form' and 'Submit'.

Provider Summary Request and Response

All Iowa Medicaid Providers who use the web portal are able to check the last three payments made by Iowa Medicaid. To initiate this request:

1. Select the Provider Summary button from the web portal main menu.

The screenshot shows the 'Main Menu' of the Iowa Medicaid Enterprise web portal. The header and navigation bar are identical to the previous screenshot. The main content area is titled 'Main Menu' and is divided into two columns: 'Batch Processing' and 'Real-Time Processing'. Under 'Batch Processing' is a button for 'Batch FTP'. Under 'Real-Time Processing' are four buttons: 'Eligibility (270/271)', 'Claim Status (276/277)', 'Prior Authorization (278)', and 'Provider Summary'. A black arrow points to the 'Provider Summary' button, indicating it is the correct selection for the request.

Iowa Medicaid Web Portal

2. Select the appropriate NPI from the drop-down menu of the Submitting Entity Information section.
3. The Trading Partner ID should automatically populate.
4. Select the Submit Button.
5. The response displays the last three payments for the provider that was entered.

The screenshot displays the Iowa Medicaid Enterprise web portal. At the top left is the logo for the Department of HUMAN SERVICES, Iowa Medicaid Enterprise. At the top right, it shows the date 06-Oct-2020, the user is logged in as [redacted], and a [Sign Out](#) link. Below the header is a navigation bar with links: Home, Eligibility, Claim Status, Prior Authorization, Provider Summary (which is highlighted), and Batch FTP. The main content area is titled "Provider Summary Request" and contains a section for "Submitting Entity Information". This section has two input fields: "NPI" with a red asterisk and a drop-down arrow, and "Trading Partner ID" with a help icon. Below these fields are two buttons: "Clear Form" and "Submit".