

Nursing Home Assessment Provider Assessments Application Provider Portal Login User Guide

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Contents

Introduction	3
1.1 What is the Provider Portal?	3
1.1.1 Requirements for Accessing the Provider Portal	3
1.2 Requesting a NCID Login and Accessing the Provider Portal	3
1.2.1 Setting Up Provider Rep User Profile: First Time Logging In	6
1.2.2 What a NHA Provider Representative should do if they have any issue with the login process	. 8
1.2.3 Logging into the NHA Provider Portal Post Setup	9
1.3 Accessing the NHA Provider Portal with existing NCID Account	9
1.3.1 What a NHA Provider Representative should do if they didn't receive an email or have any issue with the login process	10
1.3.2 Setting Up User Profile: First Time Logging In1	10
1.3.3 Logging into the NHA Provider Portal Post Setup1	13
1.4 Provider Portal Production URL 1	14

1. Introduction

In June 2024, the North Carolina Department of Health and Human Services (NC DHHS) upgraded and replaced the Nursing Home Assessment (NHA) platform. This platform, which serves as the Provider Portal for Skilled Nursing Facility (SNF) and Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID) providers, facilitates the entry and calculation of monthly health care assessment data, also known as the provider bed tax, for remittance to the Office of the Controller. This user manual is designed to assist Providers with all functions related to submitting, tracking, and making payments for the monthly assessment submissions.

1.1 What is the Provider Portal?

The purpose of the Provider Portal is to enable providers to electronically submit their Monthly Assessments via the Internet. By leveraging this technology, providers can file current Monthly Assessments and manage historical transactions by viewing completed Assessments from previous months for all facilities within their management company.

1.1.1 Requirements for Accessing the Provider Portal

To access the provider portal, users must first possess an NCID login. To get an NCID login please go to the **1.2 New NHA Provider Representative Needing to Requesting a NCID Login and Accessing the Provider Portal** section (Click Here)

Providers who already have an existing NCID login, please go to the **1.3 Accessing Provider Portal with Existing NCID Account** (Click Here)

MacBook Users: Please Use Chrome or Firefox web browsers.

1.2 Requesting a NCID Login and Accessing the Provider Portal

Use the following step to request an NCID login.

- 1. Click or copy the following link: <u>https://accessproxy.myncid.nc.gov/NewUserRegistration.html</u>
- 2. On the New User Registration page, Click on Business.

NCID	
New User Registration	
Individual Request access to the State of North Carolina services as an individual or citizen.	
State Employee Currently employed or assigned to work for an agency within the State of North Carolina government. Locat Government Employee Currently employed or assigned to work for a North Carolina county or municipality	
Need Help?	
Invacy and Other Polices WARNING. This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action. © State of North Carolina - Department of Information Technology - All rights reserved	Contact Us

- 3. Fill out all fields on the **Register User** form. Any field with a red asterisk (*) indicates a required field.
- 4. Once all required fields are entered, click on the **Save** button.

North Carolina identity Management		
Register User		
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5. Once approved, an email will be sent like the sample below. New users need to complete the account registration by confirming their email.

sama .	(c) ← Reply ← Reply All → Forward
To Samilaria	Mon 5/6/202
aur reply all widte: Thank you! You are welcome. Received, thank you. ① Feedback	
From: mynoid.not/fications@nc.gov	
To: 5	
Subject: New NCID User Verification	
Helio Kachel Jones,	
Thank you for requesting a North Carolina Identity Management (NCID) account. To complete your account registration, please confirm your email ado	dress by one of the following options within the next 3 days:
If you did not request this new account, you do not need to take any action.	
1) Click the following link https://myncidop.no.gov/index.html#/code-verification?code=b#TJnFjerng3CcTmyofMovUidctD-OvrDp0edDorRqd3PTh H69	NtnXxc2HtqGUxFOGrDuBBOV8p6jjPbBT3yzQ%3D%3D
2) Copy and paste the URL https://myncidop.nc.gov/index.html#/code-verification?code=b&TinFjemg3CcTmyofMxwUidx2D-OvrDp0edDolRgd3PThiHi	59NtnXxc2HtgGUxFOGrDuBBOV8p5jJPbBT3yzQ%3D%3D in a new
browser window.	
If you do not complete this verification process within 3 days, you will have to re-register for the NCID account.	
Regards,	
NCID User Registration Team	

- 6. Once confirming email associated with NCID account is completed, the NHA Provider Rep will login to Provider Portal using the following Link <u>https://nhaproviderassessment.ncdhhs.gov/</u>
- 7. To login using an NCID account, click the **NCID** button.
- 8. To download the Login Manual, use the link at the header or footer of the webpage.

NC Medicaid Division of Health Benefits	ssments	U Downlo	ad Login Manual Logii
Sign in Register Redeem invitation			
Sign in with an external account			
NCID			
NC MEDICAID NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISIO	IN OF HEALTH BENEFITS		
OCATION: 820 South Boylan Avenue - McBryde Building, Raleig MAILING ADDRESS: 1950 Mail Service Center, Raleigh NC 27699	gh NC 27603 9-1950		
<u>www.ncdhhs.gov</u> • TEL: 919-527-7000 • FAX: 919-832-0225 • <u>Em</u> Download Login Manual	hail Us		

9. The new NCID user will be directed to an MS Access Manager page to confirm linkage of their NCID profile to the NHA Provider Portal. Click on **Yes**.



10. Once Yes is selected, the New NHA Provider Representative will be brought to the User Profile screen. Please go to section *1.2.1 Setting Up User Profile: First Time Logging In* as you need to be approved in the Portal as a new user.

User Profile			
First Name *		E-mail *	
Sam		Email address will pre-populate	
Last Name *		Business Phone *	
Last Name will pre-populate here		Provide a telephone number	
Title		NCID Username *	
Group *		County *	
-	Q	- Q	

1.2.1 Setting Up Provider Rep User Profile: First Time Logging In

Once NHA Provider Reps have successfully signed in, they will be presented with the **User Profile** screen. Each NHA Provider Rep must complete their User Profile during their initial login. The steps to complete this process are:

- 1. **First Name**, **Last Name**, and **E-mail** address will pre-populate from the information provided by NCID. These fields are not editable.
- 2. **Group**, **Business Phone**, **NCID Username** and **County** are all required. Any field throughout the portal with a red asterisk (*) indicates a required field. The NCID Username is for informational purposes only to assist with troubleshooting. Changing the NCID username here will not alter your actual NCID username.
- Group and County are lookup fields which are indicated by magnifying glass button

 Once you have clicked on the magnifying glass button, the Lookup records screen will appear for selection.
- 4. A *search* box is available for quickly finding any lookup record.
- All groups accessible to the currently signed-in NHA Provider Representative will be available for selection. At this point, the NHA Provider Representative only needs to select one group. Regardless of the group chosen, they will retain access to all authorized groups within the portal.
- 6. Click the **Select** button (which will only become available once a group or county is picked) -- to save the selection.
- 7. Click on **Save once** all required fields have been addressed.

8. Click **OK** to submit the record.

	-			
	First Name *		E-mail *	
	Sam	_	Email address will pre-populate	
e you want to submit this record?	Last Name *	Γ	Business Phone *	
0	Last Name will pre-pop	ulate here	Provide a telephone number	
Ok Cance	Title		NCID Username "	2
	Group		County *	
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	2 - 7 5xv	Lookup records	3	×
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9. NHA Provider Representatives should see the image below, indicating that their account is awaiting approval. Upon approval, they will receive an email confirming their account has been approved.



10. The NHA Provider Representative will receive a confirmation email upon approval. The NHA Provider Representative can then login using the hyperlink provided in the email or use <u>https://nhaproviderassessment.ncdhhs.gov/</u>

ATTN NHA Provider, Asha Your account has been <u>approved</u> for access to the NHA Provider Portal! Access the Provider Portal at the link below to login with your NCID credentials: NHA Portal Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, NC DHHS Team	ATTN NHA Provider, Asha Your account has been <u>approved</u> for access to the NHA Provider Portall Access the Provider Portal at the link below to login with your NCID credentials: NHA Portal Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, NC DHHS Team	○ ← ← → ··· Fri 5/31/2024 10:28 AM
Your account has been <u>approved</u> for access to the NHA Provider Portall Access the Provider Portal at the link below to login with your NCID credentials: NHA Portal Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, NC DHHS Team	Your account has been <u>approved</u> for access to the NHA Provider Portall Image: Constraint of the Second	
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NC DHHS Team	NC DHHS Team	

- 11. On the NCID login page enter your NCID username and password.
- 12. Click on **NCID Login** button.



You have now successfully logged into the new Provider Portal using your NCID account.

- 1.2.2 What a NHA Provider Representative should do if they have any issue with the login process
 - 1. Please check all spam and junk folders in your email account to ensure the email is not missed.
 - 2. If you encounter any issues with logging in, please email <u>Medicaid.HCAssessments@dhhs.nc.gov</u> with the details of your problem. A NC DHHS staff member will assist you.

1.2.3 Logging into the NHA Provider Portal Post Setup

To access the Provider Portal after obtaining an NCID account and completing the Provider Portal setup, NHA Provider Representatives should follow these steps to log in:

- 1. Click or copy and paste the following link into your browser. <u>https://nhaproviderassessment.ncdhhs.gov/</u>
- 2. On the NCID login page enter your NCID username and password.
- 3. Click on NCID Login button.

	NCID			
	NCID			
2	Lisemame	_		
	Password	_		
3	NCID Login			
	Trouble Signing	in?		
Need Help	,	Reg	stert	
	Other Policies	Conta	ct Us	
Privacy and				
Privacy and accessed a by authoriz	WARNING: This is a computer system, wh ind used only for author ed personnel. Unauthor	ich may be lized business rized access or us	🧭 e of	
accessed a by authoriz	WARNING: This is a computer system, wh ind used only for autho ed personnel. Unautho iter system may subjec civil and/or administrat NCC742	overnment ich may be lized business rized access or us I violators to crimi ive action.	e of nal,	

You have now successfully logged into the Provider Portal.

1.3 Accessing the NHA Provider Portal with existing NCID Account

Those with an existing NCID account, please follow the steps below to gain access to the new NHA Provider Portal.

- 1. On June 3, 2024, all existing NCID accounts will receive an email to redeem and invite for Portal access. Click directly on the link provided in the email.
- 2. The link will automatically bring you to the Redeem Invitation tab and auto populate the invitation code.
- ***IMPORTANT. Click the check box I have an existing account. Failure to do this will result in NCID creating a new account and will delay getting access to the new NHA Provider Portal.***
- 4. Once you have checked, *I have an existing account,* click the **Register** button.

Division of Health	1 Benefits
Sign in Register	Redeem invitation
n up with an inv	vitation code
Invitation code	bWMVd4YEs5toVThUXPMtrAFRAHaTQm2dZ9IMb2doKn3tp
3	I have an existing account

- 5. On the NCID login page enter your NCID username and password.
- 6. Click on **NCID Login** button.



You have now successfully logged into the new Provider Portal using your NCID account. Please go to the next section *1.3.2 Setting Up User Profile: First Time Logging In* as you need to be approved in the Portal as a new user.

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- 1. Please check all spam and junk folders in your email account to ensure the email is not missed.
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- 3. **Group** and **County** are lookup fields which are indicated by magnifying glass button \sim . Once you have clicked on the magnifying glass button, the Lookup records screen will appear for selection.
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- 6. Click the **Select** button (which will only become available once a group or county is picked) -- to save the selection.
- 7. Click on **Save once** all required fields have been addressed.
- 8. Click **OK** to submit the record.

	Contact us Sam · ·
	Home > User Profile
	User Profile
	x E-mail *
nit	Sam Email address will pre-populate
u sure you want to submit this record?	Last Name " Business Phone "
0	Last Name will pre-populate here Provide a telephone number
Ok Ok	Cancel Trile NCID Username * 2
	Group * County *
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9. The NHA Provider Representative should see the image below, indicating that their account is awaiting approval. Upon approval, they will receive an email confirming their account has been approved.

9	Home > User Profile		
	You account is awaiting approval. You will be notified upon approval and you will be able to access Assessments on approval.	х	- 1
		_	_

10. The NHA Provider Representative will receive a confirmation email upon approval. The Provider Rep can then login using the hyperlink provided in the email or use https://nhaproviderassessment.ncdhhs.gov/

10	NA Administrator To: O Lug, Asha	<u>.</u>	← ← ← … Fri 5/31/2024 10:28 AM	1
	ATTN NHA Provider, Asha			
	Your account has been approved for access to the NHA Provider Portal! $\stackrel{l}{\sim}$			
	Access the Provider Portal at the link below to login with your NCID credentials:			- 81
	NHA Portal			
	Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts.			- 81
	Thanks,			- 81
	NC DHHS Team			- 81
		-		-8

- 11. On the NCID login page enter your NCID username and password.
- 12. Click on NCID Login button.



You have now successfully logged into the new Provider Portal using your NCID account.

1.3.3 Logging into the NHA Provider Portal Post Setup

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- 1. Click or copy and paste the following link into your browser. https://nhaproviderassessment.ncdhhs.gov/
- 2. On the NCID login page enter your NCID username and password.
- 3. Click on NCID Login button.



You have now successfully logged into the Provider Portal.

1.4 Provider Portal Production URL

Provider Portal Production Link Is: <u>https://nhaproviderassessment.ncdhhs.gov</u>