

Nursing Home Assessment Provider Assessments Application Provider Portal Login User Guide

Document Version: V4 May 31, 2024

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 In 1 | 10 |
| 1.3.3 Logging into the NHA Provider Portal Post Setup 1 | 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. Local Government Employee Currently employed or assigned to work for a North Carolina county or municipality. | |
| Need Help? | |
| vivacy and Other Polices VIVARVING. 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 | | |
| | Destred Username | |
| | Prefa 👻 | |
| | + First Name | |
| | Midde Hital | |
| | + Last Name | |
| | Suffix • | |
| | • Enal | 0 |
| | | 4 SAVE |
| | | |

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 | | ⊕ Reply |
|---|---|--|
| To O Sam I and a | | Mon 5/6/20 |
| sur reply all with: Thurk you Vou see welcome. Received, thank you. (1) Feedback | | |
| From: mynoid.notifications@nc.goy Date: May 6, 2024 at 12:03:02 PM EDT | | |
| To: 5 | | |
| Subject: New NCID User Verification | | |
| | | |
| | | |
| Helio Rachel Jones, | | |
| Thank you for requesting a North Carolina Identity Management (NCID) account. To complete your | r account registration, please confirm your email a | ddress 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.nc.gov/index.html#/code-verification?code=b8TJnFjer | mg3CcTmyofMxwUidxzD-OvrDp0ed0oiRqd3PThiHf | i9NtnXxc2HtqGUxFOGrDuBBOV8p6jiPbBT3yzQ%3D%3D |
| OR | | |
| | | |
| 2) Copy and paste the URL https://myncidpp.nc.gov/index.html#/code-venfication?code=b8TJnFji | emg3CcTmyofMxwUidxzD-OvrDp0ed0oiRqd3PThil | 169NtnXxc2HtgGUxFOGrDuBBOV8p5UPbBT3yzQ%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 NC | CID account. | |
| Resards. | | |
| 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 | 8 Download | Login Manual Logii |
|--|---------|------------|----------------------|
| Sign in Register Redeem invitation | | | |
| Sign in with an external account | | | |
| NCID | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| NC MEDICAID NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISIOI | | | |
| .OCATION: 820 South Boylan Avenue - McBryde Building, Raleig MAILING ADDRESS: 1950 Mail Service Center, Raleigh NC 27699 <u>www.ncdhhs.gov</u> • TEL: 919-527-7000 • FAX: 919-832-0225 • <u>Em</u> | -1950 | | |
| <u>www.nconns.gov</u> • TEL: 919-527-7000 • FAX: 919-832-0225 • <u>Em.</u> Download Login Manual | | | |

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.

| Home > User Profile | | | |
|----------------------------------|---|---------------------------------|--|
| 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 | |
| Last Name * | | Business Phone * | |
| Last Name will pre-popul | late here | Provide a telephone number | |
| Title | | NCID Username * | 2 |
| | | | |
| Group * | | County * | |
| | ٩ | | ٩ |
| | Charge are second and disk falset to costin | 4 | Search Q |
| | Group Name | ue. | i 🛛 |
| | TEST13 Group | | |
| | NHATest14 Group AMB | | |
| | 5 NHATES145 - SC | | |
| | NHATest8 Group | | |
| | ✓ NHATest11 Group | | |
| | | | |
| | NHATest12 Group | | |
| | Last Name * Last Name will pre-popu Title 2 Group * | San Last Name * Last Name will pre-populate here Tite 2 Group * 2 Cookup records Choose one second and did Select to contin Choose one second and did Select to contin Choose one second and did Select to contin Santa Select to contin Select to con | Sam Email address will pre-populate Last Name will pre-populate here Title Coupy* County* Coun |

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 approved 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 | 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: <u>NHA Portal</u> Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, | |
|---|--|--|
| 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: <u>NHA Portal</u> Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, | 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, | |
| NHA Portal Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, | NHA Portal Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, | |
| Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, | Once you login, you can use the navigation Menu to manage Assessments, Payments and Contacts. Thanks, | |
| Thanks, | Thanks, | |
| | | |
| | | |
| 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.

| | NGUD | 2 | - 80 |
|-------------|--|------------------------|------|
| | NCID | r | |
| 2 | Usemame | _ | |
| | Password | | |
| 3 | NCID Login | | |
| | Trouble Signing | m? | |
| Need Help | 0 | Register | |
| Privacy and | d Other Policies | Contact U | 5 |
| | WARNING: This is a g computer system, while and used only for authori zed personnel. Unauthor | ch may be | |
| | uter system may subject civil and/or administrati | violators to criminal, | |
| | NCC742 | | |

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.

| NC Medicaid Division of Hea | alth Benefits |
|--------------------------------|--|
| Sign in Registi | er Redeem invitation |
| in up with an i | nvitation code |
| Invitation cod | bWMVd4YEs5toVThUXPMtrAFRAHaTQm2dZ9IMb2doKn3t |
| 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.

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

- 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.

1.3.2 Setting Up 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.
- 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.
- 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.

| | NCDHAS NCHASH Notecased Division of Health Benefits Provider Assessments Home Menu Contact us Sam - |
|--|--|
| | Home > User Profile |
| | User Profile |
| | × E-mail * |
| nit | Sam Email address will pre-populate |
| u sure you want to submit this record? | Last Name " Business Phone " |
| 8 | Last Name will pre-populate here Provide a telephone number |
| 8 ok | Cancel Title NCID Username * |
| | |
| | Group * County * |
| | |
| | Cokup records |
| | Lookup records x |
| | Lookup records × |
| | Lookup records |
| | Lookup records |
| | Lookup records |
| | Lookup records xx 4 Search Q Choose one record and did Select to continue Choose one record and did Select to continue NetWork 15 Group NetWork 11 Group |
| | Lookup records 4 General disk sets to continue • • General disk sets to continue • General disk sets to continue • TGST13 Group • NextRest 4 Group AMB • NextRest 4 Group AMB • NextRest 4 Group • NextRest Group • NextRest Group • NextRest Group |
| | Lookup records 4 Gearch Q Chose one record and dick Select to continue Q Graup Name T15113 Group In Weidbestef - Sic In Weidbestef - Sic In Weidbestef - Sic In Weidbestef - Sic |
| | Lookup records 4 Game Kaine 0 TST13 Group 0 NHAREH Group AMB 0 NHAREH Group AMB 0 NHAREH Group 0 |
| | Lookup records 4 Googe over record and didk Select to continue Googe Name TIST13 Group Nuikketta Group AM V Statest Group Statest Group V Statest Group Statest Group AM |

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

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. 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>