



COLORADO RECOVERY AUDIT CONTRACT HMS PROVIDER PORTAL TRAINING

2019

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NEW USER REGISTRATION

WHY REGISTER?

Health Management System, Inc. (HMS) is the Recovery Audit Contractor (RAC) for the State of Colorado Department of Healthcare Policy and Financing (Department). HMS conducts post payment audits of all types of facilities, provider types, and services for Health First Colorado (Medicaid) claims. If you are a provider in Colorado and want to track what is happening when you are in a RAC audit, the HMS Provider Portal is a real-time, web-based, tracking center.

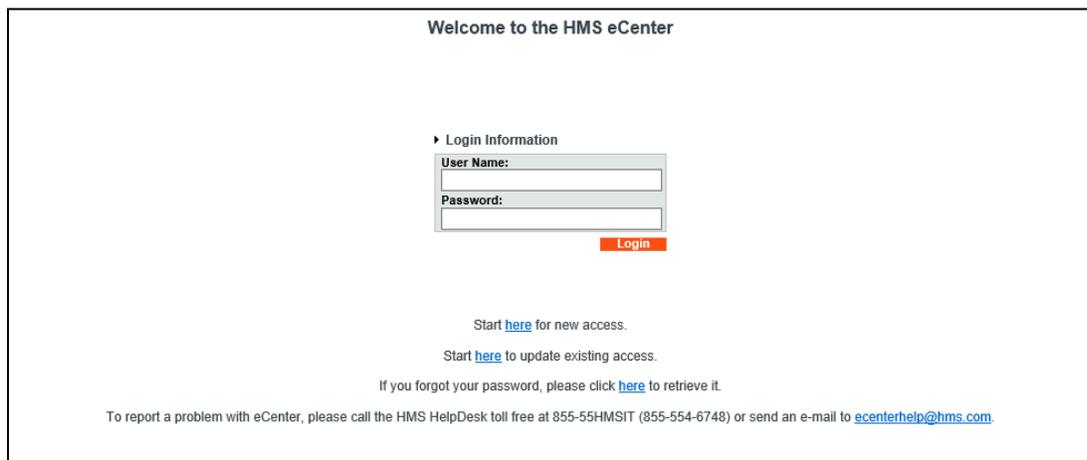
No matter where you are in the audit process, you can see where your claims are in the review, if progress has been made, or if there are action items that you may need to follow up on.

When you register for the HMS Provider Portal, it is important that you provide current address, contact, and email information, as this is the primary way HMS will contact you if you are in an audit. If you do not register through the HMS RAC Provider Portal, HMS will use your facility's service address within the Colorado interChange system for all audit correspondence. This means that the RAC correspondence will not go to your preferred billing office and there may be delays in getting the correspondence to whomever you need it to go to. It is the responsibility of the provider to make sure that their contact information is up to date.

I'VE NEVER USED THE HMS PROVIDER PORTAL BEFORE. HOW DO I REGISTER?

Registering in the HMS Provider Portal is an easy process.

1. Go to: <https://ecenter.hmsy.com>
2. You are now at the *Welcome* Page.



The screenshot shows the 'Welcome to the HMS eCenter' page. It features a 'Login Information' section with two input fields: 'User Name:' and 'Password:'. Below these fields is a red 'Login' button. Underneath the login section, there are three links: 'Start [here](#) for new access.', 'Start [here](#) to update existing access.', and 'If you forgot your password, please click [here](#) to retrieve it.' At the bottom of the page, there is a footer that reads: 'To report a problem with eCenter, please call the HMS HelpDesk toll free at 855-55HMSIT (855-554-6748) or send an e-mail to ecenterhelp@hms.com'.

▶ Login Information

User Name:

Password:

Login

Start [here](#) for new access.
Start [here](#) to update existing access.
If you forgot your password, please click [here](#) to retrieve it.

To report a problem with eCenter, please call the HMS HelpDesk toll free at 855-55HMSIT (855-554-6748) or send an e-mail to ecenterhelp@hms.com.

3. Under the Login Information box there is a link for new users.
4. Click the “[here](#)” link.
5. This will bring you to the self-registration page.
6. New Users will select *New Provider Portal User* for their Registration Type.



HMS Self Registration: HMS SelfReg Setup

Click Here ->

Registration Type:

- New Provider Portal User
- New Client User
- New HMS Employee/Contractor User
- New Ref DB (TPL Reporting) User

7. Then Click *Next*.



HMS Self Registration: HMS SelfReg Setup

Registration Type:

- New Provider Portal User
- New Client User
- New HMS Employee/Contractor User
- New Ref DB (TPL Reporting) User

Next **Cancel**

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8. This will bring you to the self-registration *HMS Provider Profile*.
9. Enter your information into the User Account Information fields.



The screenshot shows a web form titled "HMS Self Registration: HMS Provider Profile". The form is divided into two main sections. The left section is titled "User Account Information:" and contains five input fields: "First Name:", "Title/Position:", "Phone:", and "Email:". The right section contains two input fields: "Last Name:" and "Phone Ext:". All input fields are currently empty.

10. This is the information HMS will use to contact you, so it should be specific to the person who will be the preferred contact for all HMS RAC audit correspondence.
 - Enter your first name.
 - Enter your last name.
 - Enter your title, as you would want letters addressed to you.
 - Enter your phone number where HMS can get ahold of you.
 - Enter an extension, if applicable.
 - Enter an email address where HMS can contact you, preferably, not a personal email address, as the correspondence will be of a business nature.
11. Click on the "Additional Users" field to add any additional users if multiple users need to access the same information. HMS will provide multiple people access with unique account logins.
 - Enter the user's name, title, phone number, and email (separated by commas).
 - Continue this process until all your team members have been listed.



The screenshot shows a form section titled "Additional Users:". Below the title, there is a blue instruction: "Please include the following information for each user: Full Name, Title, Phone/Ext, Email". Below this instruction is a large, empty text input area for entering user information.

12. Complete the Provider Registration Information:

- Use the Drop Down to select your state.
- Enter *Medical Provider Number(s)* – This is the Provider/ Facility Medicaid ID.
 - If you have multiple providers or facilities, then you can enter each provider or facility Medicaid ID into the “Medical Provider Number(s)” field. Please separate each Medicaid ID with a comma.
- Enter the Provider Name. (Group, Singular provider, Facility, or Office Name).
- The Colorado RAC can audit out of state facilities if the claim was paid by Health First Colorado. To add an out of state provider, make sure that you are selecting the correct state.

13. When finished with the form, click *Submit*.



Provider Registration Info:

• State:

• Medical Provider Number(s) as comma separated list:

• Provider Name:

Add Please click Add if you want to register providers for additional states

Click Submit to submit request or Cancel to discard changes **Submit** **Cancel**

14. HMS Help Desk will receive your registration information and they make sure that you (and any other users) can access the information that you need. They will contact you with an encrypted email that contains you user name(s) and password(s).

15. You are now ready to access HMS Provider Portal!

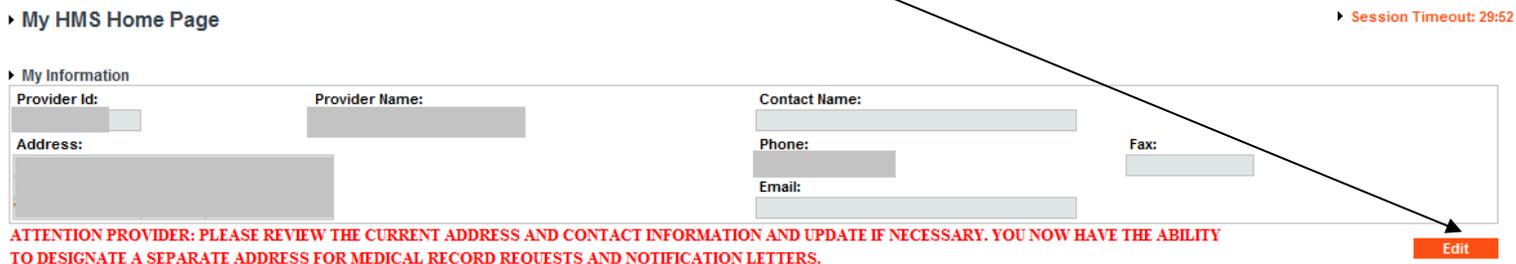
ESTABLISHED USER REGISTRATION

HOW DO I UPDATE MY CONTACT INFORMATION?

If you are an existing user and you need to update your contact information for RAC specific correspondence, changing your contact information is an easy process.

1. Go to <https://ecenter.hmsy.com>
2. You are now at the *Welcome* Page.
3. Enter your login information. (Name/ Password)
4. Once inside the HMS RAC Provider Portal you should be on your home page.

Under the “My information” section click *Edit*.



▶ My HMS Home Page ▶ Session Timeout: 29:52

▶ My Information

Provider Id:	Provider Name:	Contact Name:	
Address:		Phone:	Fax:
		Email:	

ATTENTION PROVIDER: PLEASE REVIEW THE CURRENT ADDRESS AND CONTACT INFORMATION AND UPDATE IF NECESSARY. YOU NOW HAVE THE ABILITY TO DESIGNATE A SEPARATE ADDRESS FOR MEDICAL RECORD REQUESTS AND NOTIFICATION LETTERS.

Edit

5. This will bring you to the page where the current provider mailing address is listed for your facility. Please note that addresses default to the provider service location, unless otherwise updated.
6. If you would like RAC letters—including any Medical Records Requests or RAC related Adverse Action letters—mailed to an address other than the service location as captured in interChange, or addressed to a specific contact person, you may add these customizations here.

7. **Mailing Address Updates:** Select and click the “Add” button above the green *Letter Type* to customize the mailing address for letters.

▶ **Provider Demographics** ▶ Session Timeout: 29:13

* Please use 'Home' to navigate to previous page.

▶ **Provider Information**

Provider Id:	Provider Organization Name:	Federal Tax Id (EIN):
Title:	First Name:	Last Name:
	Middle Initial:	

▶ **Provider Address** Click Add to add new address for this provider **Add**

Letter Type	Address	City	State	Zip Code
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▶ **Provider Contact** Click Add to add new contact for this provider **Add**

Contact Type	Contact Name	Title	Primary Phone	Ext	Fax
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8. Select **MEDICAID RAC** as the letter type. This is the **ONLY** letter type that will produce an actual address update on the RAC letters you receive from HMS.

▶ **Address Information**

● **Address Type:** MEDICAID RAC

● **Address:**

● **City:**

● **State:** ● **Zip:**

Click OK to save or Cancel to discard changes and navigate to previous page **OK** **Cancel**

1. **Contact Updates:** Select and click the “Add” button above the green *Contact Type* to customize the mailing address for letters.

▶ **Provider Demographics** ▶ Session Timeout: 29:13

* Please use 'Home' to navigate to previous page.

▶ **Provider Information**

Provider Id:	Provider Organization Name:	Federal Tax Id (EIN):
Title:	First Name:	Last Name:
	Middle Initial:	

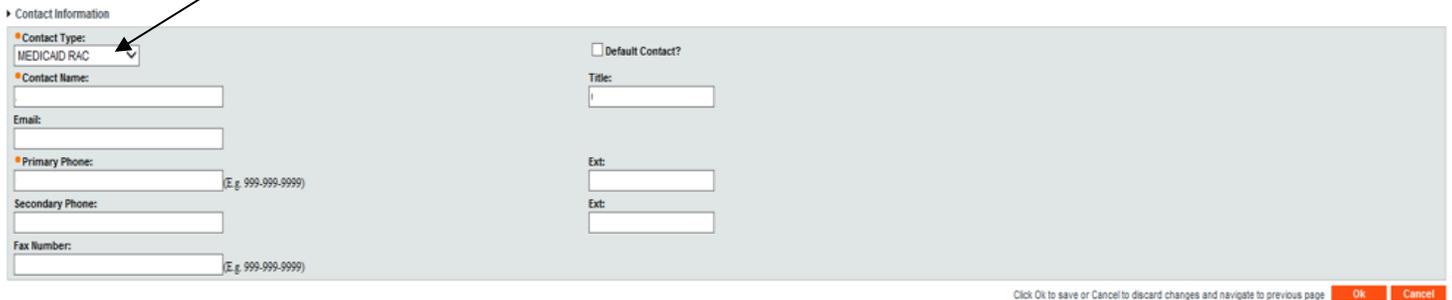
▶ **Provider Address** Click Add to add new address for this provider **Add**

Letter Type	Address	City	State	Zip Code
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▶ **Provider Contact** Click Add to add new contact for this provider **Add**

Contact Type	Contact Name	Title	Primary Phone	Ext	Fax
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2. Select **MEDICAID RAC** as the contact type. This is the **ONLY** contact type that will produce an actual contact update on the RAC letters you receive from HMS.



3. You can also update other information including**:
 - a. Provider/ Facility Medicaid ID
 - b. Provider/ Facility name
 - c. Contact name
 - d. Address for RAC correspondence
 - e. Phone number of main contact
 - f. Fax number
 - g. Email for main contact

**Updates made in HMS's Provider Portal do not impact provider data in interChange.

HOW DO I ADD ADDITIONAL USERS TO MY ACCOUNT?

The HMS Provider portal allows more than one person to have access to the provider information for RAC audits. If you have a team of people that handle audits, you can set up the account to give multiple people access to the provider or facility that you need information about for RAC audits.

1. For new users without login information see the section "I've never used the HMS Provider Portal before. How do I register?"
2. For existing users see the previous section "How do I update my Contact Information" and fill in the section *Additional Users*.



HOW DO I VERIFY MY ACCESS?

1. Go to: <https://ecenter.hmsy.com>
2. Enter your user name and password and click *Login*.



The screenshot shows a login interface for the HMS eCenter. At the top, it says "Welcome to the HMS eCenter". Below that is a section titled "Login Information" with a right-pointing arrow. Under "Login Information", there are two input fields: "User Name:" and "Password:". Below the input fields is a red button labeled "Login". To the left of the button, the text "Click Here ->" is displayed.

3. If you are signed up properly, you will be routed to your provider claims information.
4. If something is not working, please contact HMS help desk at: 855-55HMSIT (855-554-6748) or ecenterhelp@hms.com.
 - Or look in the Troubleshooting and/or Resources Section(s) below.

CLAIM INFORMATION AND AUDIT TRACKING

WHAT IS AN AUDIT CYCLE?

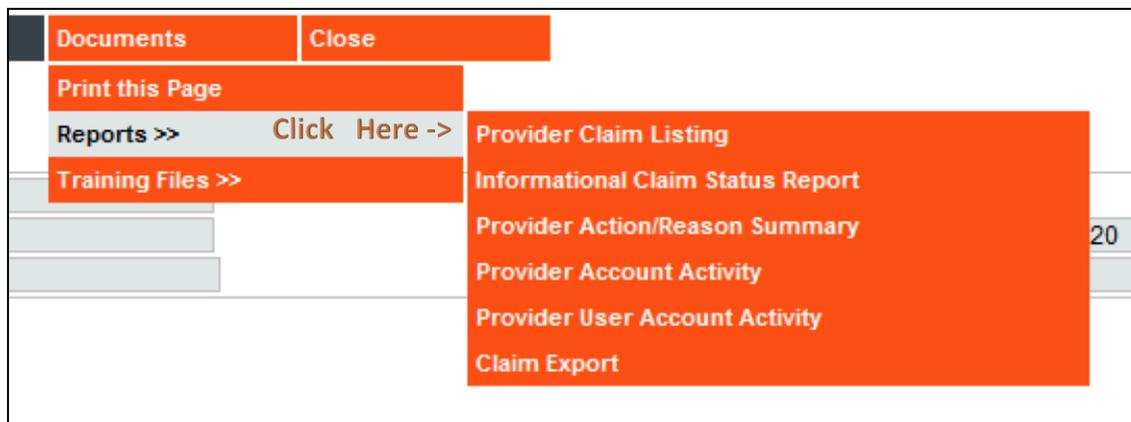
HMS uses terminology that you may not be familiar with, such as an audit cycle. The HMS website refers to cycles in reports, which is the name of the audit project and the date letters were sent out to a group of providers in that audit.

On the HMS website, the Department published a useful document regarding medical records limits and audit cycles if you need more clarification:

1. Go to the HMS RAC Colorado Website: <http://hms.com/us/co-providers/home/>
2. Scroll down to “Colorado RAC Informational Documentation” section.
3. Click on *Record Limit Tier Information*.

WHERE ARE MY CLAIMS?

1. On the HMS Provider home page, there is a bar across the top with different functions for searching and reports. Follow the steps below if you want to look at what claims are being audited, see when your medical records were received by HMS, or download reports.
2. Click on the *Documents* button.
3. Go down to *Reports*.
4. Click on *Provider Claim Listing*.



5. You will now be able to see the claims that are being audited for your provider or Facility.

If you want to see if there is an action item for you to complete:

1. Go to the *Documents* tab on the top of the screen.
 2. Hover over *Reports*.
 3. Click on *Provider Action/ Reason Summary*.
 - Or *Claim Action/ Reason Summary*.
 - Or *Cycle Action/ Reason Summary*.
 4. This will display a report that shows if you have an action item pending from HMS.
-

WHAT ACTIVITY IS ON MY ACCOUNT?

To see if there is any activity on your account:

1. Go to the *Documents* bar across the top of the screen.
 2. Hover over *Reports*.
 3. Select *Provider Account Activity*.
 4. You will now see all claims that are being audited and any activity within your account.
-

HOW DO I EXPORT MY AUDIT AND CLAIMS INFORMATION?

If you want to export all your claims information:

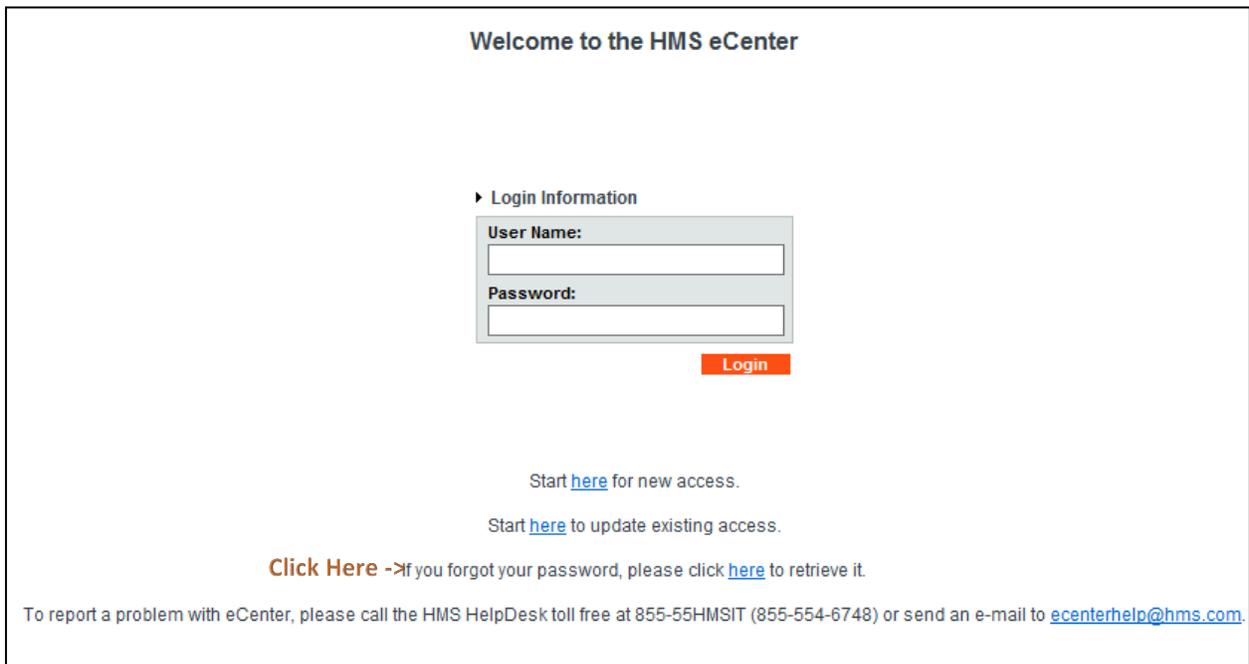
1. Going to the *Documents* bar across the top of the screen.
 2. Hover over *Reports*.
 3. Click on "Claim Export".
-

TROUBLESHOOTING

I FORGOT MY PASSWORD

If you forget your password, HMS can quickly make sure that you are able to reset the password, while keeping your information safe.

1. On the HMS eCenter login page: <https://ecenter.hmsy.com> click the hyperlink under the login box (If you forgot your password, please click [here](#) to retrieve it).



Welcome to the HMS eCenter

▶ Login Information

User Name:

Password:

Login

Start [here](#) for new access.

Start [here](#) to update existing access.

Click Here -> if you forgot your password, please click [here](#) to retrieve it.

To report a problem with eCenter, please call the HMS HelpDesk toll free at 855-55HMSIT (855-554-6748) or send an e-mail to ecenterhelp@hms.com.

2. Enter your Login ID.
3. It will prompt you to answer the security question you gave HMS when you registered.
4. Select "OK".
5. You can now create a new password.
6. In the event you are still having issues, you can call the HMS Help Desk department at 855-554-6748 or send an email to ecenterhelp@hms.com.

I CANNOT ACCESS THE PORTAL. I AM EXPERIENCING TECHNICAL DIFFICULTIES.

If there is something wrong and you cannot access the portal, please contact HMS Help Desk. This information is available on the login page (as seen in the image below). You can also find more information in the Resources and Contact Information section of this document.

Welcome to the HMS eCenter

▶ Login Information

User Name:

Password:

[Login](#)

Start [here](#) for new access.

Start [here](#) to update existing access.

If you forgot your password, please click [here](#) to retrieve it.

Help Desk
Information Here -> To report a problem with eCenter, please call the HMS HelpDesk toll free at 855-55HMSIT (855-554-6748) or send an e-mail to ecenterhelp@hms.com.

RESOURCES AND CONTACT INFORMATION

HMS WEBSITE AND MORE INFORMATION

HMS has a public website that is dedicated to the Colorado RAC Program. This Website contains a lot of information that may be useful for Providers. HMS and the Department work in partnership to help providers by providing resources and education.

You can find the following resources on the website:

- Information on the RAC Program and HMS
- Links to:
 - HealthCare Policy and Financing RAC Website
 - HMS Provider Portal
 - Colorado RAC Regulations
 - Federal RAC Regulations
 - Provider Billing Manuals
- RAC Audit Overview, Provider Rights, and Audit Timing Presentation
- RAC Audit Overview Recorded Webinar (12/01/2017)
- Record Request Limits and Tier Information
- Contact Information

To visit the HMS Public RAC Website go here: <http://hms.com/us/co-providers/home/>

If you have suggestions for additional resources, please contact HMS (CORAC@hms.com) and suggest resources that you would like to see.

HMS HELP DESK

If you are having issues getting into the HMS Provider Portal, HMS provides a toll-free help desk number and email.

HMS Help Desk:

(Available 24 hours a day, seven days a week)

ecenterhelp@hms.com or 855-55HMSIT (855-554-6748)

HMS PROVIDER SERVICES

HMS provides a number of services to providers, which include a Provider Services team that is there to help with troubleshooting, questions regarding audits, training, and resources in real-time.

HMS Provider Services:

(Available Monday through Friday 8:00 a.m. to 5:00 p.m. Mountain Time)

CORAC@hms.com or (877) 640-3419



DEPARTMENT OF HEALTHCARE POLICY AND FINANCING RAC CONTACTS

The Department of Healthcare Policy and Financing website offers providers information on the Health First Colorado Program as well as information on the RAC program. For more information, please visit:

<https://www.colorado.gov/pacific/hcpf/recovery-audit-contractor-rac-program>

In addition, providers can contact the following staff regarding the RAC program, who are available Monday through Friday from 8:00 a.m. to 5:00 p.m. Mountain Time:

Alyssa Gilger, Contingency Based Contract Manager:

alyssa.gilger@state.co.us or 303-866-2253

Kim Nguyen, Audit Contract Management and Oversight Unit Supervisor:

kim.nguyen@state.co.us or 303-866-6575