PARTHENON LLC
Globalsystems

ProviderGateway.

TECHNICAL CONTACT ROLE
(CDJFS, PAA, ODM)

Thanks for choosing ProviderGateway! We are committed to providing you tools to make the onboarding and navigation of the system a breeze. Let's go through some key steps of the onboarding processes. If at any time you have questions, please reach out to us at support@providergateway.com.

1. **Account Setup:** Each CDJFS, PAA and ODM has been pre-registered in the portal awaiting account provisioning. The Technical Contact's role is to ensure technical access and manage user accounts users at each location.

2. **Initial Log-in:** The Technical Contact will receive temporary access credentials via email (login ID and password). Directions on how to establish permanent credentials are contained in the email.

3. **Technical Contact** - The Technical Contact will:
    a. Provision and manage user accounts on the ProviderGateway portal
    b. Upload to user accounts the executed the *ODM 07078 Code of Responsibility* form for all users
    c. Deactivate user accounts whenever staff are no longer associated with the Medicaid unit
    d. Ensure that users can access video and PDF training material
    e. Ensure that users can attend online webinars

4. **Primary Contact in the Medicaid Unit**: The Technical contact should identify a *Primary Contact,* a special role in the ProviderGateway system for the person who will receive administrative and programmatic messages from the system. This person is typically a supervisor in the Medicaid unit assigned to coordinate staff and review ProviderGateway transactions (ODM 9401 and 102023).

5. **Identify Users** – The Technical Contact should obtain a list of users from the Primary contact. For convenience, a *User Access Template* has been created to facilitate his exchange of information and can be found under the *Getting Started* tab on the service portal. This list should be retained by the Technical Contact, and it may be used in the future for reconciliation purposes. There Is no requirement to forward this list and It should be kept confidential.

6. **ODM 07078 Code of Responsibility Form** – A signed form must be associated with every user account. The Technical Contact will ensure that the Primary Contact has obtained signed *ODM 07078* forms for each user prior to setting up user accounts. In the field titled "system for which access is requested", please select "Other", and enter PROVIDERGATEWAY in the spaces provided. For convenience, a copy of the *ODM 07078* form is in the *Getting Started* tab on the service portal. NOTE: Accounts which do not have the 07078 form associated with them will be detected and deactivated.

7. **Create User Accounts/ Add Users:** The Technical Contact will manage user access, and will interface with the Primary Contact from time to time. For more information on how to manage users, please view the *Managing Your Users* video and instructions under the *Getting Started* section of the landing page **after logging in.**

8. **Training –** In addition, a webinar schedule is located under the *Getting Started* tab on the home **page prior to log in** (see *Accessing the System*).   **After log-in**, several instructional videos are available in the ProviderGateway portal under *Getting Started*, in the left-hand pane of the landing/home page.

Thank you again for using ProviderGateway. If you have any further questions, comments or concerns, please feel free to contact us at support@providergateway.com.

WELCOME ABOARD

The ProviderGateway Team at Parthenon Globalsystems, LLC