Contents

1. How to setup a new Med-QUEST Partner Portal account

This section is intended as a guide for Providers, Business Managers, Support Staff, or Health Plan users in the creation and registration of their EPSDT Online account.

Some notes to consider before continuing:

As a Provider:
1) A Provider must have already submitted a Hawaii Medicaid provider application in HOKU to access EPSDT Online. If a provider is not in HOKU, EPSDT Online registration will be denied.

2) When creating an account in the Med-QUEST Partner Portal, all users must have a unique email.

As a Business Manager, Support Staff, or Health Plan user:
1) Only users pre-registered by a MQD Admin, Business Manager, or Provider can onboard to EPSDT Online. If not pre-registered, registration will be denied.

2) When creating an account in the Med-QUEST Partner Portal, all users must have a unique email.
    a. If a user has two roles: a Business Manager and a Provider Support Staff/Health Plan user, the Business Manager must have a separate account/email from their Provider Support Staff/Health Plan account.

How to Activate your Business Manager, Support Staff, or Health Plan Account

Step 1:
Navigate to your email and locate an email from noreply@dhsie.com and click the 'Complete Registration' button

Selecting this button will navigate you to the Med-QUEST Partner Portal "Create Account" site

Note: If you are a Provider that is Onboarding, you will only receive this email if you have been pre-registered by your Provider or Business Manager. **If you are a Provider, please skip to Step 2.**

Congratulations, Marshall Holt!

Your EPSDT user profile has been successfully submitted.

You're almost there. To access the EPSDT application, you will need to create your user account and set your password. Please click on the link below to complete your registration and create your MQD user account.

Complete Registration

For additional information, please contact: EPSDT@dhs.hawaii.gov

How to Activate your Business Manager, Support Staff, or Health Plan Account

Step 2:

Complete the Account Creation process.

a. Select the appropriate role:

- If you are a Provider, Provider Business Manager, or a Provider Support Staff select *Provider.*

- If you are a Health Plan Business Manager or a Health Plan user select *Payor.*

b. Verify your pre-populated information and update if needed.

c. Fill all required fields indicated with red "*" asterisks.

d. Complete the reCAPTCHA verification by selecting 'I'm not a robot' check box after completing the instructions.

e. Click the Submit button once the reCAPTCHA fills in the checkbox.

State of Hawai'i Department of Human Services
Med-QUEST Division

Create Account

I am a:* ○ Provider ○ Payor

First Name*

Enter First Name

Middle Name

Enter Middle Name

Last Name*

Enter Last Name

Suffix

Select Suffix

Email (username)*

Enter Primary Email

Re-Enter Email*

Re-Enter Primary Email

Organization Name*

Enter Organization Name

Job Title*

Enter Job Title

Phone Number*

Enter Phone Number

NPI

Enter NPI

Medicaid ID

Enter Medicaid ID

Street Address*

Enter Street Address

Apt/Suite

Enter Apt/Suite

City*

Enter City

State*

Select State

Zip Code*

Enter Zipcode

Country

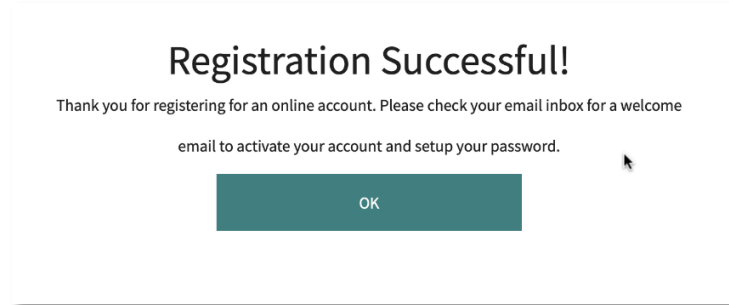Select Country

☐ I'm not a robot

Submit

How to Activate your Business Manager, Support Staff, or Health Plan Account

Step 3:

Once submitted successfully, you will receive a *Registration Successful* notification.

Click *OK.*

Note: Your Med-QUEST Partner Portal account is registered! After you set up your IDCS password, and Multi-Factor Authentication, you will finish onboarding your new EPSDT Online account
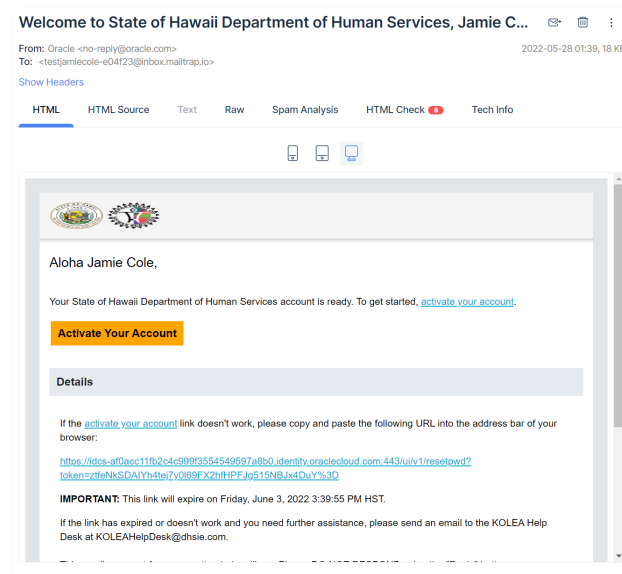

Registration Successful!

Thank you for registering for an online account. Please check your email inbox for a welcome email to activate your account and setup your password.

OK

Step 4:

Navigate back to the email entered in Step 2 and you will see an email generated from "Oracle <no-reply@oracle.com>.

Select **Activate Your Account**

Selecting this button will navigate you to the IDCS "Reset Password" site

Welcome to State of Hawaii Department of Human Services, Jamie C...

From: Oracle <no-reply@oracle.com>
To: <testjamiecole-e04f23@inbox.mailtrap.io>   2022-05-28 01:39, 18 KB
Show Headers

HTML   HTML Source   Text   Raw   Spam Analysis   HTML Check ⑤   Tech Info

Aloha Jamie Cole,

Your State of Hawaii Department of Human Services account is ready. To get started, activate your account.

Activate Your Account

Details

If the activate your account link doesn't work, please copy and paste the following URL into the address bar of your browser:

https://idcs-af0acc11fb2c4c999f3554549597a8b0.identity.oraclecloud.com:443/ui/v1/resetpwd?token=ztfeNkSDAIYh4tej7y0I69FX2hfHPFJg515NBJx4DuY%3D

IMPORTANT: This link will expire on Friday, June 3, 2022 3:39:55 PM HST.

If the link has expired or doesn't work and you need further assistance, please send an email to the KOLEA Help Desk at KOLEAHelpDesk@dhsie.com.

How to Activate your Business Manager, Support Staff, or Health Plan Account

Step 5: For further instruction on how to reset your password and complete your Multi Factor Authentication, please see the document linked here. These steps need to be completed to activate your account.	

2. How to Finish Onboarding Your New EPSDT Online Account

This section will guide you through the EPSDT Onboarding Process.

Please note before continuing:

1) Steps 1-Step 5 (setting up your Med-QUEST Partner Portal account) must be done before users can access EPSDT Online.
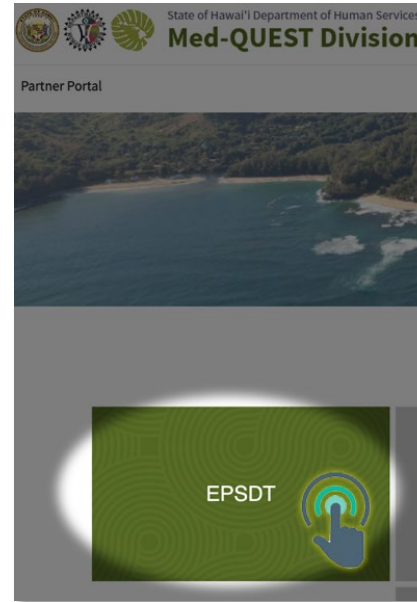
Onboarding your Account for the first time:

Step 6: Sign into the Med-QUEST Partner Portal and select the *EPSDT* Tile The Partner Portal site is linked [here.](#)	 **Partner Portal** EPSDT
Step 7: Select *Register Here* to continue onboarding Note: This error message is expected for any user onboarding for the first time.	**Invalid Provider** Inactive Provider. Please contact Help Desk to verify user status. Phone: (808)900-8650 email: EPSDT@dhs.hawaii.gov REGISTER HERE

Onboarding your Account for the first time:

Step 8: Verify your information and make any necessary adjustments or changes here. Once verified, read the Terms of Use statement and select *I Agree with the Terms of Use* and then select *Submit*. Note: Business Managers, Provider Support, and Health Plan Users do NOT enter Rendering NPI, or Rendering Medicaid ID. Data fields with red "*" asterisks are required ONLY for Providers	**Welcome!** To get started, complete the following fields to create an EPSDT account. Provider First Name: Frank Last Name: Harris Email[Username]: frankharris-b61c4f@inbox.mailtrap.io *Primary Rendering NPI: Primary Rendering NPI *Primary Rendering Medicaid ID: Primary Rendering Medicaid ID Terms of Use The Med-Quest Partner Portal and EPSDT Online computer information system are the property of the State of Hawai'i Department of Human Services and are restricted to authorized users ONLY. By Accessing and using this government computer system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject you to State and Federal Criminal prosecution and penalties. ☐ I agree with the Terms of Use Submit
Step 9: You will receive this message when you have successfully onboarded. Click *Return to EPSDT Online Portal* to access your EPSDT Dashboard Note: If there are registration issues, you will receive a registration denied message.	**Onboard Succsessful** **Med-QUEST** **Email: EPSDT@dhs.hawaii.gov** **RETURN TO EPSDT ONLINE PORTAL**

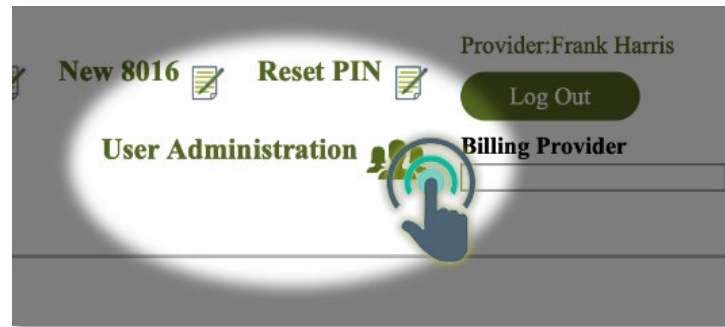# 3. Provider or Business Manager: How to Add a New User

In this portion of the guide, we are going to show you how to add Business Managers and Support Staff. (Note, only Health Care Providers, Provider's offices, Business Managers, and MDQ Admins can perform these functions).

Adding User Admin and Support Staff.

Step 10:	
If not already, login to the Med-QUEST Partner Portal linked here and select the EPSDT tile. Once successfully signed in to EPSDT Online, select the *User Administration* icon.	
Step 11: Select *Search by Entity* tab and search for Billing Entity Name	

Adding User Admin and Support Staff.

Step 12:

Complete required information and select *Submit*

Step 13:

Once a new user is added, the user information will appear in the "Pre-Registered Users" tab and the "Complete Registration" email will be automatically sent to the user.

After a pre-registered user completes account activation (steps 1-9), the record will automatically update and move from the "Pre-Registered Users" tab to the "Registered Users" tab

Note: Selecting the "Setup IDCS Account" icon will send an email notification to the users email to

Adding User Admin and Support Staff.

complete registration (see step 1 for email notification contents)	
Step 14: Each user will need to repeat steps 1-5 to complete the activation of new account added	