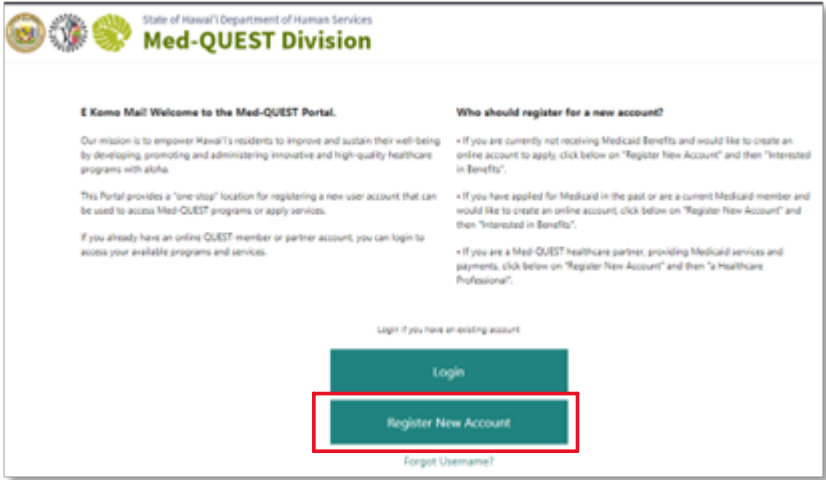
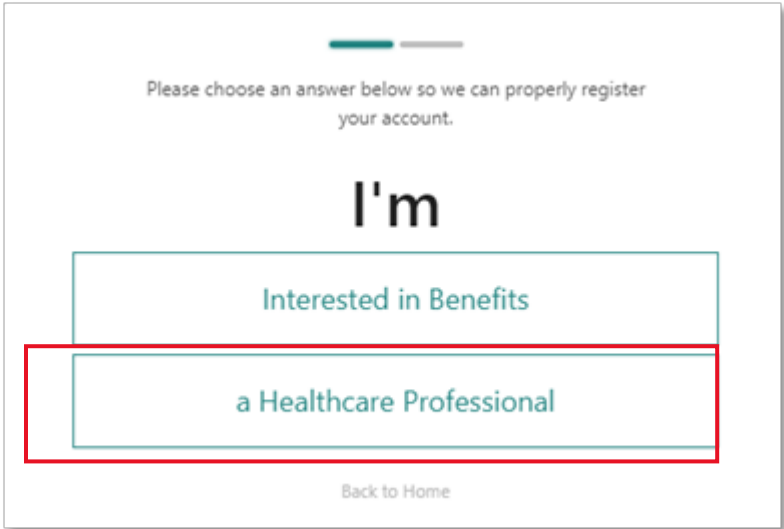




User Guide – Getting Started in EPSDT Portal with New Provider Account

This How To User Guide is to assist Providers in creating and registering their EPSDT online account. Before doing so, a Provider should meet the following prerequisites:

1. A Provider must have 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.

SECTION 1:	How to Create a New Partner Online Portal Account
<p>Step 1: Navigate to https://medquest.hawaii.gov/myaccount/</p> <p>Click on the "Register New Account" button</p>	
<p>Step 2: Select "I'm a Healthcare Professional" button for Providers and their staff.</p> <ol style="list-style-type: none"> a. Select role – <ul style="list-style-type: none"> • Providers: Health Care Provider • support staff – QUEST Health Care Support Staff 	



Step 3: Select the applicable role button:

Providers – Click on the “Health Care Provider” button

Support Staff – Click on the “QUEST Health Care Support Staff” button

Step 4: Complete the Create Account form by:

- a. Verifying pre-populated information and update and add if needed.
- b. Filling in all required fields indicated with a red “*” asterisk.
- c. Completing the reCAPTCHA verification by selecting “I’m not a robot” check box after completing the instructions.
- d. Clicking on the Submit button once the reCAPTCHA fills in the checkbox.



DHS – Getting Started in EPSDT Portal with New Provider Account

Step 5: A Registration Successful confirmation message will be displayed if no issues are encountered during account creation

Click on the “OK” button to return to the Home Page.

The screenshot shows the Med-QUEST Division website with a dark header. The main content area displays a green 'Registration Successful!' message. Below the message, it provides instructions for new and existing users and includes a green 'OK' button. The footer contains navigation links for Website, About Med-Quest, and State of Hawaii.

Step 6: Navigate to the email inbox used to create your account (entered in Step 4) to retrieve the new account “Welcome to the State of Hawaii DHS...” email sent from “no-reply@dhsie.com”

The new account username will be automatically generated and provided in the Welcome email along with instructions to Activate the account

The screenshot shows an email with a white background and a light blue header. The header text reads 'For reference, here's your user name information' followed by the username 'FGORDANO' in a red-bordered box. The main body of the email includes a 'Details' section with an 'Activate Your Account' button, a URL for account activation, and an expiration date of Friday, December 13, 2024. It also includes a 'Technical Support' section and a signature from the Department of Human Services.



Step 7: From the Welcome email, click on the “Activate Your Account” button to be redirected to the “Reset Password” page to set the password for the new account

State of Hawaii Department of Human Services
FGORDANO
Identity domain @
hidhsuat

Reset your password
Set a password for your user account.

New Password


Confirm New Password

Reset Password

Step 8: Once the password has been successfully set and a Congratulations screen has been presented, navigate back to the Partner Portal Home Page:
<https://medquest.hawaii.gov/myaccount/>.

Note: Disregard Continue to Sign In button

State of Hawaii Department of Human Services
FGORDANO
Identity domain @
hidhsuat



Congratulations!
Your password has been reset. Please login using your new password.

Continue to Sign In



Step 9: From the Home Page, click on the “Login” button to be directed to the “Account Sign-In” page

Enter your username provided in the Welcome email

Enter the newly created password

State of Hawaii: Department of Human Services
Account Sign In
Identity domain ⓘ
hidhs
User Name
FGORDANO
Password

Forgot Password?
Sign In
Or sign in with
DHS Azure AD
Need help signing in?

Step 10: At the first Login, you will receive a prompt to set up multi-factor authentication (to provide an additional security measure)

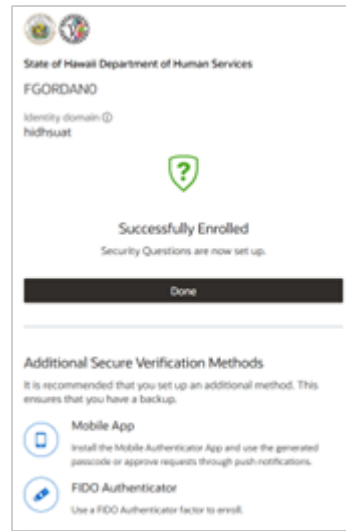
Select the preferred secure verification method and then follow the instructions

State of Hawaii Department of Human Services
FGORDANO
Identity domain ⓘ
hidhsuat
Select Your Default Secure Verification Method
You have already set up one or more recovery methods. We will use these same methods for Secure Verification.
Email
Or, setup a new Secure Verification method to be added as a default method.
Mobile App | Security Questions
FIDO Authentica...
What is Secure Verification?



Step 11: Once multi-factor authentication has been successfully set up, the confirmation page will be presented

Click on the “Done” button to be directed to the portal application



Before moving onto the next sections:

1. Complete steps outlined in Section 1: How to Create a New Partner Online Portal Account

SECTION 2:	How to Access EPSDT Online Portal Account
<p>Step 1: Sign in to your Partner Portal Account and navigate to the dashboard</p> <p>Select Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Tile</p>	
<p>Step 2: Select Register Here</p>	



<p>Step 3: Verify the pre-populated information is accurate</p> <p>Agree with the terms of use and select Submit</p> <p>Note: Providers must enter Primary Rendering NPI and Medicaid ID</p>	
<p>Step 4: Select Return to EPSDT Online Portal</p>	
<p>Step 5: Access EPSDT Online Account</p>	

SECTION 3: How to Onboard Support Staff or Business Manager

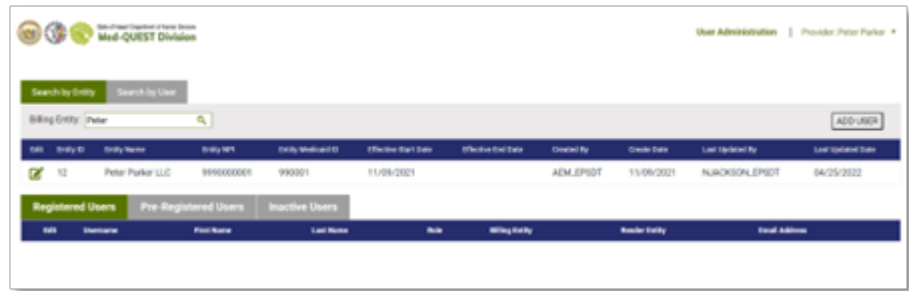
<p>Step 1: Select "User Administration" from the top right corner.</p>	
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DHS – Getting Started in EPSDT Portal with New Provider Account

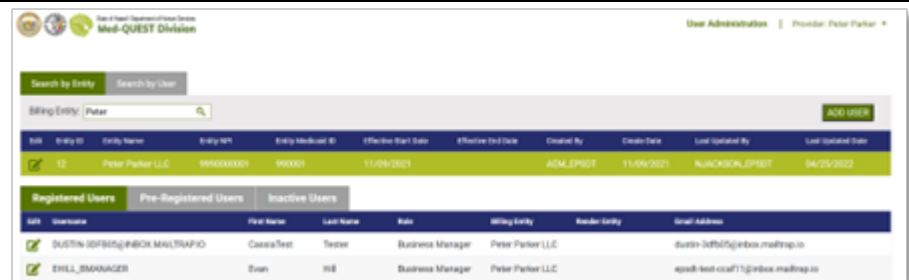
Step 2: Navigate to Search by Entity tab

Enter Office Name in text field and select Office



Step 3: Once selected, the add user button will activate

Select "Add User"

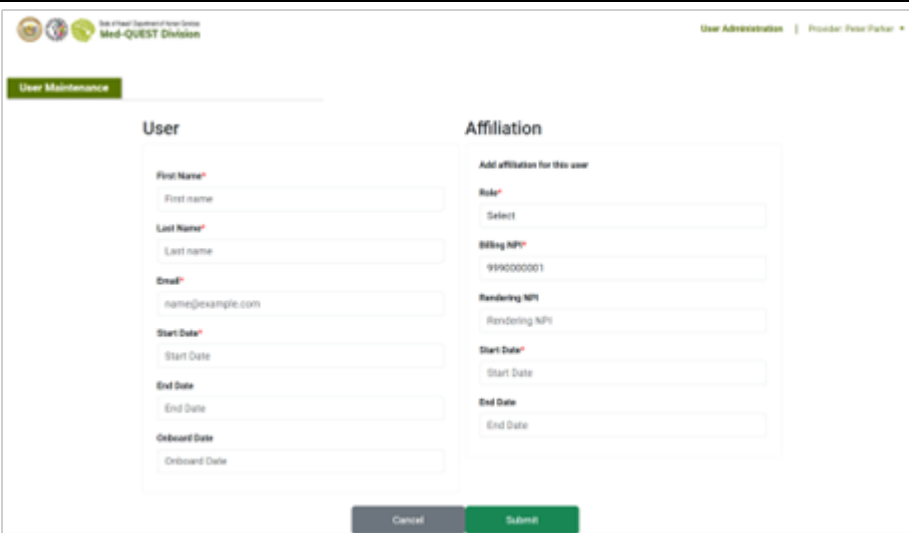


Step 4: Manually enter new user information

Note:

- Fill all required fields indicated with red "*" asterisks.
- Office Billing NPI will be auto-populated

Select Submit



Step 5: New user will appear on the Pre-Registered Users tab

The new Provider Support or Business Manager will receive their welcome email and may begin the account creation and EPSDT registration process.

