Overview of the Colorado Medical Assistance Program (CMAP) Web Portal

The Web Portal is an interactive, secure site that is used for many provider functionalities: Using the Web Portal, users are able to complete the following HIPAA-compliant functions and transactions:

- Data Maintenance (Client and Provider)
- Client Eligibility and Batch Client Eligibility
- Claims Submissions and Adjustments Claim Status
- Prior Authorization Request (PAR) Status Inquiry
- File and Report Service (FRS)
- Medicaid Provider Lookup
- (MMIS) Provider Data Maintenance

The Web Portal provides the following enhanced services:

- Medicaid Provider Lookup for searching Medical Assistance Program Providers for referral purposes;
- Dashboard on the Main Menu for system and transaction status information;
- (MMIS) Provider Data Maintenance and Provider Inquiry/Update for updating provider information in the Medical Assistance Program Provider File (e.g., address, phone number, e-mail address);
- A Claims Activity Tracing Report for reporting your Trading Partner’s claims submitted through the Web Portal;
- View and download from the File and Report System (FRS) the submitted HIPAA transaction in the ASCII X12N format;
- Frequently Asked Questions (FAQs) on the Main Menu.

Security
The Web Portal has increased security. All information is exchanged using data encryption, firewalls and virus protection to protect and secure the client information. In addition, all Web Portal data is stored on a secure web server. Because of these security features, all users must use their own unique User Name and Password to login to the secured Web Portal site.

Access
In order to have access to the Web Portal, a Colorado Medical Assistance Program provider organization must complete an enrollment form and Trading Partner Agreement (see Enrollment Section below). Upon receipt of the enrollment forms, an initial User Name and Password is created for the Trading Partner Administrator (TPA), and is provided to the organization. Each Trading Partner will designate a person within the
organization to be the TPA. The TPA will perform the administrative functions for all of the organization's interactions with the Web Portal. The TPA will be the person who sets all User Names and initial Passwords for the Trading Partner’s regular, daily users, and determines which functions and transactions can be accessed by each user. The TPA will also be able to initiate System Administration functions.

**Enrollment**
The organization you work for must be enrolled as a Trading Partner with the Colorado Medical Assistance Program in order to have access to the Web Portal. The Provider EDI Enrollment Application form is used for Medicaid providers wishing to gain access to the Web Portal. The Electronic Data Interchange Submitter Enrollment & Agreement form is used by submitters who have partnered with a Medicaid provider, such as a billing agent or clearinghouse.

To obtain the EDI enrollment forms navigate to the EDI Support page at [https://www.colorado.gov/pacific/hcpf/edi-support](https://www.colorado.gov/pacific/hcpf/edi-support). For additional assistance with enrollment please call Xerox Provider Services 1-800-237-0757, Monday through Friday, 8 a.m. to 5 p.m. MT.

**Minimum System Requirements**
To use the Web Portal, providers must have the following minimum computer system requirements:

- Access to the internet is assumed.
- Internet Explorer version 7 or later.
- Cookies and JavaScript must be enabled.
- The Web Portal is best viewed with a screen resolution of 1024 x 768; however, the screen size may be set to a minimum of 800 x 600.

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How to Log On and Off

Initial Log On
A valid User Name and Password are required for entry into the Web Portal. The application will automatically capitalize the User Name when you begin to key values into the field. The Password is case-sensitive.

1. Enter the User Name assigned to you by your Trading Partner Administrator.
2. Enter the initial Password assigned to you by your Trading Partner Administrator.
3. Click on the Login button.
4. Please read the User Agreement.
5. Click on the Accept or Decline button. If you click on the Decline button, you will not be able to enter the Web Portal. Clicking on the Accept button will take you to the Change Password screen, where you will be required to change your Password.
6. Once your Password is changed, you will be required to complete your User Profile before you can access the application.

Subsequent Log On
Log on with your User Name and the new Password you created for yourself after your initial log on. The following are tips to remember when logging on and off.

- You will be logged-out automatically after 30 minutes of inactivity. A pop-up warning will appear when there is 5 minutes left in your session.
- You can only have one valid login session open at a time. Once you are logged on to the Web Portal at one computer, you cannot log on to the Web Portal at another computer.
- You will be reminded to change your Password every six months.
- You will not be allowed to enter previous Passwords.
- The sharing of User Names and Passwords is strictly prohibited. Every person using the Web Portal must have his/her own User Name and Password. Users found to be sharing their information will have their access to the Web Portal revoked immediately.
- If you have problems, please contact your on-site Trading Partner Administrator.

Log Off
When logging out of the Web Portal, click on the Log Out option on the top gray menu bar. Selecting the Log Out button is the recommended way to terminate your session and return to the Login screen. If you do not use Log Out, and, instead, use your browser’s close button, you may receive a duplication session error when attempting to log back in.

Still Can Not Log On?
If you are having problems logging onto the Web Portal, contact your Trading Partner Administrator for assistance. If you or your Trading Partner Administrator still requires assistance to get you logged into the Web Portal, please contact the CGI Help Desk.

What if I’m the TPA and the TPA account is suspended?
You will have to contact the CGI Help Desk at 1-888-538-4275, option 1 or HelpDesk.HCG.central.us@cgi.com to have your account unsuspended. The CGI Help Desk can only unsuspend the TPA account. If your account is not the TPA account, you must contact your on-site TPA for assistance. The TPA may assign an alternate person to serve as a Restricted Admin in your office. This Restricted Admin person can help reset regular user Passwords and unsuspend accounts if the TPA is unavailable.


**Online Support**

**Training**
Online training courses are available for review by clicking on the **Web Portal Training** option located on the Main Menu.

**User Guides**
For quick and easy reference, User Guides are available for most of the functionality in the Web Portal. To locate a User Guide, hover your mouse over the menu options to expand the sub-menu. If a User Guide is available for that menu option, it will be displayed in the sub-menu. When you select a User Guide from the sub-menu, it will open in a new window. To print the User Guide, use your Internet browser software print functionality located under File → Print on the browser menu bar.

**Help**
The online Help Guides and ToolTips are the quickest and easiest way to find assistance while working within the Web Portal.

**Help Guides**
The Help Guides can be accessed by clicking on the **Help** button displayed on the gray bar in the upper right-hand corner of any screen in the application. Help is specific to the individual web page and will display in a separate browser window, which can be minimized, maximized, or closed. If there is no application Help Guide to display, then the Help Index page will appear. To close, use your browser’s close button.

**Tool Tips**
ToolTips are designed to help the user with a specific field or button. For fields that have ToolTips, the ToolTips will appear when the user hovers the mouse pointer over a field.

**Technical Support**
If you experience technical difficulties with the Web Portal, first contact your Trading Partner Administrator for assistance. If the issue cannot be resolved, please contact the CGI Help Desk for technical support.

- Telephone: 1-888-538-4275, Option 1
- E-mail: HelpDesk.HCG.central.us@cgi.com

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