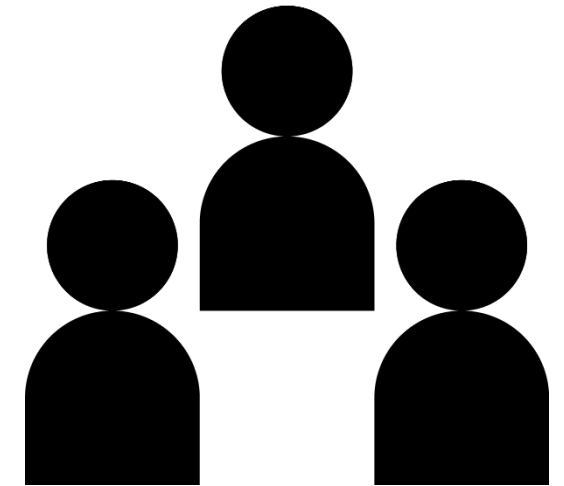


A woman in a light-colored business suit is standing in a modern office environment, interacting with a large, wall-mounted touch-screen monitor. She is smiling and looking at the screen, with her hand near it. The background shows a bright, open-plan office with large windows and a clean, minimalist design. A large white circular graphic is overlaid on the right side of the image, containing the main title text.

# Florida Health Plan Portal & Self-Service Enhancement Demonstration

# Introductions

- ▶ DXC Lead Business Analyst **Robert Lenard**
- ▶ DXC Lead Business Analyst **Trish Mansfield**
- ▶ DXC Business Analyst **Eli Bell**



# Agenda

- ▶ Introduction
- ▶ Health Plan Portal Demonstration
- ▶ Self-Service Features Demonstration
- ▶ Questions



# What is the Florida Health Plan Portal?

- ▶ A new secure Florida Medicaid Web Portal tailored specifically to the needs of health plans.
- ▶ A secure single-entry point to conducting day-to-day business with Florida Medicaid.
- ▶ A central information hub for health plan-related fiscal agent publications, alerts, and notifications.



# Health Plan Portal Navigation Menu

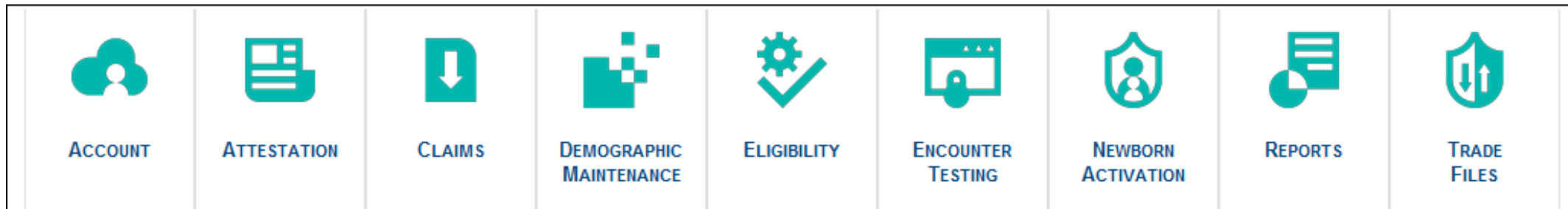
Health Plan Portal Navigation Menu options, including:

The screenshot displays the Florida Health Plan Portal interface. At the top left is the logo for the Agency for Health Care Administration. The main title "Florida Health Plan Portal" is centered at the top. On the top right is the DXC technology logo. Below the title bar is a yellow navigation bar containing the text "Welcome, HEALTH PLAN [User Name]", a session timer "[ Your session ends in 12:34 minutes. ]", and links for "Refresh Session | Close". Below this is a light blue navigation bar with the word "HOME" on the left and a row of seven icons with labels: Home (house icon), Notifications & Alerts (lightning bolt icon), Dashboard (pie chart icon), Provider Tools (server rack icon), Provider Lookup (binoculars icon), Resources (person with information icon), and Contact Us (phone icon).

# Provider Tools Menu Options

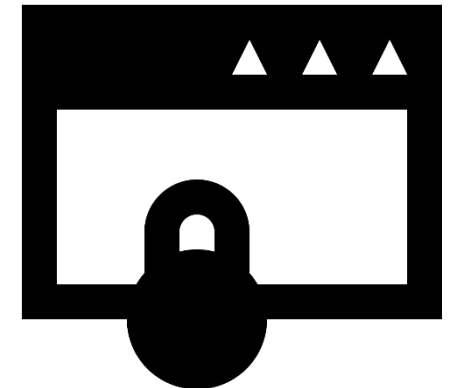
Provider Tools Menu options include the following new features:

- ▶ Attestation uploads;
- ▶ Enhanced claim search functionality; and
- ▶ Newborn activation request submissions.



# Self-Service Enhancements

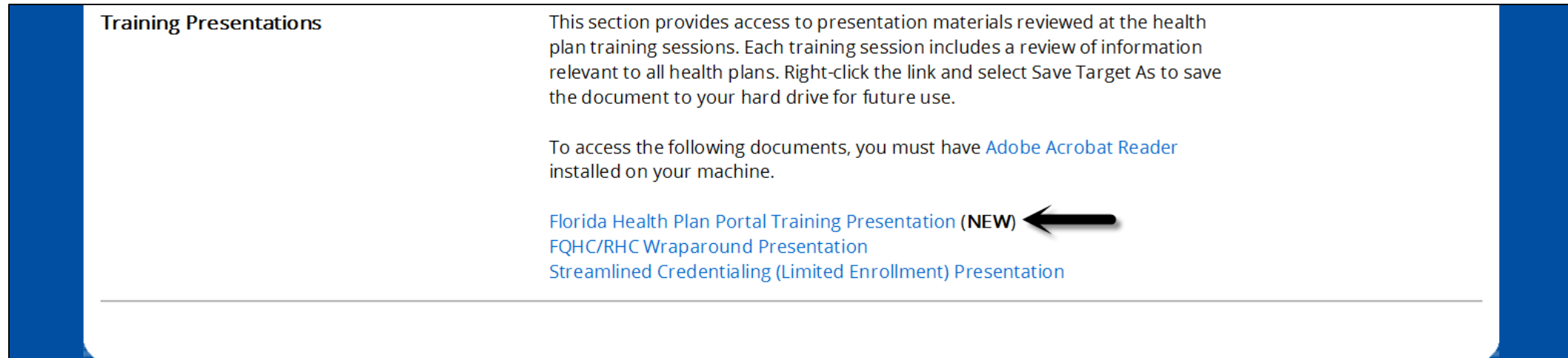
- ▶ 1099 Electronic Delivery
- ▶ Change of Address Wizard
- ▶ Electronic Funds Transfer Designation Wizard
- ▶ Real-time Group Membership Updates
- ▶ Provider File Maintenance Request Submission
- ▶ EDI Agreement Submission
- ▶ Interactive Application Checklist
- ▶ Exceptional Claim Submission
- ▶ Fee Schedule Lookup Tool
- ▶ Self-Service Password Reset
- ▶ Newborn Activation Request
- ▶ Enrollment Status Chat Feature



# Florida Health Plan Portal Information

For more information on the Florida Health Plan Portal, visit: [mymedicaid-florida.com](http://mymedicaid-florida.com).

From the homepage, hover over **Managed Care**, look under the **Support** column, and click **Training Presentations**. Once at the Training Presentations section, click **Florida Health Plan Portal Training Presentation**.



**Training Presentations**

This section provides access to presentation materials reviewed at the health plan training sessions. Each training session includes a review of information relevant to all health plans. Right-click the link and select Save Target As to save the document to your hard drive for future use.

To access the following documents, you must have [Adobe Acrobat Reader](#) installed on your machine.

- [Florida Health Plan Portal Training Presentation \(NEW\)](#) ←
- [FQHC/RHC Wraparound Presentation](#)
- [Streamlined Credentialing \(Limited Enrollment\) Presentation](#)



# Self-Service Enhancement Information

The Florida Medicaid Web Portal has been updated with numerous Quick Reference Guides to assist providers with utilizing the new self-service features, including:

- ▶ Change of Address Wizard
- ▶ EFT Designation Wizard
- ▶ Electronic EDI Agreements
- ▶ Electronic Exceptional Claim Submission
- ▶ Interactive Enrollment Checklist
- ▶ Provider File Maintenance
- ▶ Electronic IRS Form 1099
- ▶ Fee Schedule Lookup Tool
- ▶ Group Linking and Delinking
- ▶ Newborn Activation Feature

To access Quick Reference Guides, visit: [mymedicaid-florida.com](https://mymedicaid-florida.com).

From the homepage, hover over **Provider Services**, look under the **Training** column, and click **Quick Reference Guides**.



# Thank you!