



MYERS AND
STAUFFER LC
CERTIFIED PUBLIC ACCOUNTANTS

**User Guide Documentation:
Iowa Provider Cost Audit Web Portal**

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1 Introduction to the Iowa Provider Cost Audit Web Portal

1.1 Introduction

The Iowa (IA) Provider Cost Audit Web Portal is used by the internal Iowa Provider Cost Audit contractor and external Iowa Medicaid Providers to communicate and share PHI and non-PHI data.

1.2 Objective

The purpose of this user guide is to walk external entities through gaining access to the Iowa Provider Cost Audit Web Portal. This User Guide will also address password management and access to StatLogs and events for one or more facilities via the Iowa Provider Cost Audit Web Portal.

1.3 Acronyms and Definitions

Term	Definition
IA	Iowa
FYE	Fiscal Year End
StatLog	Status Log

2 Account Set Up

Iowa Provider Cost Audit Web Portal accounts must be set up by the Iowa Provider Cost Audit contractor. This guide is to be used once the external Medicaid Provider and Contacts are set up in the Iowa Provider Cost Audit Web Portal.

2.1 First Time Login

Once the external contacts Iowa Provider Cost Audit Web Portal account is setup by the Iowa Provider Cost Audit contractor, the user will receive an email from with the website URL (<https://imeprovidercostaudit.mslc.com/>) and instructions for logging in to the Web Portal.

1. Click on the link provided or copy/paste the link into the address bar of the web browser.
2. When the Iowa Provider Cost Audit Web Portal page opens, click the 'Forgot Password?' link.

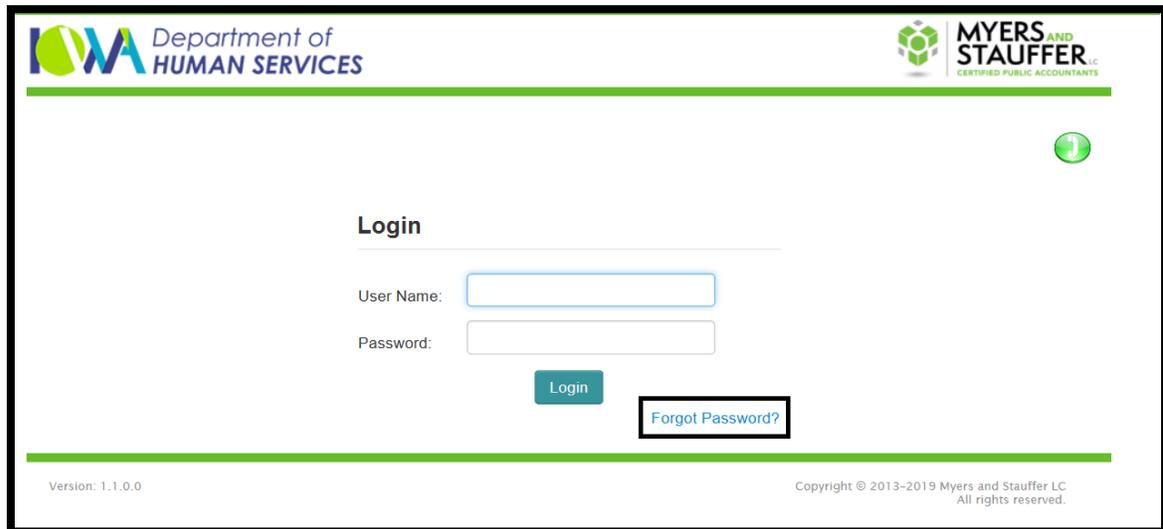


Figure 1: Forgot Password

3. Enter your email address and the text displayed on the Send Forgot Password screen. Click **Send Forgot Password Email**.
4. You will receive an email from InfoProviderWeb@mslc.com with the link to set your Iowa Provider Cost Audit Web Portal password.

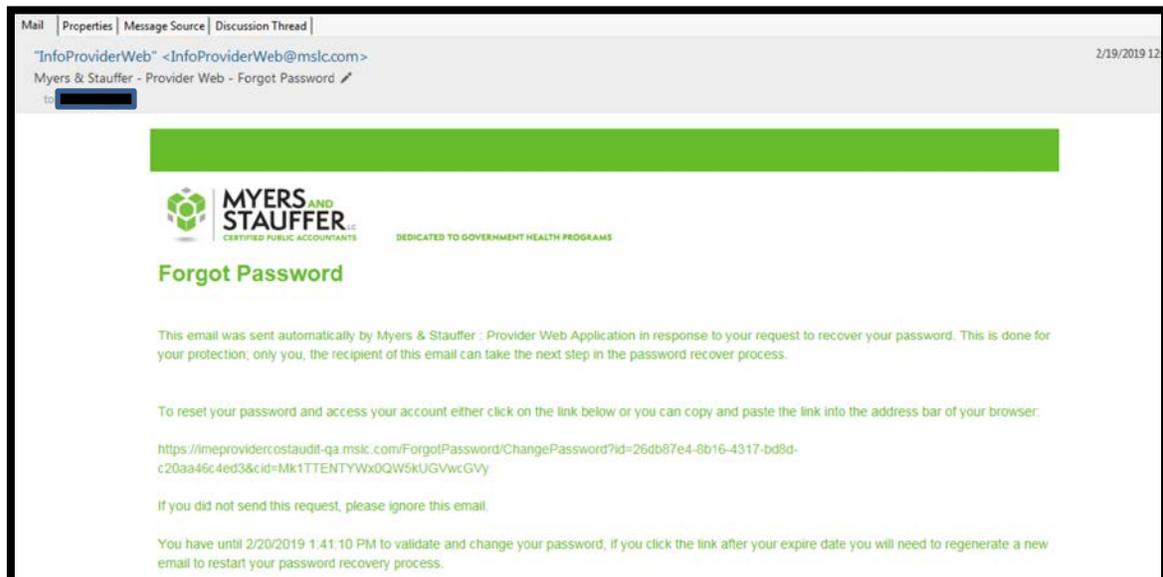
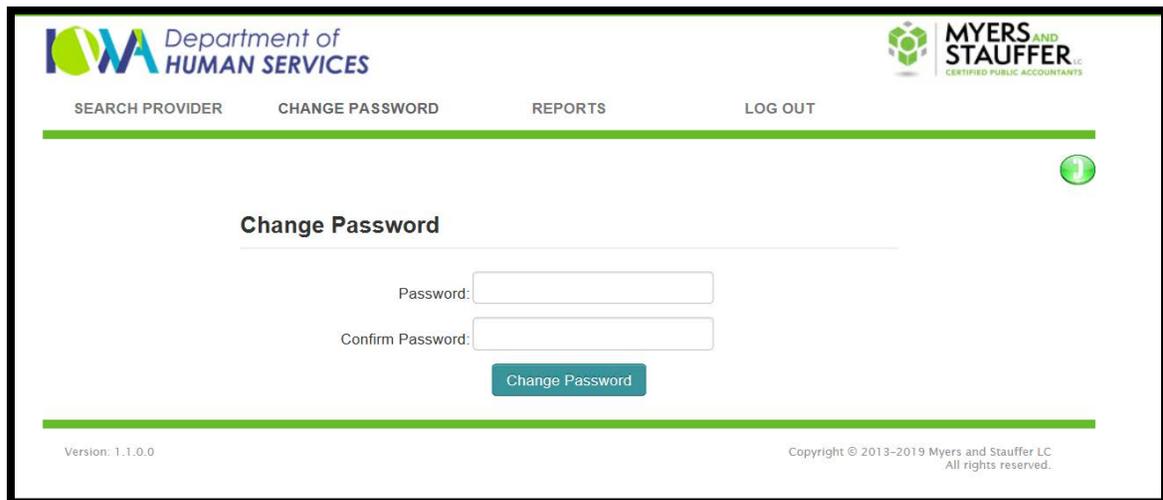


Figure 2: Forgot Password Email

5. Click the link in the email to open the Iowa Provider Cost Audit Password Reset page.

6. Enter in your desired password. Confirm your password by re-typing it in the Confirm Password field.



The screenshot shows the 'Change Password' page of the Iowa Provider Cost Audit Web Portal. At the top left is the Iowa Department of Human Services logo, and at the top right is the Myers and Stauffer LC logo. A navigation bar contains links for 'SEARCH PROVIDER', 'CHANGE PASSWORD', 'REPORTS', and 'LOG OUT'. The main content area is titled 'Change Password' and features two input fields: 'Password:' and 'Confirm Password:'. Below these fields is a blue 'Change Password' button. At the bottom left, the version number '1.1.0.0' is displayed, and at the bottom right, the copyright notice 'Copyright © 2013-2019 Myers and Stauffer LC. All rights reserved.' is shown.

Figure 3: Change Password

7. Once your password is successfully set, login to the Iowa Provider Cost Audit Web Portal.
8. The Myers and Stauffer *Iowa Agency for Health Care Administration Terms of use Agreement* will be presented. Please read and follow instructions on the web page to proceed. This only appears the first time you log into the web portal.

3 Web Portal

The Iowa Provider Cost Audit Web Portal is designed for users to access/upload/download files and review the History information section.

3.1 Web Portal Login

After the initial login/password reset is complete, the Iowa Provider Cost Audit Web portal can be accessed by following these steps:

1. Type in <https://imeprovidercostaudit.mslc.com/> in the web browser. The login page will open
2. Enter your **User Name** and **Password**
3. Type the text shown on the screen in the *Enter the text you see above:* box.
4. Click **Login** to login to the Iowa Provider Cost Audit Web Portal



Figure 4: Web Portal Login

3.2 Web Portal – Select Cost Report Period

After logging in to the Iowa Provider Cost Audit Web Portal:

1. The **Select Cost Report Period** page is displayed.
2. Click the **Provider** drop down box to select a Provider. Only the Providers associated with the username are visible.
3. Select the **Fiscal Year End Date**
Note: The **Begin Date** is set by an internal Provider Cost Audit contractor staff member based upon the **End Date** selected.
4. The web portal loads the selected cost report period History information.

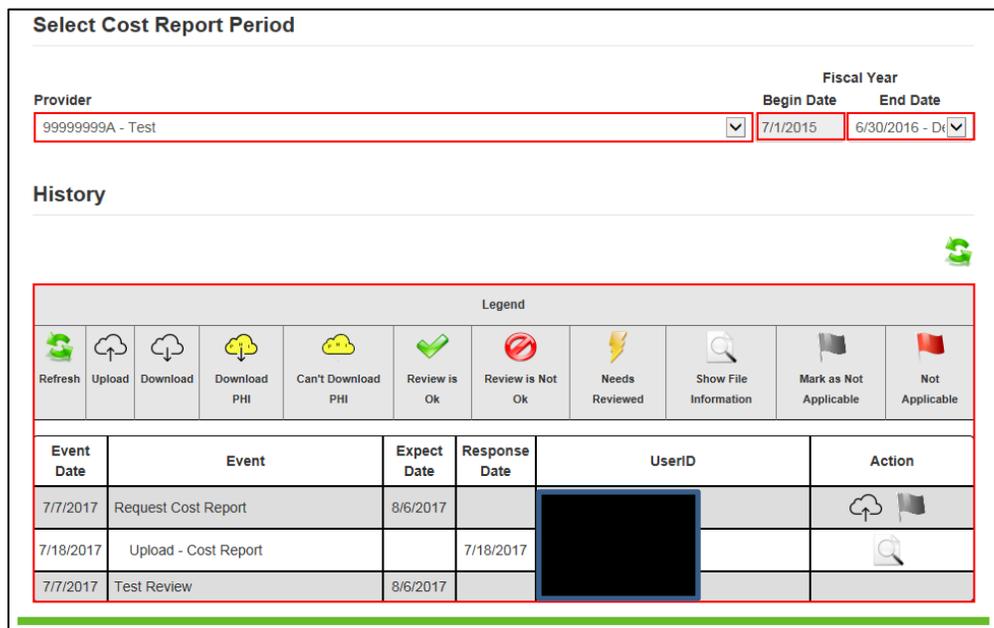


Figure 5: Select Cost Report Period

3.3 Web Portal – Uploading a File

Iowa Provider Cost Audit Web Portal users are able to upload files to the web portal. To upload a file:

1. Login to the Iowa Provider Cost Audit Web Portal.
2. Select a **Provider** and select a Cost Report period by selecting the appropriate **End Date** from the drop down menu.
3. In the **History** information section, Events will be entered by the Provider Cost Audit contractor staff that are requesting files to be uploaded to the web portal.
4. The **Upload** icon (Cloud with up arrow) appears next to any events requiring files to be uploaded to the Provider Cost Audit contractor.

Provider: 99999999A - Test | Fiscal Year: 7/1/2015 - 6/30/2016

History

Legend

Event Date	Event	Expect Date	Response Date	UserID	Action
7/7/2017	Request Cost Report	8/6/2017		[Redacted]	[Upload] [Mark as Not Applicable]
7/18/2017	Upload - Cost Report		7/18/2017	[Redacted]	[Show File Information]
7/7/2017	Test Review	8/6/2017		[Redacted]	

Figure 6: Select Cost Report

5. Click the **Upload** icon in the Action column and an **Upload File** window will display.
6. Select **Browse** to search for files to upload.
7. Select a file to upload to the web portal.
8. Enter any notes needed in the **Notes** field of the Upload File window.
9. Click **Upload** to upload the file to the web portal.



Figure 7: Upload File Window

3.4 Web Portal – Add an Event

1. Click the **Provider** drop down box to select a Provider.
2. Scroll to the bottom of the History information section. Select an event in the **Select an event** drop down box. This is an ad hoc event that can be added if a file needs to be uploaded to the Provider Cost Audit contractor, but there is not an event currently requesting a file upload.
3. Click **Add Event**

Select Cost Report Period

Provider: Fiscal Year
Begin Date: 7/1/2017 End Date: 6/30/2018 - R

History

Legend

Refresh	Upload	Download	Download PHI	Can't Download PHI	Review is Ok	Review is Not Ok	Needs Reviewed	Show File Information	Mark as Not Applicable	Not Applicable

Event Date	Event	Expect Date	Response Date	UserID	Action
7/7/2017	<input type="text" value=""/>	11/30/2017		<input type="text" value=""/>	
7/18/2017	<input type="text" value=""/>		7/18/2017	<input type="text" value=""/>	
7/7/2017	Provider Representation Letter	7/21/2017		<input type="text" value=""/>	
7/19/2017	Upload - Provider Representation Letter		7/19/2017	<input type="text" value=""/>	
7/7/2017	Requested Workpapers	7/21/2017		<input type="text" value=""/>	

--Select an event--
Final Report for Provider
Add Event

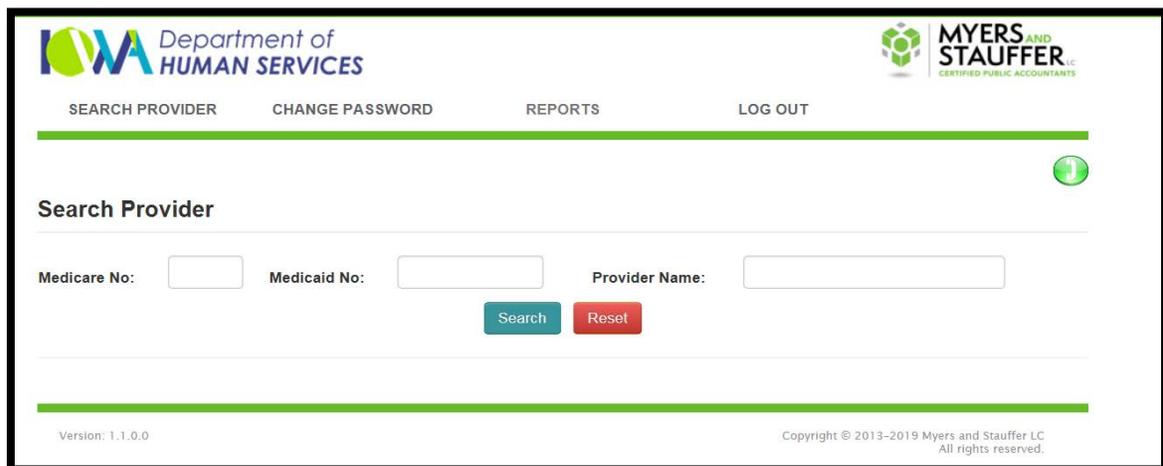
Figure 8: Add an Event

3.5 Web Portal – Search Provider

The Search Provider feature of the Iowa Provider Cost Audit Web Portal allows the user to search for Providers they are identified as a contact for.

1. Login to the Iowa Provider Cost Audit Web Portal.
2. Select **Search Provider** in the navigation bar.
3. The Search Provider web page will be displayed.
4. Search for Providers by entering one of the following:
 - a. **The Medicaid Number**
 - b. **Provider Name**
5. Click **Search**.
6. The Search Provider will bring up search results that match what was entered.
7. Select the **View** icon to go to the Provider's page.
8. The Provider's page will open in a new tab.

Note: Only providers for which the logged in user is a Contact will be presented in the search results.



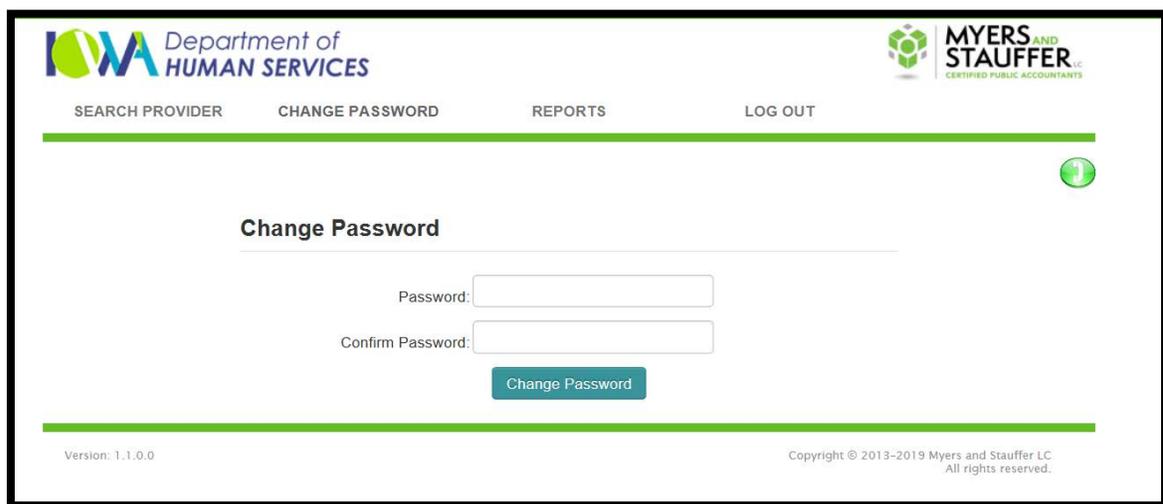
The screenshot shows the 'Search Provider' page within the Iowa Department of Human Services web portal. The page features a navigation bar with links for 'SEARCH PROVIDER', 'CHANGE PASSWORD', 'REPORTS', and 'LOG OUT'. Below the navigation bar, there is a search form titled 'Search Provider' with three input fields: 'Medicare No:', 'Medicaid No:', and 'Provider Name:'. Below these fields are two buttons: 'Search' (blue) and 'Reset' (red). The page also includes a green download icon in the top right corner and footer text: 'Version: 1.1.0.0' and 'Copyright © 2013–2019 Myers and Stauffer LC All rights reserved.'

Figure 9: Search Provider

3.6 Web Portal – Change Password Process

The Iowa Provider Cost Audit Web Portal allows the user to change their password following these steps:

1. Login to Iowa Provider Cost Audit Web Portal.
2. Select **Change Password** on the navigation bar.
3. Enter the new password and re-enter the password again to confirm it.
4. Click **Change Password** to confirm the new password.



The screenshot shows the 'Change Password' page in the Iowa Provider Cost Audit Web Portal. The page header includes the Iowa Department of Human Services logo and the Myers and Stauffer LC logo. The navigation bar contains links for 'SEARCH PROVIDER', 'CHANGE PASSWORD', 'REPORTS', and 'LOG OUT'. The main content area is titled 'Change Password' and features two input fields: 'Password:' and 'Confirm Password:'. A green 'Change Password' button is positioned below the input fields. A green circular icon with a downward arrow is located in the top right corner of the main content area. The footer contains the version number 'Version: 1.1.0.0' and the copyright notice 'Copyright © 2013–2019 Myers and Stauffer LC All rights reserved.'

Figure 10: Change Password

3.7 Web Portal – Help

The Iowa Provider Cost Audit Web Portal allows the user to receive help if the user has any questions.

1. Login to the Iowa Provider Cost Audit Web Portal.
2. Select the green **Phone** icon at the top right of the web portal. The **Help** icon can be found on every page.
3. The user is prompted to “Please contact Customer Support at 866-863-8610 or email us at imeprovidercostaudit@mslc.com”
4. Select or copy the email address to compose the email.

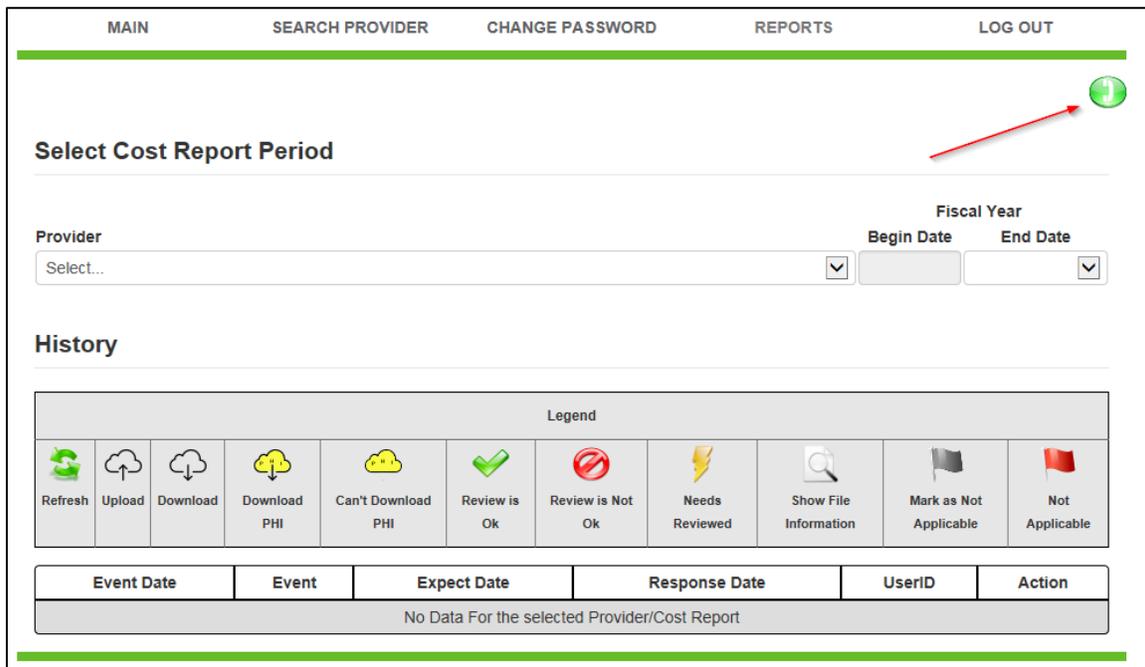


Figure 11: Web Portal Help