



KMAP MCO Portal Registration Instructions

KMAP MCO Portal Registration Instructions

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KMAP MCO Portal Registration Instructions

1 Registering as an MCO Clerk

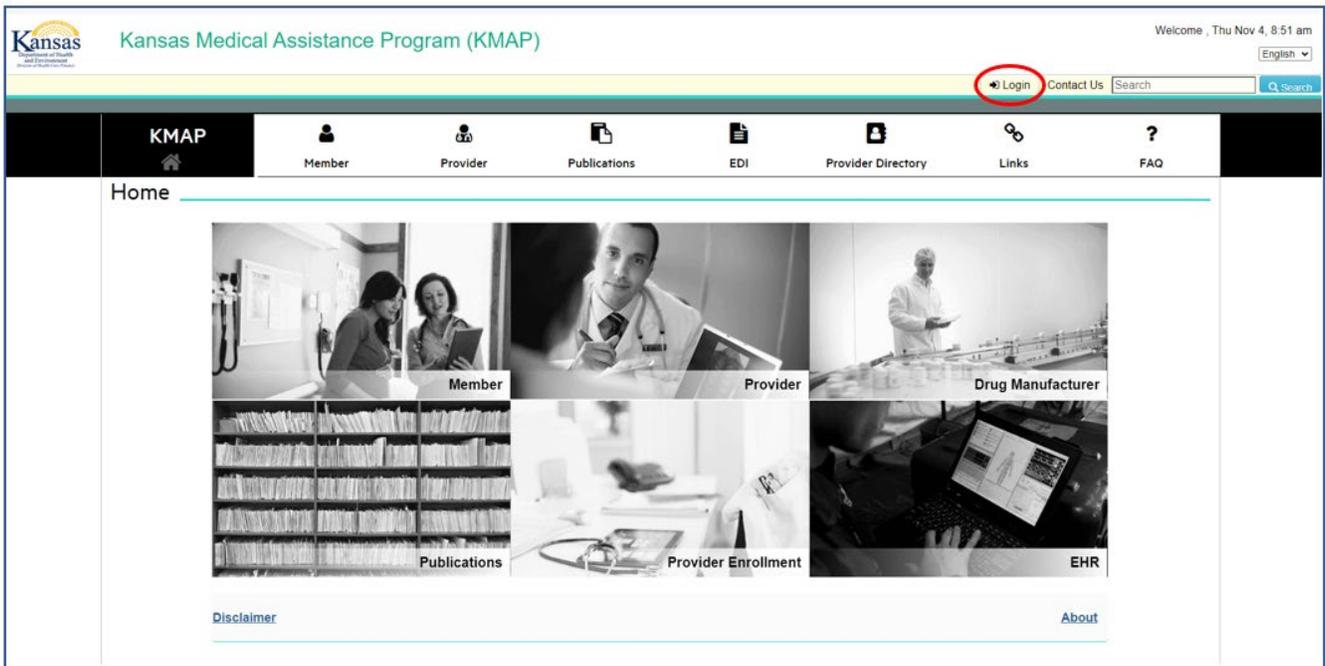
Staff working on behalf of an MCO may register for the KMAP MCO Portal. After completing the registration process, the MCO clerk should follow up with the organization's KMAP MCO Portal administrator to be added as a Delegate user for the MCO. If you have technical difficulties, contact the web admin team at Kansas-WEBADMIN@gainwelltechnologies.com with the username and a brief description of the reason for contacting the web admin.

Key Items for the MCO Clerk to Complete:

- ❖ Register as an **MCO Clerk** if worked is performed on behalf of the provider organization in the MCO Portal
- ❖ Retrieve the Relationship Code as described in Section 2 (Last Name and Relationship Code are needed to assign staff as MCO Clerk/Delegate)
- ❖ Communicate to **MCO (Administrator)** through their preferred method of communication (email, phone, fax, text, messenger app, etc.) your Relationship Code and Last Name

Complete these steps to register for the KMAP MCO Portal: <https://portal.kmap-state-ks.us/PublicPage>

From the KMAP Home page, click **Login**.



From the **Login** page, click **Register** under Provider/Drug Labeler.

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The screenshot shows the KMAP Login page. At the top left is the Kansas Department of Health and Environment logo. The page title is "Kansas Medical Assistance Program (KMAP)". The current date and time are "Welcome , Wed Oct 20, 5:51 pm" and there is an "English" dropdown menu. The main heading is "Login".

The page contains the following text:

The Kansas Medical Assistance Program (KMAP) provides secure web sites for our member, provider and drug labeler communities. In order to access the secure web site, users must register for a user ID and password. If you have not previously registered, you will receive a letter providing you with an ID and personal identification number (PIN) needed for the registration process upon successful enrollment with the Kansas Department of Health and Environment (KDHE).

NOTE: Members, Providers or Drug Labelers who have not Registered since Jan 18, 2022 must Register.
Members, Providers or Drug Labelers who have not Re-registered since Jan 18, 2022 must Re-register.

Member	Provider/Drug Labeler	Login
If you have not registered to accessed to the KMAP secure portal select register REGISTER	If you have not registered to accessed to the KMAP secure portal select register REGISTER	All Registered and Re-registered users since Jan 18, 2022 login here LOGIN
If you have not re-registered since Jan 18, 2022 to access the new KMAP secure portal select register RE-REGISTER	If you have not re-registered since Jan 18, 2022 to access the new KMAP secure portal select register RE-REGISTER	

Registration Instructions:

Users of the provider and drug labeler web sites registering with the ID and PIN will have administrator level access with the ability to grant access to users working on your behalf, also known as delegates. Delegate users will not receive an ID and PIN and may self-register by selecting the Registration option.

If you are not an enrolled provider and want to enroll, complete an application in [Provider Enrollment Wizard](#)

If you are already enrolled with Kansas Medical Assistance Program and you have not received or misplaced the letter containing your ID and PIN, please call the KMAP Customer Service Center at 1-800-933-6593 between 7:30 a.m. and 5:30 p.m. Central Standard Time, Monday through Friday.

For a Detailed Registration Instruction Manual please [click here](#)

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Choose **MCO Clerk** from the list.

The screenshot shows the KMAP Register page. At the top left is the Kansas Department of Health and Environment logo. The page title is "Kansas Medical Assistance Program (KMAP)". The current date and time are "Welcome , Wed Oct 20, 5:51 pm" and there is an "English" dropdown menu. The main heading is "Register".

The page contains the following text:

I want to register as * **Register as** ?

- Select a Value...
- Select a Value...
- Drug Rebate Delegate
- Drug Rebate Labeler
- MCO Clerk** ←
- Member
- Provider

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KMAP MCO Portal Registration Instructions

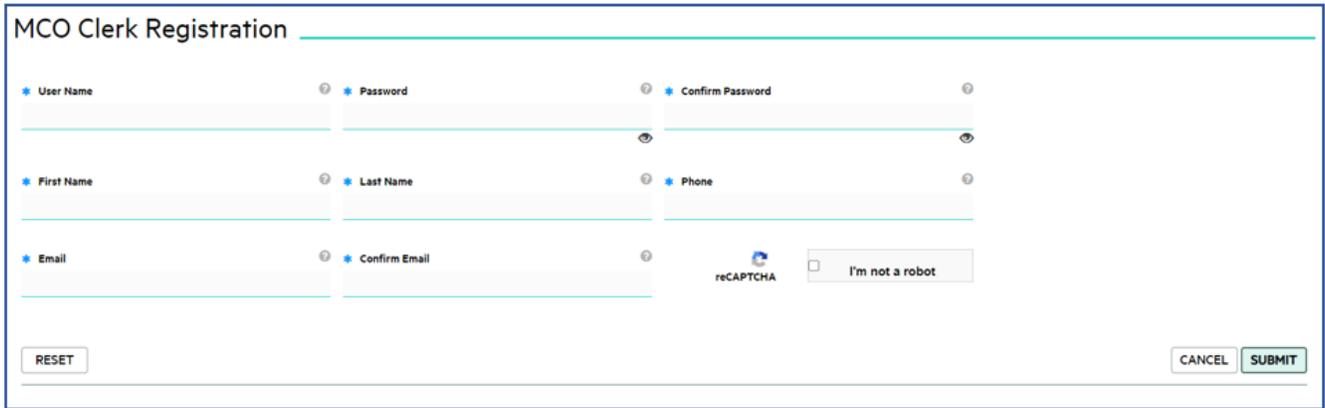
The system returns the **MCO Clerk Registration** page.

Complete the **MCO Clerk Registration** page.

NOTE: The first time you logon to the **KMAP MCO Portal** you will be prompted to change your password.

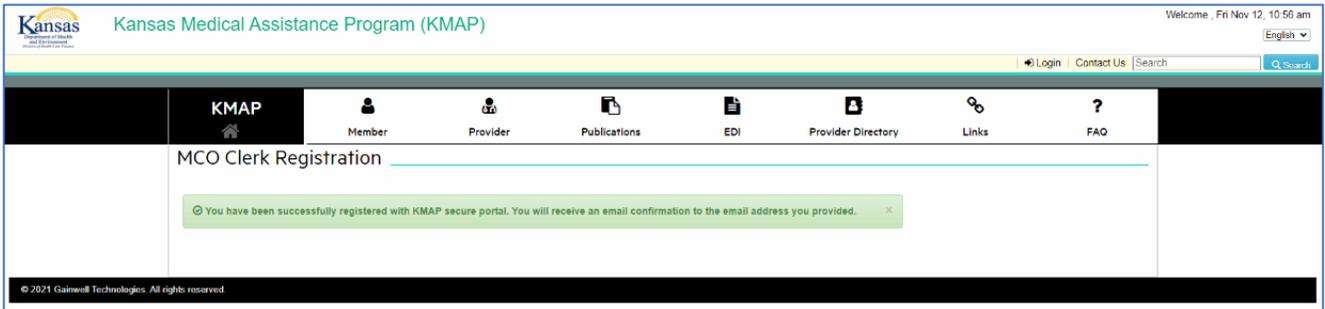
Check the “I’m not a robot” **Captcha** box.

Click **SUBMIT**.



The screenshot shows the 'MCO Clerk Registration' form. It includes fields for: User Name, Password, Confirm Password, First Name, Last Name, Phone, Email, and Confirm Email. There is a reCAPTCHA 'I'm not a robot' checkbox. At the bottom, there are 'RESET', 'CANCEL', and 'SUBMIT' buttons.

The system displays a message indicating your registration was successful.



The screenshot shows the KMAP MCO Portal home page. The header includes the Kansas Medical Assistance Program (KMAP) logo and navigation links for Member, Provider, Publications, EDI, Provider Directory, Links, and FAQ. A green message box in the center states: 'You have been successfully registered with KMAP secure portal. You will receive an email confirmation to the email address you provided.' The footer contains the copyright notice: '© 2021 Gainwell Technologies. All rights reserved.'

You will receive a Welcome email with a link to the KMAP MCO Portal logon page.

Logon to the KMAP MCO Portal as described in Section 2 to retrieve your **Relationship Code** needed for Delegate assignment.

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2 Logging on to the KMAP MCO Portal

Upon receiving your User ID and Password from kmmsidentitymanagement@gainwelltechnologies.com, complete these steps to login to the KMAP MCO Portal: <https://portal.kmap-state-ks.us/SecurePage>

From the KMAP landing page, enter your **User Name**.

Click **Continue**.

Kansas
Department of Health
and Environment
Division of Health Care Finance

Kansas Department of Health and Environment

Sign In:

Enter your user name.

User Name:

Continue

[Forgot your user name?](#)
[Where do I enter my password?](#)

The system returns the Password page.

Enter your **Password**.

Click **enter**.

KMAP MCO Portal Registration Instructions

Sign In:
Please use this secure TextPad to enter your password.

Password:
[Redacted Password Field]

11/27/07 1:05:47 (CDT)

enter

[What's this?](#)
[Forgot your password?](#)

The first time you login, you will be prompted to reset your password.

Enter the password you created during registration as the **Old Password** and Click **Enter**.

Enter a **New Password** and Click **Enter**.

Enter the password again to **Confirm New Password** and Click **Enter**.

KMAP MCO Portal Registration Instructions

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Division of Health Care Finance

Kansas Department of Health and Environment

Reset Your Password

Please enter your old password and new password twice on the TextPad.

A valid password must meet all of the following conditions:

- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 6 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must start with an alphabetic character.
- Password must not match or contain user ID.

Old Password click to enter

New Password click to enter

Confirm New Password click to enter

11/27/2021 07:01 (CDT)

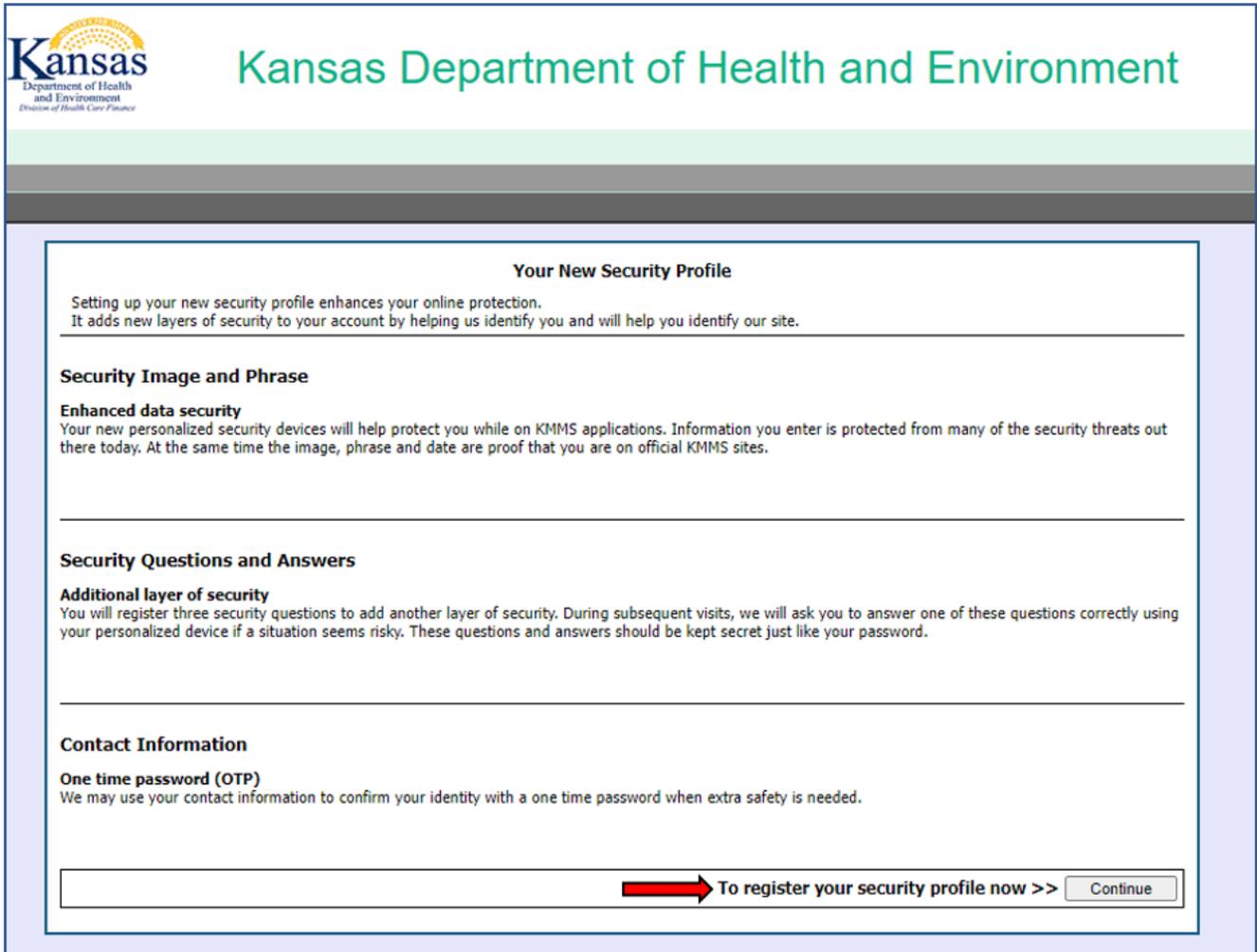
enter

The system returns the **Security Profile** page, this is displayed the first time you login.

Read each section for details regarding your security profile.

Click **Continue**.

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and Environment
Division of Health Care Finance

Kansas Department of Health and Environment

Your New Security Profile

Setting up your new security profile enhances your online protection.
It adds new layers of security to your account by helping us identify you and will help you identify our site.

Security Image and Phrase

Enhanced data security
Your new personalized security devices will help protect you while on KMMS applications. Information you enter is protected from many of the security threats out there today. At the same time the image, phrase and date are proof that you are on official KMMS sites.

Security Questions and Answers

Additional layer of security
You will register three security questions to add another layer of security. During subsequent visits, we will ask you to answer one of these questions correctly using your personalized device if a situation seems risky. These questions and answers should be kept secret just like your password.

Contact Information

One time password (OTP)
We may use your contact information to confirm your identity with a one time password when extra safety is needed.

 [To register your security profile now >>](#)

The system provides a personal security image and phrase.

To change the image and phrase, click Get a new **image and phrase**, until you find one you want to use.

Click **Continue**.

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The screenshot shows the top of the portal with the Kansas Department of Health and Environment logo and name. The main content area is titled "Your Security Device" and contains the following text: "This is your personalized virtual authentication device. From now on, never enter your password unless you see this exact device." Below this is a preview of a virtual device with a "Password:" field, a "Preview" image of a squirrel, the date "11/2/2021 07:16 (CDT)", the Oracle logo, and the phrase "steady clams" with an "enter" button. Two arrows point from the text "Your personal security image" and "Your personal security phrase" to the respective parts of the device preview. Below the preview are links for "Learn more about your device" and "Get a new image and phrase". At the bottom, a red arrow points to the text "To accept this security device, image and phrase, click >>" and another red arrow points to the "Continue" button.

The system asks you to setup your **Security Questions**.

Select three security questions. For each question selected, type the answer into the secure text pad and click **Enter**.

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The screenshot shows the 'Security Questions' registration page. At the top left is the Kansas Department of Health and Environment logo. The title 'Kansas Department of Health and Environment' is displayed in green. Below the title, the text reads: 'We will use your security questions and answers to confirm your identity at times when extra safety is needed.' Underneath, it says 'Questions (Choose a question from each list below.)'. There are three numbered dropdown menus, each with 'Select One' and a downward arrow. A green arrow points from the first dropdown to a simulated mobile phone screen. The phone screen shows an 'Answers' section with a photo of a landscape, an 'Answer:' field, a timestamp '11/2/2021 07:23 (CDT)', and an 'enter' button. A red arrow points to the 'enter' button. Below the phone screen, the text 'amiable century' is visible.

Once you have entered the third security question, the system takes you to a **One-Time Password (OTP)** Registration page.

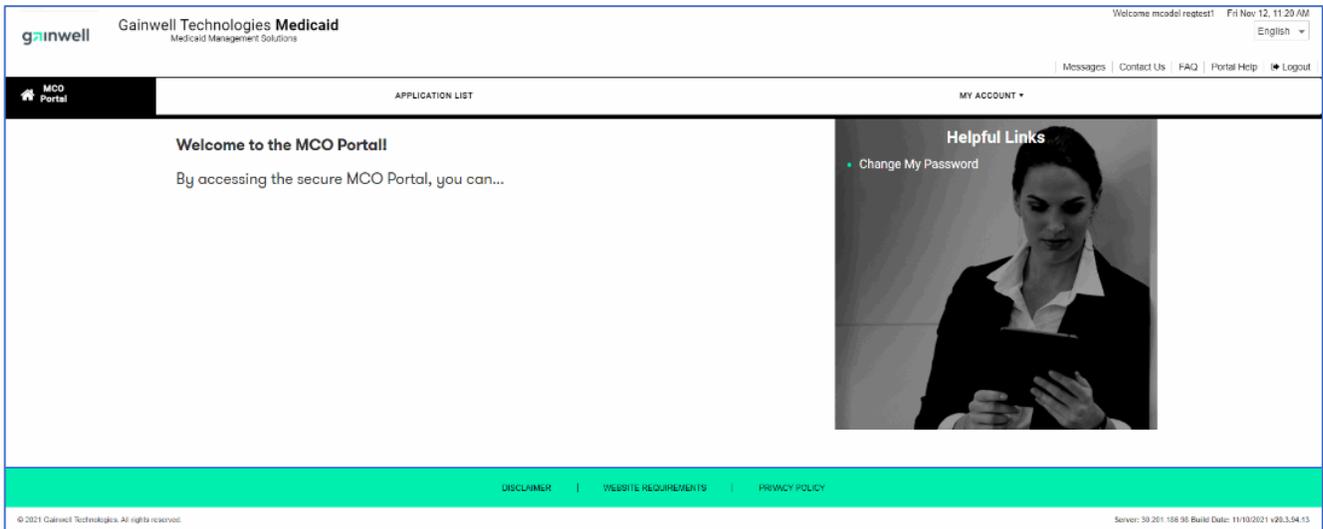
Enter your **Email Address**.

Click **Continue**.

The screenshot shows the 'One-Time Password (OTP) Registration' page. At the top left is the Kansas Department of Health and Environment logo. The title 'Kansas Department of Health and Environment' is displayed in green. Below the title, the text reads: 'For your protection please enter your email address so we may use it to verify your identity in the future. Please ensure this email address is valid that you receive emails.' There is a text input field labeled 'Email Address' with a red asterisk to its right. Below the input field is a 'Continue' button. A red arrow points to the 'Continue' button.

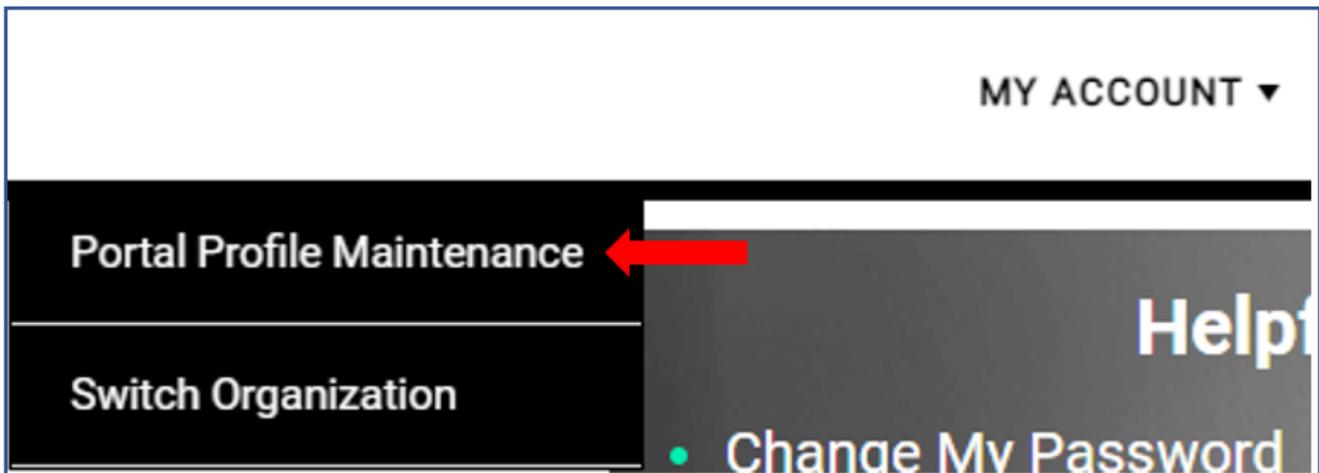
You are now logged on to the KMAP MCO Portal as a Clerk.

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To be added as a Delegate for an MCO, your **Last Name**, as entered during registration, and **Relationship Code** must be provided to the MCO Portal administrator.

To retrieve your Relationship Code, select **My Account** → **Portal Profile Maintenance**



Your **Last Name** and **Relationship Code** are displayed on the **My Account Profile** page.

Provide this information to the MCO Portal administrator for each MCO for whom you will be performing work.

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MY ACCOUNT PROFILE

CONTACT INFORMATION

User ID
MCOclerk001

First Name
MCO

Middle Name

Last Name
Clerk

Display Name
MCO Clerk

Phone Number
321-654-9874

Current Email
robin.clement@gainwelltechnologies.com

Relationship Code
I9TJU3U4

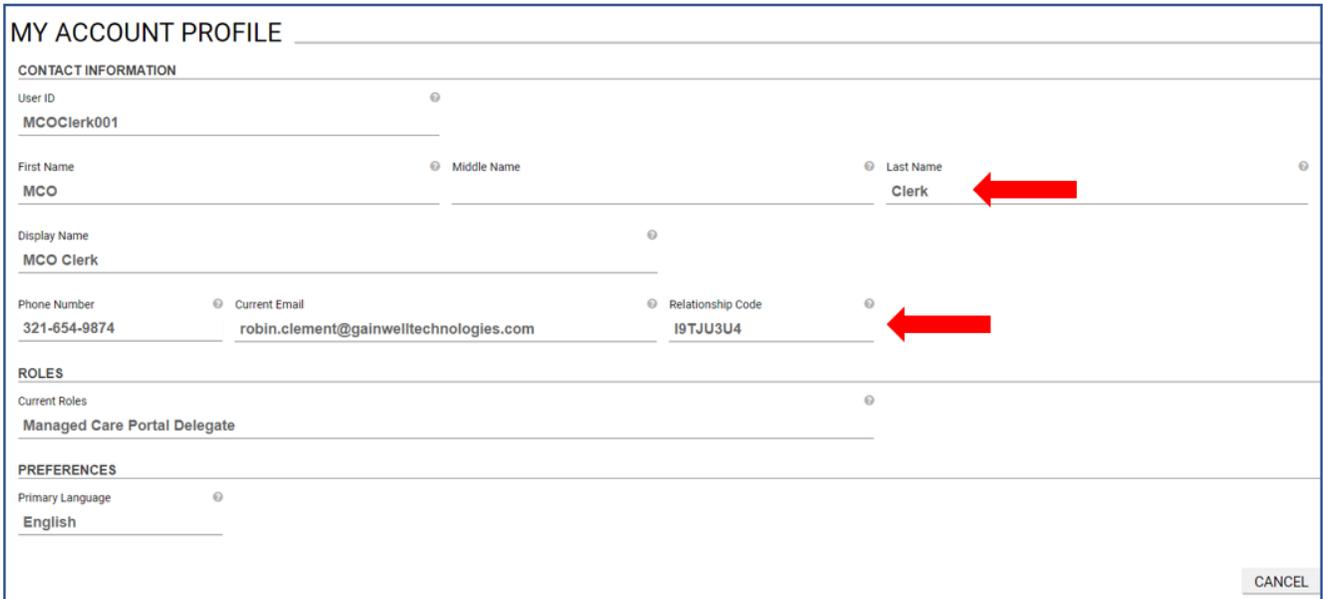
ROLES

Current Roles
Managed Care Portal Delegate

PREFERENCES

Primary Language
English

CANCEL



Click **Logout** to log out of the KMAP MCO Portal.

gainwell Gainwell Technologies Medicaid
Medicaid Management Solutions

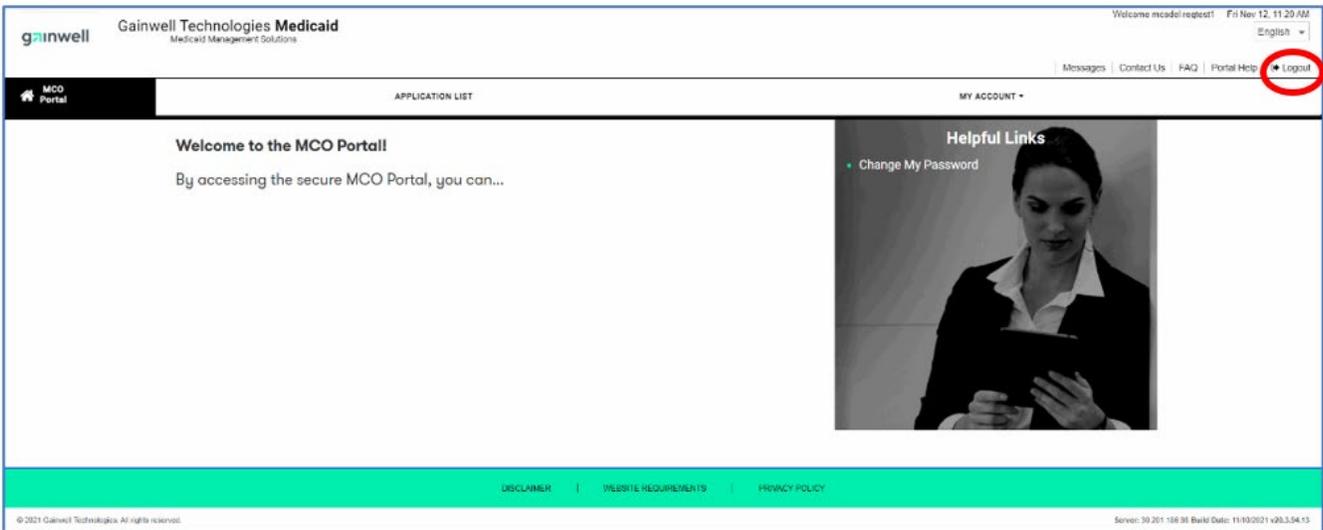
Welcome mcoclerk001 Fri Nov 12, 11:20 AM
English

Messages | Contact Us | FAQ | Portal Help | **Logout**

MCO Portal APPLICATION LIST MY ACCOUNT

Welcome to the MCO Portal!
By accessing the secure MCO Portal, you can...

Helpful Links
Change My Password



KMAP MCO Portal Registration Instructions

3 MCO Portal Administrator – Add/Manage Delegates

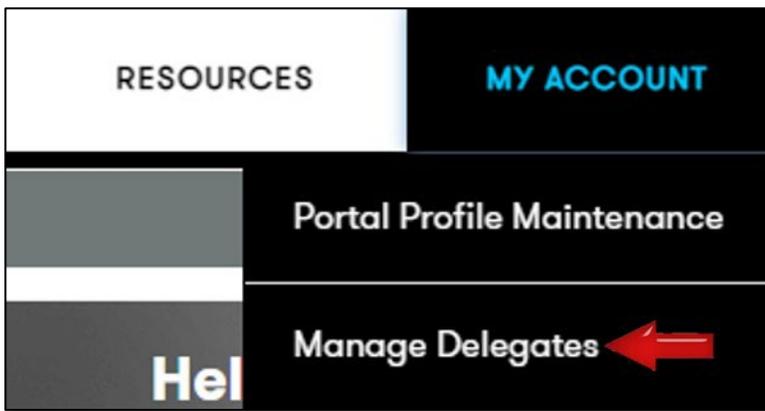
3.1 Adding Registered Delegate

The KMAP MCO Portal administrator may provide access to their clerks, referred to as delegates, to perform work on their behalf in the KMAP MCO Portal. To add a delegate, the delegate user’s last name and relationship code is needed. Section 1 and 2 describe the process for a clerk to register as a delegate and retrieve their relationship code.

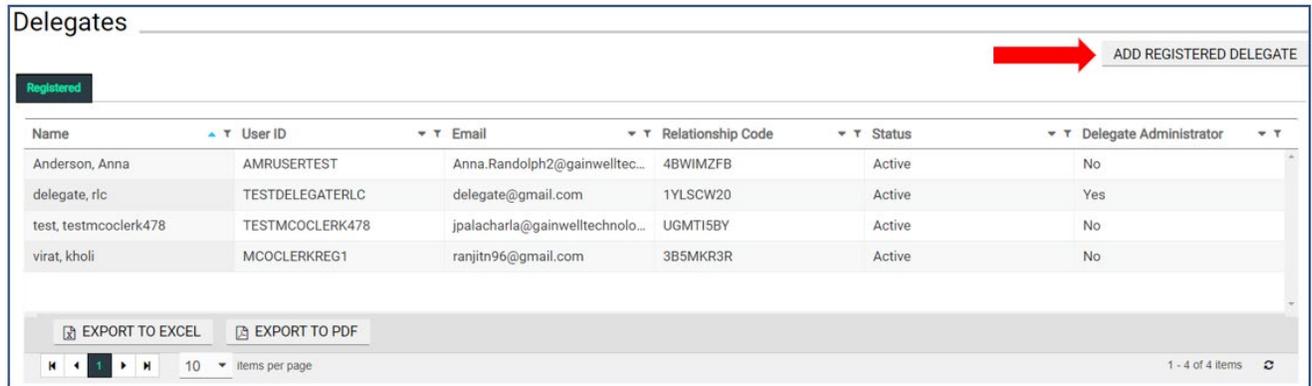
Login to the MCO Portal (refer to Section 2) with MCO administrator access granted by KMMS security team.

Click **My Account**.

Select **Manage Delegates**.



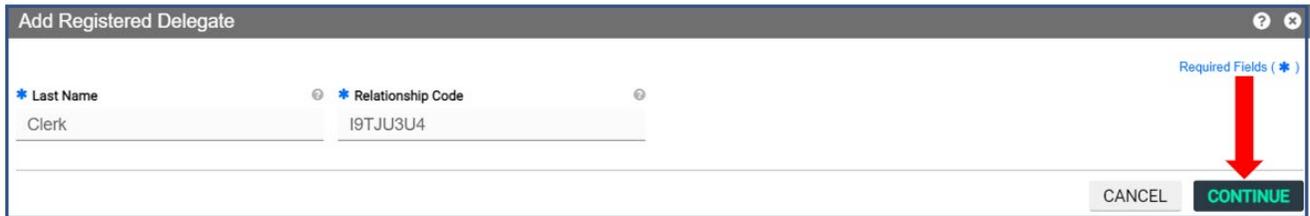
The Delegates panel will display the list of delegates who have been granted access to work on your behalf. To add a new delegate, click **Add Registered Delegate**.



Enter **Last Name** and **Relationship Code**.

Click **Continue**.

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The screenshot shows a web form titled "Add Registered Delegate". It has two input fields: "Last Name" with the value "Clerk" and "Relationship Code" with the value "I9TJU3U4". There are "Required Fields" icons next to the labels. At the bottom right, there are "CANCEL" and "CONTINUE" buttons. A red arrow points to the "CONTINUE" button.

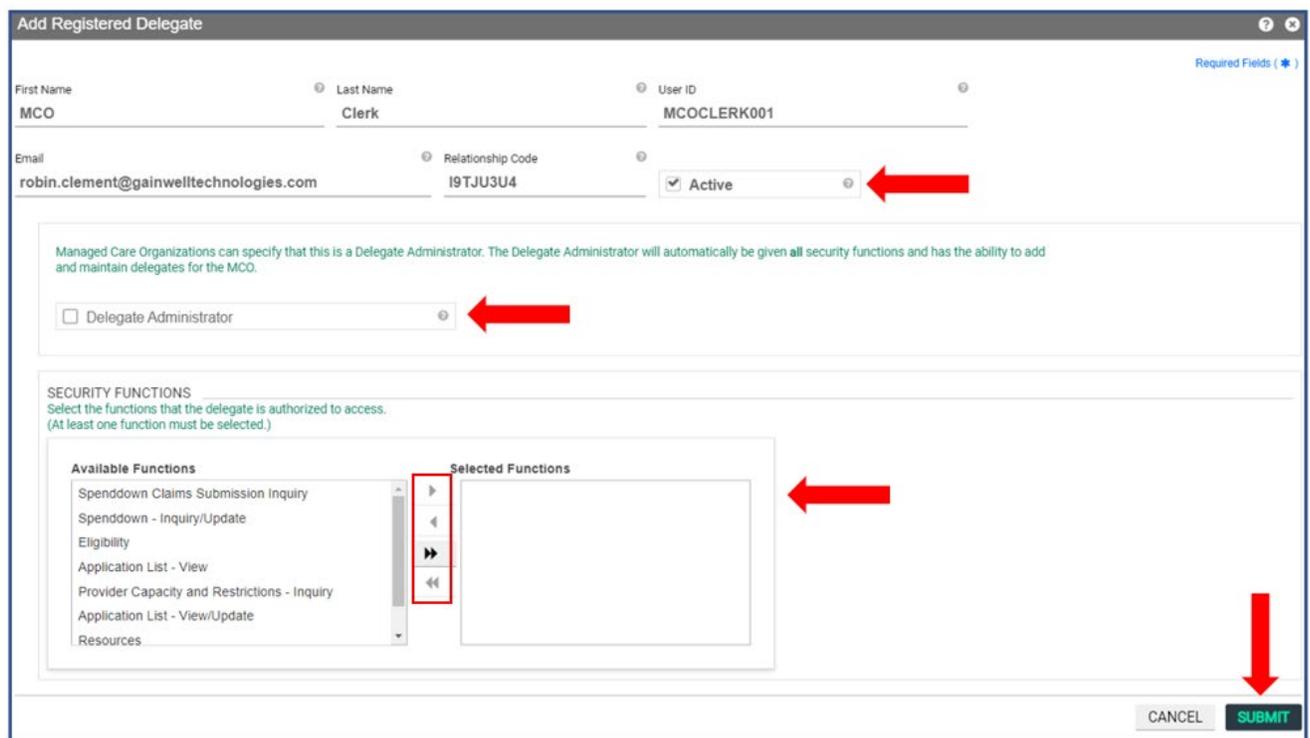
The **Add Registered Delegate** panel will be displayed.

Note: By default, the status of the delegate is active, unchecking the **Active** checkbox will inactivate the delegate.

Checking the **Delegate Administrator** check box will give the delegate full access including the ability to Manage Delegates on your behalf.

To grant specific security functions to the delegate, select from the **Available Functions** list, then click the **right-facing arrow**. This will move the functions to the **Selected Functions** list. You may also click the **double right-facing arrow** to move all functions to the **Selected Function** list. This will give the delegate access to all functions within the KMAP MCO Portal, except for Managing Delegates. To remove functions from the **Selected Function** list, select the function, then click the **left-facing arrow**. To remove all functions from the **Selected Functions** list, click the **double left-facing arrow**. You can select multiple functions by using the **CTRL** key and clicking each function, the clicking the right or left-facing arrow to add or remove the selected functions.

Click **Submit**.



The screenshot shows the "Add Registered Delegate" form with more fields filled: "First Name" (MCO), "Last Name" (Clerk), "User ID" (MCOCLERK001), "Email" (robin.clement@gainwelltechnologies.com), and "Relationship Code" (I9TJU3U4). The "Active" checkbox is checked, and the "Delegate Administrator" checkbox is unchecked. Below these is a message: "Managed Care Organizations can specify that this is a Delegate Administrator. The Delegate Administrator will automatically be given all security functions and has the ability to add and maintain delegates for the MCO." Below that is a "SECURITY FUNCTIONS" section with "Available Functions" and "Selected Functions" lists. A red arrow points to the "SUBMIT" button at the bottom right.

A confirmation message will be displayed.



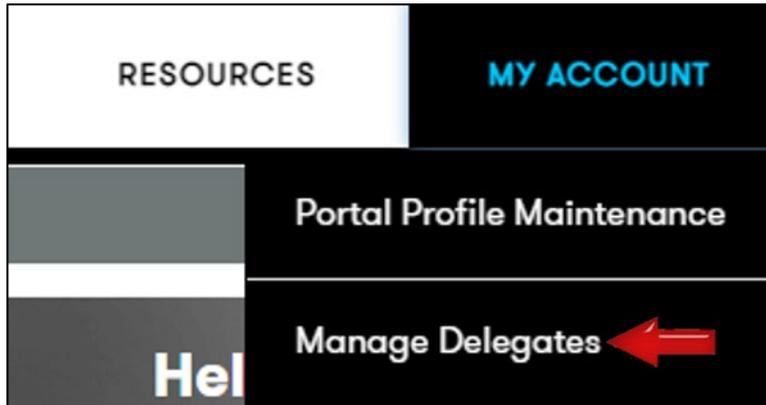
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3.2 Managing Delegates

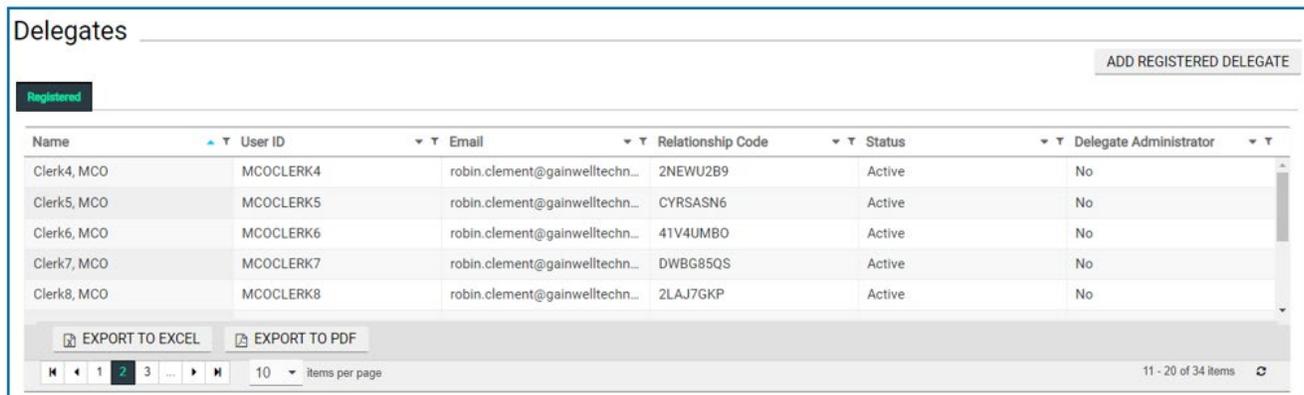
You may also update Delegate access after it has been assigned. The process is basically the same as when adding a new Delegate.

Click **My Account**.

Select **Manage Delegates**.



The system displays the **Delegates** page.



Name	User ID	Email	Relationship Code	Status	Delegate Administrator
Clerk4, MCO	MCOCLERK4	robin.clement@gainwelltechn...	2NEWU2B9	Active	No
Clerk5, MCO	MCOCLERK5	robin.clement@gainwelltechn...	CYRSASN6	Active	No
Clerk6, MCO	MCOCLERK6	robin.clement@gainwelltechn...	41V4UMBO	Active	No
Clerk7, MCO	MCOCLERK7	robin.clement@gainwelltechn...	DWBG85QS	Active	No
Clerk8, MCO	MCOCLERK8	robin.clement@gainwelltechn...	2LAJ7GKP	Active	No

Double-click a delegate row to view the details.

To make a Delegate inactive, uncheck the **Active** checkbox.

To remove or add Delegate Administrator access, either check or uncheck the **Delegate Administrator** checkbox.

To add security functions to the delegate's access, select from the **Available Functions** list, then click the **right-facing arrow**. This will move the functions to the **Selected Functions** list. You may also click the **double right-facing arrow** to move all functions to the **Selected Function** list. This will give the delegate access to all functions within the KMAP MCO Portal, except for Managing Delegates. To remove functions from the **Selected Function** list, select the function, then click the **left-facing arrow**. To remove all functions from the **Selected Functions** list, click the **double left-facing arrow**. You can select multiple functions by using the **CTRL key** and clicking each function, the clicking the right or left-facing arrow to add or remove the selected functions.

Click **Save**.

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Assign Delegate

Required Fields *

First Name: MCO Last Name: Clerk5 User ID: MCOCLERK5

Email: robin.clement@gainwelltechnologies.com Relationship Code: CYRSASN6 Active:

Delegate Administrator

SECURITY FUNCTIONS
Select the functions that the delegate is authorized to access.
(At least one function must be selected.)

Available Functions	Selected Functions
Spenddown Claims Submission Inquiry	Application List - View/Update
Spenddown - Inquiry/Update	Provider Capacity and Restrictions - Inquiry/Update
Application List - View	Eligibility
Provider Capacity and Restrictions - Inquiry	Resources

RESET CANCEL SAVE

A confirmation message will be displayed.

