

Provider_Portal

ACSSP Online Help



Purpose: Online Help provides you with reference information to help you successfully use the ACSSP. There is one **Online Help** page for each **ACSSP** page.

Useful Tools

- ▶ Go to the ACSSP Online Help Home Page
- ▶ Accessing Online Help
- ▶ Content of Online Help Pages
- ▶ Locating Help Information
- ▶ How to use the Advanced Search Tools
- ▶ View Other Versions of this Help Documentation

[Go to the ACSSP Online Help Home Page](#)

Click Here to go to the **ACSSP Online Help Home Page**.

[Accessing Online Help](#)

Access Online Help by clicking the **Help** button on an **ACSSP** page. On most pages, the **Help** button is located on the upper-right of the page.

[Content of Online Help Pages](#)

Each **Online Help** page includes three sections:

Content hyperlink	Name	Description
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Purpose Describes the purpose of the corresponding **ACSSP** page.



What is This? Provides a description of all items found on the corresponding **ACCSP** page. Items include buttons, links, text boxes, drop-down boxes, hyperlinks, etc.

Locating Help Information

Help information can be located using the four Online Help tabs. Please see below for a description of each tab. Online Help Tabs There are four Online Help tabs:

Tab hyperlink	Name	Description
	Table of Contents	Provides a list of Online Help pages.
	Index	Provides a list of How To instructions. The How To instructions are grouped by subject. Users can type the subject they are looking for to see relevant How To instructions.
	Search	Enables you to type the word you want to locate help information for. Online Help pages containing that word will be listed.
	Glossary	Provides a list of ACSSP terms and their corresponding definition.

How to use the Advanced Search Tools

Search Type	Description	Example
Phrase Search	To search for a phrase, enter it in quotation marks in the search box.	If the search term is " External Reissue " search returns all topics with the phrase " External Reissue ".
Boolean Operators in Search	You can narrow down the scope of search by combining search terms using the Boolean operators AND , OR , and not .	If the search term is " External Reissue " not " External " search returns documents mentioning External Reissue . Documents that only mention External will be ignored.

Other Versions of this Help Documentation

- Accessible Version

ACSSP Home Page

The **Home** page is the starting point for the **Accenture Citizen Self-Service Portal (ACSSP)**. You can use this site to see if you may be eligible for benefits by submitting an application. You can also get information about your existing benefits.

General Questions

- Can I use this website in another language?
- What do the language hyperlinks do?
- How do I create an account?
- Do I have to create an account?
- I have an account, but I forgot my password. Can I reset my password?
- Can I receive messages from my caseworker?

Apply for Benefits

- How do I apply for benefits?
- How do I withdraw my application?
- I started my application, but I changed my mind. Can I delete my application?
- What is the status of my application?
- How do I provide documents for my application?

Access My Benefits

- How do I view my current benefits?
- What does the View Pending Verifications link do?
- What does the Link my Case(s) link do?
- What does the View my Payment History link do?
- How do I report a change to my case?
- How do I renew my case?

Information Links

- Offices Location and Hours
- Program Information
- How to Use this Site
- Give Us Your Feedback
- Authorized Representatives
- Terms and Conditions
- Voter Registration
- View Available Providers
- Verify Identify
- Appointment Requests

General Questions

Can I use this website in another language?

Yes. Select your preferred language from the **Language** drop-down menu, and then click the **Go** button. All pages in this site will display in the language you selected.

What do the language hyperlinks do?

If you speak a language other than English, you may click on any of the fifteen language hyperlinks. The language hyperlinks are as follows: Chinese, Creole, French, German, Gujarati, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese. Clicking on one of these hyperlinks takes you to the **Other Language Resources** page where you may receive information from your agency in the language you select.

How do I create an account?

Click the **Sign Up** hyperlink to begin this process.

Do I have to create an account?

You will need an account to apply for benefits. Some features are available without an account, such as learning more about our programs and finding out if you may be eligible.

I have an account, but I forgot my password. Can I reset my password?

You can reset your password by clicking on the **Forgot Password** button.

Can I receive messages from my caseworker?

Yes. If you have an account, you may receive messages about your benefits. To view your messages, click the **Envelope** icon at the top of the page to go to your inbox.

Apply for Benefits

How do I apply for benefits?

After you login to your account, click the **Apply for assistance** link in the **Apply for Benefits** section of the page. We will guide you through several pages where you will provide us information about yourself and your household.

How do I withdraw my application?

If you need to withdraw your application for any reason, click the **Withdraw my Application** link in the **Apply for Benefits** section of the page. This option is available if we have not yet processed your application, and your application status is *pending*.

I started my application, but I changed my mind. Can I delete my application?

To delete your incomplete application, click the **Delete My Application** link in the **Apply for Benefits** section of the page.

What is the status of my application?

You can check the status of your application at any time. Click the **View application status** link in the **Apply for benefits** section of the page.

How do I provide documents for my application?

Click the **View/Upload my documents** link to view upload documents for your application. You can also click this link to view any documents you have already uploaded. You can upload any of the following files:

- .jpg – Joint Photographic Experts Group (JPEG)
- .tiff – Tagged Image File Format
- .doc – Microsoft Word document
- .docx – Microsoft Word document (version 2007 or newer)
- .xls – Microsoft Excel document
- .xlsx – Microsoft Excel document (version 2007 or newer)
- .pdf – Portable Document Format

Access My Benefits

How do I view my current benefits?

Click the **View my benefits** link in the **Access My benefits** section to review benefits you are currently receiving.

What does the View pending verifications link do?

Click this link to go to the **Pending Verifications** page. This page lists any missing information we still need from you to complete your application.

What does the Link my Case(s) link do?

Click this link if you have an existing case or other cases in our system that you want to link to your account or together. Once you have linked a case, you can unlink them at any time by clicking the **Unlink my Case** link.

How do I report a change to my case?

Click the **Report a change to my case** link in the **Access My Benefits** section to provide us any new information that may impact your current benefits.

How do I renew my case?

Click the **Renew my benefits** link in the **Access My benefits** section to reapply before end of your benefits period. We will notify you when it is time to renew.

Information Links

There are additional helpful links available to you at the bottom of the home page:

- **Office Locations and Hours** - Click this link for your local office information such as the address, hours, and phone number.
- **Program Informations** - Click this link for information about the different programs that may be available to you.
- **How to Use this Site** - Click this link to learn how to use this self-service portal.

- **Give Us Your Feedback** - We welcome your feedback. Click this link to let us know how we are doing.
- **Authorized Representatives** - Click this link to assign someone to be an authorized representative for your online application. Authorized representative are people that you trust to view and manage your benefits online.
- **Terms and Conditions** - Click this link to read the legal terms and conditions for using this online service.
- **Voter Registration** - Click this link to access a link to your state's voter registration website.
- **View Available Providers** - Click this link to view a list of providers available for various services.
- **Verify Identify** - If you have not already verified your identity, either through the sign-up process or on the phone with a representative, click the **Verify Your Identity** link to attempt to verify your identity through the automated process.
- **Appointment Requests** - Click this link to view the appointments you have requested.

Provider Portal

Welcome

Q: What is this page for?

A: The **Welcome** page explains the new provider activation process.

Questions and Answers

Q: What does the Continue  button do?

A: The **Continue** button takes you to the **User Online Account Credentials** page. There you will create your online credentials to access the Provider Portal.

Q: What does the Back  button do?

A: The **Back** button takes you back to the **Provider Portal Log In** page.

Q: How do I leave this page?

A: To leave the page without beginning the new provider activation process, click the **Home** hyperlink



High performance. Delivered. to return to the **Log In** Page.

Provider Portal Log In

Q: What is this page for?

A: The **Provider Portal Log In** page is where you log in to the Provider Portal.

Questions and Answers

Q: How do I log in?

A: Type your user name and password, then click the **Log In** button.

Q: What does the Log In button  do?

A: When you click the **Log In** button, the system checks the user name and password fields. Once logged in, you will see options available to you. If you receive an error message, make corrections and click the **Log In** button again.


Q: What if I don't have a user name?

A: If you do not have a user name, click the **Sign Up** hyperlink to create an account.

Q: What if I don't know my password?

A: If you have a user name, but do not know your password, click the **Forgot Password** hyperlink. The hyperlink takes you to the **Forgot Password** page where you can reset your password.

Q: How do I leave this page?

A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.



User Online Account Credentials

Q: What is this page for?

A: The **User Online Account Credentials** page is where you create an account for the Provider Portal.

Questions and Answers

Q: Why do I need an account?

A: You must log in securely with a User Name and Password to see and save provider information on the Provider Portal. For example, you must log in to start or finish a new request to activate a provider or access services on the portal.

Q: What does the Save and Continue button do?

A: After you complete the required fields, you click the **Save and Continue** button. The system checks and saves the information on the page. You may be asked to make changes or corrections. For example, you will see an error message if you enter a user name that is already in use. Make the changes and click **Save and Continue** again.

Q: What does the Cancel button do?

A: Click the **Cancel** button to cancel the sign up process and return to the **Provider Portal Log In** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Verify User Account Credentials

Q: What is this page for?

A: The **Verify User Account Credentials** page is where you can view the information you entered in the **User Online Account Credentials** page.

Questions and Answers

Q: What does the Sign Up button  do?

A: Click the **Sign Up** button to verify the information you entered on the **User Online Account Credentials** page and create your account.

Q: What does the Back button  do?

A: The **Back** button returns you to the **User Online Account Credentials** page.

Q: How will I know when my account is created?

A: You will be navigated to the **Provider Portal Home** page when your account is successfully created.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Provider Portal Home Page

Q: What is this page for?

A: The **Provider Portal** Home page is the starting point for the **Provider Portal**.

Questions and Answers

Q: What is this portal about?

A: You can use this site to submit and maintain your information electronically.

Q: Do I need to log in to use the site?

A: The features on the site requires you to log in. For example, you need to log in to create a new provider account or to link to an existing provider.

Q: How do I log in?

A: To securely log in, type your user name and password. Then click the **Log In** button. If you do not have a user name, click the **Sign Up** hyperlink to create an account.

Q: What does the Sign Up hyperlink do?

A: The **Sign Up** hyperlink takes you to a page where you can create a user name and password.

Q: What if I don't know my password?

A: If you have a user name, but don't know your password, click the **Forgot Password** hyperlink. The hyperlink takes you to the **Forgot Password** page where you can reset your password.

Q: What is the Information box?

A: The hyperlinks in the Information box take you to other helpful information. For example, the **How to Use This Site** hyperlink takes you to the **Learn How to Use the Provider Portal** page where you can click on the tutorial hyperlink for the site.

Q: What is the Link to Provider hyperlink?

A: The **Link to Provider** hyperlink allows you to submit a request to link to an existing provider.

Q: What is the "Your request for access to the services on this site is in process" message?

A: The "**Your request for access to the services on this site is in process**" message displays when you have a pending request for user access and new provider activation.

Q: What is the Request to Unlink User Access hyperlink?

A: The **Request to Unlink User Access** hyperlink allows you to unlink a user from your provider account. This hyperlink only displays if you are an administrator.

Q: What is the Update Provider Information hyperlink?

A: The **Update Provider Information** hyperlink allows you to update information about your provider account. This hyperlink only displays if you are an administrator.

Q: What is the View Provider Information hyperlink?

A: The **View Provider Information** hyperlink allows you to view current information about your provider account.

Q: What is the Submit Participant Activity hyperlink?

A: The **Submit Participant Activity** hyperlink allows you to submit participant activity for your provider account.

Q: What is the Continue Submit Participant Activity hyperlink?

A: The **Continue Submit Participant Activity** hyperlink allows you to complete a submission for participant activity that has **not** been submitted.

Q: What is the Cancel Incomplete Participant Activity hyperlink?

A: The **Cancel Submit Participant Activity** hyperlink allows you to cancel a submission for participant activity that has **not** been submitted.

Q: What is the View Client Referrals hyperlink?

A: The **View Client Referrals** hyperlink allows you to view the list of client referrals associated to you.

Q: What is the Submit a New Request hyperlink?

A: The **Submit a new request** hyperlink allows you to submit a new request to link to a provider. This hyperlink only displays if your request to link to a provider is denied or you have been unlinked from a previous provider.

Q: How can I get back to the Home page?



A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Search Provider Tax ID

Q: What is this page for?

A: Use the **Search Provider Tax ID** page to search for an existing provider by tax ID.

Questions and Answers

Q: How do I search for a Provider?

A: Enter in the **Tax ID** for the provider you are searching for in the "**What is the Provider Tax ID?**" text box.

Q: What does the Search button  do?

A: Use the **Search** button to search for an existing provider. The search will navigate any providers with a matching tax id. If no provider is matched, you will return to the **New Provider Details** page.

Q: What does the Back button  do?

A: Use the **Back** button to return to the **Provider Portal Home** page.

Q: What does the Submit button  do?

A: Use the **Submit** button to make your selection and navigate to the **Confirmation** page.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

New Provider Details

Q: What is this page for?

A: The **New Provider Details** page is where you can enter details to register as a new provider.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Search Provider Tax ID** page.

Q: What does the Save and Continue button  do?

A: The **Save and Continue** button saves the page and takes you to the **Verify New Provider Details** page.

Q: How do I leave this page?

Home 

A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Address Information

Q: What is this page for?

A: Use the **Address Information** page to enter address information about your provider account.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return the **New Provider Details** page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save the information you entered on the page and navigate to the **Select Address** page.

Q: How do I upload supporting documents for my provider account?

A: Click the **Yes** radio button for the question "**Do you want to upload supporting documents?**"

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Select Address

Q: What is this page for?

A: Use the **Select Address** page to make sure we have your correct addresses.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Back button  do?


A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: How do I leave this page?

Home 
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A: To leave the page without saving, click the **Home** hyperlink  *High performance. Delivered.* to return to the **Home** page.

Select Address

Q: What is this page for?

A: Use the **Select Address** page to make sure we have your correct addresses.

Questions and Answers

Q: What does the Back button do?

A: The navigation for the **Back** button is dependent on where the **Select Address** page is used within the Provider Portal.

- If **linking to a provider**, you will return to the **Address Information** page.
- If **updating activity information** for a provider, you will return to the **Activity Information** page.
- If **updating service information** for a provider, you will return to the **Service Information** page.

Q: What does the Save and Continue button do?

A: The navigation for the **Save and Continue** button is dependent on where the **Select Address** page is used within the Provider Portal.

- If **linking to a provider**, the **Save and Continue** button saves your answers and moves you forward to the **Verification Documents** page if you want to upload supporting documents.
 - If you do not have supporting documents to upload, you will move forward to the **Verify New Provider Details** page.
- If **updating activity or service information** for a provider, the **Save and Continue** button saves your answers and moves you forward to the **Change in Service or Activity** page.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink to return to the **Provider Portal Home** page.

Verification Documents

Q: What is this page for?

A: Use the **Verification Documents** page to upload any documents to verify the information you provided us.

Questions and Answers

Q: What does the Browse button  **do?**

A: Click the **Browse** button to choose files to upload to your account. **Note:** If your document is too big, you may be unable to upload. If this happens, try to upload one document at a time.

Q: What does the Document Type drop down menu do?

A: Click the **Down Arrow** of the drop down menu to choose a document type of the file your are uploading.

Q: What does the Upload button do?

A: Click the **Upload** button to attach your documents to your account.

Q: What does the Delete button  **do?**

A: Click the **Delete** button to remove a file from the upload list.

Q: What does the Back button  **do?**

A: The navigation for the **Back** button is dependent on where the **Verification Documents** page is used within the Provider Portal.

- If **linking to a new provider**, you will return to the **Address Information** page.
- If **reporting a change in name, phone, email or fax number**, you will return to the **Change in Name, Phone, Email or Fax** page.
- If **reporting a change in address**, you will return to the **Change in Address** page.
- If **reporting a change in service or activity**, you will return to the **Change in Service or Activity** page.
- If **reporting an update to a security role**, you will return to the **Update Security Role** page.

Q: What does the Save and Continue button  **do?**

A: The navigation for the **Save and Continue** button is dependent on where the **Verification Documents** page is used the Provider Portal.

- If **linking to a new provider**, saves your submitted documents and moves you forward to the **Verify New Provider Details** page.
- If **reporting a change and updating provider information**, saves your submitted documents and moves you forward to the **Update Provider Information Summary** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

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Verify New Provider Details

Q: What is this page for?

A: The **Verify New Provider Details** page is where you can view the information you entered in the **New Provider Details** page.

Questions and Answers

Q: What does the **Back** button do?

A: Click the **Back** button to return to the **Address Information** page.

Q: What does the **Submit** button do?

A: The **Submit** button submits your request to activate a new provider and takes you to the **Confirmation Message** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Confirmation (Link to a Provider)

Q: What is this page for?

A: The **Confirmation (Link to a Provider)** page confirms your request to link to a provider is accepted and displays your Request ID number.

Questions and Answers

Q: What does the Exit button  do?

A: Click the **Exit** button to leave the page. You will be returned to the **Provider Portal Home** page.

Q: Why is there "An Error Occurred" message?

A: Your submission was not accepted. The data you entered has been saved and you will be able to resubmit the **Link to Provider** request again.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink  to return to the **Provider Portal Home** page.

Referral Details

Q: What is this page for?

A: The **Referral Details** page is where you can view the details of a customer referral.

Questions and Answers

Q: How do I view a copy of the Referral form?

A: Click the **File Name** hyperlink to open a copy of the referral in a new window and gives you the option to view the referral form as a PDF, when available.

Q: What does No Data Found mean?

A: *No Data Found* displays when a copy of the referral form is not available or if the system is down.

Q: What does the Back button do?

A: Click the **Back** button to return to the **View Client Referrals** page.

Q: What does the Exit button do?

A: Click the **Exit** button to return to the **Provider Portal Home** page.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

View Client Referrals

Q: What is this page for?

A: The **View Client Referrals** page is where you can view a list of client referrals associated to you .

Questions and Answers

Q: What does the Customer Name hyperlink do?

A: Select a **Customer Name** hyperlink to access the associated **Referral Details** page.

Q: What does No Data Found mean?

A: *No Data Found* displays when there are no referrals to display.

Q: How do I search through the list of client referrals?

A: Select a **Referral Date Range** from the drop-down menu. This is a required field and will default to *Last 30 days* if you do not change it. You can also add a **Last Name**, **Need Category**, and **Status** to the search criteria to narrow the search.

Q: What does the Search button do?

A: Click the **Search** button to perform the search based on the search criteria selected.

Q: How do I sort through the list of client referrals?

A: Click on the arrow in the column you would like to sort the list of referrals. You can sort the list in ascending order (up arrow) or descending order (down arrow).

Note: The initial list of referrals displays in descending order by referral date, then first name.

Q: What does the Referral Date mean?

A: Displays the date we received the referral.

Q: What is a Need Category?

A: Displays the need category that the case worker added for the client.

Q: What does the Status column represent?

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A: Displays the current status for the client referral.

Q: What does the Back button  **do?**

A: Click the **Back** button to return to the **Provider Portal Home** page.

Q: How do I leave this page?

Home >
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A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

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Unlink User Access

Q: What is this page for?

A: Use the **Unlink User Access** page to submit a request to unlink a user to a provider account and revoke access to the Provider Portal.

Questions and Answers

Q: Who can submit a request to unlink a user?

A: Only a user with an administrator role can request to unlink a user.

Q: What does a Pending status mean?

A: A *Pending* status means your request is under review.

Q: What does the Submit button  do?

A: Click the **Submit** button to submit your request for processing and return to the **Provider Portal Home** page.

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Provider Portal Home** page without requesting to unlink a user.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

Unlink User Access Confirmation

Q: What is this page for?

A: The **Unlink User Access Confirmation** page confirms your request to unlink a user is accepted and displays a request id number.

Questions and Answers

Q: What does the Exit button  do?

A: Click the **Exit** button to leave the page. You will be returned to the **Provider Portal Home** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

View Provider Information

Q: What is this page for?

A: Use the **View Provider Information** page to view your provider details. You can also submit changes to existing information.

Questions and Answers

Q: What does the Report a Change button do?

A: Click the **Report a Change** button to navigate to the **Update Provider Information** page to report changes to the existing information. This button displays only if you are an administrator.

Q: What does the Exit button do?


A: Click the **Exit** button to return to the **Provider Portal Home** page.

Q: What does the Click here to view payment details hyperlink do?

A: Click the **Click here to view payment details** hyperlink to view payment details for the provider. This button displays only if you are an administrator.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Provider Portal Home** page.

Update Provider Information

Q: What is this page for?

A: Use the **Update Provider Information** page to make changes to any of your existing provider information. You will be directed to this page after clicking on the **Update Provider Information** link.

Questions and Answers

Q: What does the Exit button do?

A: Click the **Exit** button to return to the **Provider Portal Home** page.

Q: What does the Save and Continue button do?

A: Click the **Save and Continue** button to save your answers and move to the next page.

You can report a change for the following information by selecting the associated checkbox(es):

- Report a change in Name, Phone, Fax, or Email
- Report a change in Address
- Report a change in Service or Activity
- Report a change in Security Role

Q: What does the Continue Previous button do?

A: Click the **Continue Previous** button to complete a previous update you have not submitted.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink  to return to the **Provider Portal Home** page.

Change in Name, Phone, Fax, or Email

Q: What is this page for?

A: Use the **Change in Name, Phone, Fax, or Email** page to update an existing name, phone, fax, or email address or add new ones.

Questions and Answers

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to report additional changes for provider information. If you do not have additional changes to report, you will access the **Verification Documents** page.

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Update Provider Information** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

Change in Address

Q: What is this page for?

A: Use the **Change in Address** page to report a change in address information for a provider.

Questions and Answers

Q: How do I access the Change in Address page?

A: There are two ways you can access the **Change in Address** page:

- Select the **Change in Address** checkbox on the **Update Provider Information** page and clicking the **Save and Continue** button.
- Click the **Save and Continue** button on the **Report a change in Name, Phone, Fax, or Email** page if you selected both the **Report a change in Name, Phone, Fax or Email** checkbox and the **Report a change in Address** checkbox on the **Update Provider Information** page.

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Update Provider Information** page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your changes and move to **Select Address** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Change in Service or Activity

What is this page for?

A: Use the **Change in Service or Activity** page to make changes to an existing service and activity or add new ones.

Questions and Answers

Q: What does the **View** button do?

A: Click the **View** button to display the list of services matching the search criteria you select from the dropdown menus.

Q: What does the **Edit** button do?

A: Click the **Edit** button to access the **Service Information** page in View mode.

Q: What does the **Add Another Entry** button do?

A: Click the **Add Another Entry** button to access **Service Information** page in Edit mode.

Q: What does the **Back** button do?

A: Click the **Back** button to return to the **Update Provider Information** page.

Q: What does the **Continue** button do?

A: Click the **Continue** button to access the **Update Security Role** page if you are reporting a change to a user's security role. If you are not reporting a change to a user's security role, you will access the **Verification Documents** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink  to return to the **Home** page.

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Service Information

Q: What is this page for?

A: Use the **Service Information page** to make changes to existing service information.

Questions and Answers

Q : What does the **Close button**  do?

A: Click the **Close** button to return to the **Change in Service or Activity** page.

Q: What does the Edit button  do?

A: Click the **Edit** button next to the service or activity you would like to update. If you choose to edit a service, you are moved to the **Service Information** page in Edit mode. If you choose to edit an activity, you are moved to the **Activity Information** page in Edit mode.

Note: The **Edit** button will not be accessible when activities cannot be entered for the service category you selected.

Q: What does the Add Another Entry button  do?

A: Click the **Add Another Entry** button to move to the **Activity Information** page in Edit mode to add a new activity to the service category you selected.

Note: The **Add Another Entry** button will not be accessible when activities cannot be entered for the service category you selected.

Q : What does the **Save and Exit button**  do?

A: Click the **Save and Exit** button on the **Service Information** page in Edit mode to save your changes and return to the **Service Information** page in View mode.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your changes and move to the **Select Address** page.

Q: What does the Back button  do?

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A: Click the **Back** button to return to the **Service Information** page in View mode without saving your changes.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

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Activity Information

Q: What is this page for?

A: Use the **Activity Information** page to review information about selected activity on the **Service Information** page.

Questions and Answers

Q : What does the Close button  do?

A: Click the **Close** button to return to the **Service Information** page.

Q: What does the Edit button  do?

A: Click the **Edit** button next to the activity you would like to update to access the **Activity Information** page in Edit mode.

Q : What does the Save and Exit button  do?

A: Click the **Save and Exit** button on the **Activity Information** page in Edit mode to save your changes and return to the **Provider Portal Home** page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your changes and move to the **Select Address** page.

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Activity Information** page in View mode without saving your changes.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink to return to the **Provider Portal Home** page.

Update Security Role

Q: What is this page for?

A: Use the **Update Security Role** page to make changes for a user's security role.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Provider Portal Home** page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your changes and access the **Verification Documents** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink  to return to the **Provider Portal Home** page.

Verification Documents

Q: What is this page for?

A: Use the **Verification Documents** page to upload any documents to verify the information you provided us.

Questions and Answers

Q: What does the Browse button  **do?**

A: Click the **Browse** button to choose files to upload to your account. **Note:** If your document is too big, you may be unable to upload. If this happens, try to upload one document at a time.

Q: What does the Document Type drop down menu do?

A: Click the **Down Arrow** of the drop down menu to choose a document type of the file your are uploading.

Q: What does the Upload button do?

A: Click the **Upload** button to attach your documents to your account.

Q: What does the Delete button  **do?**

A: Click the **Delete** button to remove a file from the upload list.

Q: What does the Back button  **do?**

A: The navigation for the **Back** button is dependent on where the **Verification Documents** page is used within the Provider Portal.

- If **linking to a new provider**, you will return to the **Address Information** page.
- If **reporting a change in name, phone, email or fax number**, you will return to the **Change in Name, Phone, Email or Fax** page.
- If **reporting a change in address**, you will return to the **Change in Address** page.
- If **reporting a change in service or activity**, you will return to the **Change in Service or Activity** page.
- If **reporting an update to a security role**, you will return to the **Update Security Role** page.

Q: What does the Save and Continue button  **do?**

A: The navigation for the **Save and Continue** button is dependent on where the **Verification Documents** page is used the Provider Portal.

- If **linking to a new provider**, saves your submitted documents and moves you forward to the **Verify New Provider Details** page.
- If **reporting a change and updating provider information**, saves your submitted documents and moves you forward to the **Update Provider Information Summary** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

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Update Provider Information Summary

Q: What is this page for?

A: The **Update Provider Information Summary** page gives you a chance to review the provider information before submitting it to ABMS.

Questions and Answers

Q: What if I need to change my answers?

A: Click the **Edit** button next to the information you want to change.

Q: What do the Edit buttons do?

A: The **Edit** buttons take you to the page where you entered the information shown.

Q: What does the Report a Change button do?

A: The **Report a Change** button takes you to the **Update Provider Information** page where you can add or make further changes.

Q: What does the Save and Exit button do?

A: Click the **Save and Exit** button to save what you have already entered and be returned to the **Provider Portal Home** page.

Q: What does the Submit button do?

A: The **Submit** button accepts the changes and takes you to the **Submit Changes** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

Submit Changes

Q: What is this page for?

A: Use the **Submit Changes** page to confirm the changes you would like to submit or make more changes to the information you are reporting.

Questions and Answers

Q: What does the Report a change button  do?

A: Click the **Report a change** button to navigate to the **Update Provider Information** page and make changes to the information you are reporting.

Q: What does the Submit Changes button  do?

A: Click the **Submit Changes** button to confirm and complete your submission.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

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Confirmation (Report a Change)

What is this page for?

A: The **Confirmation** page confirms your submitted changes and displays your Request ID number.

Questions and Answers

Q: What does the Print button  **do?**

A: Click the **Print** button to print a copy of the PDF file.

Q: What does the Save-to-file button  **do?**

A: Click the **Save-to-file** button to save a copy of the PDF to your computer.

Q: What does the Exit button  **do?**

A: Click the **Exit** button to return to the **Home** page.

How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Submit Participant Activity

Q: What is this page for?

A: Use the **Submit Participant Activity** page to provide information for each participant associated to the provider's account.

Questions and Answers

What does the Cancel and Exit button  **do?**

A: Click the **Cancel and Exit** button to return to the Home page.

What does the Save and Continue  **do?**

A: Click the **Save and Continue** button to save your answers and move to the next page.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Participant Search

Q: What is this page for?

A: Use the **Participant Search** page to search for a participant associated to an activity.

Questions and Answers

Q: What does the Exit button  do?

A: Click the **Exit** button to return to the **Provider Portal** Home page.

Q: What does the Continue button  do?

A: Click the **Continue** button to save your selections and move to the **Participant Attendance** page.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink to return to the **Home** page.

Continue Submit Participant Activity

Q: What is this page for?

A: Use the **Continue Submit Participant Activity** page to continue a saved participant activity record.

Questions and Answers

What does the Cancel and Exit button  do?

A: Click the **Cancel and Exit** button to return to the **Provider Portal** Home page.

What does the Save and Continue  do?

A: Click the **Save and Continue** button to save your selection and move to the **Participant Attendance** page.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

Participant Attendance

Q: What is this page for?

A: Use the **Participant Attendance** page to submit a weekly report on activity details for the participant chosen on the **Participant Search** page.

Questions and Answers

Q: What does the **Select** button  do?

A: Click the **Select** button to choose the **Week of** you would like to report for **Participant Attendance**.

Q: What does the **Back** button  do?

A: When you access the **Participant Attendance** page from the **Participant Search** page, click the **Back** button to return to the **Participant Search** page.

When you access the **Participant Attendance** page from the **Submit Participant Attendance Summary** page, click the **Back** button to return to the **Submit Participant Attendance Summary** page.

Q: What does the **Add Another Entry** button  do?

A: Click the **Add Another Entry** button to save your answers and add another week of attendance hours for **Participant Attendance**.

Q: What does the **Save and Continue** button  do?

A: Click the **Save and Continue** button to save your answers and move to the **Submit Participant Attendance Summary** page.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink [Home](#) to return to the **Home** page.

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Submit Participant Activity Summary

Q: What is this page for?

A: Review the information on the **Submit Participant Activity Summary** page to make sure everything you entered is correct. From this page, you can add another entry or edit information.

Questions and Answers

Q: What do the Edit buttons do?

A: The **Edit** buttons take you to the **Participant Attendance** page where you entered the information shown.

Q: What does the Add Another Entry button do?

A: The **Add Another Entry** button takes you to the **Participant Attendance** page where you can add another week of participant attendance.


Q: What does the Save and Exit button do?

A: The **Save and Exit** button will save your entries and will exit to the **Provider Portal** Home page.

Q: What does the Submit button do?

A: The **Submit** button saves your answers and moves you forward to the **Confirmation Message** page.

Q: How do I leave this page?

A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.



Confirmation (Submit Participant Activity)

Q: What is this page for?

A: The **Confirmation (Submit Participant Activity)** page confirms your participant activity request is accepted and displays your Request ID number.

Questions and Answers

Q: What does the Exit button  do?

A: Click the **Exit** button to return to the **Provider Portal Home** page.

Q: Why is there "An Error Occurred" message?

A: Your submission was not accepted. The data you entered has been saved and you will be able to resubmit the participant activity information again.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink  to return to the **Provider Portal Home** page.

Cancel Incomplete Participant Activity

Q: What is this page for?

A: The **Cancel Incomplete Participant Activity** page allows you to select a submission of participant activity you started but have not completed.

Questions and Answers

Q: What does the Cancel and Exit button  do?

A: Click the **Cancel and Exit** button to return to the **Provider Portal Home** page.

Q: What does the Save and Continue button  do?

A: The **Save and Continue** button saves your selection(s) and launches the **Cancel Incomplete Participant Activity Light Box**.

Q: What does the Cancel Incomplete Participant Activity Light Box do?

A: The **Cancel Incomplete Participant Activity Light Box** is a pop-up window that confirms and cancels the selected participant activity.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

Confirmation Message

Q: What is this page for?

A: The **Confirmation Message** page confirms your cancellation of the selected incomplete participant activity.

Questions and Answers

Q: What does the Exit button  do?

A: Click the **Exit** button to leave the page. You will be returned to the **Provider Portal Home** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

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Forgot Password

Q: What is this page for?

A: Use the **Forgot Password** page to reset your password.

Questions and Answers

Q: How do I reset my password?

A: To start the process of resetting your password, select the checkbox for the **Forgot Password** and click the **Continue** button.

Q: What does the Back button  do?

A: The **Back** button returns you to the **Provider Portal Login** page without resetting your password. Any information you entered will not be saved.

Q: What does the Continue button  do?

A: The **Continue** button moves you to the next step in resetting your password by navigating you to the **Verify User** page. You will need to enter a user name so the system can search for your account.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Provider Portal Home** page.

Change Password

Q: What is this page for?

A: The **Change Password** page is where you maintain your password and security questions.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return to the previous page without saving changes.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save any updates you have made and continue to the **Confirmation** page.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Change/Reset Password Success

Q: What is this page for?

A: The **Change/Reset Password Success** page confirms your password was changed or reset with the message "**Your changes have been saved**".

Questions and Answers

Q: What does the Close button  do?

A: The **Close** button takes you to the **Home** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Verify User

Q: What is this page for?

A: The **Verify User** page is where you answer security questions.

Questions and Answers

Q: Why do I need to answer security questions?

A: These questions confirm your identity. You answer them when you do not know your password or PIN. When you answer them correctly, you can change your password or PIN.

Note: A PIN is not used in the Provider Portal.

What does the **Continue** button do?

A: The **Continue** button takes you to the **Reset Password/Reset Personal Identification Number (PIN)** page where you create a new password or PIN.

Note: In the Provider Portal, the **Continue** button takes you to the **Reset Password** page where you create a new password only.

Q: What does the **Back** button do?

A: The **Back** button takes you back to **Forgot Password/PIN** page.

Note: In the Provider Portal, the **Back** button takes you back to **Forgot Password** page.

Q: How do I leave this page?



To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Reset Password

Q: What is this page for?

A: The **Reset Password page** is where you create a new password.

Questions and Answers

Q: How do I reset my password?

A: Type your New Password. Retype it in the Re-enter New Password field. Click the **Continue** button.

Q: What does the Continue button  do?

A: When you click the **Continue** button, the system checks the two fields where you entered your new password to make sure that they match. You may be asked to make corrections and click the **Continue** button again. The **Your changes have been saved** message displays when your password is reset.

Q: How will I know when my password is changed?

A: You will see a confirmation message when your password is successfully changed. Once your password is reset, you can use it to log in to your account.

Q: What does the Back button  do?

A: The **Back** button returns you to the previous page without resetting your password. Any information you entered will not be saved.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink  to return to the **Home** page.

Change/Reset Password Success

Q: What is this page for?

A: The **Change/Reset Password Success** page confirms your password was changed or reset with the message "**Your changes have been saved**".

Questions and Answers

Q: What does the Close button  do?

A: The **Close** button takes you to the **Home** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Update Personal Information

Q: What is this page for?

A: Use the **Update Personal Information** page update your name, date of birth, and Social Security number, email address, and phone numbers. You can also view the name of your Provider and your security role.

Questions and Answers

Q: What does the Close button  do?

A: Click the **Close** button to return to the **Home** page without saving changes.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move to the next page.

Q: What does the Save and Exit button  do?

A: Click the **Save and Exit** button to save any updates and exit to the page displaying "**Your changes have been saved.**"

Q: How do I leave this page?

Home 
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A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.