The Agency for Health Care Administration (Agency) and DXC Technology (DXC) are moving towards an automated, self-service environment. This means promoting a paperless, self-service culture designed specifically for our provider communities.

Effective December 14, 2018, providers and their authorized delegates may perform group linking and delinking in real-time, via the secure Web Portal. Providers seeking more information about the new self-service feature may refer to this quick reference guide (QRG).

**Group Linking and Delinking**

Existing Members of My Group and Group Membership panels, in the secure Web Portal, have been enhanced to allow providers and authorized delegates to update group membership. This produces immediate updates, which results in faster processing. Users must have the Provider Maintenance role in order to perform linking and delinking updates. Users who do not have the option must contact their account administrator to delegate this role. The administrator may assign additional permissions, using the Account Management application in the secure Web Portal. When any group membership details have been changed, an email notification of the link or delink action will be sent to the primary user and targeted provider’s Florida Medicaid Secure Web Portal account. Logging into the secure Web Portal account serves as the authorization to perform updates to group membership.

**Accessing Group Membership Details**

To access the Group Membership or My Group panels visit [http://home.flmmis.com](http://home.flmmis.com) and log into the secure Web Portal using the correct account credentials. From the secure Web Portal landing page, select Providers. Group providers should select Members of My Group. Individual providers should select Group Membership. After making a selection, the group membership details will display.
Performing a Group Link

Individual providers can link their Provider IDs to a group provider for billing purposes when the individual and group are eligible to perform the same services. Only individual providers can perform a linking action. Groups must request that their individual providers perform the linking action for themselves.

To perform a group link, click add, review the acknowledgment message, and proceed with entering the desired Provider ID and effective date. The effective date of the group membership association cannot be earlier than the group’s or the member’s Medicaid Agreement Effective date. Once the information has been added and saved, an email notification is sent to the email address linked to the secure Web Portal account for the individual provider, the group, and the user who made the update (if different from the individual or the group).

Error Messages

The following error messages may display in the Group Membership panel.
Performing a Group Delink

Both individual and group providers can delink individuals from groups. To perform a group delink, providers must highlight the individual or group they would like to delink and specify the end date in the field provided. Once the date has been added and saved, an email notification is sent to the email address linked to the secure Web Portal account for the individual provider, the group, and the user who made the update (if different from the individual or the group).

A search panel is available, allowing providers to search for the appropriate group or individual they wish to update. Only providers who are already linked will populate using this search function.

We’re here to help!

For assistance with group linking and delinking updates, please contact the Provider Enrollment Contact Center at 1-800-289-7799, Option 4.