Introduction

This document provides information on how to register for the secure DXC Technology (DXC) Florida Medicaid Web Portal for the first time. You will use your nine-digit Medicaid Provider Identification (ID) Number and temporary Personal Identification Number (PIN) that is provided in your registration letter. This document also provides information on managing agent roles in the Web Portal. Sections in this document include:

Creating a New Account
Managing Your Account in the Web Portal
- My Information
- Change Password
- Adding and Managing Agents

Creating a New Account

Before using the Florida Medicaid Web Portal, you must register using your Medicaid Provider ID and PIN that is provided in your registration letter (printed on Goldenrod paper). Use the following steps to create a new account:

1. Open your Web browser and navigate to: http://public.flmmis.com/public/pinletter. The following Create New Account page appears:

2. Enter your Medicaid Provider ID and temporary PIN that is provided in your registration letter and the Sign In button. The following screen appears:

You must agree to the terms below before creating an account:

FLORIDA MEDICARE: PROVIDER WEB PORTAL USER AGREEMENT

This User Account Agreement is made by and between the State of Florida Agency for Health Care Administration, ("Agency"), and a licensed health care provider, or an entity who acts on behalf of a licensed health care provider, who has signed up for an account on this website ("Link").

This Agreement becomes effective upon, and shall remain in effect until 06/30/2018, or until terminated in whole or in part by either party.

Pursuant to the terms of this Agreement, User is authorized to access confidential Medicaid data through the use of computer-related media (system inputs, on-line systems, printed reports, ad hoc reports, etc., commonly known as the Florida Medicaid Management Information System ("FMMS").

User is responsible for complying with all applicable federal and state laws, rules, and regulations when creating, receiving, maintaining, or transmitting information within the FMMS.

User agrees to use appropriate administrative, technical, and physical safeguards to prevent any use or disclosure of information retrieved from the FMMS that is not permitted or provided for by this Agreement.

User shall only use and/or disclose information retrieved from the FMMS to perform delegations and responsibilities as authorized by the Agency and this Agreement.

User understands that, in accordance with state and federal law, information retrieved from the FMMS may be subject to other federal and state laws.{return}
3. Read the Provider Web Portal User Agreement and click the Yes, I agree button. The following screen appears:

**Complete the following fields:**

- **First Name:** Enter your first name.
- **Middle Name:** Enter your middle name.
- **Last Name:** Enter your last name.
- **Provider ID:** Enter your Medicaid Provider ID Number.
- **Phone Number:** Enter your phone number.
- **E-Mail Address:** Enter your e-mail address.
- **Username:** Create a username. The Username field allows for a maximum of eight characters.
- **Password:** Create a password that is a minimum of eight characters, contains at least one number, and includes both upper- and lower-case letters.
- **Security Question:** Select a security question from the list that will be used by the Help Desk to verify your identity if you need assistance.
- **Security Answer:** Enter an answer that you will remember.

Once the fields are complete, click the Next button.

4. When your account has been successfully created, click the Sign In button and enter your newly created Username and Password. This will allow you to access the Account Management section of your secure Web Portal account:
Managing Your Account in the Web Portal

To manage your account, click the Account Management option on the Florida Medicaid Home page.

A first-time user must click on Account Management during the initial login process to finish setting up the account. Please refrain from accessing the Florida Web Portal application until the account has been successfully created.

On the Account Home page, you have four options for managing your account: My Information, Change Password, View Agent Roles, and Add Agent.

My Information

In My Information, you can modify your account information, such as changing your phone number and e-mail address. You can also select a new security question and answer. Once all changes are completed, click the Save button.

Change Password

In Change Password, you can change your user Web Portal account password. Once the fields have been filled in, click the Change Password button.

Note: Your password expires every 60 days.
Adding an Agent

In **Add Agent**, you can add an agent to the account. An agent is any person or entity that has permission to access your account. After you have added the agent information, click the **Add & Manage Agent** button to set restrictions on the agent’s roles.

After clicking the **Add & Manage Agent** button, you can manage the access that an agent will have to your account by modifying roles and permissions. To modify roles and permissions, take the following steps:

1. Click the **Select** link for the system in which you want to modify: **Account Management** or **Florida Web Portal**.

2. Select the check box for the permissions you want to enable. Clicking on the question mark icon will show you a description for each role.

   **Note:** Only allow an agent access to the **Account Management** system if you would like to grant the agent the ability to grant other agents access to the Web Portal. The agent will be able to grant access up to the permissions that they have been granted, so the agent’s access to the provider’s information is still determined by the selections made under Florida Web Portal.

3. Click the **Save Changes** button. The following confirmation message will appear:

   ![](image.png)

4. The agent can now click the **Florida Web Portal** link and access the Provider Home Page:
5. The first time the agent logs in to the Florida Web Portal, the agent must switch to that provider in order to see the agent's access level. To switch providers, select the Account menu and then select switch provider. Select the provider that the agent is assigned to and then select the switch to button:

When the dialog box appears asking if you would like to switch to the current selected provider, click the OK button.

Note: Agents will only be able to see their own Web Portal messages in the Messages list; they will not be able to see the messages sent to the provider as they may contain confidential information.

We’re here to help!

For additional assistance, please contact the DXC Provider Support Contact Center (PSCC) at 1-800-289-7799, Option 7.