Florida Medicaid Web Portal:
Process to Create a New Super Agent Account or Use an Existing One

These steps enable your district to use one Super Agent account (that is, one Super Agent username and password) to access and manage all your Medicaid Provider IDs in the Florida Medicaid Web Portal.

Note: It is important to understand that the main set of Steps in this document (which you are about to complete one-or-more times) can be broadly summarized as described below:

A. You will log into the FL Medicaid Web Portal using
one of your existing **non-Super-Agent** FL Medicaid Web Portal user accounts.

B. You will then create and "select" a new Super Agent account which has its own username and password. (Alternatively, you will search for, then find, then "select" an existing Super Agent account which your district created previously.)

C. You will then assign all the "Roles" -- of the non-Super-Agent user account under which you are currently logged into the Florida Medicaid Web Portal -- to your Super Agent account.

To repeat: Usually you will perform the above-described process for **each** of your non-Super-Agent FL Medicaid Web Portal user accounts.

Note! The steps below will not work correctly if you are logged into the FL Medicaid Web Portal with an existing Super Agent account.

Step 1: Using the Microsoft Edge web browser: Navigate to https://portal.flmmis.com, then click "Secure Web Portal Login" in the very upper left corner of the webpage:

Step 2: Log into the FL Medicaid Web Portal with one of the two options listed below.

-- If you **have not yet created** a Super Agent account, login using the username associated with your 9-digit "Base" Medicaid Provider ID which ends with "00".

-- If you have already created a Super Agent account, login using one of the non-Super-Agent usernames which you **have not yet** assigned to your Super Agent account.

Step 3: Click "Account Management" (under Applications) to create a Super Agent account:

Step 4: Click "Add Agent" in the blue toolbar:

Step 5: In the web page's textbox labeled
"Enter all or part of one of the following: first name, last name, logon, phone number, or email address of the agent"
(pictured below), either:
-- Enter a 6-to-8-character username (a.k.a. "logon")
for the new Super Agent account you would like to create.
OR
-- Enter the username for an existing Super Agent account your district created in the past.

> **Note on choosing a username for a new Super Agent account:** When choosing a username
> (6-to-8-characters required) for a new Super Agent account, i**t is strongly suggested** that you name your
> new Super Agent username something like your district's 3-or-4-letter abbreviation plus something like
> "sa1". For example, if you choose the new username "mcsdsa1", the "mcsd" portion of the username would
> be an abbreviation for "my county school district" and the "sa1" portion of the username would be an
> abbreviation for "Super Agent one."

Use this screen to add access to an agent for your application.

Enter all or part of one of the following: first name, last name, logon, phone number, or email address of the agent

[textbox] [Search]

Step 6. Based on the results of the above Step 5, choose one of the two options listed below.

-- If the searched-for Super Agent account does not exist,
click the "Add New Agent" button and then proceed to Step 7.

If you are sure the agent does not exist in the system, you can add a new agent. [Add New Agent]

-- If the searched-for Super Agent account does exist, then click the "Select" button found at the right
edge of the correct Super Agent record (see picture below), **then skip to Step 9.**
[Warning! It is possible for Step 5's "Agent Search" to return Super Agent accounts not created by your district.]

Username	Last Name	First Name	Email	Phone	
abcd	abcd	abcd	abcd@abcd.us	999-999-9999	[Select]

Remember: If you clicked the "Select" button (as pictured above), you need to skip to Step 9.

Step 7: Enter the fields shown in the picture below (Middle Name is optional), including re-entering your preferred 6-to-8-character value for the Username for your new Super Agent account, then click the "Save Agent" button.

Reminder: When choosing a username (6-to-8-characters required) for a new Super Agent account, i**t is strongly suggested** that you name your new Super Agent username something like your district's 3-or-4-letter abbreviation plus something like "sa1". For example, if you chose the new username "mcsdsa1", the "mcsd" portion of the username would be an abbreviation for "my county school district" and "sa1" would be an abbreviation for "Super Agent one."

You should now see this message:

Please note: At this point, the Florida Medicaid Web Portal will have probably sent a "password-setup instructions" email message (for your newly-created Super Agent account) to the email address you entered in Step 7. Before acting on the instructions in that email message, you should complete the Steps in this document for each of your FL Medicaid Provider IDs which have not been assigned to a Super Agent account. Remember: These "Steps" you are currently performing only work when you are logged into the FL Medicaid Web Portal with a non-Super-Agent account.

Step 8: In the web page's textbox labeled "Enter all or part of one of the following: first name, last name, logon, phone number, or email address of the agent" (pictured below), enter the username (a.k.a. "logon") you chose for the just-created Super Agent account, then click "Search":

Once your search locates the just-created Super Agent account, click the "Select" button found at the right edge of the correct Super Agent record:

Step 9: A "Terms of Service" screen will appear.
If you agree with the Terms of Service, click on "Yes, I agree".

Step 10: In the "Select the system…" section click the "Select" link-button for "Account Management", then in the "Modify the permissions" section click the "Super Agent" checkbox then click the "Save Changes" button:

Select the system to modify access

System
Select	1.	Account Management	❷
Select		DCF Provider View	❷
Select		Florida Web Portal	❷

2 Modify the permissions for Account Management

Roles
☑ Super Agent

2.   3.   [Save Changes]

You should now see this message:

✔ Successful adding role of 'Super Agent' for system 'Account Management'

Agent Details

Step 11: In the "Select the system…" section click the "Select" link-button for "DCF Provider View", then in the "Modify the permissions" section click the "DCF_all" checkbox then click the "Save Changes" button:

Select the system to modify access

System
Select	1.	Account Management	❷
Select		DCF Provider View	❷
Select		Florida Web Portal	❷

2 Modify the permissions for DCF

Roles
☑ DCF_all   3.

2.   [Save Changes]

You should now see this message:

✔ Successful adding role of 'DCF_all' for system 'DCF'

Agent Details

Step 12: In the "Select the system..." section click the "Select" link-button for "Florida Web Portal", then in the "Modify the permissions" section click all the checkboxes <u>except for</u>...

- Long Term Care
- Newborn Activation
- Prior Authorization

...then at the bottom of the "Modify the permissions" section click the "Save Changes" button:

You should now see a lengthy stack of "Successful adding roll of..." messages:

Step 13: Now <u>fully sign-out</u> of the Florida Medicaid Web Portal (https://portal.flmmis.com) by -- in the upper-right-corner of the screen -- clicking
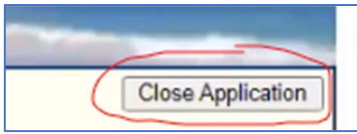
then by -- in the upper-right-corner of the screen -- clicking

;
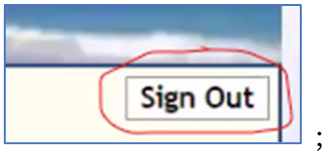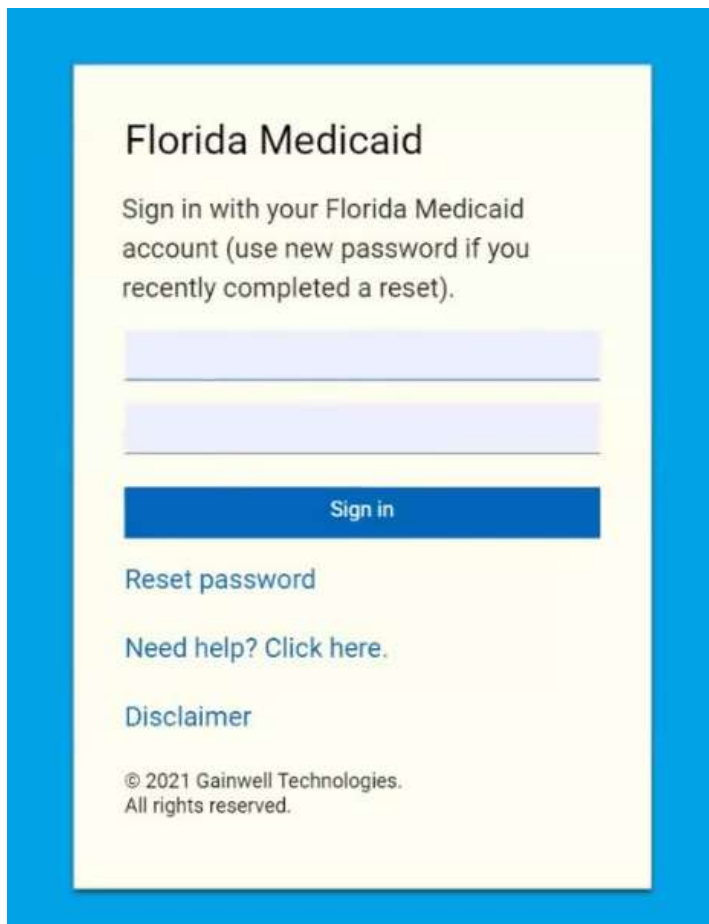
now you should see a screen which looks like this:

.
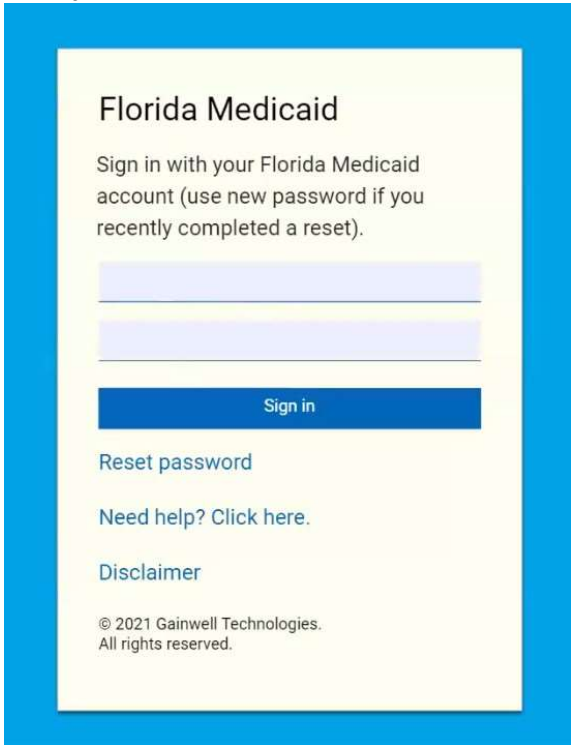
<u>Finally</u>, because the Florida Medicaid Web Portal (https://portal.flmmis.com) has a tendency to make you accidentally open "orphaned FL Medicaid Web Portal tabs," now make sure all web browser tabs are closed <u>except for</u> the web browser tab containing the Florida Medicaid Web Portal sign-in screen pictured above.

Step 14: In your Microsoft Edge web browser window,
use the FL Medicaid Web Portal sign-in screen (pictured below) to log back into the
FL Medicaid Web Portal using one of the non-Super-Agent user accounts
which you have not yet assigned to your Super Agent account,
then repeat Steps 3-through-14 of this document.

Note: If you have repeated this document's Steps 3-through-14 for each of your FL Medicaid Web Portal non-Super-Agent accounts, you should proceed to the next page to learn how to start using your Super Agent account.

For reference purposes, below is a table listing each of the Florida Medicaid Provider-ID Types and their related Provider-ID Formats, to assist you in ensuring that you assign each of your FL Medicaid Web Portal non-Super-Agent usernames to your Super Agent account:

Provider-ID Type	Provider-ID Format
Base	123456**00**
Therapy (OT/PT/SpL)	123456**01**
Transportation	123456**12**
Nursing	123456**15**
Administrative Claiming	123456**16**
Social Work	123456**17**
Behavioral	123456**18**

Florida Medicaid

Sign in with your Florida Medicaid account (use new password if you recently completed a reset).

[   ]

[   ]

Sign in

Reset password

Need help? Click here.

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Using Your FL Medicaid Web Portal Super-Agent Account

To log into the FL Medicaid Web Portal using your <u>Super-Agent</u> account
(which you properly setup using the "Steps" found in the previous pages of this document),
follow the directions found in the "Password Setup" email you should have already received as a result of your
initial performance of the "Step 7" found earlier in this document.

<u>Once you are logged into the FL Medicaid Web Portal with your district's **Super Agent** account,</u>
perform the following steps to ensure that your Super Agent account's
"Default Provider ID" is configured to be your district's "Base" 9-digit FL Medicaid Provider ID.

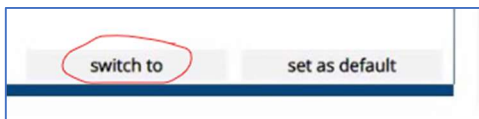First click these items in sequence...
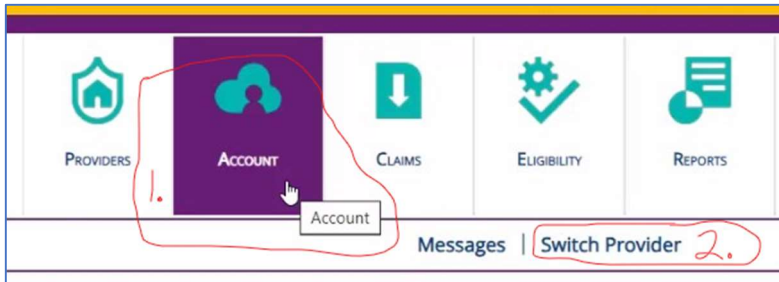
Then...

IF, in the displayed list of "Switch Provider" records, the listed record for your "Base" 9-digit FL Medicaid Provider ID
DOES have a checkmark in its checkbox (under the "Default Provider ID" column),
THEN stop, because your Super Agent account's
"Default Provider ID" is already configured to be your district's "Base" 9-digit FL Medicaid Provider ID.
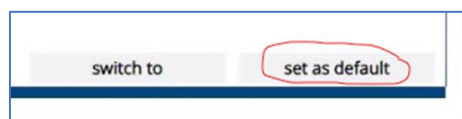
However,
IF, in the "Switch Provider" list of records, the listed record for your "Base" 9-digit FL Medicaid Provider ID
DOES NOT have a checkmark in its checkbox (under the "Default Provider ID" column),
THEN click the word "BASE" as shown by "Step 3" in the picture below
AND ensure that the listed "Base" record has a light-blue background color before proceeding:

Then click...

 then click .

NOW the listed record for your "Base" 9-digit FL Medicaid Provider ID should have a checkmark in its checkbox
(under the "Default Provider ID" column).

Please contact Nanci.English@fldoe.org if you have any questions. For the Student Support Services Project's
detailed information regarding the Florida Medicaid Web Portal click here.