Vermont Medicaid EHR Incentive Payment Program
Logging in to MAPIR: Issues and Suggestions

(GETTING AN ERROR MESSAGE WHEN CONNECTING TO MAPIR? SEE PAGE 5.)

I received my "Welcome" e-mail...now what?

Once an Eligible Professional or Eligible Hospital is registered at the Centers for Medicare and Medicaid Services (CMS) National Registration & Attestation site, a welcoming e-mail will be received containing instructions on the steps necessary to finish the attestation process at the State of Vermont Medicaid website. The email includes the link to the Vermont Medicaid Provider Portal for providers applying for EHR incentive payments.

MAPIR (Medical Assistance Provider Incentive Repository) is the web-based application developed to match the CMS R&A data to the information in the Vermont Medicaid Management Information System (MMIS). Once matched, the Eligible Hospital or Eligible Professional -- or a preparer on their behalf -- will be able to log in to the secure Vermont Medicaid Provider Portal, follow the link to connect to MAPIR, and register and attest to:

1) The EHR Certification Number for their EHR system;
2) Their Medicaid patient volume; and
3) Meaningful Use criteria.

From the Portal to MAPIR

The Vermont Medicaid Provider Portal is at www.vtmedicaid.com. Select "Provider Web Services" to navigate to the login page, or the direct link to log on is: https://www.vtmedicaid.com/secure/logon.do

Below is a screenshot of the login page.

MAPIR operates on the principle that the provider has a User ID to access this secure Provider Portal. This allows connection between application initiated on the CMS site and the provider's information within the Vermont Medicaid

site. If so, when the provider logs on to the Vermont Medicaid portal, the option to navigate to the MAPIR system will appear on the left of the screen (*Connect to MAPIR*).

Screenshot of navigation options once logged in.

NOTE: Once an individual has started the MAPIR application process with a Vermont Medicaid Portal account, s/he cannot switch to another account during that program year. MAPIR will allow the user to save the information entered and return later to complete an application. However, only the same individual's Vermont Medicaid Portal account will be permitted access to the application once it has been started.

UNABLE TO CONNECT TO MAPIR

See Page 5 of this document if you get an error message when clicking on the "Connect to MAPIR" link.

Potential issues interacting with the Vermont Medicaid Portal and MAPIR

1. You may not have a User ID allowing you to sign in to the Vermont Medicaid provider portal.

2. You may have a Vermont Medicaid Portal User ID, but cannot see the "Connect to MAPIR" link **OR**, once in MAPIR, may not see the provider(s) you have registered for at the CMS site. This could be an issue for a practice where a preparer is doing the actual registration and attestation on behalf of several providers.

3. You may have a Vermont Medicaid Portal User ID, but get a browser error message when clicking on the "Connect to MAPIR" link.

4. Upon signing in to MAPIR and selecting the provider you have registered for at the CMS site, you may receive an error message: *"The MMIS system does not contain a payee record for the NPI and TIN combination received from the R&A. Please contact the State Medicaid Program or the R&A to resolve this issue."*

5. You receive a "*Registration in Progress*" message and are unable to proceed with the provider's attestation.

1. **No User ID**

The secure Vermont Medicaid Portal requires a user to have a registered account. There are two types of accounts: Web Account and Trading Partner Account. A Web Account grants access to *MAPIR*, *Web Remittance Advices*, *Verify Claim Status* and *Verify Program Eligibility* within the secure Portal environment. A Trading Partner Account grants the same access as a Web Account, plus allows for the exchange of *X12N Claims*, *Remittance*, *Eligibility* and *Claims Status Transactions*.

   A. **Creating a Web Account**
   Web Account registration is accomplished by navigating to *New Provider Account* at the Portal and following the instructions on that page. The link to that web page:
   https://www.vtmedicaid.com/secure/newProviderAccount.do

   B. **Creating a Trading Partner Account**
   - Download a *Trading Partner Agreement* at:
     http://www.vtmedicaid.com/Downloads/tools/HP%20Trading%20partner%20agree%20031612.pdf
     and an *EDI Registration* form at
     http://www.vtmedicaid.com/Downloads/tools/EDI%20Registration%205-4-12.pdf
     and PRINT a copy of each.
   - Complete both forms. On the EDI Registration Form, in Part 1b, be sure to also check *"Other (Describe)"* and write *MAPIR* in the right column.
   - Mail to:
     HP Enterprise Services
     Attn: EDI Coordinator
     P.O. Box 888
     Williston, VT 05495-0888
   - You will receive notice from the HP EDI Department once you have been assigned a Trading Partner ID.

2. **Logged in to the Vermont Medicaid Portal, but not seeing provider name(s), OR not seeing the *"Connect to MAPIR"* link.**
If you are a preparer attesting on behalf of one or several providers, your Trading Partner ID and User ID needs to be associated with that of the providers for whom you are submitting an EHR Incentive Payment application. To manage the provider names associated with your User ID, follow these instructions:

   - Download an *EDI Registration* form at
     http://www.vtmedicaid.com/Downloads/tools/EDI%20Registration%205-4-12.pdf
     and PRINT a copy.
   - In Part 1a, fill in your group name and primary contact information.
   - In Part 1b, check *"Other(Describe)"* and write *MAPIR* in the right column.
   - Under *"Transactions,"* check *"276/277 Claim Status Inquiry/Response."*
   - On page 3, enter your Trading Partner ID in the upper right corner.
   - In the Provider ID column, list each of the Vermont Medicaid Provider IDs and names of all the providers you need to add for the purposes of preparing EHRIP applications.
   - Each provider's signature must be entered in the right column.
   - Mail to:
     HP Enterprise Services
     Attn: EDI Coordinator
     P.O. Box 888
     Williston, VT 05495-0888

Help with EDI Registration and Trading Partner accounts
For help with Vermont Provider Web Services, and any questions regarding EDI Registration and Trading Partner accounts, please contact HP Provider Services at: (802) 879-4450 Option #3.

3. You have a Vermont Medicaid Portal User ID, and see the "Connect to MAPIR" link, but get a browser error when clicking on it.
There may be issues specific to your system configuration preventing your access to MAPIR. Consult the following guideline to diagnose and troubleshoot potential network or firewall issues:
http://hcr.vermont.gov/sites/hcr/files/pdfs/EHRIP/MAPIR_Access_NetworkTroubleshooting_2014_02_28.pdf

4. Error message regarding provider's NPI and TIN Combination.
Upon logging into MAPIR and selecting a provider to attest for, you may receive this error message:

"The MMIS system does not contain a payee record for the NPI and TIN combination received from the R&A. Please contact the State Medicaid Program or the R&A to resolve this issue."

- Go to the CMS R&A site and check the registration for the provider, to ensure that the "Payee TIN Type" on the provider's registration was set to "Group Reassignment."
- If "Group Reassignment" was not selected, you can go back in and modify the "Payee TIN Type" to "Group Reassignment."

- You must **GO ALL THE WAY THROUGH** the CMS R&A registration to accept/agree/submit in order to trigger the change.

- Making that change may solve your problem, but **it may take 24 to 48 hours** for the change to propagate through from the CMS system to the VT MAPIR system.

If this process does not eliminate the error message above when accessing the provider's attestation in MAPIR, contact the HP Provider Services Help Desk for assistance: (802) 879-4450 Option #3.

5. "*Registration in Progress*" message

- A "Registration in Progress" in MAPIR status means the CMS R&A site still considers the provider's registration information to be incomplete or pending.
- To ensure edits at the R&A site are complete, please access the provider's information at the R&A site, and <mark>GO ALL THE WAY THROUGH</mark> the screens to accept/agree/submit in order to trigger the change(s).
- It will take 24 to 48 hours for edits to propagate through from the CMS system to the VT MAPIR system.

For questions and further assistance, contact the Vermont EHRIP Team at *ehrip-support@vitl.net*

VT Medicaid EHR Incentive Program: Unable to Connect to MAPIR

A few issues to consider: As of September 2012, the MAPIR application has been on a different network, with a different URL and IP address, and it has been using a different port (8543) as part of its communications. We have found that this access problem is very specific to the local system that the user is trying to connect in from. Please try the following steps and contact the EHRIP Team (contact information below) regarding your troubleshooting results, and how best to resolve your issue.

1. Please attempt to open the following URL or web address in your browser:
   https://mapir.vtmedicaid.com:8543/mapir-public/common/login.jsf

2. If you are successful in opening the above web address, you will see an page that looks like the image below with our departmental logo on it.
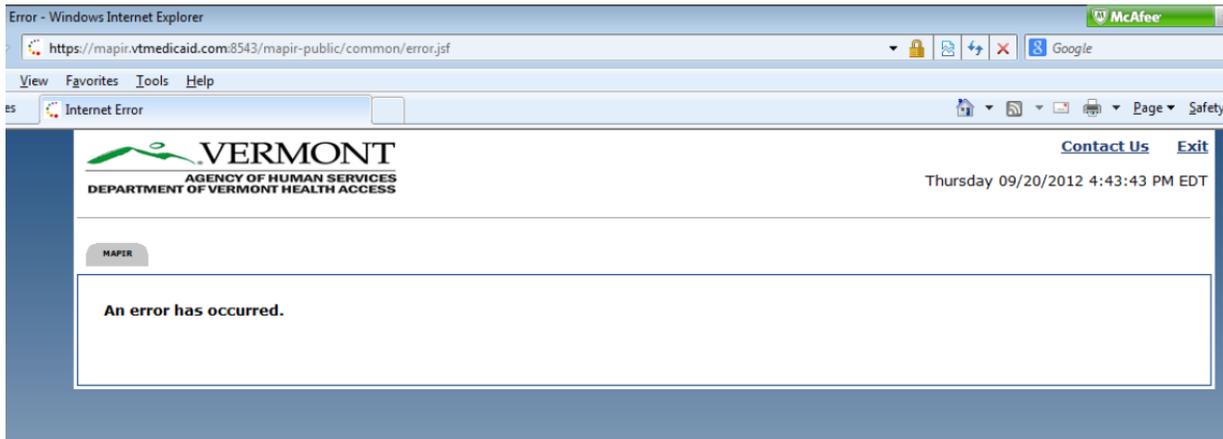
3. Note whether you are able to see this image.

    a. If you are able to see the image, try again to connect to the VT MAPIR application through your login on the VT Medicaid Web portal, and again note the result.

    b. If you are not successful in opening the above web address, you will likely get a generic browser error message indicating that the browser cannot display the webpage, **and you will not see our departmental logo**. If that is the case, please forward this email to your IT staff and ask them to investigate what it is about your local system configuration (e.g., your local PC, software settings, or firewall settings) that might be preventing you from opening it.

4. Contact the EHRIP Team to follow up:
    Open a help ticket at www.MyVITL.net or send an email to: ehrip-support@vitl.net