

Job Aid

Delegate Accounts

Providers often use delegates to manage their claims on the portal. A delegate can serve several provider accounts even if the delegate has only one provider since providers can have multiple contracts. This document describes how to register a delegate account and how to log into that account on the MESA Provider Portal.

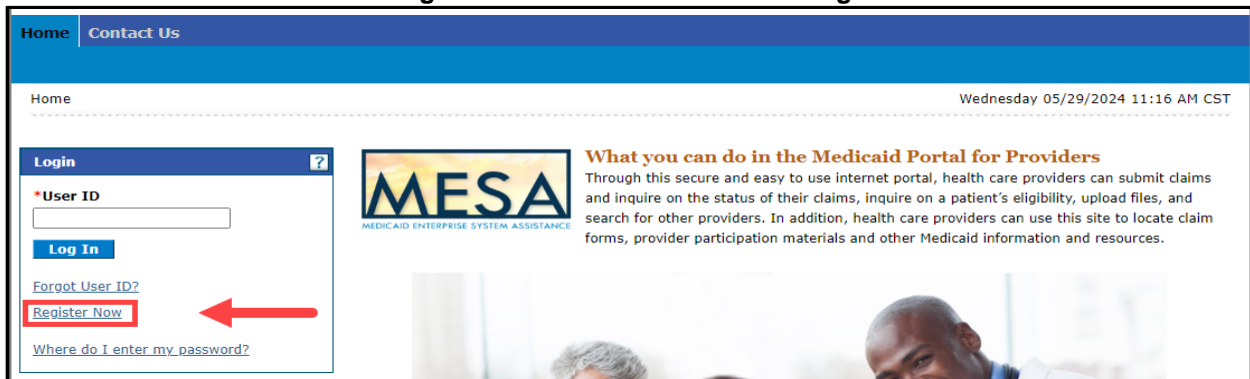
Registering a Provider Delegate Account

To register as a delegate, you will need all the information the provider used to create your account. Additional providers assigning you to their locations must have your **Delegate Code**, so keep it on hand.

Complete the following steps to create a delegate account:

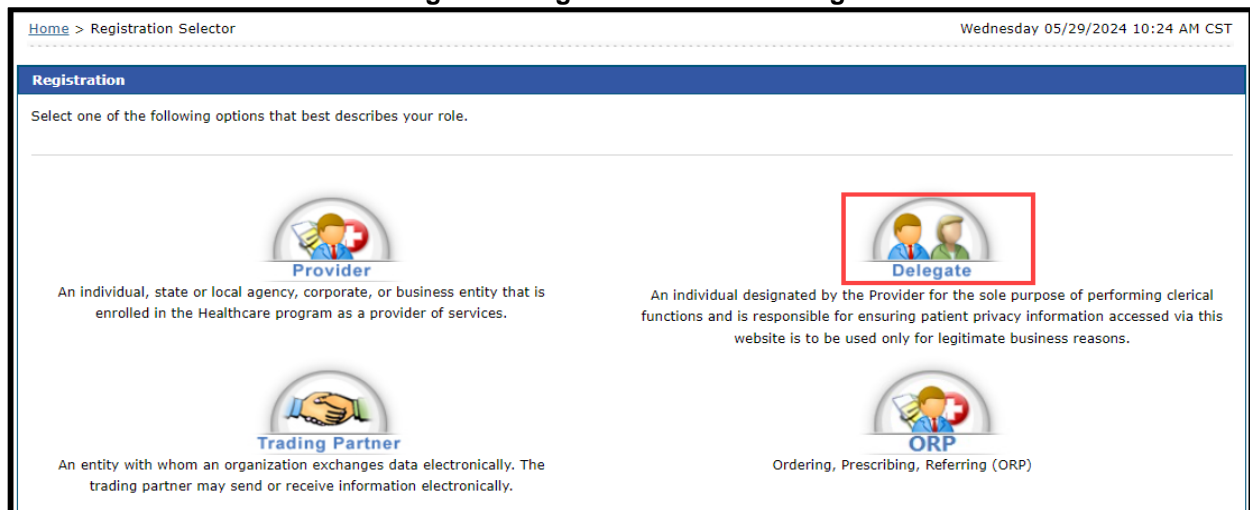
1. Access the MESA Provider Portal from the Division of Medicaid (DOM) website.
2. At the Home page, select the **Register Now** link.

Figure 1: Provider Portal Home Page



3. The system opens the Registration page. Select **Delegate**.

Figure 2: Registration Selector Page



4. At the Registration panel, enter your name, date of birth, and the last four digits of your driver's license number as they were entered by the provider. Enter the delegate code from the record the provider created and select **Continue**.

Figure 3: Registration Step 1

Home > Registration Selector > Registration Wednesday 05/29/2024 11:11 AM CST

Registration Step 1 of 2 - Personal Information ?

* Indicates a required field.

Please provide the following information to get started!

*First Name

*Last Name

*Birth Date

*Last 4 of DLN

*Delegate Code

5. Complete the Security Information by entering all required information as seen below. You can check the availability of the User ID by selecting the Check Availability box.
 - a. Your User ID must be 8 to 20 characters long and contain a minimum of 1 numeric digit, 1 letter, no spaces, and none of the following special characters: * \ / " : | < > + = ; , ? @ [] .
 - b. If the User ID is available, you will receive the message below.

Figure 4: User ID Availability

✓ User ID Availability

The User ID is available.

Figure 5: Registration Step 2

Password Assistance

1. A password cannot be reset more than once in a 24 hour period.
2. Passwords will expire every 60 days.
3. The minimum password length is 14.
4. The password cannot repeat any of the previous 24.
5. Passwords must be complex, containing 3 of the following 4 items:
 - Upper case letters (A, B, C...)
 - Lower case letters (a, b, c...)
 - Numbers (1, 2, 3...)
 - Special characters (!, \$, %, ...)
6. User ID cannot be part of your password.

Registration Step 2 of 2 - Security Information ?

* Indicates a required field.

Your password must follow the criteria documented in the 'Password Assistance' section which is listed on the left hand side of this page.

*User ID

*Password

*Confirm Password

Please provide your contact information below.

*Display Name

Phone Number

*Email

*Confirm Email

Subscribe for E-mail Notifications

We will send Mississippi notifications to the e-mail address provided below.

* Indicates a required field.

*E-mail Address

*Confirm E-mail Address

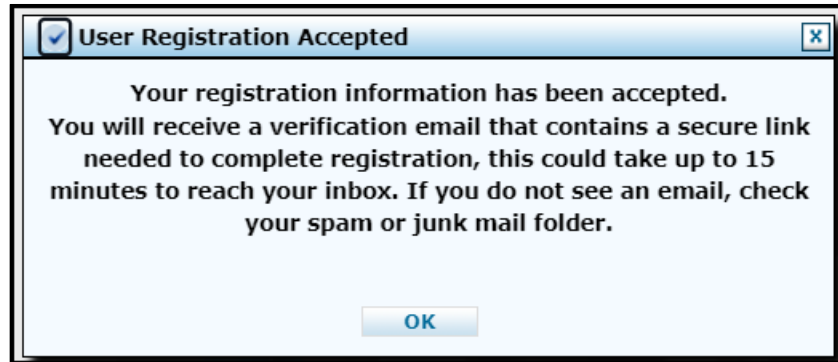
Enroll Me

NOTE: If you are a Registered Provider/Delegate/Trading Partner, log into the Portal then update your Notify Me Subscription.

Note: A password cannot be reset more than once in a 24-hour period. See password assistance on the left side of the page.

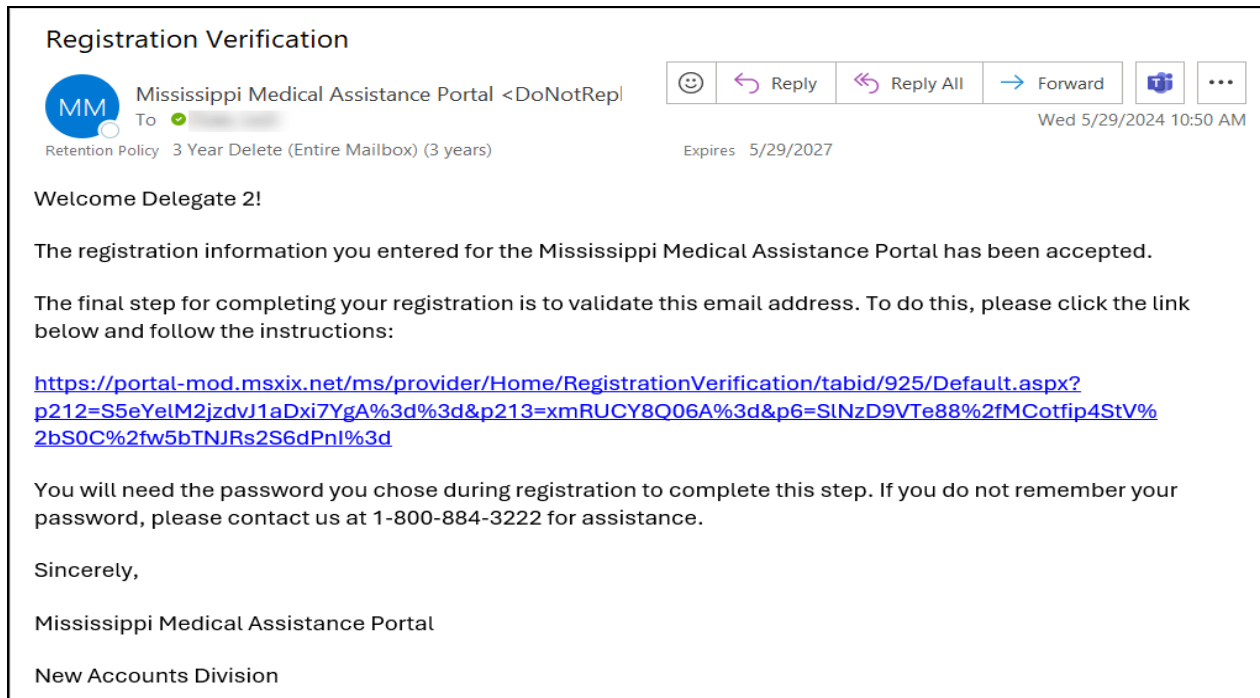
6. Once you have entered all required data and signed the User Agreement, select **Submit** and a User Registration Accepted message will populate.
7. Select **OK**.

Figure 6: User Registration Accepted Message



8. An email will be sent with a link confirming your account. You must **confirm** your account, or you cannot log in.

Figure 7: Registration Verification Email



9. The link will direct you to the page for your password to be entered. Enter the password that you just created and select **Verify**.

Figure 8: Registration Verification

Home > Registration Verification Wedn

Registration Verification ?

* Indicates a required field.

To verify your registration, please enter your password.

* Password

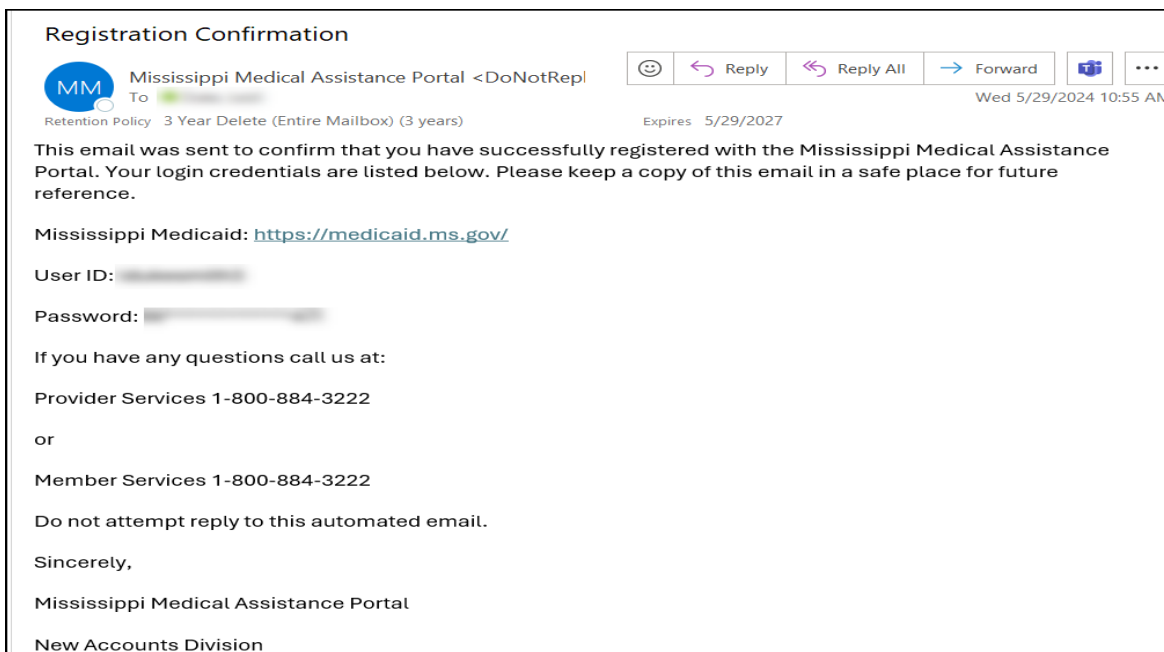
Verify

10. Once verified, a User Successfully Registered message will populate. Select **OK**.
11. A Registration Confirmation Welcome email will be sent.

Figure 9: User Successfully Registered



Figure 10: Registration Confirmation Email



Logging In

Now you can log into your account on the MESA Provider Portal Home page.

1. Log into your MESA Provider Delegate Account by entering the **User ID** you just created.
2. Select **Log In**.

Figure 11: Log In

3. Verify the Challenge Question that appears (you will not have to verify this each time).
4. Verify your Site Key, Passphrase, enter your Password, and select **Sign In**.

Figure 12: Site Key, Passphrase, and Password

When you log into your delegate account, the system defaults to the Home page if you serve only one provider account.

If you are a delegate for multiple provider accounts, the system defaults to the Switch Provider page, so you can select the account you wish to log into. At any time, you can return to this panel and switch to a different provider to continue your work.

5. Select the Provider, then select **Submit**.

Figure 13: Switch Provider Panel

If you are associated with more than one provider follow these steps to switch providers:

6. From the Home page, select the **Switch Provider** link.
7. Choose the desired provider.
8. Select **Submit**.

Figure 14: Switch Provider Link

Figure 15: Switch Provider

#	Display Name ▲	Email Address
1	<input type="radio"/> BillyBob	slawrence@gainwelltechnologies.com
2	<input type="radio"/> Debrita	dschiller@gainwelltechnologies.com

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
1.0	08/31/2024	Gainwell	Initial publication