UTAH DEPARTMENT OF
HEALTH
MEDICAID

Medicaid Website "Tips and Tricks" Guide
March 2014

The new Medicaid website has a fresh, new look that combines a user-friendly format with better search capabilities that can help you locate the content you are looking for. The purple "menu bar" provides a roadmap to the website categories and enables quick access to the content within each category. Just hover over the box to see what is inside and if you click on the box, it will take you to the content.

As with anything new, the new website may take some getting used to. To assist in adjusting to the new layout, this Medicaid Website "Tips and Tricks" Guide will help users acclimate to the new website and get the most out of its new capabilities. You can find the following tips and tricks in this document (click on the topic you want from the list below and it will take you to that section of the document):

What browser should I use?

It is best to use the following versions of the most popular web browsers to access the Medicaid website:

- Apple Safari 5.x or greater (Windows, Linux and/or Mac OSX)
  - Version 5.x for Windows
  - Version 6.x for Linux or Mac OSX
- Google Chrome 18.x or greater (Windows, Linux and/or Mac OSX)
- Internet Explorer 9.x or greater (Windows)
- Mozilla Firefox 12.x or greater (Windows, Linux and/or Mac OSX).

You may find the best user experience with Google Chrome or Mozilla Firefox.

What if I am not able to see all the content in my browser window because it is too big?

If you are having trouble viewing the website content because it seems too big for the screen or if menu options are falling outside your browser view, you should be able to adjust the display size. To do this, while holding down the Ctrl key, select the "-" key as many times as necessary until the content displays as you would like.

What if I am having trouble reading the website content because it is too small?

If you are having trouble reading the content because the letters are too small, you can adjust the display size. To do this, while holding down the Ctrl key, select the "+" key as many times as necessary until the content displays as you would like.

What if I am having trouble accessing content?

When in the browser you choose, if you are having problems accessing the new Medicaid website or any of its pages, try the following tricks:

1. Close out your browser and open it back up.
2. Clear your cache and cookies. There are two different ways to do this:
   a. In most browsers, you can clear your cache/cookies where you would clear your history. Generally, this command is found under your browser's options/preferences, and then under either privacy or security.
   b. An alternate way to reset your cache is to use Ctrl – F5. Hold down the Ctrl key and then select the F5 key for your browser to reload your current page while resetting your cache.
3. Check to see if you have pop-up blocker on. If so, you may need to select the option to allow content to be displayed. You may need to work with your local technical support representatives to enable blocked content.

What if forms will not load when I click on them?

If you click on a form but it will not come up on the screen, it could be that you have pop-up blocker turned on. If so, you may need to select the option to allow content to be displayed. You may need to work with your local technical support representatives to enable blocked content.

How can I find content?

New Google Search Feature

The easiest way to find content on the new Medicaid website is to use the search feature. The full text search is powered by Google and functions much like you would use Google to conduct a web search. To use this search feature, do the following steps.

1. Click within the Search Bar located on the top right hand corner of the homepage.

   Note: The search box tells you the scope of your search. It is displayed in grey within the search box. For example, if it says "Search Utah Medicaid," this means you are accessing information from the Medicaid website. However, this search will not access documents or sites that are connected to the website through links or any content that is within a password protected area of the website, such as "criteria documents."
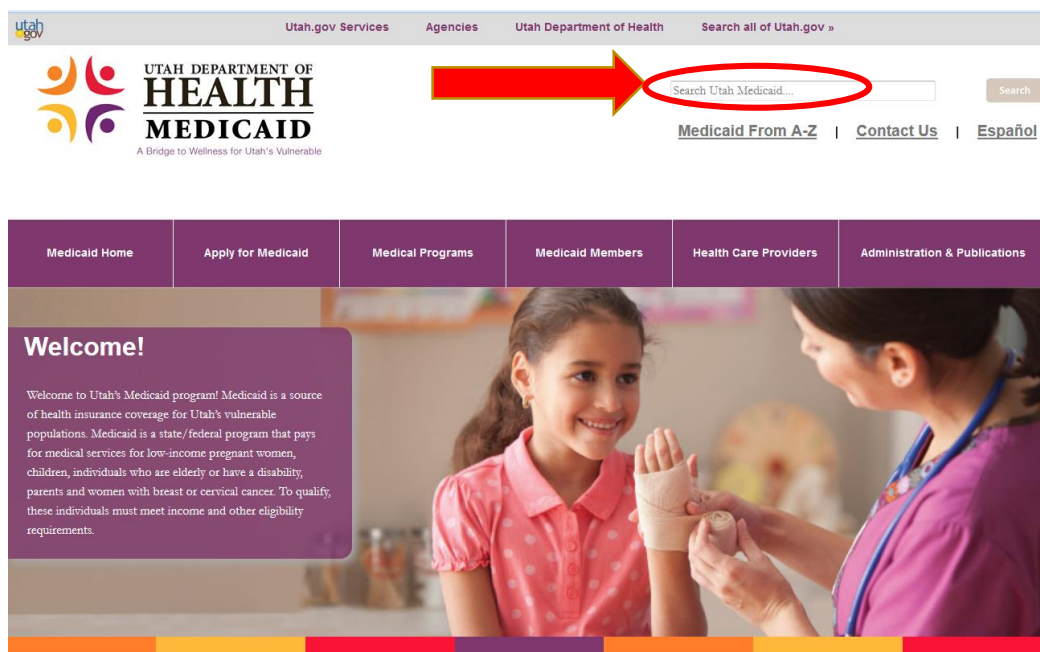
2. Type in the content you are looking for. Start with specific keywords or titles of pages. Do not search in full sentences.

3. After clicking the [Search] button, the page will show results based on relevancy and date. The date displayed is when the content was last updated. The results will also display the scope of the search and direct the user to *Medicaid from A-Z* for more information.

   Note: If you do not see results on your screen, it is most likely because the results are simply outside the screen view. Be sure to scroll down the Search Results page to view the results.

4. You can filter the searches in three broad categories:
   a. All Results (both web pages and documents)
   b. Web Pages only
   c. Documents only (typically .pdf or Word documents).

TIP: If you do not find what you are looking for, go the Utah.gov and search from that page.

Medicaid from A-Z

The *Medicaid from A-Z* link in the upper right hand corner of the home page is the new website's site map. *Medicaid from A-Z* has each link on the site chronicled in alphabetical order for ease of use. This is another great feature to help you find the content you need on the Medicaid website.
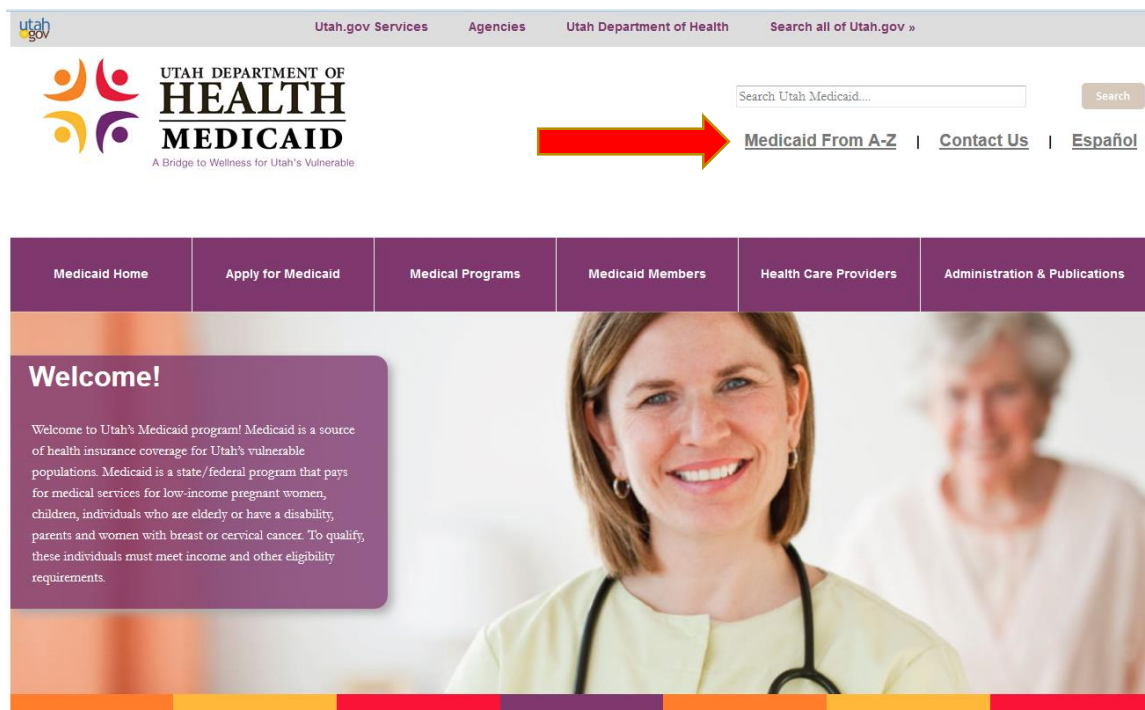
Bookmarks

While many URLs have changed, most of your bookmarks to the old Medicaid Portal should still work because they are set up to redirect you to the new page. If you are still having problems with your bookmarks, please use the new Google Search Feature, the *Medicaid from A-Z,* or the Crosswalk instructions to find the appropriate content. Once you locate the page, create a new bookmark.

Crosswalk from old to new

There is a crosswalk that maps the old website pages and content to the new website pages and content. The crosswalk is found at Health Care Providers>Provider Training. It is organized by the categories shown on the home page's purple banner and shows the web page name, the old website URL, the new website URL, and the path to navigate to the page (without using the URL). In addition to helping you locate content, it is a good resource for replenishing bookmarks.

Most visited pages

There is a list of Medicaid website pages that, historically, are those most visited by users. This document gives the name of page in the new Medicaid website, the link, and the path to find the page. This list is found at Health Care Providers>Provider Training.

Quick Links

On the Health Care Providers page, there is a Provider Quick Links box. These links, provided in one convenient location, will access the most commonly used Provider resources.

How do I know what is a link and what is not?

If something is in orange, is underlined, or both, this means it is a link. This is confirmed when you see the cursor arrow change to a small hand as you hover over the link. Simply click on the link you want and the website will take you to that page or document.

How do I set up my browser to email Medicaid?

The Medicaid website has convenient email links throughout the website. If your browser is not set up with the ability to email, you may need to contact your local technical support representative to set this up for you.

As an example, the following is a quick way you can set up your Chrome browser to email addresses when you are on your Gmail home page:

1. Navigate to your Gmail page.

2. Next to your favorite icon there may be a service handler icon.

3. Click the service handler icon.

4. Select the appropriate radio button or click on the Manage handler settings to select a recognized email handler on your system.
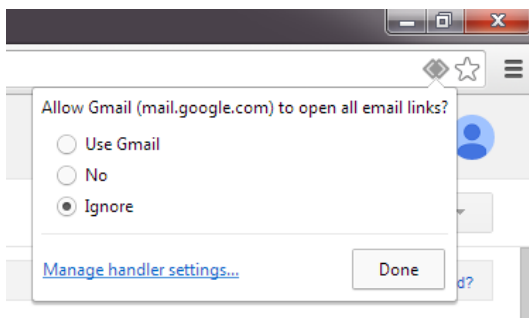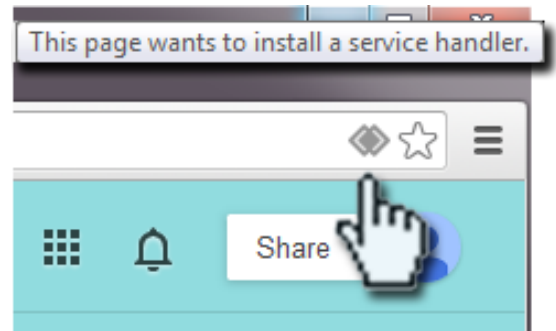
Does the Medicaid ID number include the zero at the beginning of the number?

Yes, enter the number as it appears on the Medicaid Member Card. On the card, the first digit is a zero.

Do I include special characters when entering the name into the Provider Eligibility Lookup Tool?

Yes, the name should be entered into the Tool exactly as it appears on the Medicaid Member Card (in other words, the way it is listed in eREP).

What audit functions does the Provider Eligibility Lookup Tool provide?

The Provider Eligibility Lookup Tool provides a record of the user ID that is logged in, the Provider NPI used, and all search criteria, as well as the results that are returned. So if a member requests a history of who has accessed their information, it can be provided via the Lookup Tool.

What if I get multiple matches when looking someone up in the Provider Eligibility Lookup Tool?

If you get more than one match, you will need to add an additional search criteria. For example, if you have searched using first name, last name, and date of birth, you could add the Medicaid ID. This should narrow the search to the correct individual.

What do I do if nothing comes up when I select "Submit" for the results of my search in the Provider Eligibility Lookup Tool?

If nothing comes up after I select "Submit," there is a good chance that your popup blocker is on and it is blocking the report. Check to see if you have pop-up blocker on. If so, you may need to select the option to allow content to be displayed. You may need to work with your local technical support representatives to enable blocked content.

What time periods can be searched through the Provider Eligibility Lookup Tool?

You are allowed to search 36 months in the past. A future date can be used in the "Date of Service" field but eligibility will only be returned if it eligibility exists for that member.

Since there is a Provider Eligibility Lookup Tool, will there be a Member Eligibility Lookup Tool?

Yes, the Department of Health is working on this tool. It is anticipated completion is late summer or early fall of 2014.

How can I get help?

Contact Customer Service with any questions about the Medicaid website or Eligibility Lookup Tool. Representatives can be reached between 8:00 am and 5:00 pm at the following numbers: 800-662-9651 or 801-538-6155.

-OR-

For Medicaid website issues, email medicaidops@utah.gov.
For Medicaid Pharmacy website issues, email medicaidpharmacy@utah.gov.