

MO HealthNet Public Home News

Requesting & Accepting NPI Access

Version 3

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INITIATE REQUEST FOR NPI ACCESS

To initiate a request for access of an NPI, the user will login then follow the steps below:

- 1.Navigate to the ePassport tab
- 2.Select the Initiate Access Request option
- 3.Key in the NPI number in the field provided.
- 4.Click Add to verify the NPI was placed in the provider list
- 5.Click Submit located below the NPI list.

***Emomed will generate an automated email to the Administrator of the NPI notifying them of the request. The user must wait until the request has been accepted by the Administrator.

(MO HealthNet representatives cannot grant access to an NPI, only the Provider Administrator can do this. If access has not been granted within 7 days of the original request, please contact our Technical Support Help Desk at 573-635-3559)

ACCEPT/DENY ACCESS REQUESTS (PROVIDER ADMINISTRATORS ONLY)

Only the Administrator (or designated Sub-Administrator) of an NPI is responsible for granting or denying access to users.

To grant or deny access, go to the ePassport tab and follow the steps listed below:

- 1.Click on Manage Received Access Requests
- 2.Click on the users name
- 3.Once the new window opens, click the NPI to highlight
- 4.Move the NPI to the Accept column by clicking Add .
- 5.Click Submit
- 6.Click Finish

If access to the NPI is to be denied, DO NOT remove the NPI from the Request column (leave it in the list), then click Submit. Emomed will deny the access request and send notification to the requesting user.

ADDING/CONTROLLING AN NPI (PROVIDER ADMINISTRATORS ONLY)

To add and control an NPI, the Provider Administrator of the NPI must login then follow the steps listed below:

- 1.Navigate to the ePassport tab
- 2.Select the Manage NPIs option,
- 3.Select NPIs I Control from the drop down list,
- 4.Click ADD NPIs I Control (located in blue below the list of NPIs).

5. Once the new window opens, key in the NPI and click ADD
6. Verify the NPI was added to the list of providers
7. Click Submit located below the NPI list.
8. Click Finish

