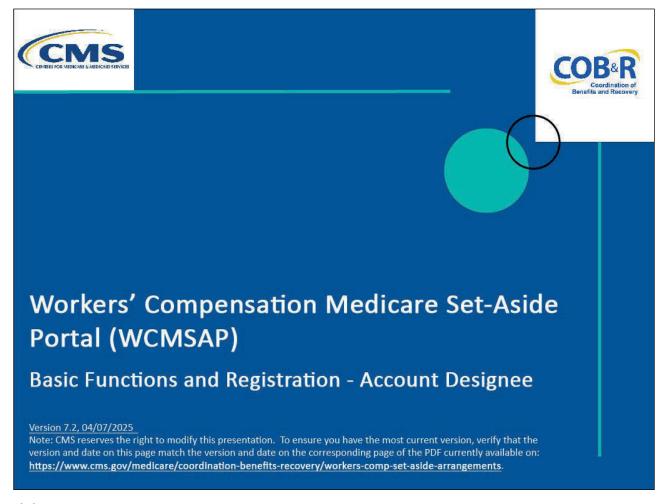
Basic Functions and Registration - Account Designee

Slide 1 of 22 - Basic Functions and Registration - Account Designee



Slide notes

Welcome to the Workers' Compensation Medicare Set-Aside Portal (WCMSAP) Basic Functions & Registration - Account Designee course.

Slide 2 of 22 - Disclaimer



While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions for the WCMSAP. All affected entities are responsible for following the applicable CMS instructions found at the following link:

https://www.cms.gov/medicare/coordination-benefits-recovery/workers-comp-set-aside-arrangements.

Slide notes

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions for the WCMSAP.

All affected entities are responsible for following the applicable CMS instructions found at the following link: <u>Workers' Compensation Medicare Set Aside Arrangements | CMS</u>.

Slide 3 of 22 - Course Overview



Course Overview

By the end of the course you will be able to:

- Explain the role of the Account Designee
- Discuss the basic functions of the Account Designee
- Complete registration as the Account Designee

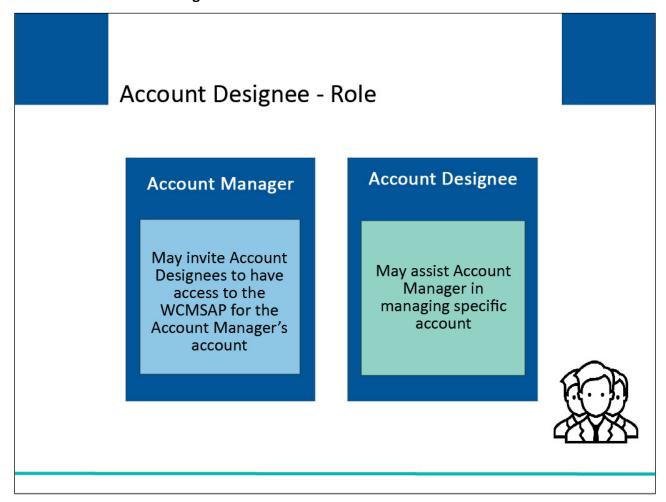


Slide notes

By the end of this course, you will be able to:

- Explain the role of the Account Designee,
- Discuss the basic functions of the Account Designee, and
- Complete registration as the Account Designee.

Slide 4 of 22 - Account Designee Role



Slide notes

An Account Manager for Corporate or Representative Account types may invite other individuals, known as Account Designees, to have access to the WCMSAP for the Account Manager's account.

Corporate accounts may have up to 20 Account Designees associated with one WCMSAP account; Representative accounts may have up to 5. Account Designees may assist the Account Manager in managing a specific account.

Note: The Account designee can also be an Account Manager for other accounts. You can also change an Account Designee into an Account Manager by calling your EDI Representative.

Slide 5 of 22 - Basic Functions

Account Designee - Basic Functions

Account Designee can (to their associated account)

- Be associated with multiple WCMSAP accounts (if invited by Account Manager
- Change personal information
- Submit new cases
- Perform case lookups and view cases
- Update a case (including appending documentation)
- Replace documentation
- Access alerts
- Update work-in-progress information

Account Designee cannot

- Be an Account Representative for any WCMSAP account
- Be the Account Manager for the same WCMSAP account
- Invite other users to the WCMSAP account
- Update WCMSAP account information

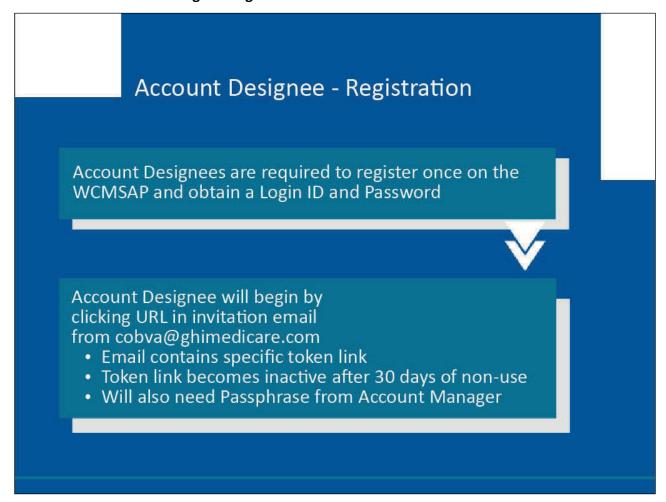
Slide notes

Account Designees can be associated with multiple WCMSAP accounts but only if invited by the Account Manager for those accounts. They are able to:

- Change their personal information on the WCMSAP;
- Submit new cases for a given WCMSAP account;
- Perform case lookups and view cases with which they are associated (cases submitted by the Account Designee or assigned to them by the Account Manager);
- Update (append documentation too) a case that they have been associated with;
- Replace documentation for cases that they have been associated with;
- Access alerts for cases that they have been associated with; and
- Update work-in-progress case information for cases that they have created or are associated with, as assigned by the Account Manager.

Account Designees cannot be an Account Representative for any WCMSAP account, be the Account Manager for the same WCMSAP account, invite other users to the WCMSAP account, or update WCMSAP account information.

Slide 6 of 22 - Account Designee Registration



Slide notes

Account Designees are required to register on the WCMSAP and obtain a Login ID and Password before they can use the system.

The Account Designee will only register once.

Only one Login ID is needed no matter how many account IDs they will ultimately be associated with.

The Account Designee will begin the registration process by clicking on the URL in the invitation email that was sent by the Benefits Coordination & Recovery Center (BCRC).

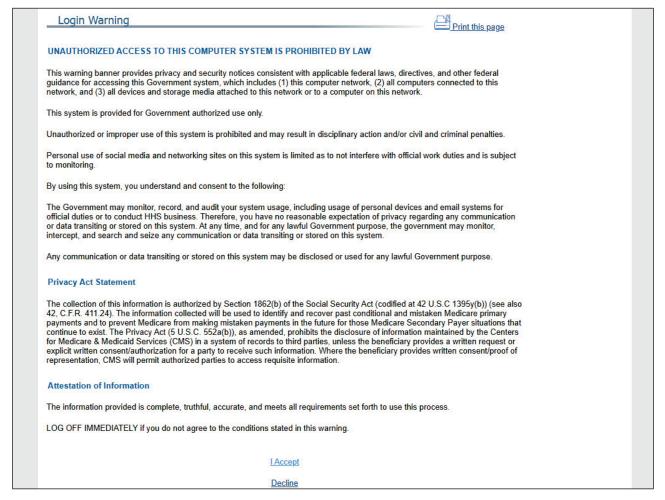
The email will come from cobva@ghimedicare.com.

Ensure that your spam filter software has been updated to allow receipt from this email address.

The URL in this email contains a specific token which grants access to the registration site.

The token link becomes inactive after 30 days of non-use, so it is imperative that the Account Designee registers as soon as possible after receiving the invitation email.

Slide 7 of 22 - Login Warning



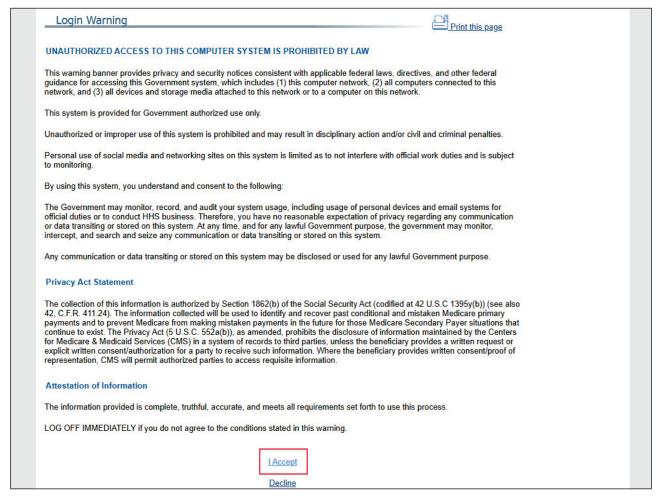
Slide notes

Once the URL in the invitation email has been clicked, the Login Warning page will appear, detailing the Data Use Agreement (DUA).

The DUA provides information about WCMSAP security measures including access, penalty, and privacy laws.

All users must agree to the terms of this warning each time they access the WCMSAP application.

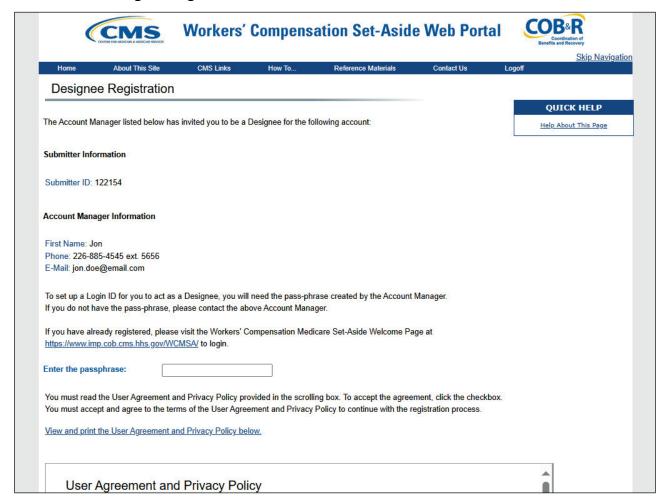
Slide 8 of 22 - Login Warning



Slide notes

Users must review the DUA and click the [I Accept] link at the bottom of the page to continue otherwise they will be denied access to the WCMSAP site and will be unable to register.

Slide 9 of 22 - Designee Registration

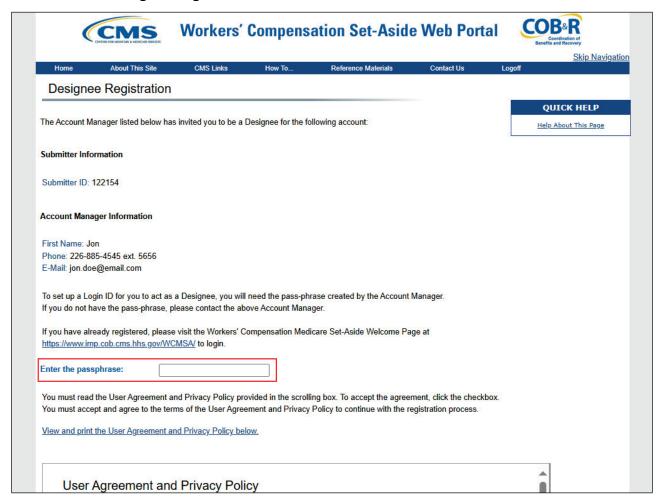


Slide notes

If the Account Designee accepts the terms of the Login Warning, the Designee Registration page will appear.

The Designee Registration page informs the user that they have been assigned as an Account Designee for the listed Account ID.

Slide 10 of 22 - Designee Registration

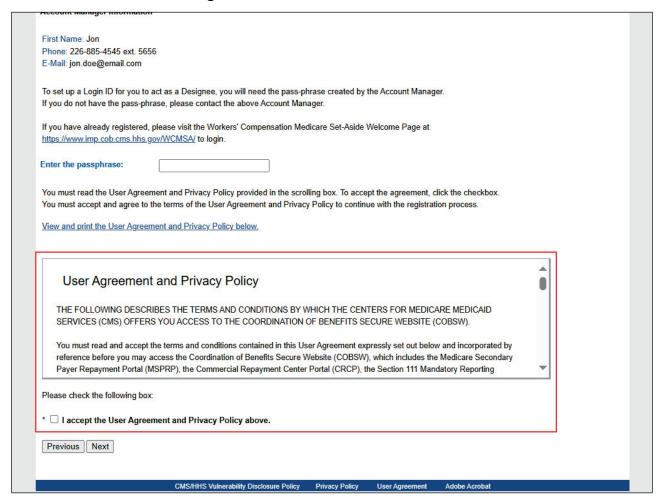


Slide notes

The Account Designee will enter the Passphrase given to them by the Account Manager.

Note: The Passphrase is case-sensitive. It must be entered exactly as it was given by the Account Manager.

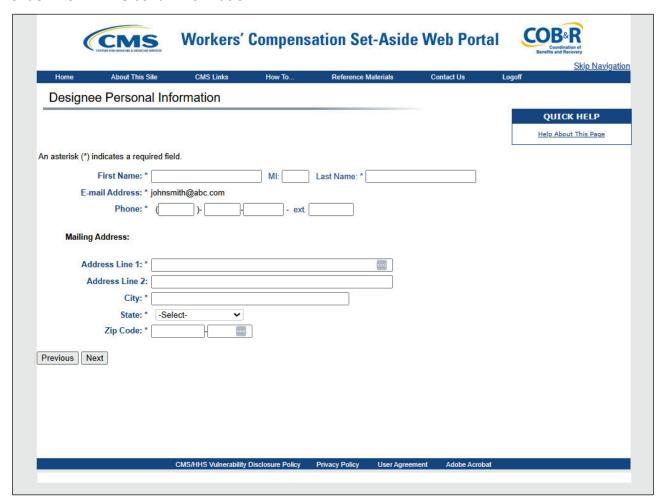
Slide 11 of 22 - Review User Agreement



Slide notes

The Account Designee must review the User Agreement, check the box to accept the terms, and click Next to continue.

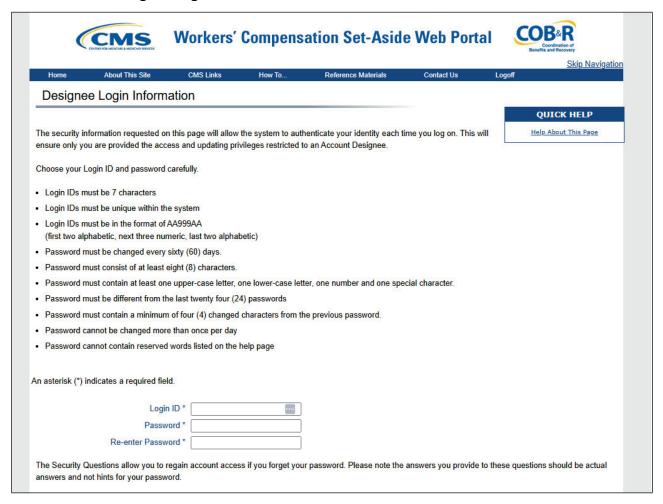
Slide 12 of 22 - Personal Information



Slide notes

The Designee Personal Information page will appear. Enter the required information and click Next to continue. Note: Required fields are denoted by an asterisk (*).

Slide 13 of 22 - Designee Login Information



Slide notes

The Designee Login Information page will appear. The Account Designee must set up a Login ID and Password and select their Security Questions.

Slide 14 of 22 - Password



Designee Login Information

- Password
 - Must be changed every 60 days
 - Must be 8 characters in length
 - Must contain a mix of upper case letters, lower case letters, and numbers and a special character
 - Cannot be changed more than
 - Does not contain 4 consecutive characters from the previous password
 - Must be different from the last 6
 - Cannot contain reserved words

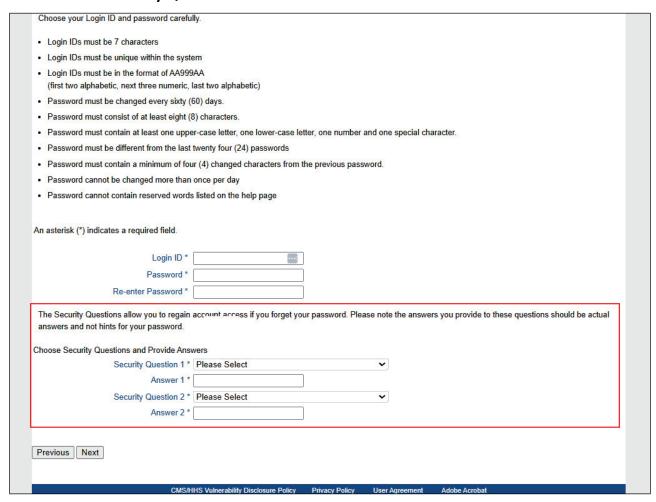


Slide notes

When choosing a password, ensure that:

- Login IDs are 7 characters,
- Login IDs are in the format of AA999AA (first two alphabetic, next three numeric, last two alphabetic),
- Password is changed every 60 days,
- Is 8 characters in length,
- Contains at least one upper-case letter,
- One lowercase letter,
- one number,
- One special character,
- is not changed more than once per day,
- Does not contain 4 consecutive characters from the previous password,
- Is different from the last 6 Passwords, and
- Does not contain a reserved word.

Slide 15 of 22 - Security Questions



Slide notes

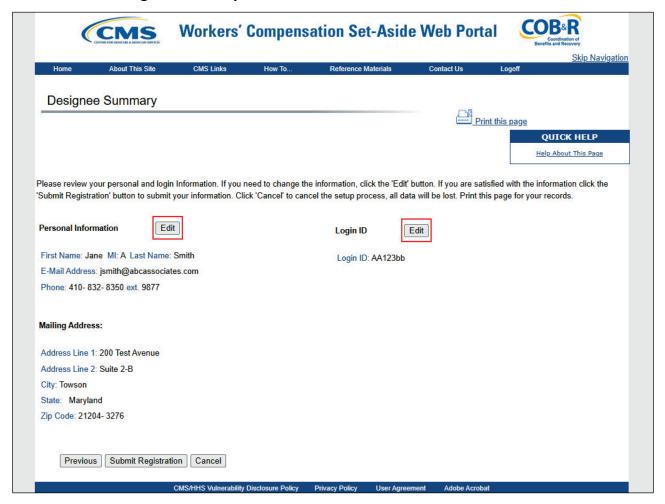
The Security Questions will be used to assist the Account Designee in regaining account access if they forget their password.

The answers provided to these questions should be actual answers and not hints for the password.

Enter all required information and then click Next to continue.

Note: Additional security questions have been added to the Forgot Login ID and Forgot Password processes.

Slide 16 of 22 - Designee Summary



Slide notes

The Designee Summary page will appear.

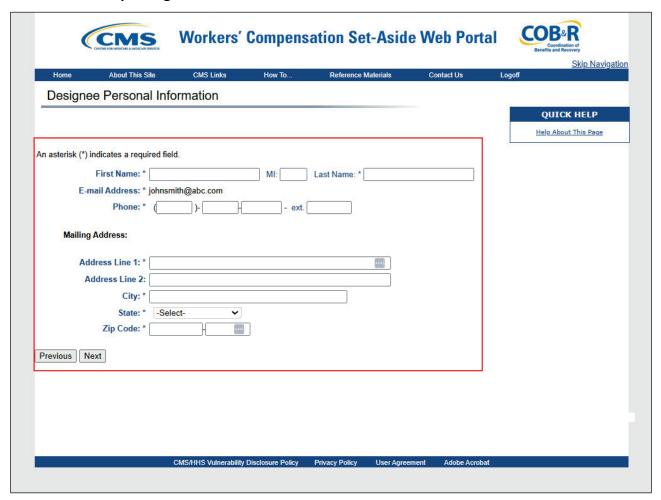
This page provides a summary of the information that has been entered during the Account Designee registration process.

Review this page for accuracy and completeness.

To make any corrections, click the Edit button next to the section that requires updates.

This action will return the user to the corresponding page.

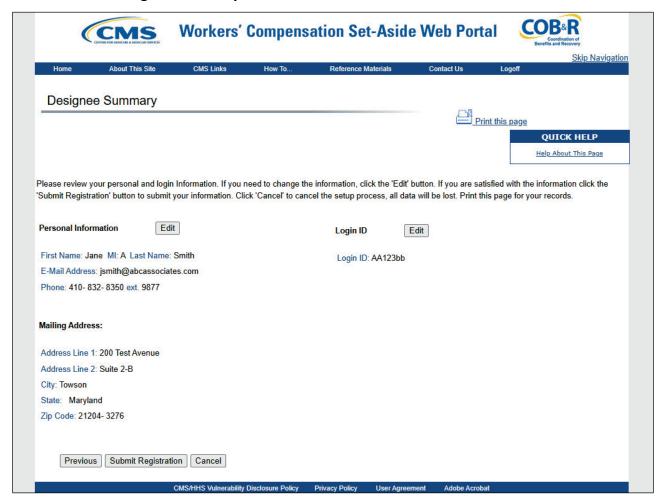
Slide 17 of 22 - Updating Your Information



Slide notes

Change any of the information as needed and click Next to navigate back to the Designee Summary page.

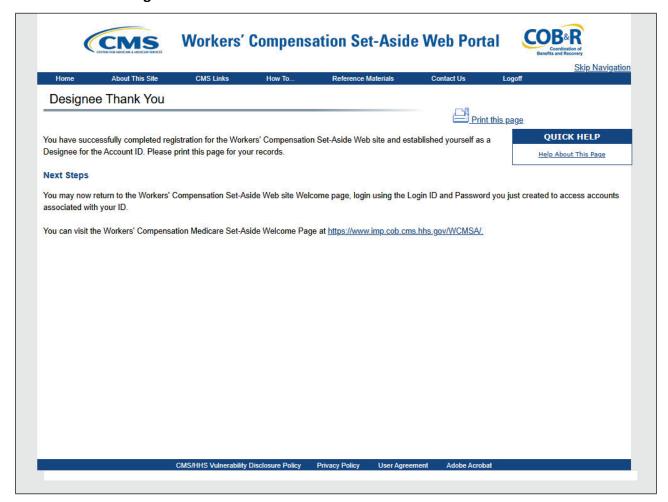
Slide 18 of 22 - Designee Summary



Slide notes

When all information has been verified for accuracy and completeness, click Submit Registration.

Slide 19 of 22 - Designee Thank You



Slide notes

The Designee Thank You page will appear stating that the Account Designee has been successfully registered on the WCMSAP.

Click the Workers' Compensation Medicare Set-Aside Welcome page link to go to the WCMSAP Welcome page to log in to the site and manage account information.

Slide 20 of 22 - Course Summary



Course Summary

By the end of the course you will be able to:

- Explain the role of the Account Designee
- Discuss the basic functions of the Account Designee
- Complete registration as the Account Designee



Slide notes

You should now be able to:

- Explain the role of the Account Designee,
- Discuss the basic functions of the Account Designee, and
- Complete registration as the Account Designee.

Slide 21 of 22 - Conclusion





You have completed the WCMSAP Basic Functions and Registration course. The information in this course can be referenced by using the document at the link below:

https://www.cob.cms.hhs.gov/WCMSA/assets/wcms a/userManual/WCMSAUserManual.pdf

Slide notes

You have completed the WCMSAP Basic Functions and Registration course. The information in this course can be referenced by using the document at the link below.

WCMSAP User Guide

Slide 22 of 22 - WCMSAP Training Survey





If you have any questions or feedback on this material, please go to the following URL:

https://www.surveymonkey.com/s/WCMSAPTraining.

Slide notes

If you have any questions or feedback on this material, please go to the following URL: <u>WCMSAP</u> <u>Training Survey</u>.