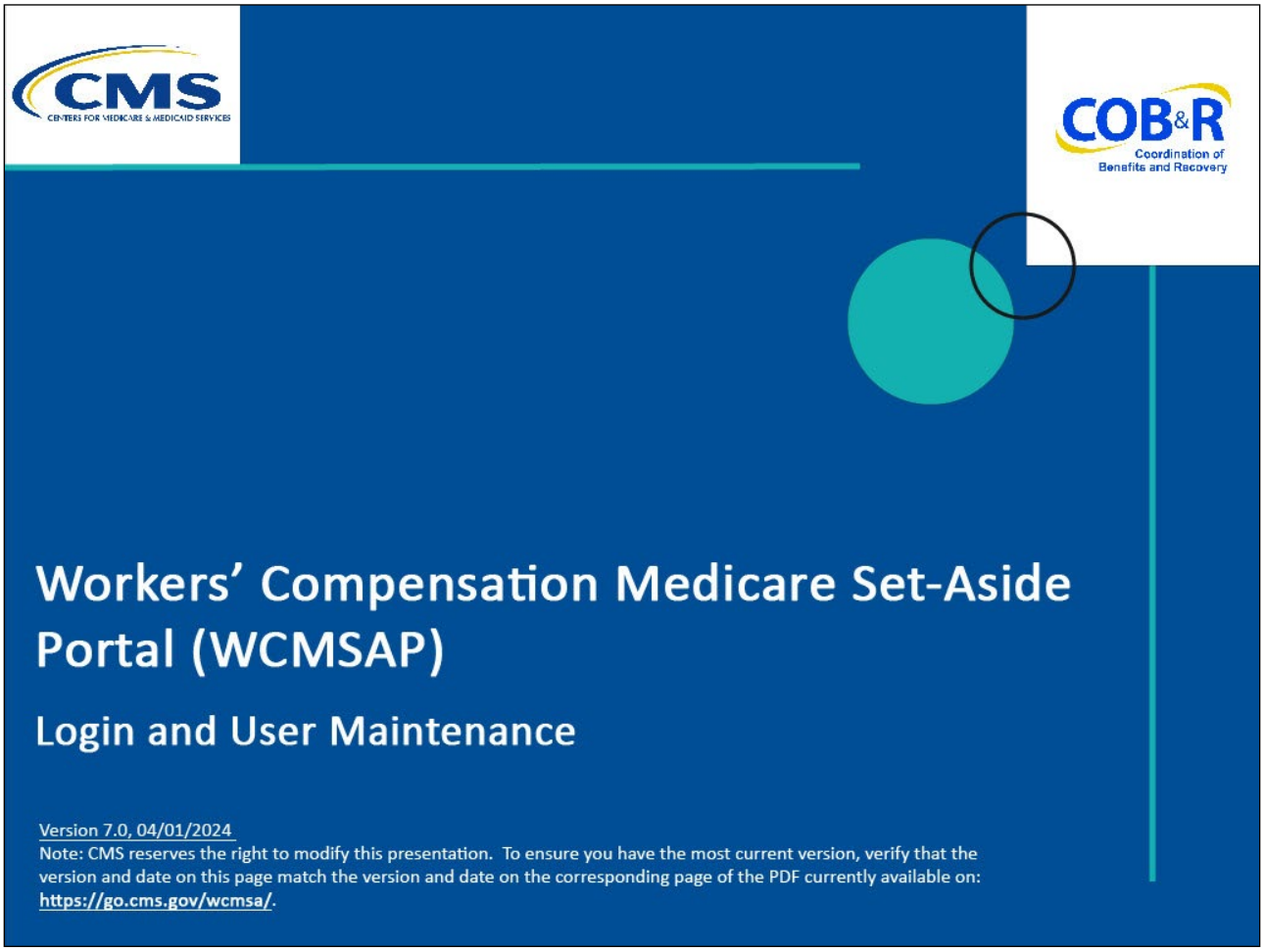
Login and User Maintenance

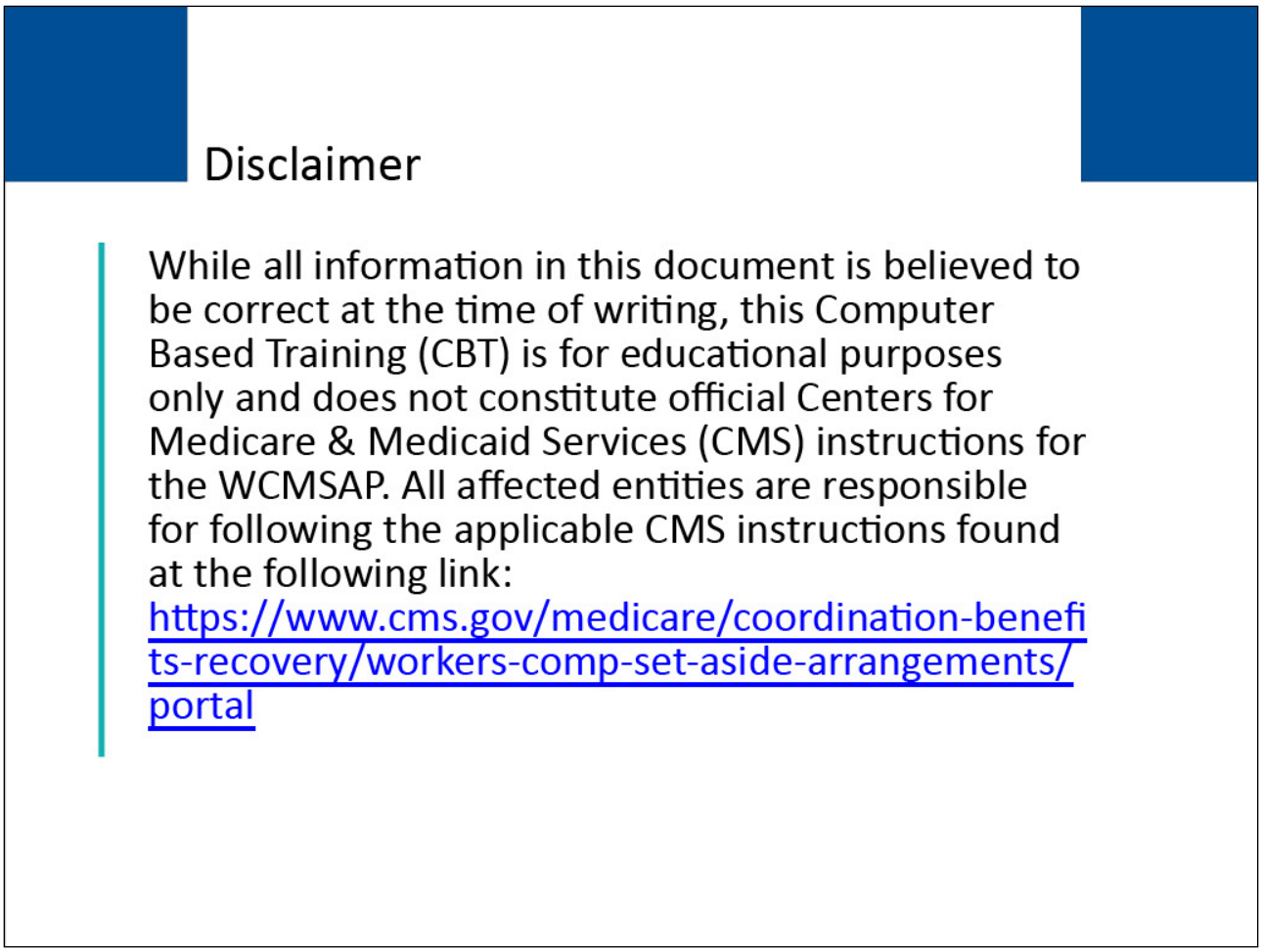
Slide 1 - of 41 - Login and User Maintenance



Slide notes

Welcome to the Workers' Compensation Medicare Set-Aside Portal (WCMSAP) Login and User Maintenance course.

Slide 2 - of 41 - Disclaimer

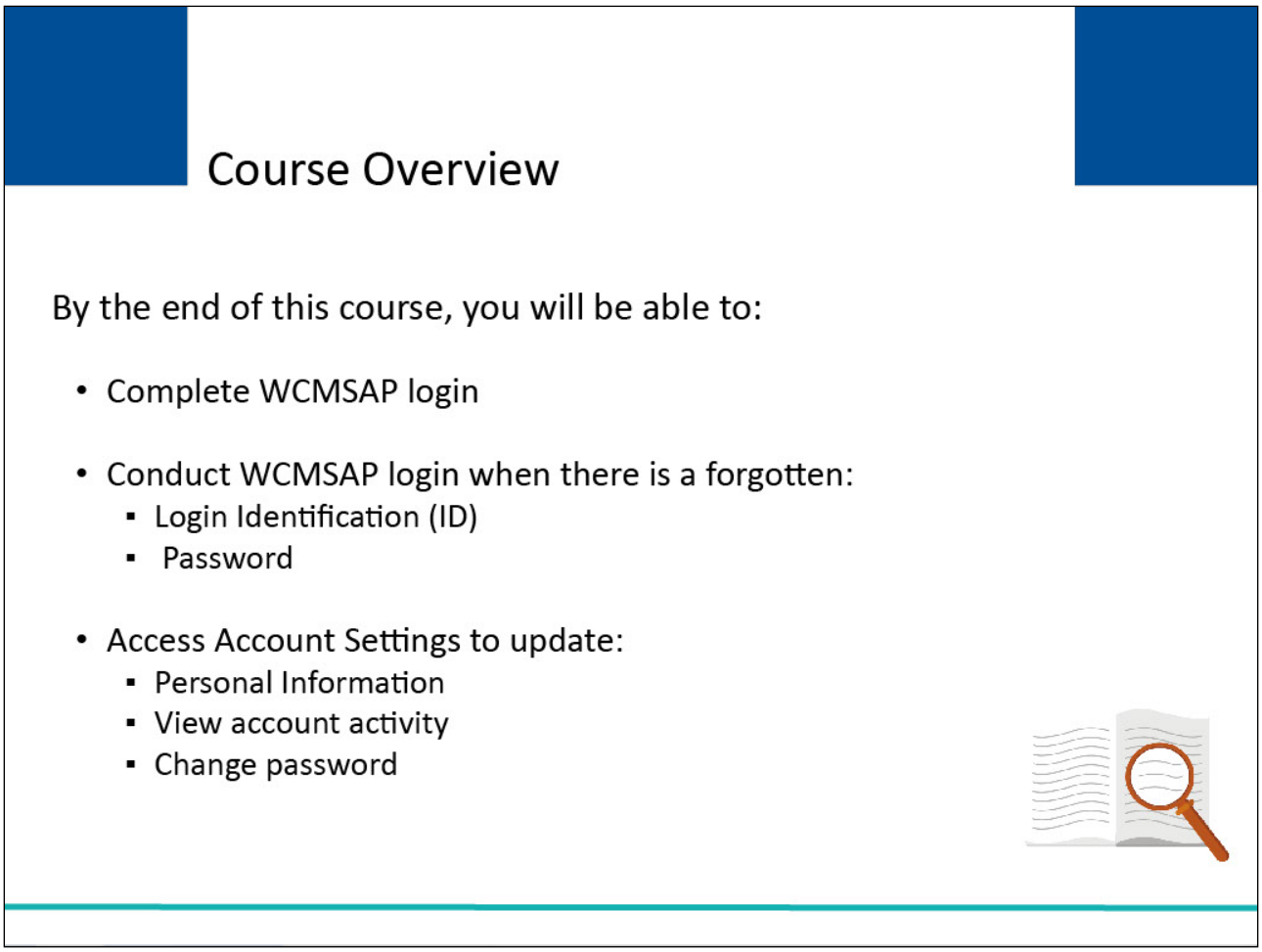


Slide notes

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 CMS WCMSAP Website.

Slide 3 - of 41 - Course Overview



Slide notes

You are now able to:

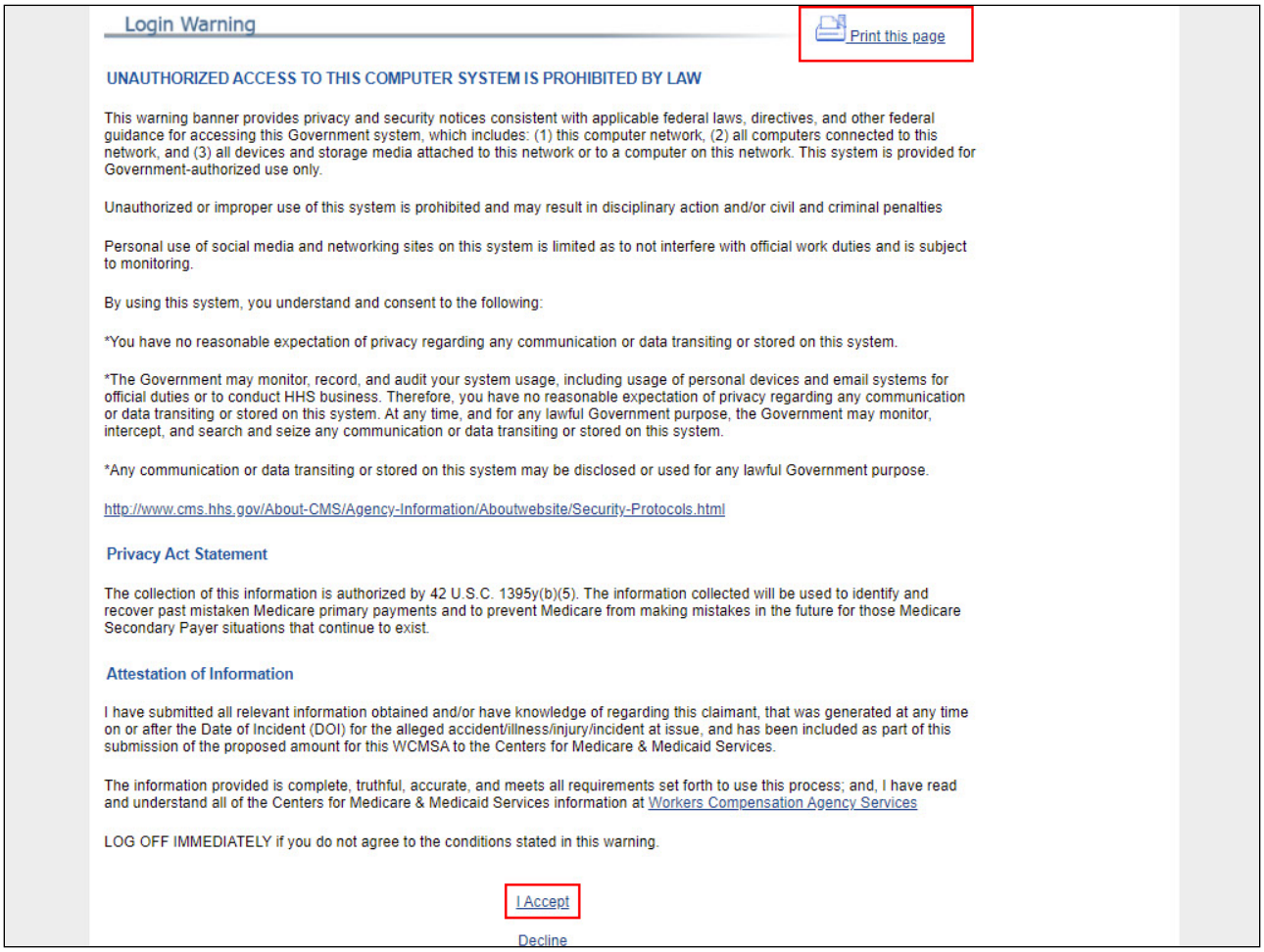
- Complete WCMSAP login
- Conduct WCMSAP login when there is a forgotten
- Login Identification (ID)

Password

Access Account Settings to update

- Personal Information
- View account activity
- Change Password

Slide 4 - of 41 - Login Warning Page



Slide notes

In order to login, you must go to the WCMSAP website found at the following URL: WCMSA Portal.

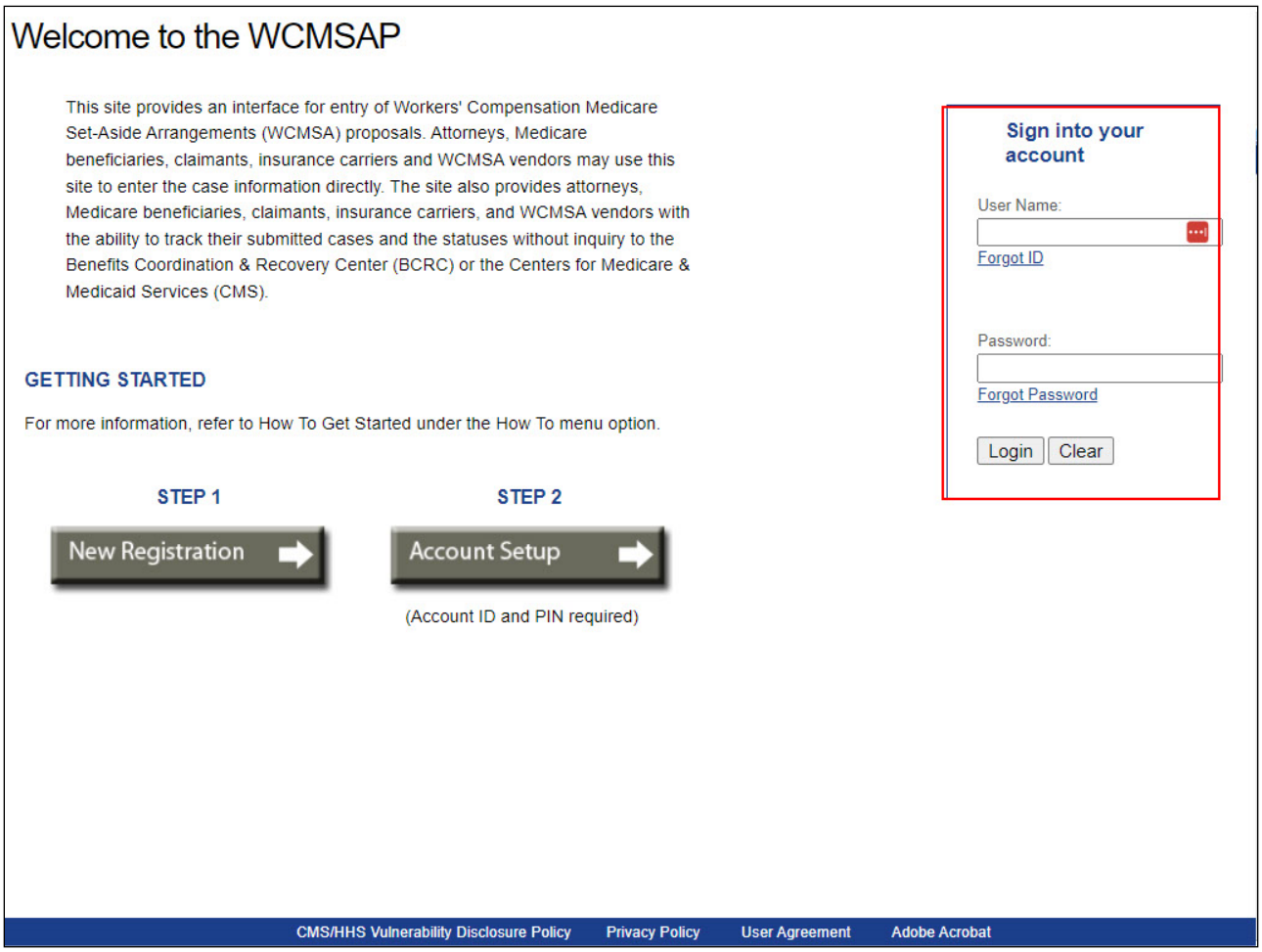
Each time you visit the WCMSAP website, the Login Warning page will appear.

The Login Warning page provides information about WCMSAP security measures including access, penalty, and privacy laws.

The Login Warning page can be printed by clicking the [Print this Page] link in the upper right corner of the page.

You must review the Login Warning page and click the [I Accept] link at the bottom of the page to continue otherwise you will be denied access to the WCMSAP site.

Slide 5 - of 41 - Welcome to the WCMSAP Page



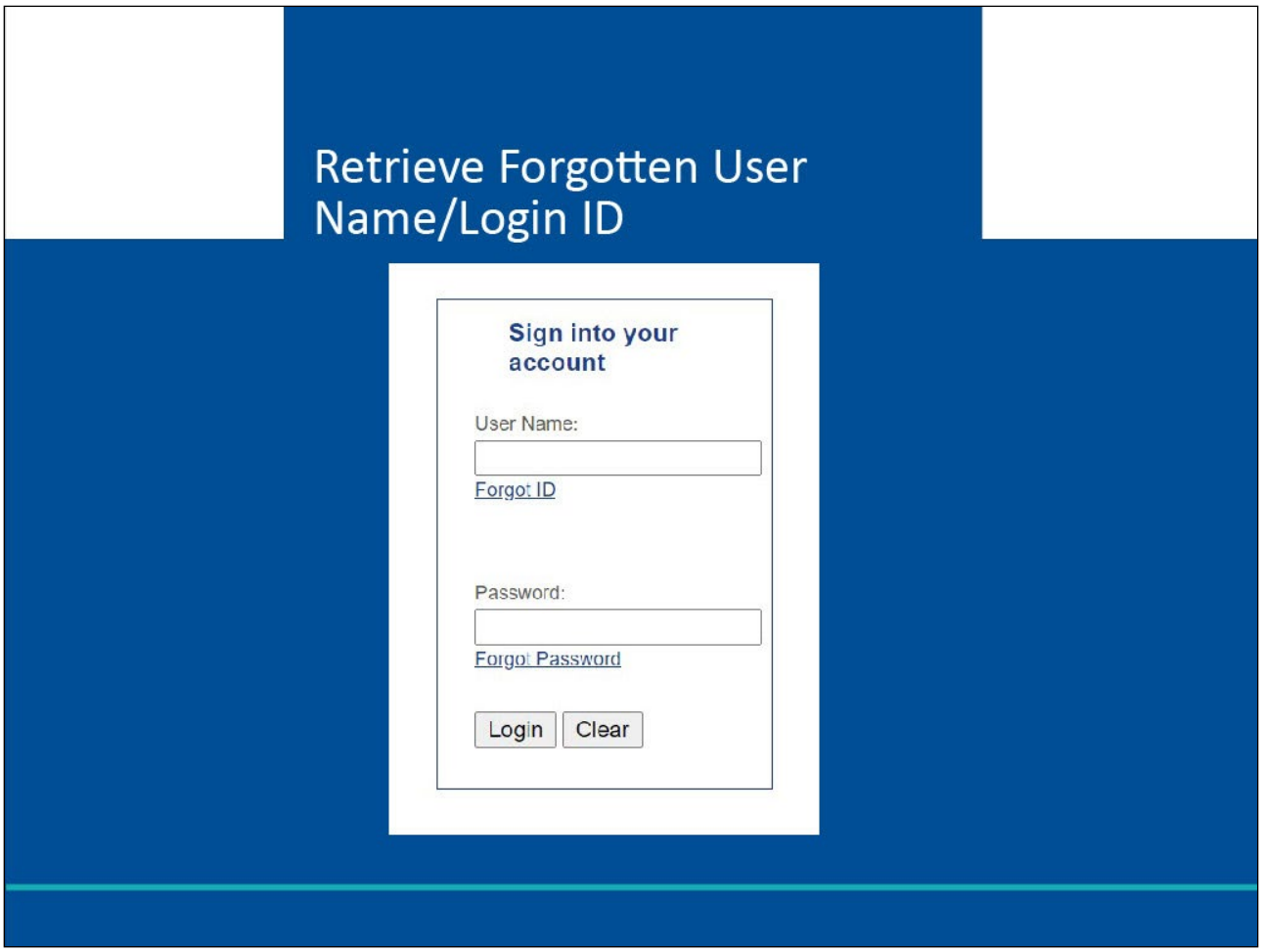
Slide notes

The WCMSAP Welcome page will appear.

The “WCMSAP Message” section of this screen will be used to keep you informed of upcoming events, maintenance, or other system-specific information.

You must enter your Login ID in the User Name field and your password in the Password field, and click Login to sign into your WCMSAP account.

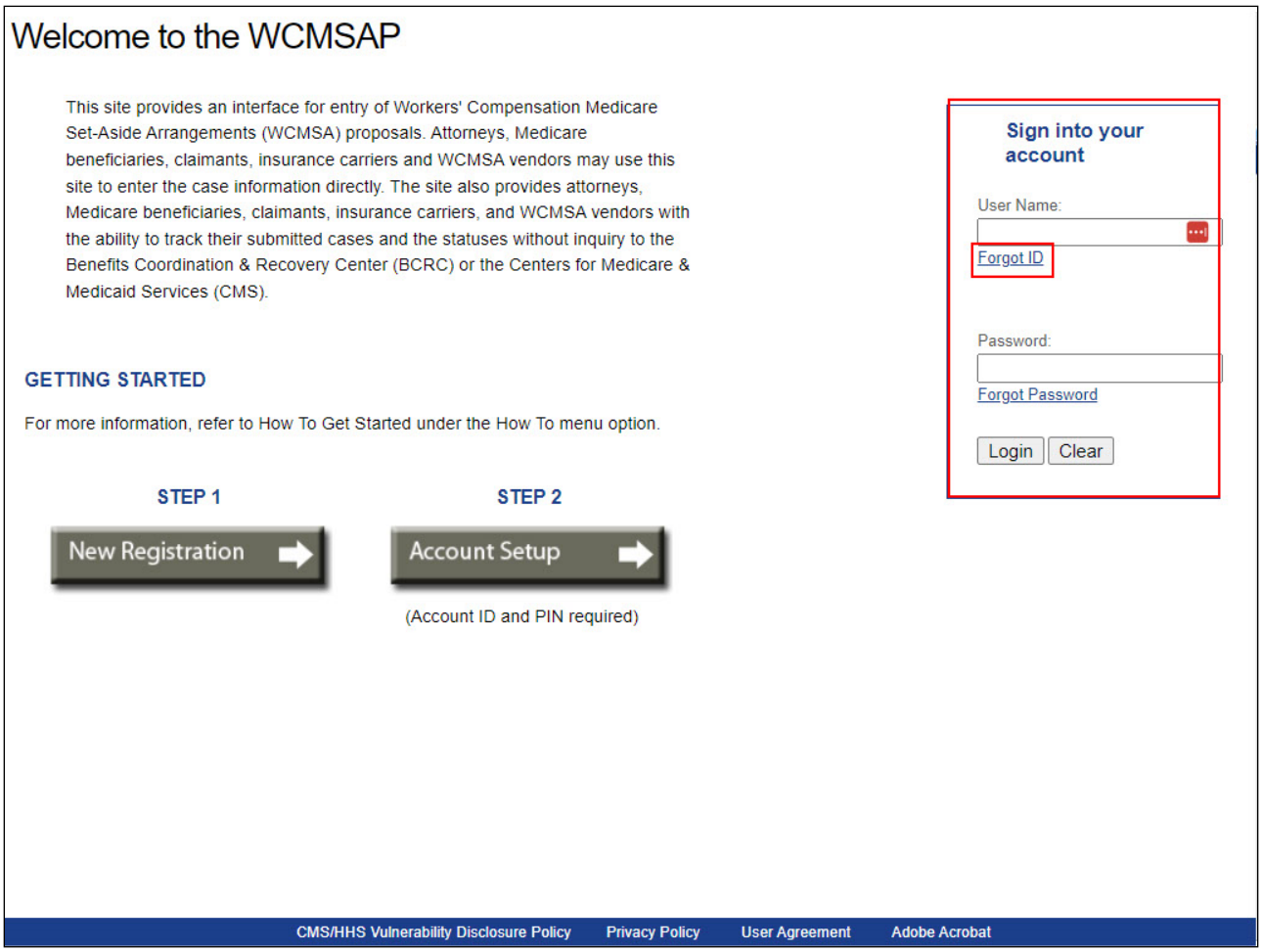
Slide 6 - of 41 - Retrieving Forgotten User Name/Login ID



Slide notes

The next section of this course will cover retrieving a forgotten User Name or Login ID in the WCMSAP.

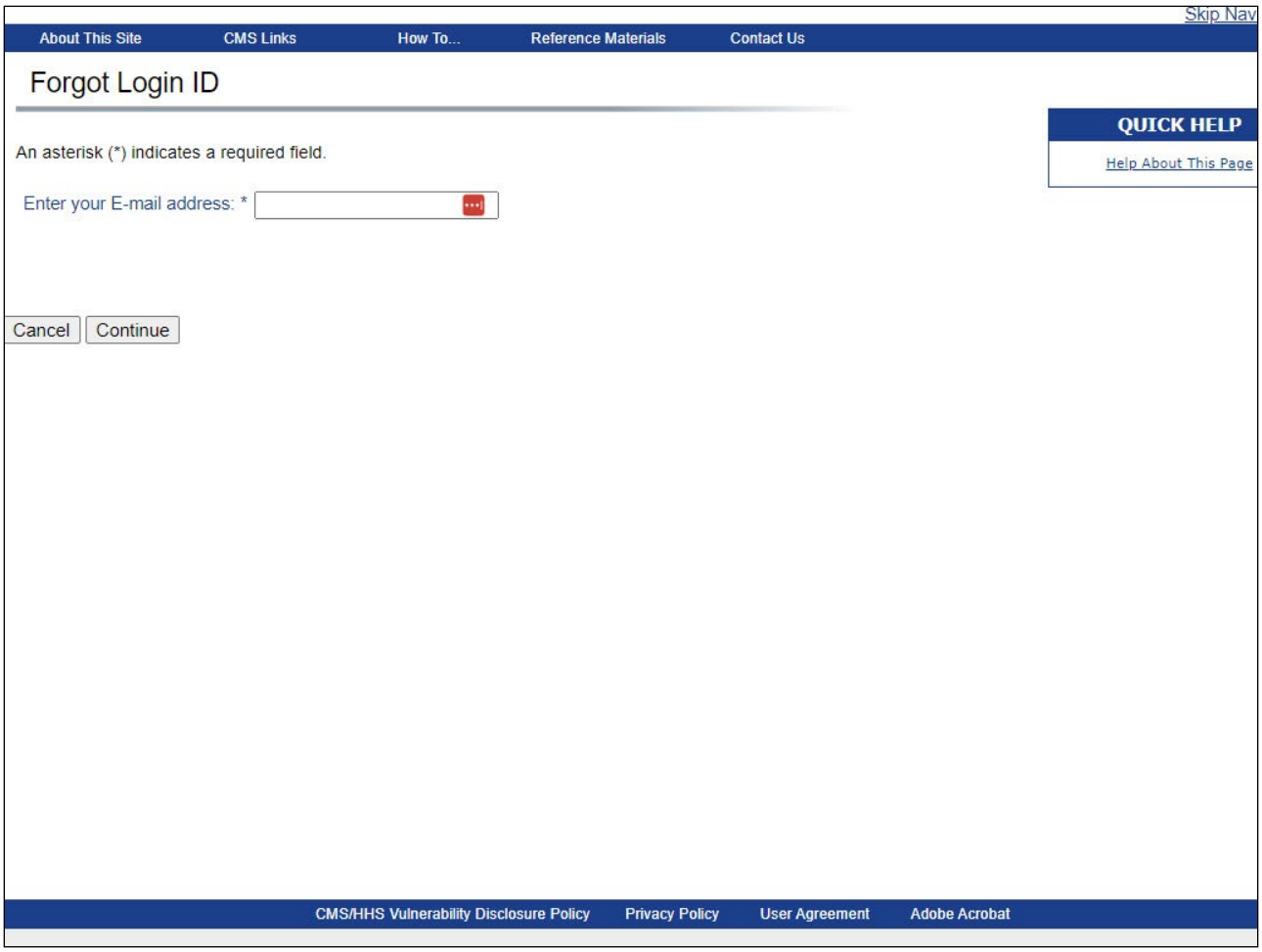
Slide 7 - of 41 - Forgot ID Link



Slide notes

If you forget your User Name/Login ID, you must click the Forgot ID link in the Account Sign-in box.

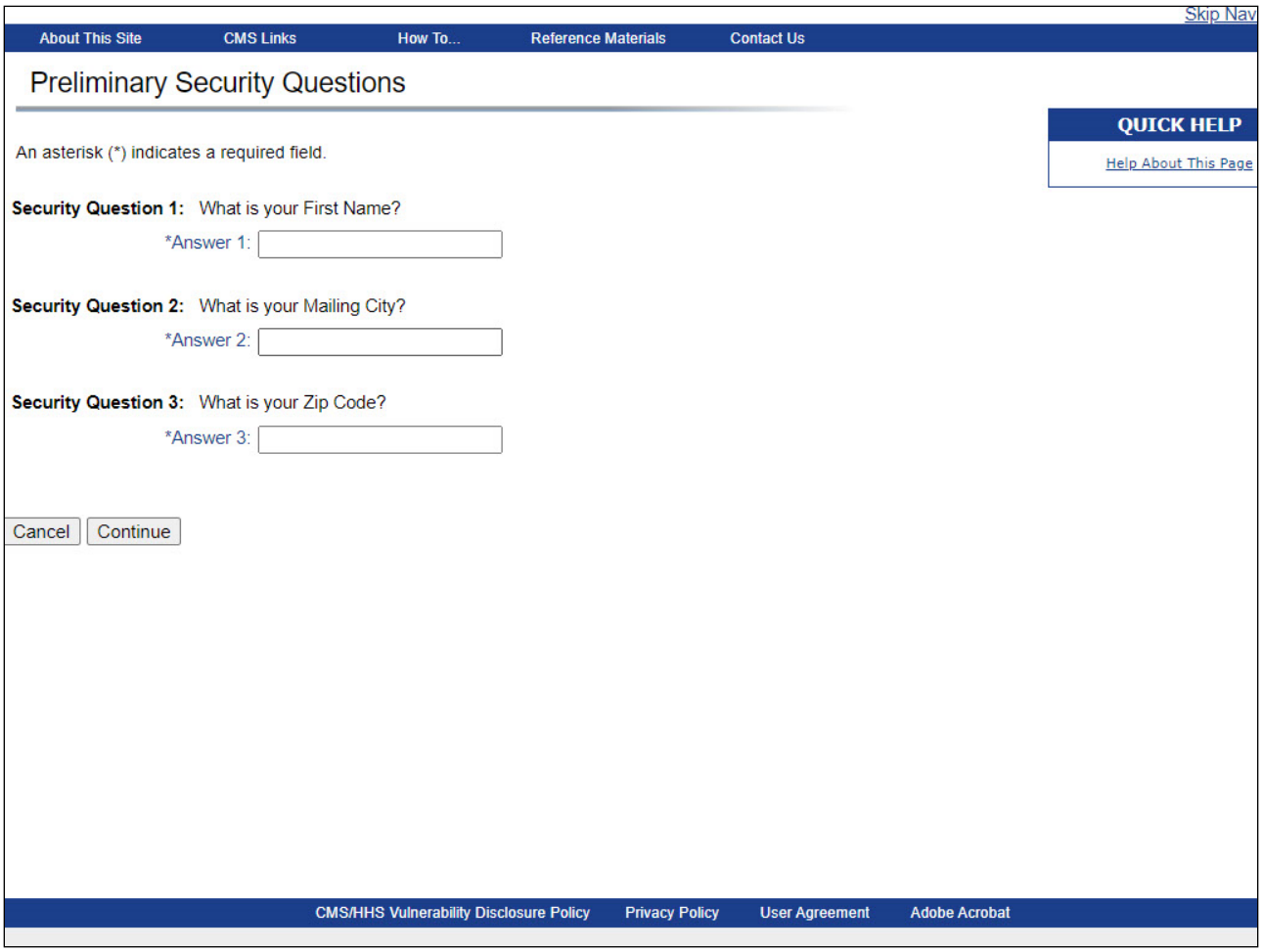
Slide 8 - of 41 - Forgot Login ID Page



Slide notes

When the Forgot Login ID page appears, enter the email address provided during registration and click Continue.

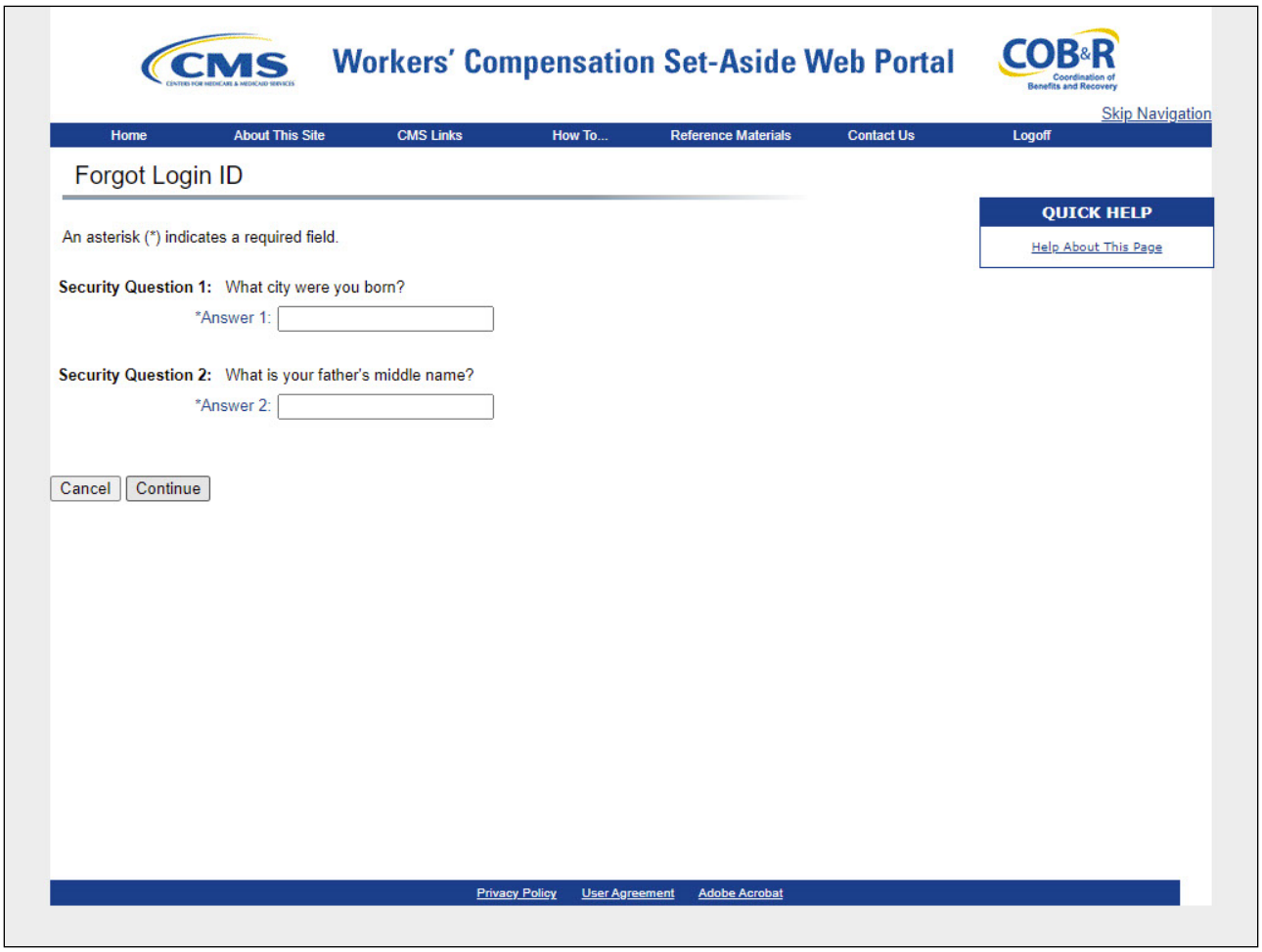
Slide 9 - of 41 - Preliminary Security Questions



Slide notes

The Preliminary Security Questions page will appear. You have three attempts total, across the login and security pages, to retrieve your login ID or change your password, before your account is locked. Once you have answered the three questions, click Continue.

Slide 10 - of 41 - Security Questions Page



Slide notes

The Forgot Login ID Security Questions page with the two Security Questions you selected during the registration process will appear.

Correctly answer each of your pre-selected Security Questions, then click Continue to submit the Forgotten ID request.

If the information you entered is correct, your Login ID will be sent via email.

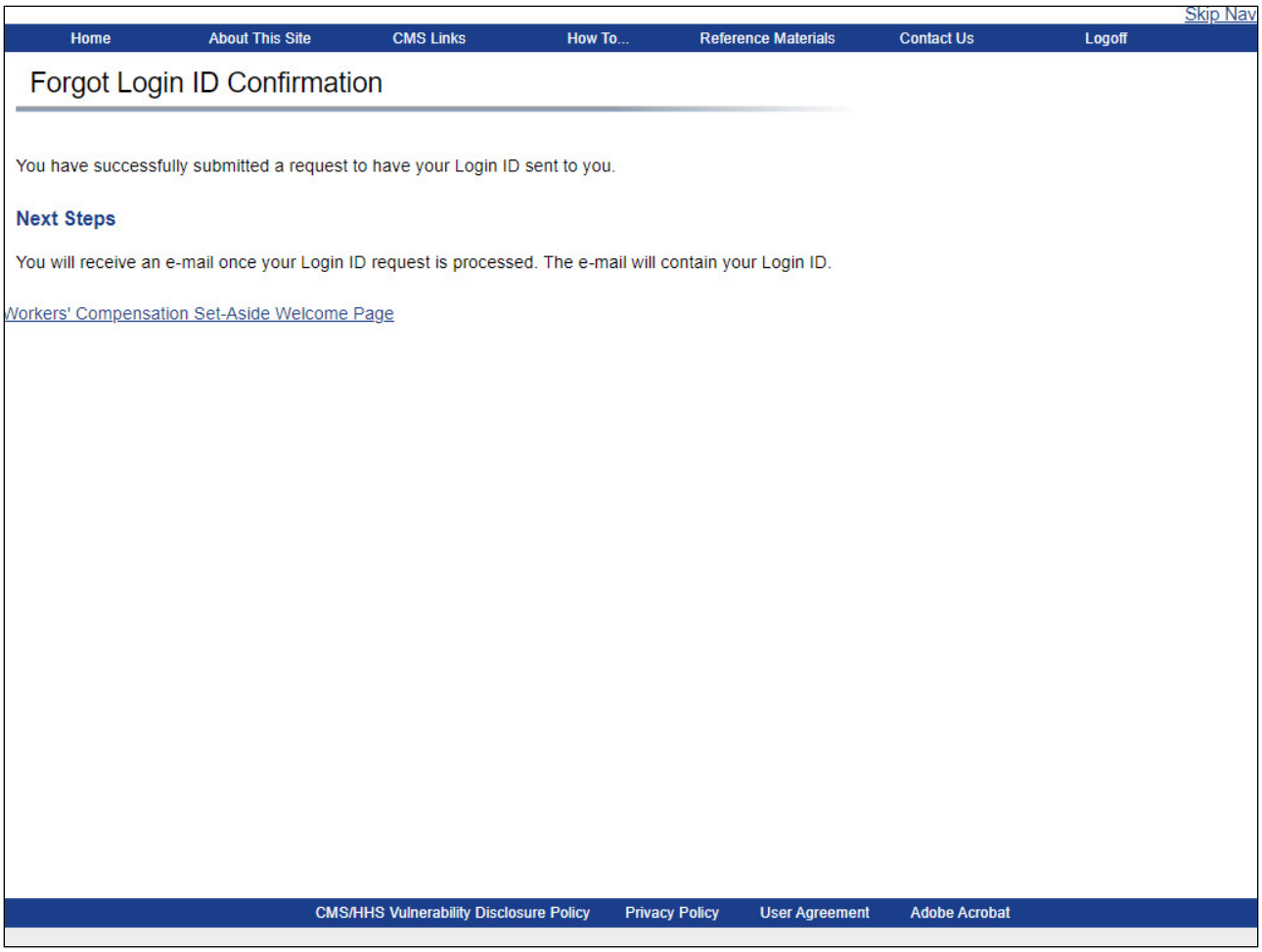
If an error is received indicating that the answers are incorrect, check your answers and re-enter, if necessary.

If you cannot remember the answers to your Security Questions, contact an Electronic Data Interchange (EDI) Representative.

If an error is received indicating that the answers are incorrect, check your answers and re-enter, if necessary.

If you cannot remember the answers to your Security Questions, contact an Electronic Data Interchange (EDI) Representative.

Slide 11 - of 41 - Forgot Login ID Confirmation Page



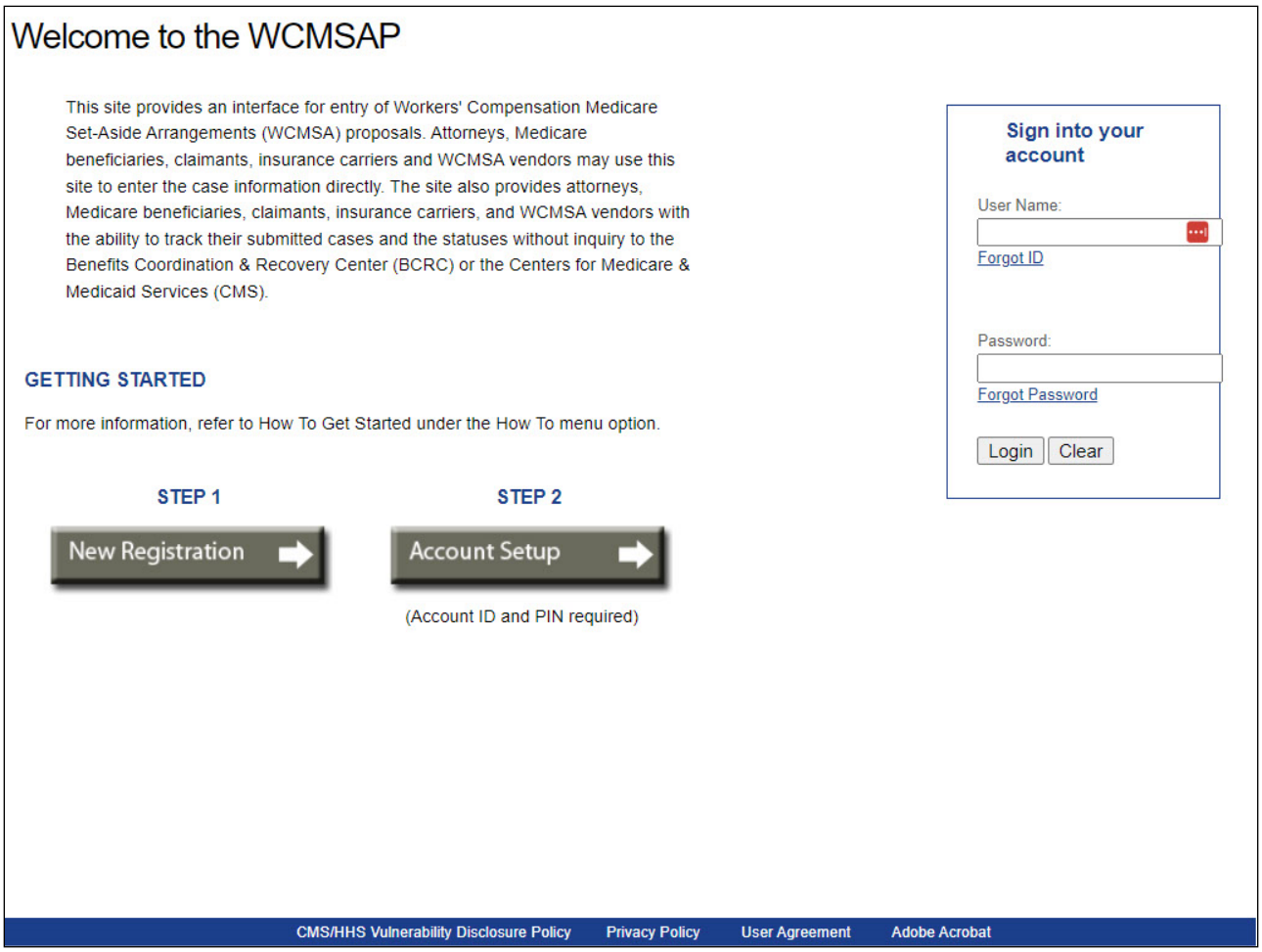
Slide notes

If the information entered is correct, the Forgot Login ID Confirmation page will appear.

This page confirms that you have successfully requested your Login ID.

Click the Workers' Compensation Medicare Set-Aside Welcome Page link to return to the Welcome page.

Slide 12 - of 41 - Receiving Your Login ID



Slide notes

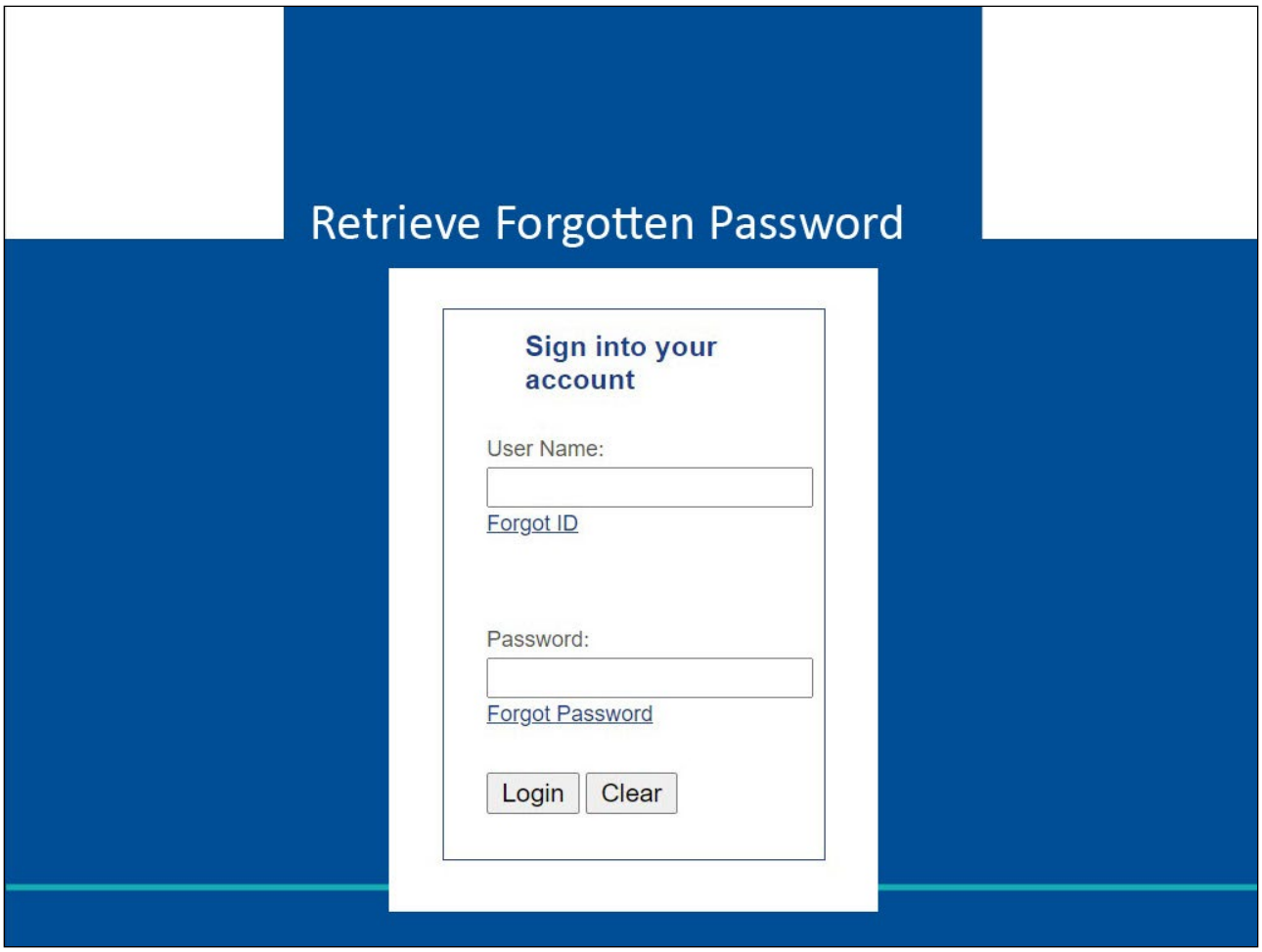
You will then receive an email containing your Login ID.

The Login ID will be sent to the email address provided during registration.

After receipt of the email, return to the WCMSAP website and log in using your Login ID and password.

If you do not receive an email within 24 hours, contact an EDI representative.

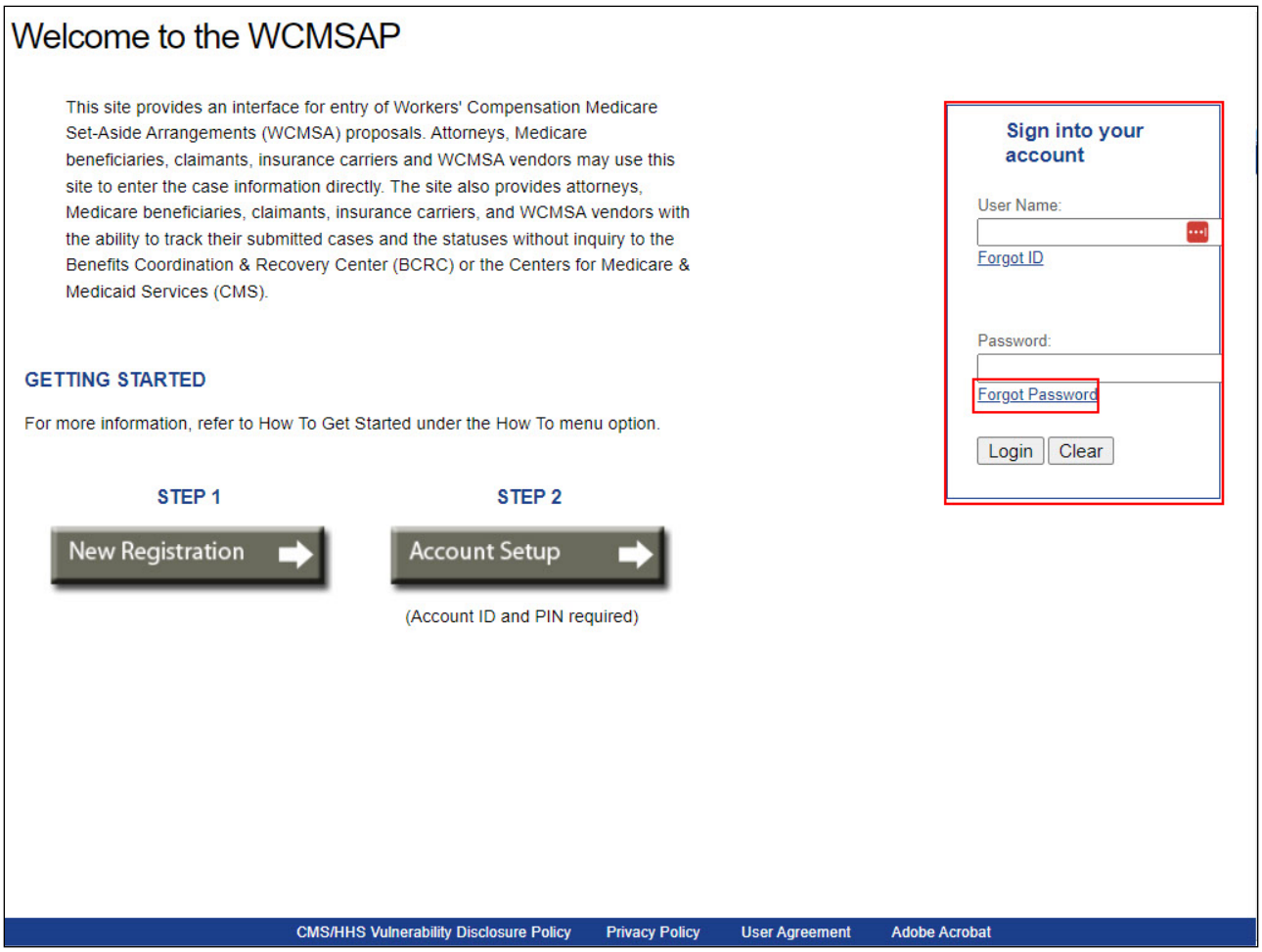
Slide 13 - of 41 - Retrieve Forgotten Password



Slide notes

Next, we will look at retrieving a forgotten password.

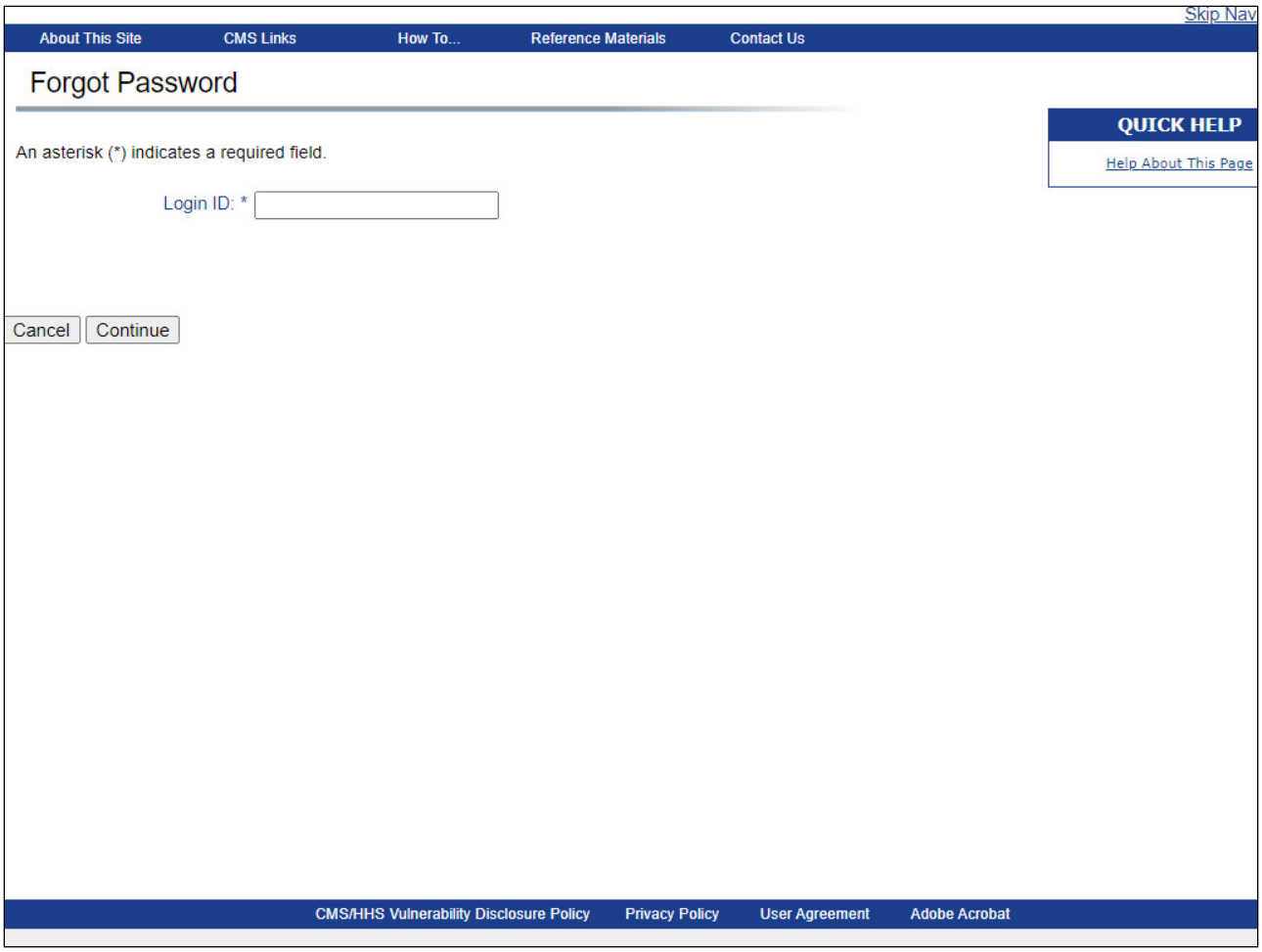
Slide 14 - of 41 - Forgot Password Link



Slide notes

If you have forgotten your password, click the Forgot Password link, in the Account Sign-in box.

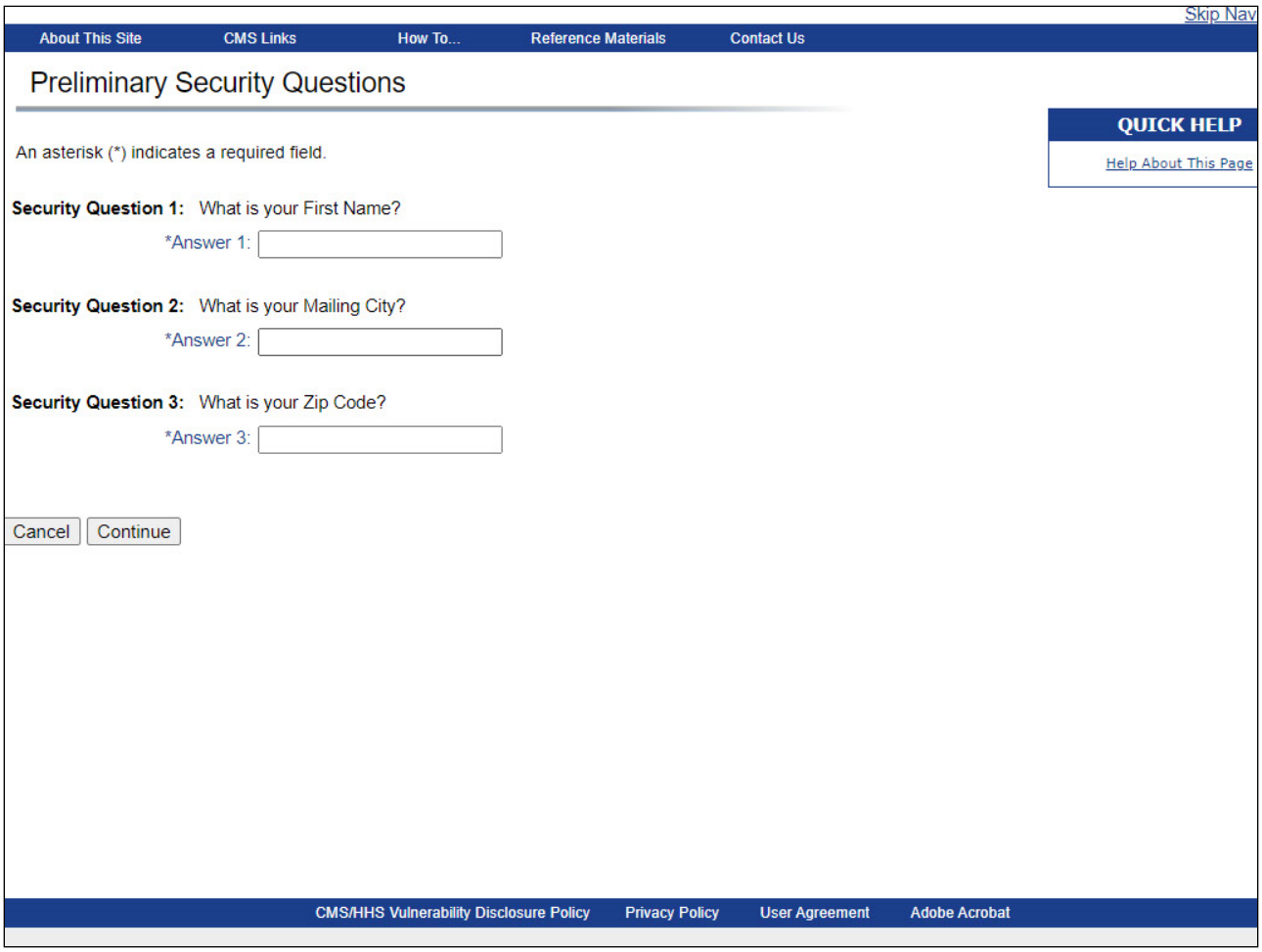
Slide 15 - of 41 - Forgot Password Page



Slide notes

When the Forgot Password page appears, enter your Login ID and click Continue.

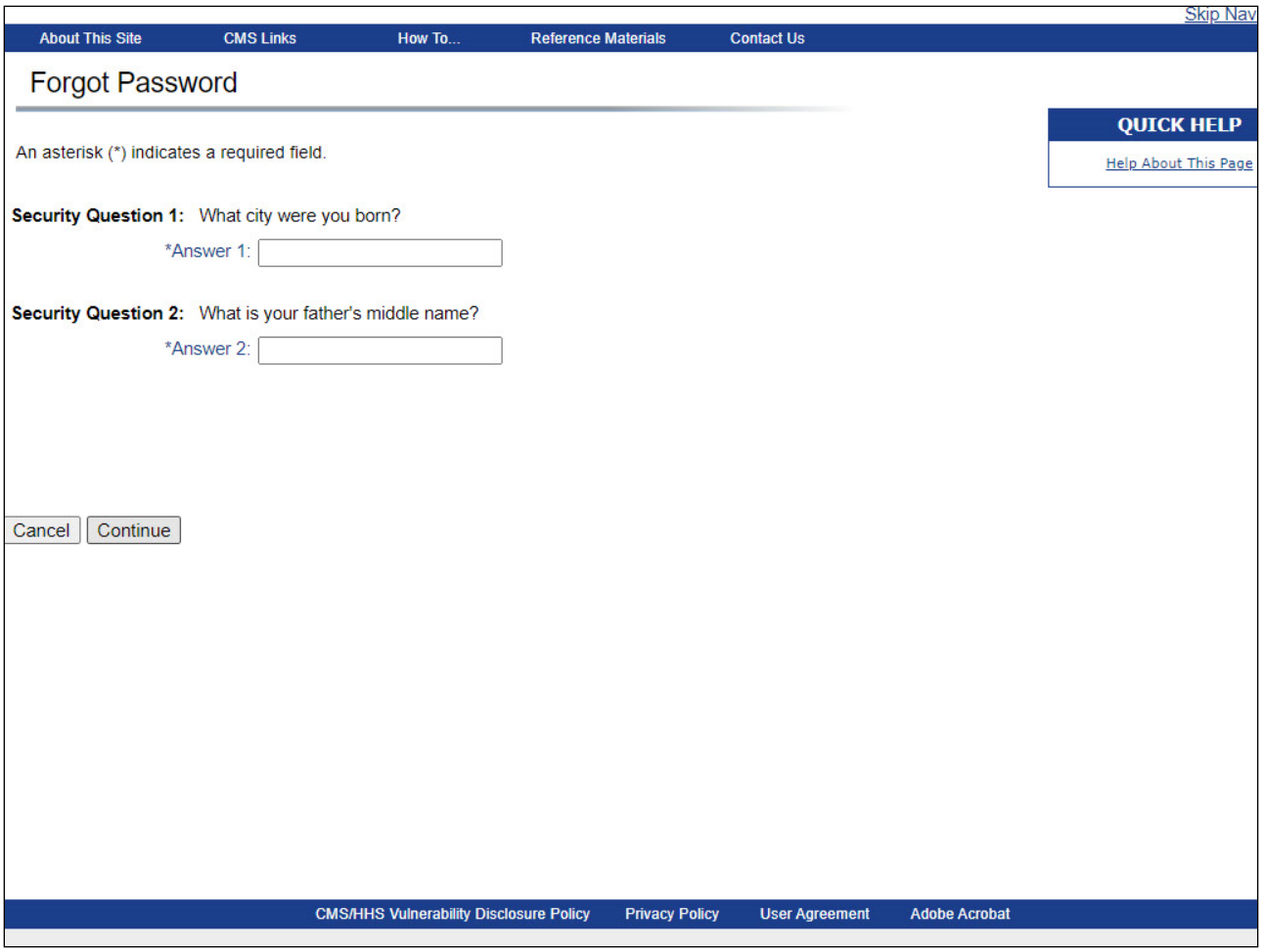
Slide 16 - of 41 - Preliminary Security Questions



Slide notes

The Preliminary Security Questions page will appear. Enter the answer to each question and click Continue.

Slide 17 - of 41 - Security Question Page



Slide notes

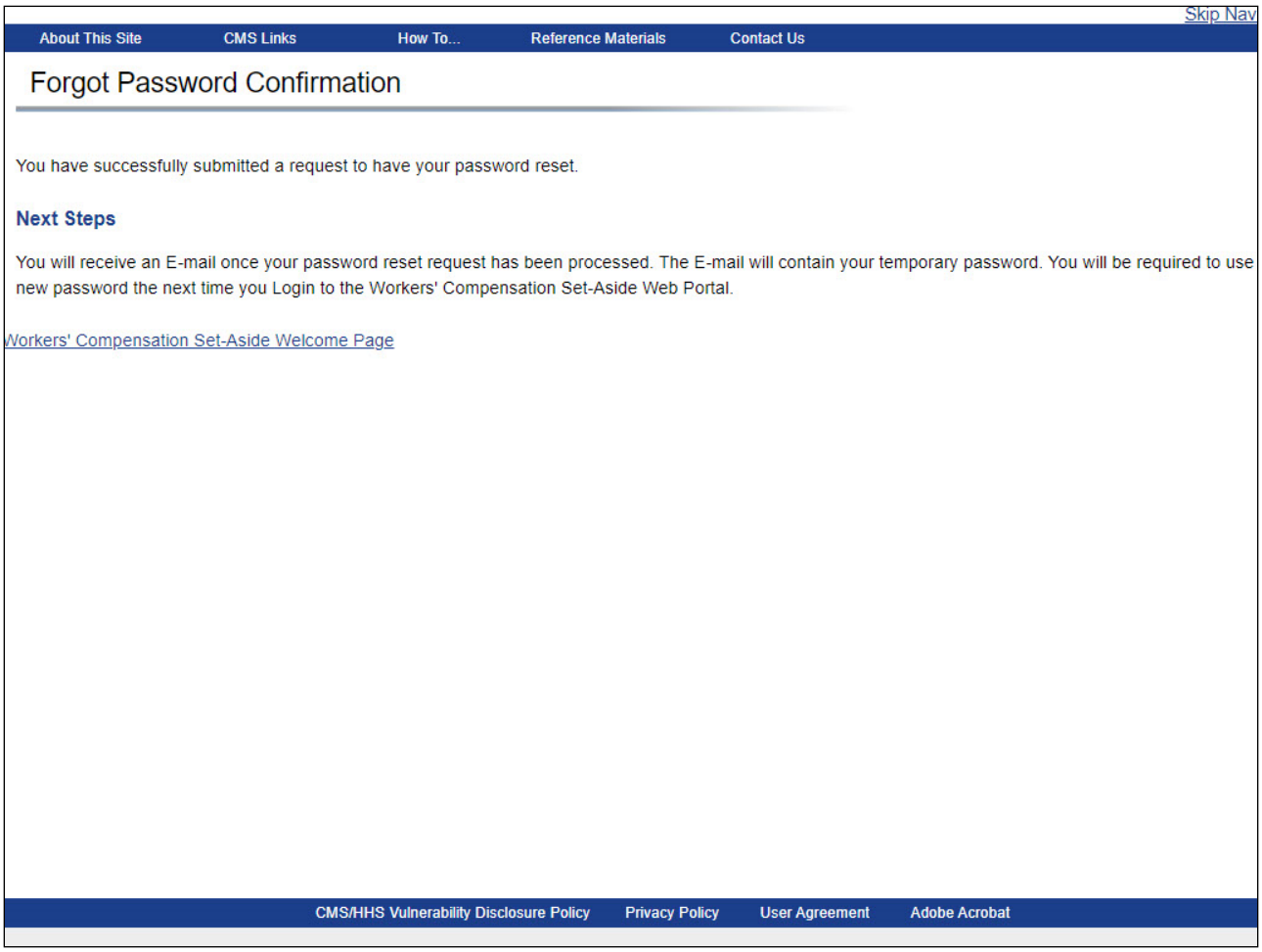
The Forgot Password Security Questions page with the two Security Questions you selected during the registration process will appear.

Answer each of your pre-selected Security Questions and click Continue to submit the Forgotten Password request.

If you receive an error indicating that your answers are incorrect, check your answers and re-enter them, if necessary.

If you cannot remember the answers to your Security Questions, contact an EDI Representative. If the information entered is correct, your new, temporary password will be sent via email.

Slide 18 - of 41 - Forgot Password Confirmation Page



Slide notes

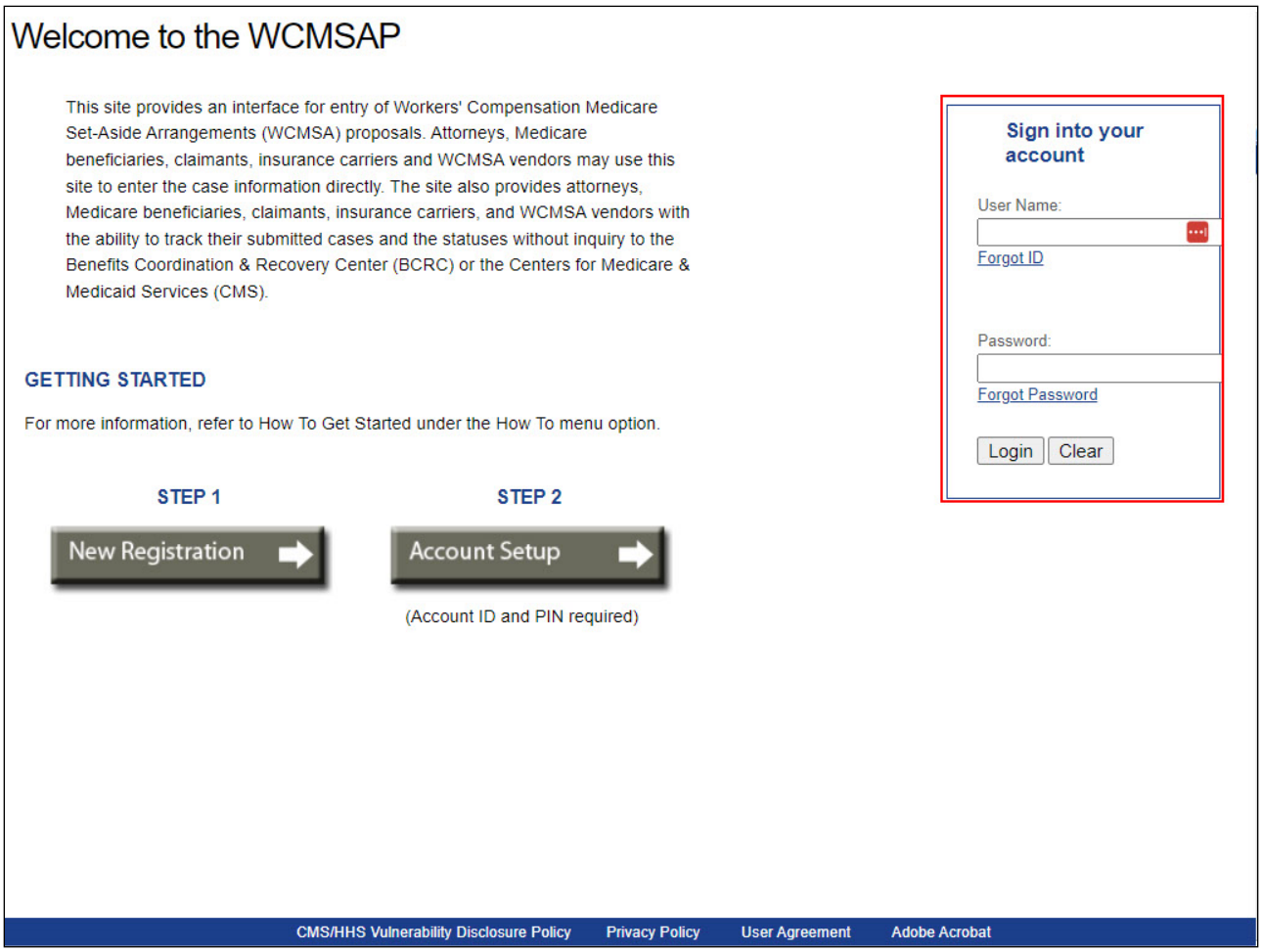
The Forgot Password Confirmation page will appear if your answers are correct indicating that the system has generated a temporary password and sent it to your registered email address.

The email will include instructions to reset your password.

If you do not receive an email within 24 hours, contact an EDI Representative.

Click the Workers’ Compensation Medicare Set-Aside Welcome Page link to return to the Welcome page.

Slide 19 - of 42 - Welcome to the WCMSAP/Login Page

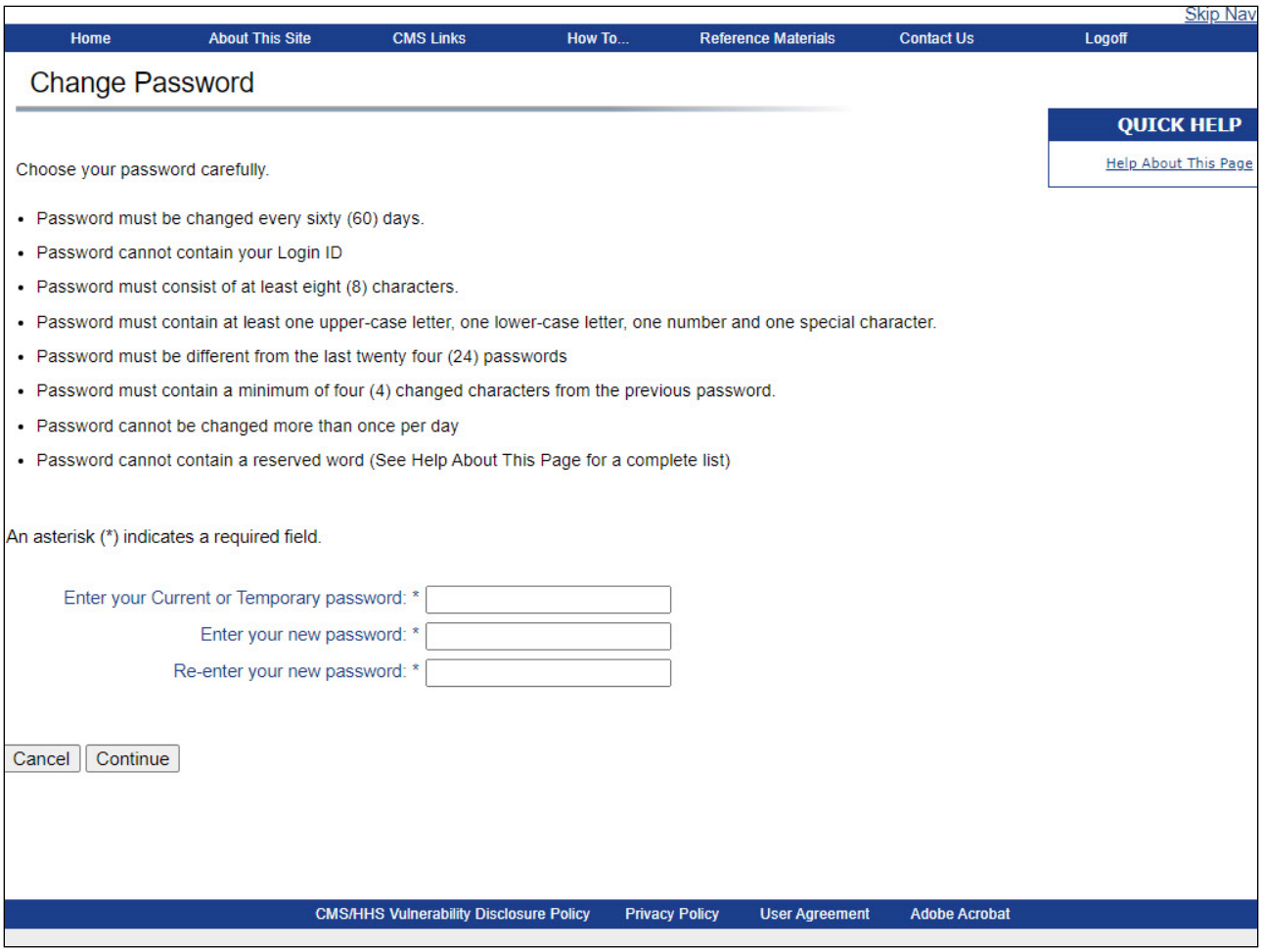


Slide notes

You must enter your Login ID in the User Name field and your password in the Password field, and click Login to sign into your WCMSAP account.

You will be required to change your temporary password the next time you login to the WCMSAP.

Slide 20 - of 42 - Change Password Page

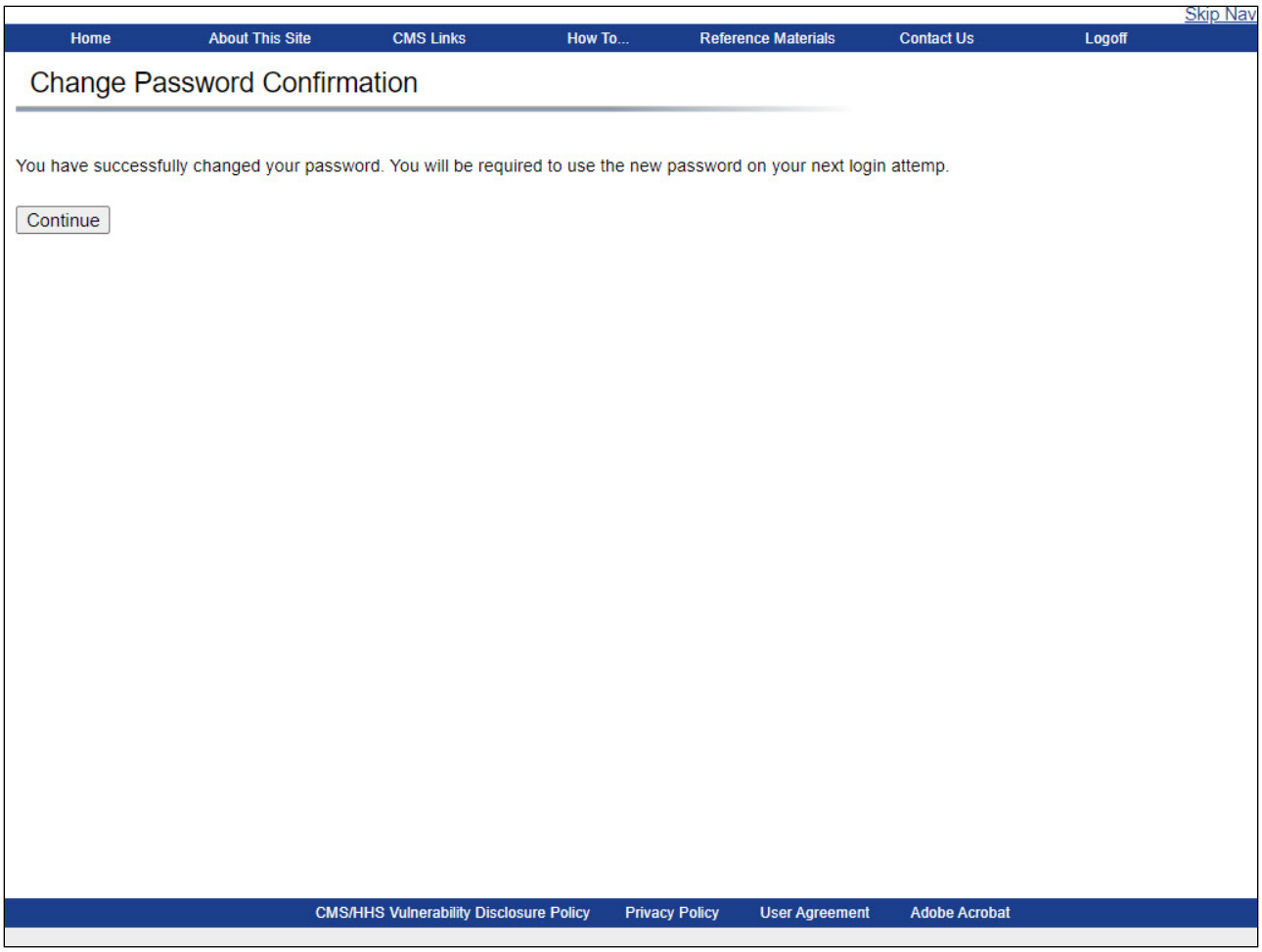


Slide notes

When you login, enter your temporary password in the current password field and enter the new password twice.

Once the passwords have been entered, click Continue.

Slide 21 - of 42 - Change Password Confirmation Page



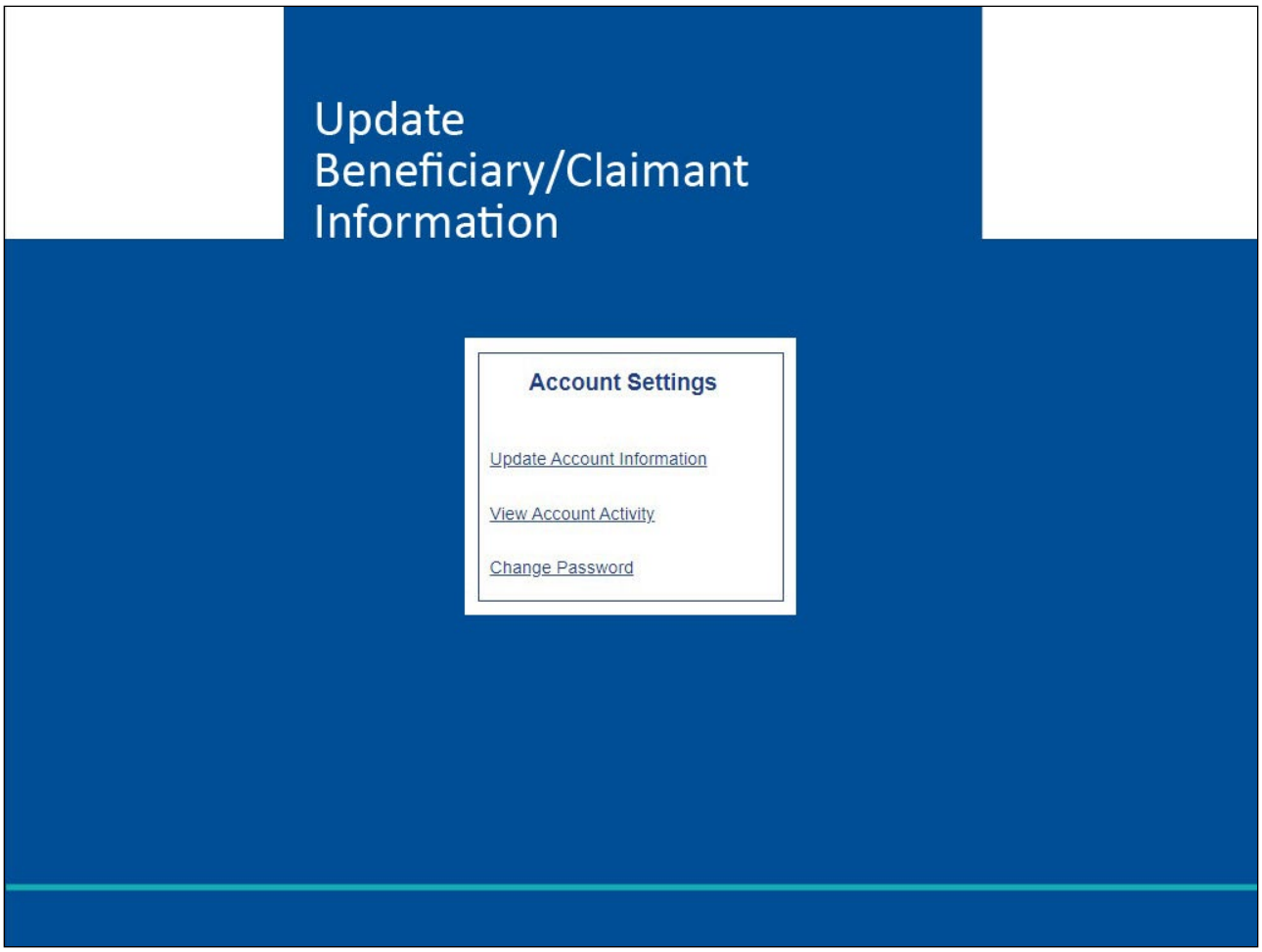
Slide notes

The Change Password Confirmation page will appear, confirming that the password has been modified.

Use your new password the next time you log into the WCMSAP.

Please note: When you change your password in the WCMSAP, the password will be changed in all Section 111 Coordination of Benefits Secure website (COBSW) applications that you are authorized to use.

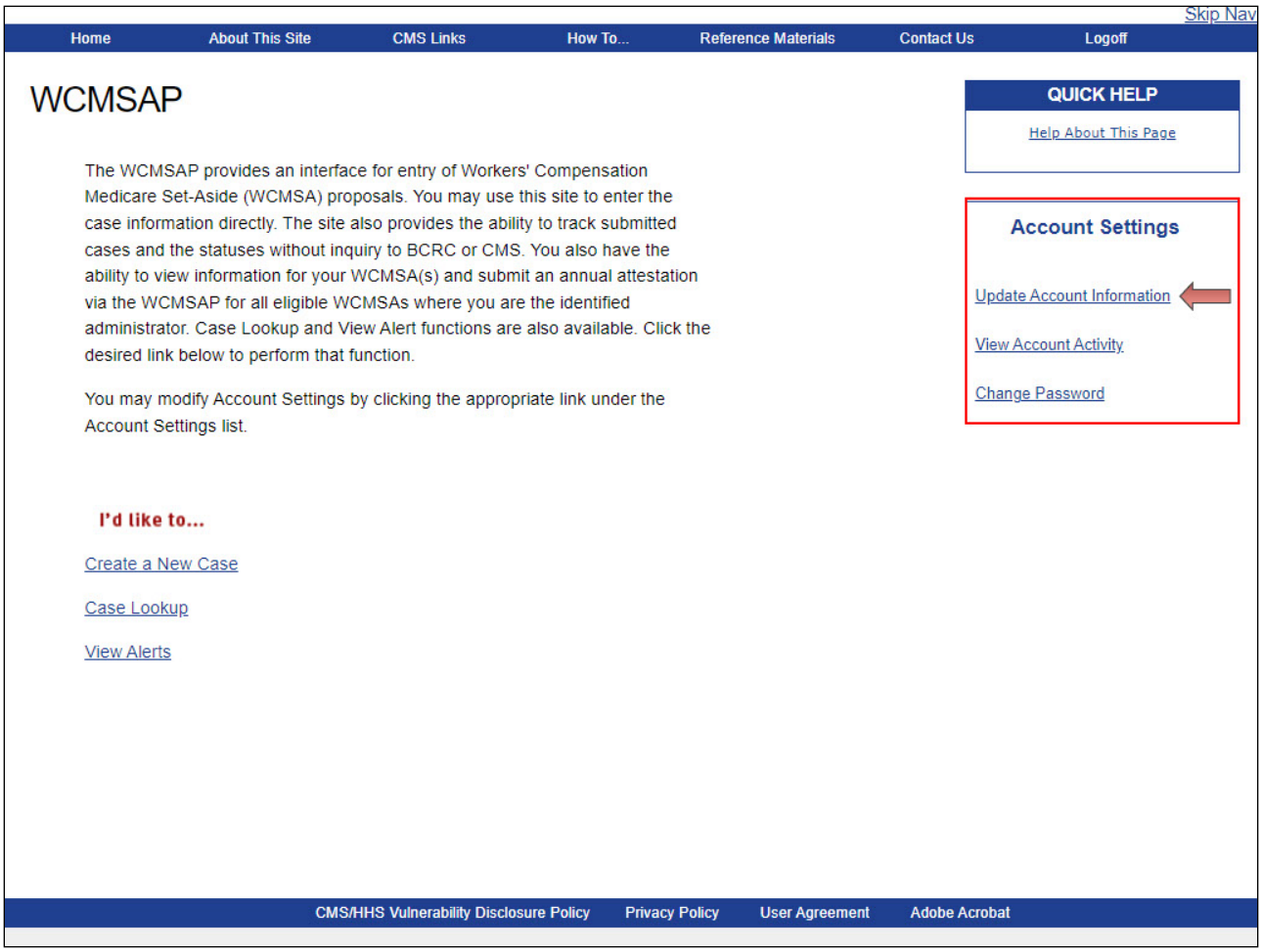
Slide 22 - of 42 - Account Settings



Slide notes

We will now look at the Account Settings Links.

Slide 23 - of 42 - Account Settings Links



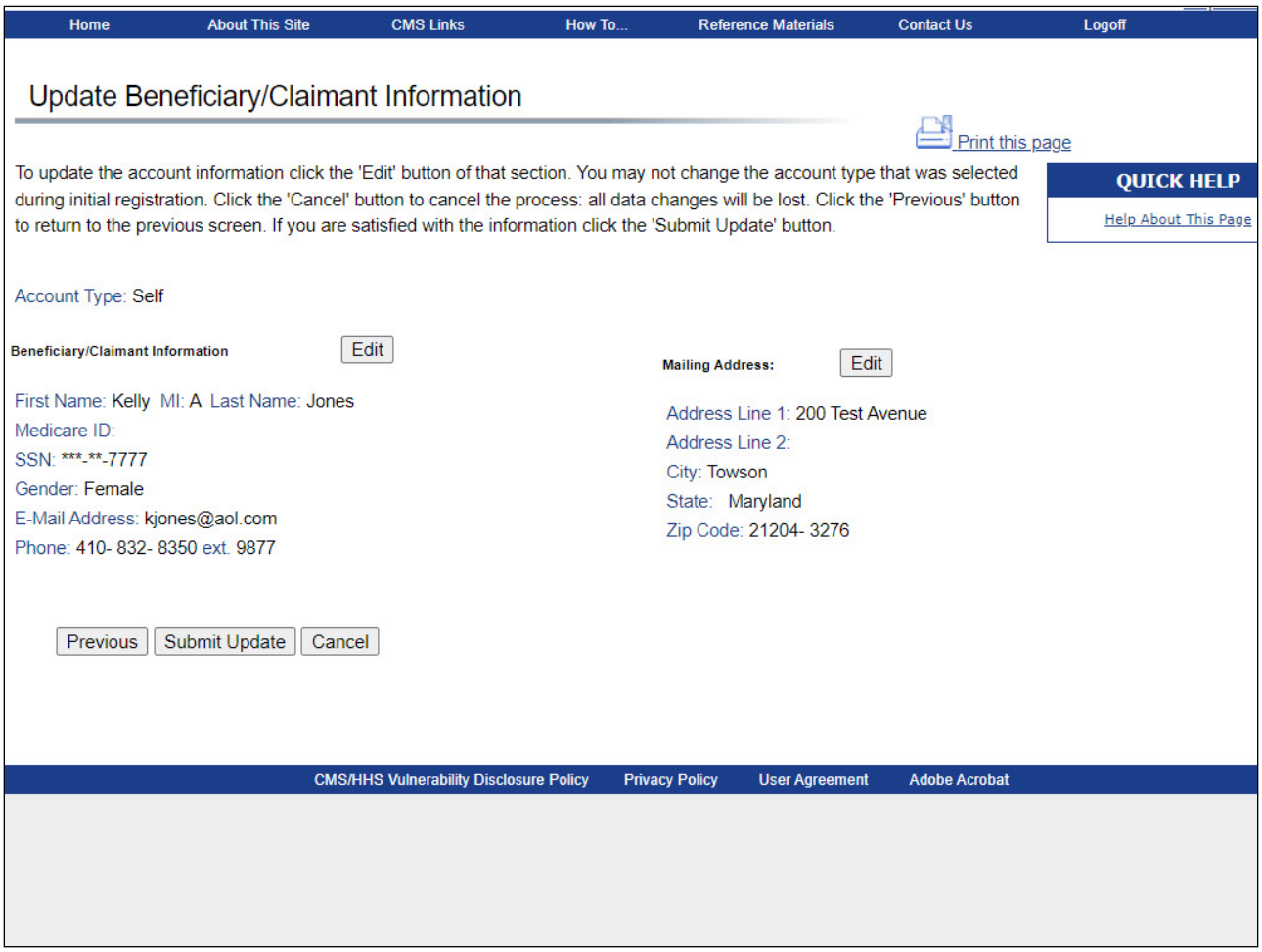
Slide notes

The WCMSAP provides users with the ability to change, or correct, their Account Information.

Although this information is recorded during your initial registration process, it can be updated and changed, if necessary.

To do this, click the Update Account Information link in the Account Settings box on the WCMSAP Home page.

Slide 24 - of 42 - Update Account Information

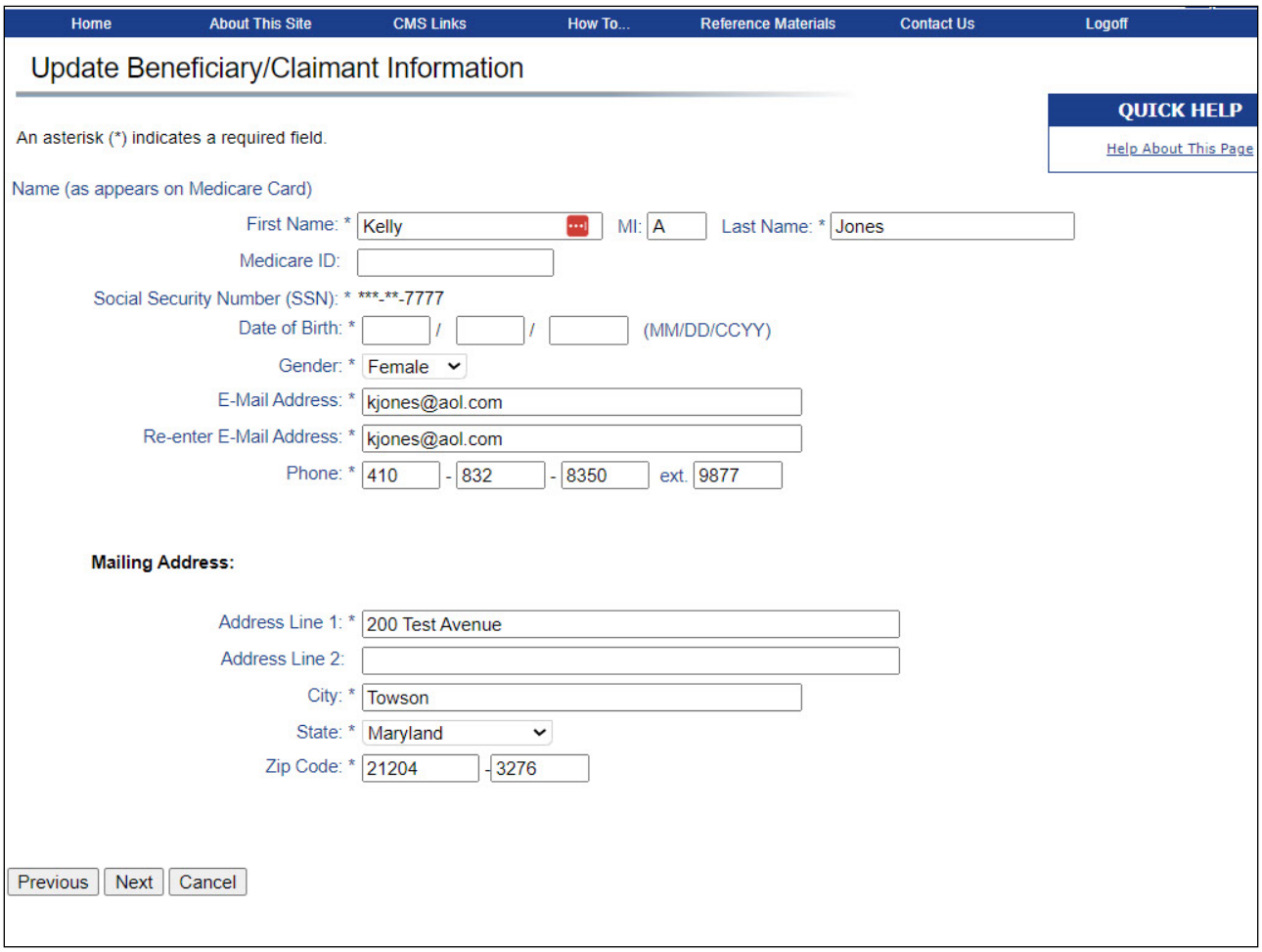


Slide notes

The Update Beneficiary/Claimant Information page will appear.

Users can update any of their personal information except for Date of Birth by clicking the Edit button next to the section of information you wish to update.

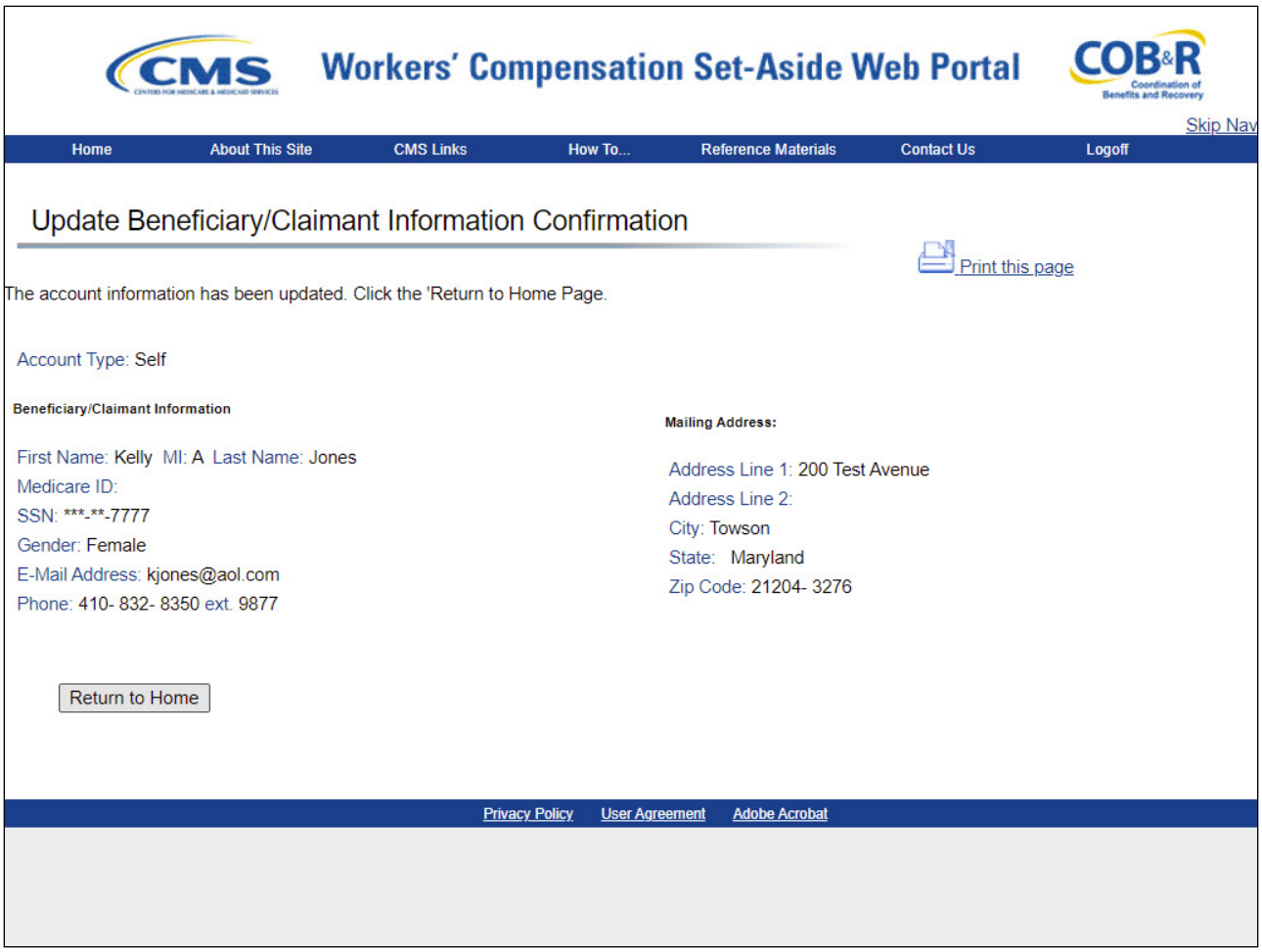
Slide 25 - of 42 - Update Beneficiary/Claimant Information Page



Slide notes

After making any necessary changes, click Next until you return to the Update Beneficiary/Claimant Information Page and Submit your updates.

Slide 26 - of 42 - Personal Information Confirmation



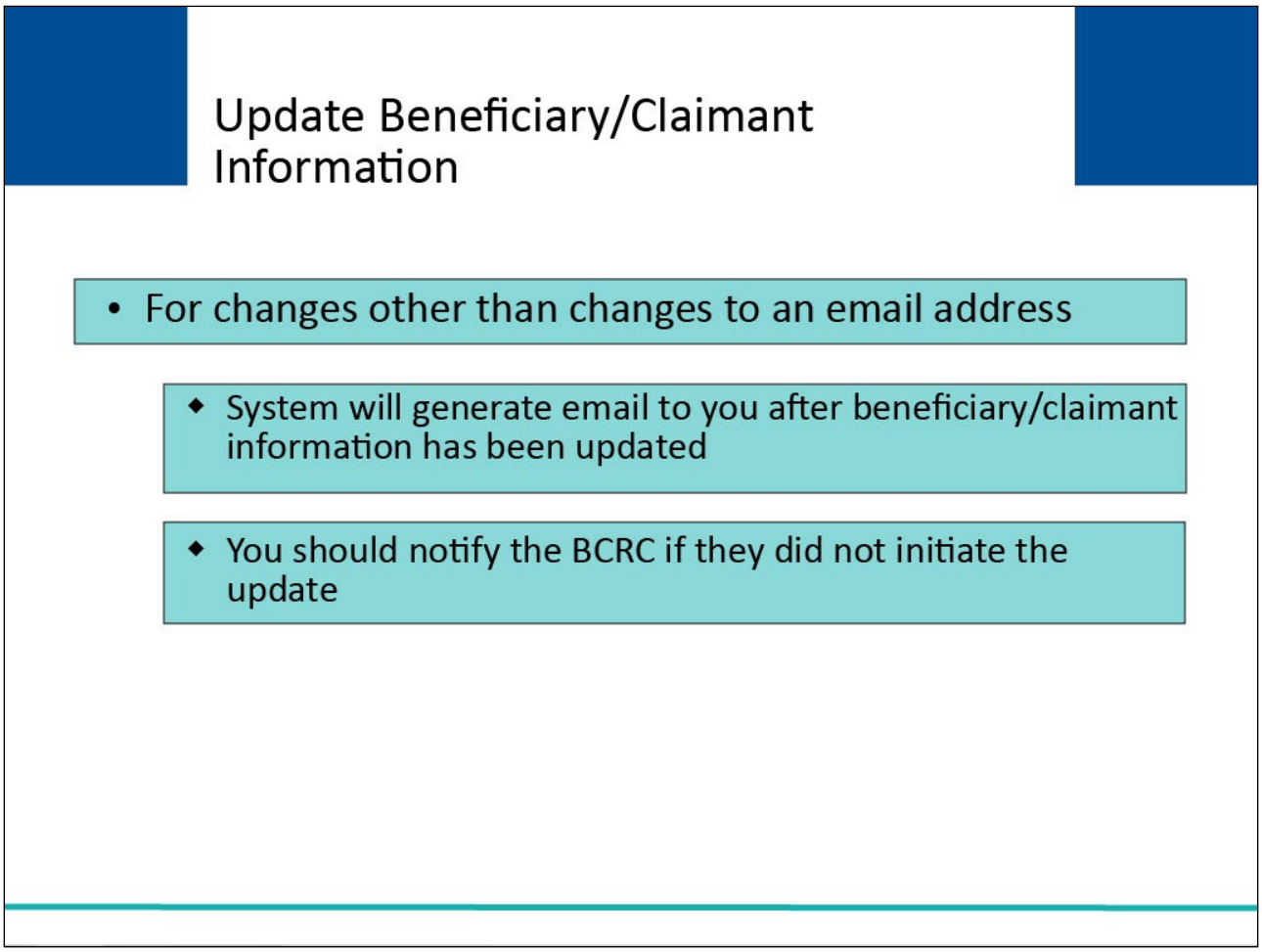
Slide notes

The system will update your beneficiary/claimant information and display the Update Beneficiary/Claimant Information Confirmation page shown here.

Click the Return to Home button to return to the WCMSAP Home page.

The system then sends you an email indicating that your personal information has been changed.

Slide 27 - of 42 - Updating Information Outline

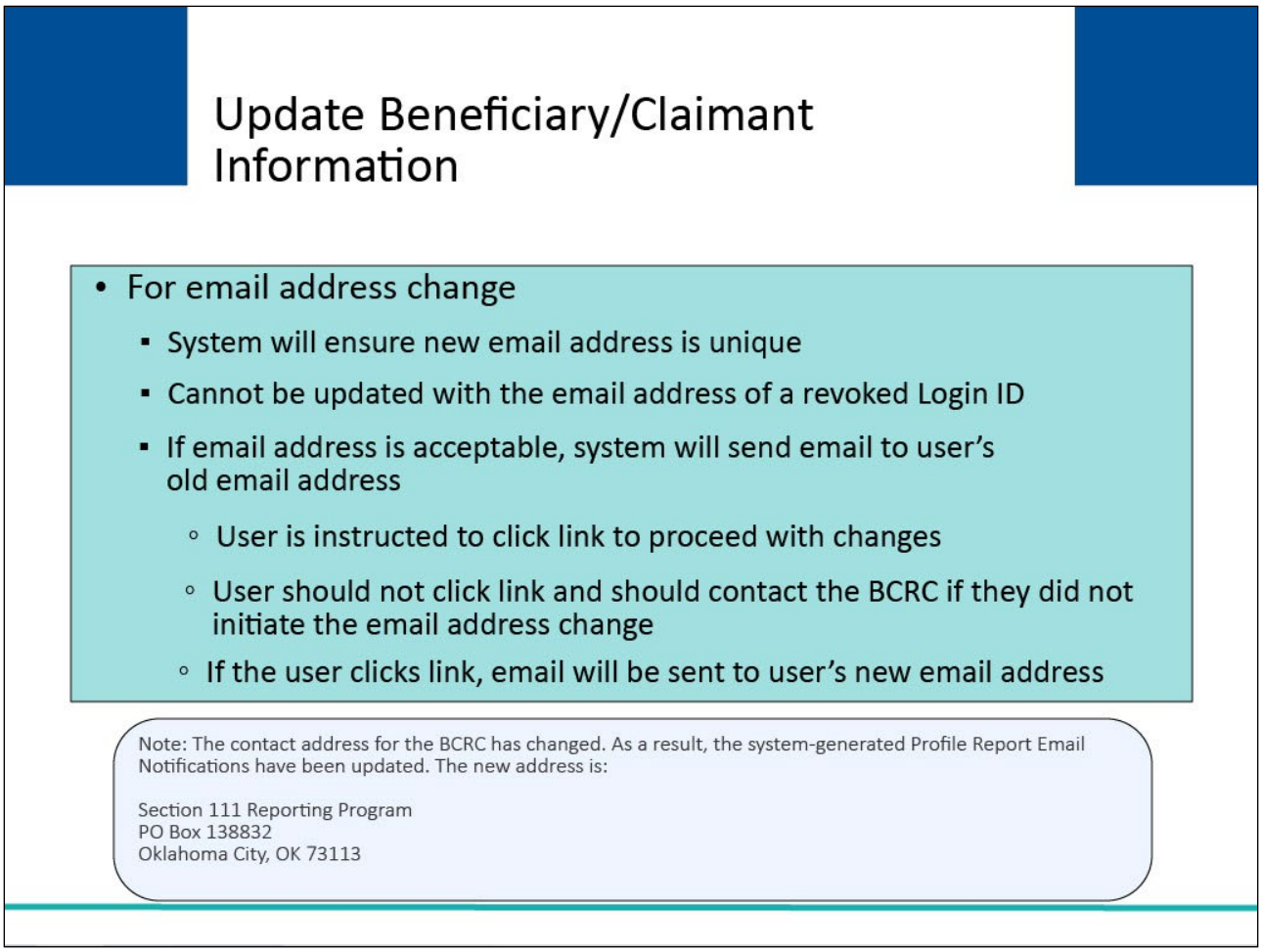


Slide notes

For all Beneficiary/Claimant information changes, other than changes to the email address, the system will generate an email message to you after the Beneficiary/Claimant information has been updated.

You will be instructed to notify the Benefits Coordination & Recovery Center (BCRC) if you did not initiate the update.

Slide 28 - of 42 - Update Beneficiary/Claimant Information



Slide notes

When you update your email address, the system will ensure that the new email address is unique within the system.

It cannot be updated with the email address of a revoked Login ID.

If the email address is acceptable, the system will first send an email to your old email address stating that an email address change has been requested.

You will be instructed to click on a link to proceed with the changes, but only if you initiated the change.

You will be instructed not to click the link and to notify the BCRC if you did not initiate the email address change.

If you click the link, an email reflecting the change will then be sent to your new email address.

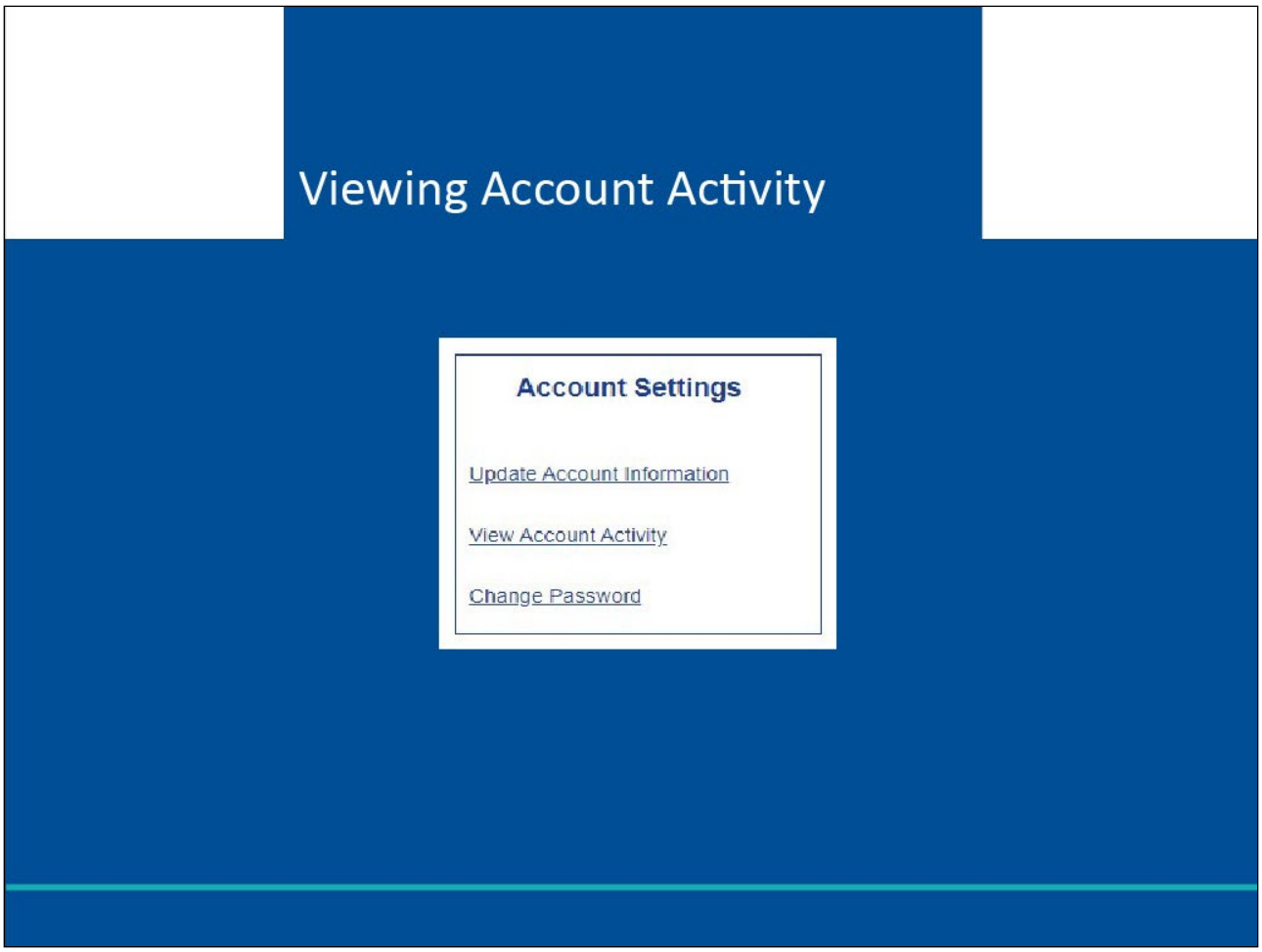
Note: The contact address for the BCRC has changed. As a result, the system-generated Profile Report Email Notifications have been updated. The new address is:

Section 111 Reporting Program

Login and User Maintenance April 1. 2024

P.O. Box 138892
Oklahoma City, OK 73113

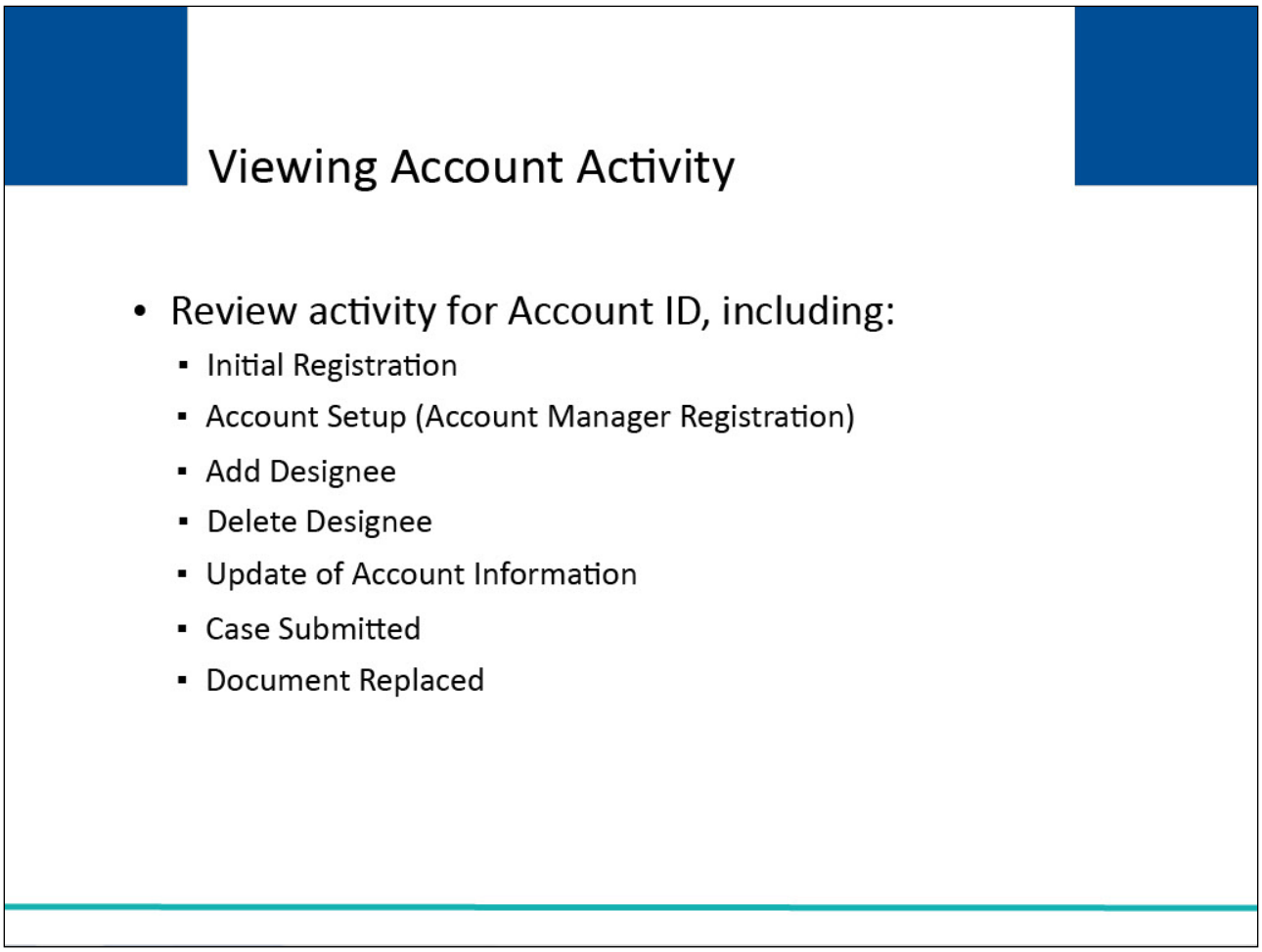
Slide 29 - of 42 - Viewing Account Activity



Slide notes

Viewing Account Activity is the next Account Settings link we will review in the WCMSAP.

Slide 30 - of 42 - Viewing Account Activity

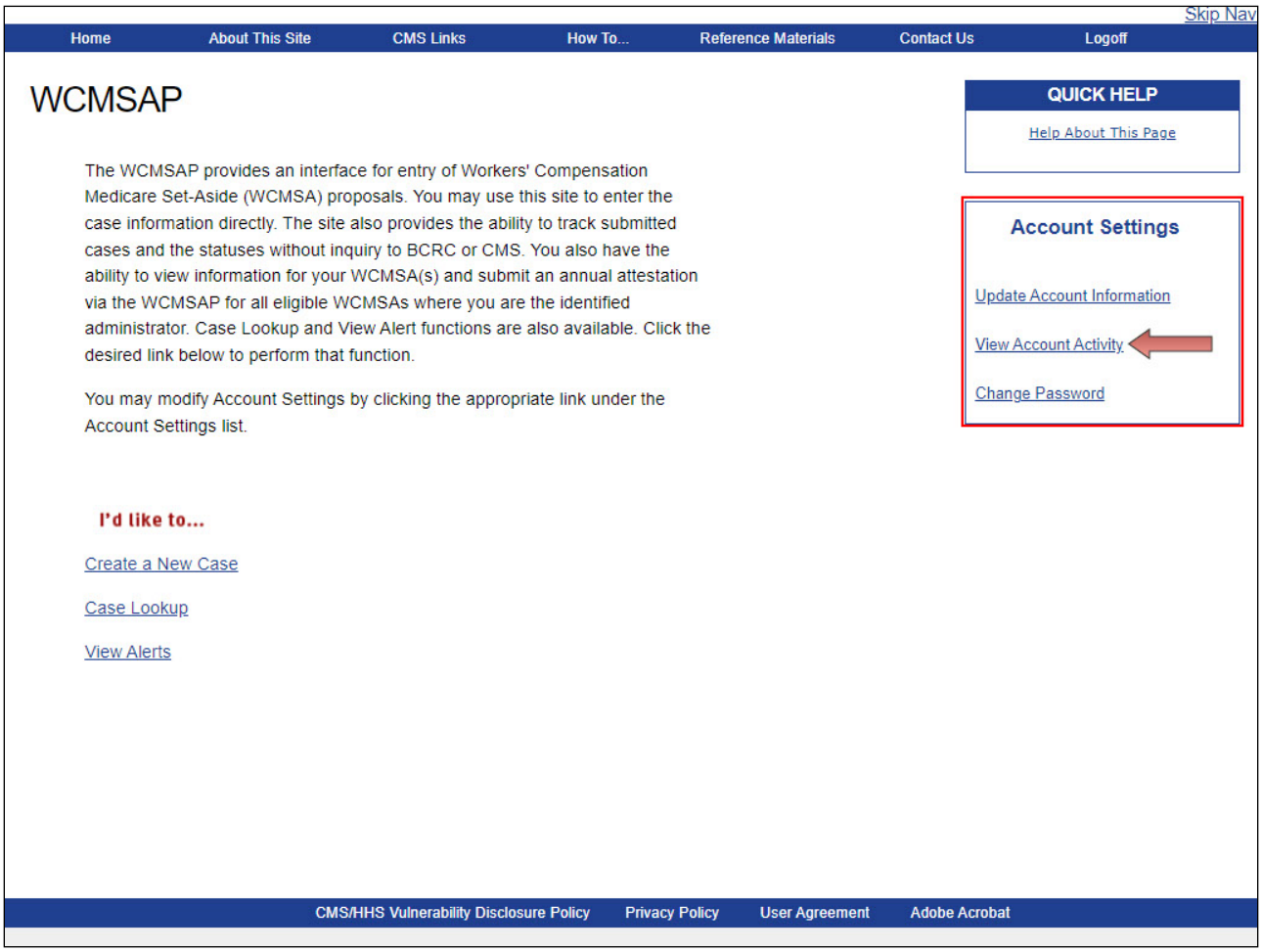


Slide notes

All activity performed for an Account ID can be reviewed. Typical activity recorded includes:

- Initial Registration,
- Account Setup (Account Manager Registration)
- Add Designee
- Delete Designee
- Update of Account Information
- Case Submitted
- Document Replaced

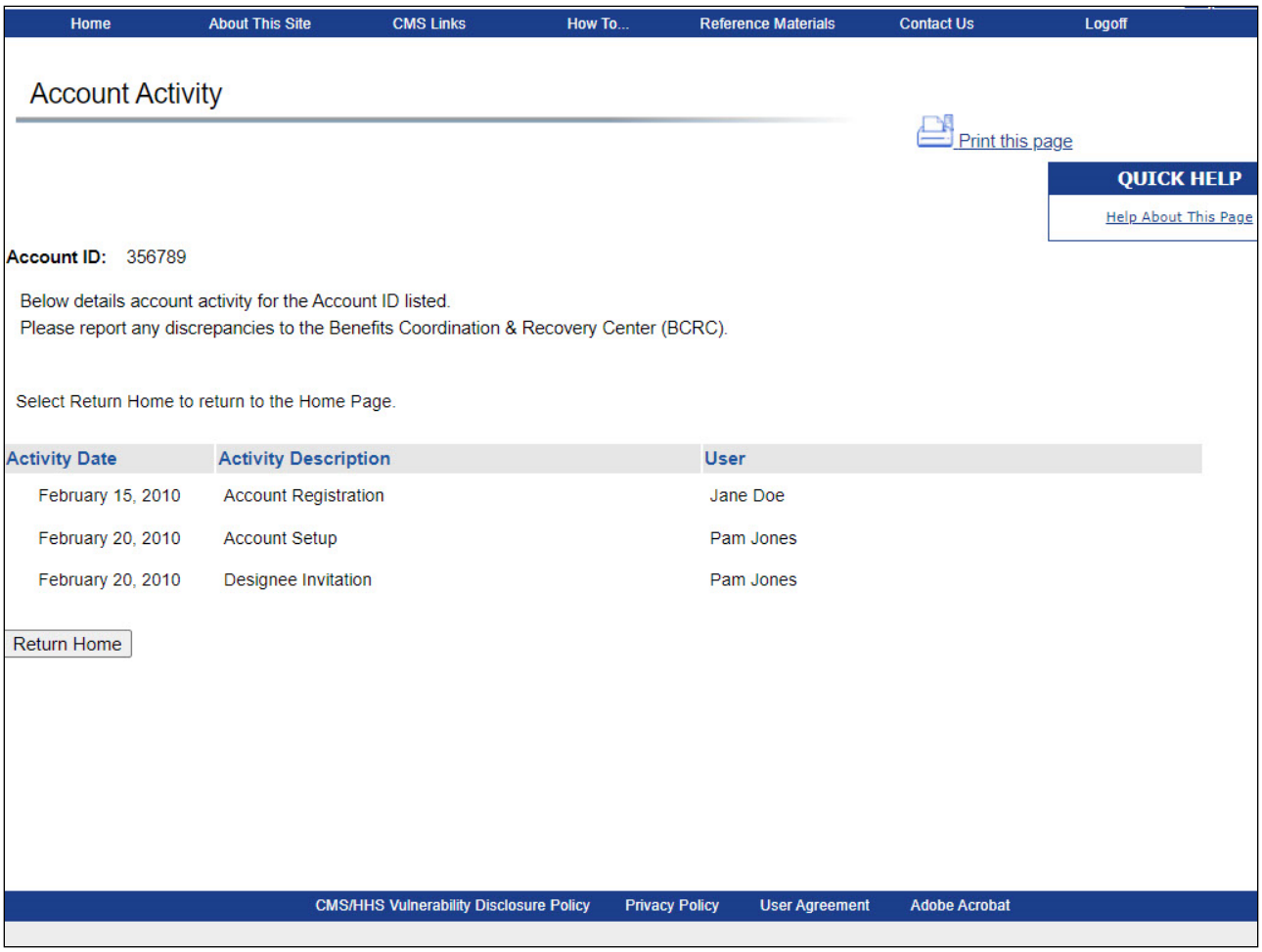
Slide 31 - of 42 - Viewing Activity Link



Slide notes

Users can view the activity for the WCMSAP account by clicking the View Account Activity link in the Account Settings box on the WCMSAP Home page.

Slide 32 - of 42 - Account Activity Page



Slide notes

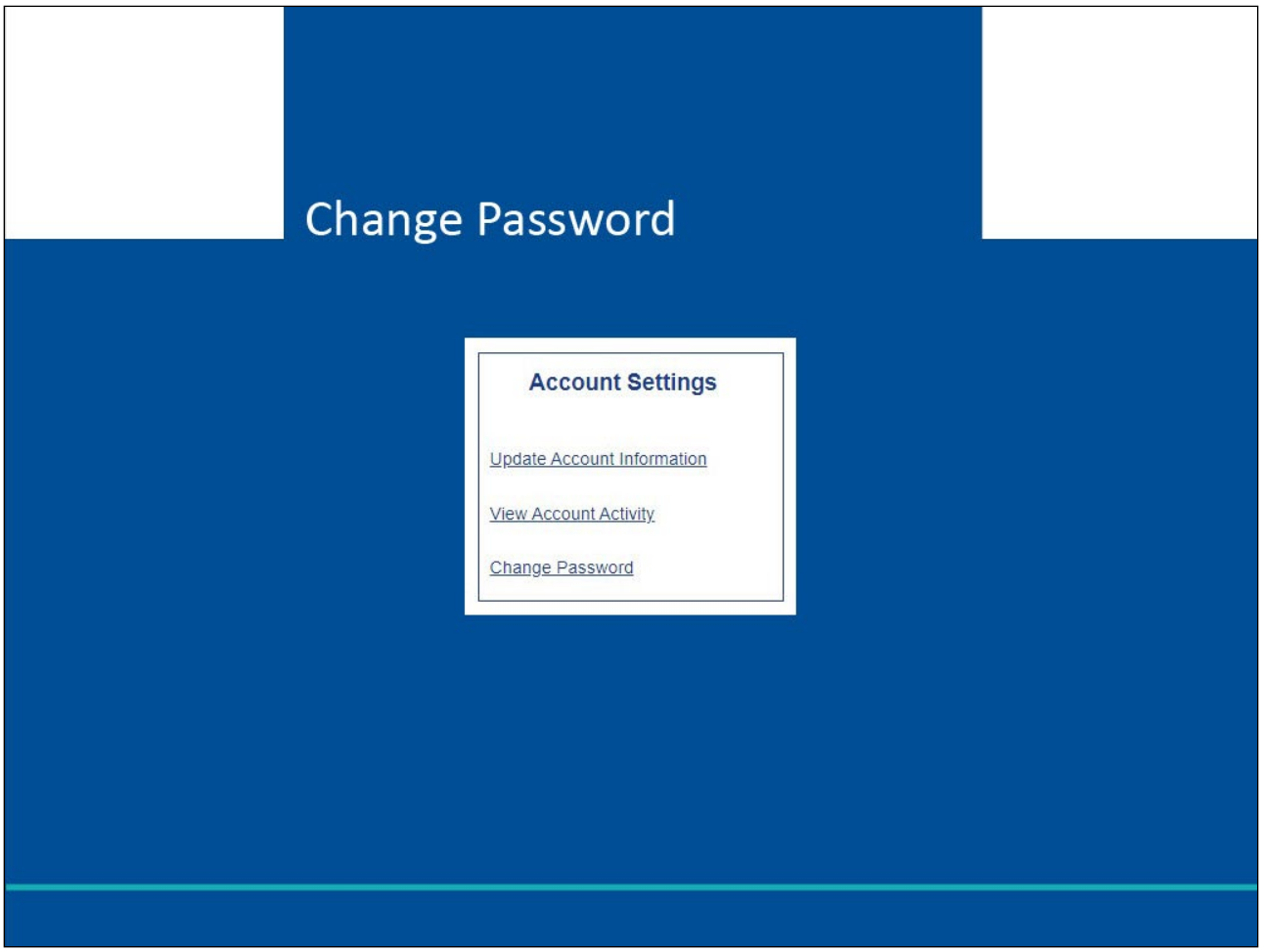
The Account Activity page will appear.

The system provides an Account Activity history page that lists Activity Date, Activity Description, and User.

Report any discrepancies to the BCRC.

After you have reviewed the account activity, click the Return to Home button to return to the WCMSAP Home page.

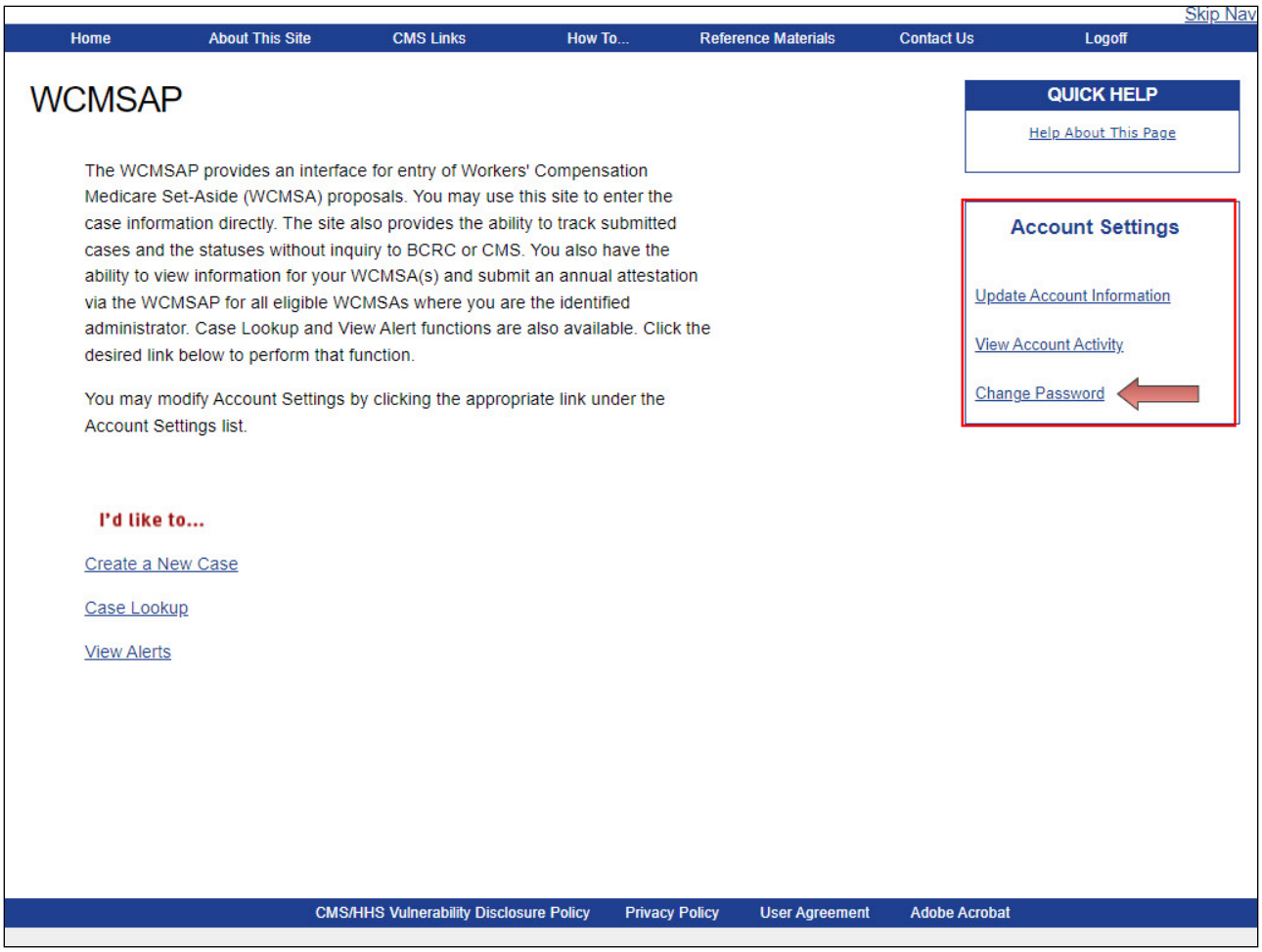
Slide 33 - of 42 - Changing your Password



Slide notes

Finally, we will take a look at Changing your Password in the WCMSAP.

Slide 34 - of 42 - Change Password Link

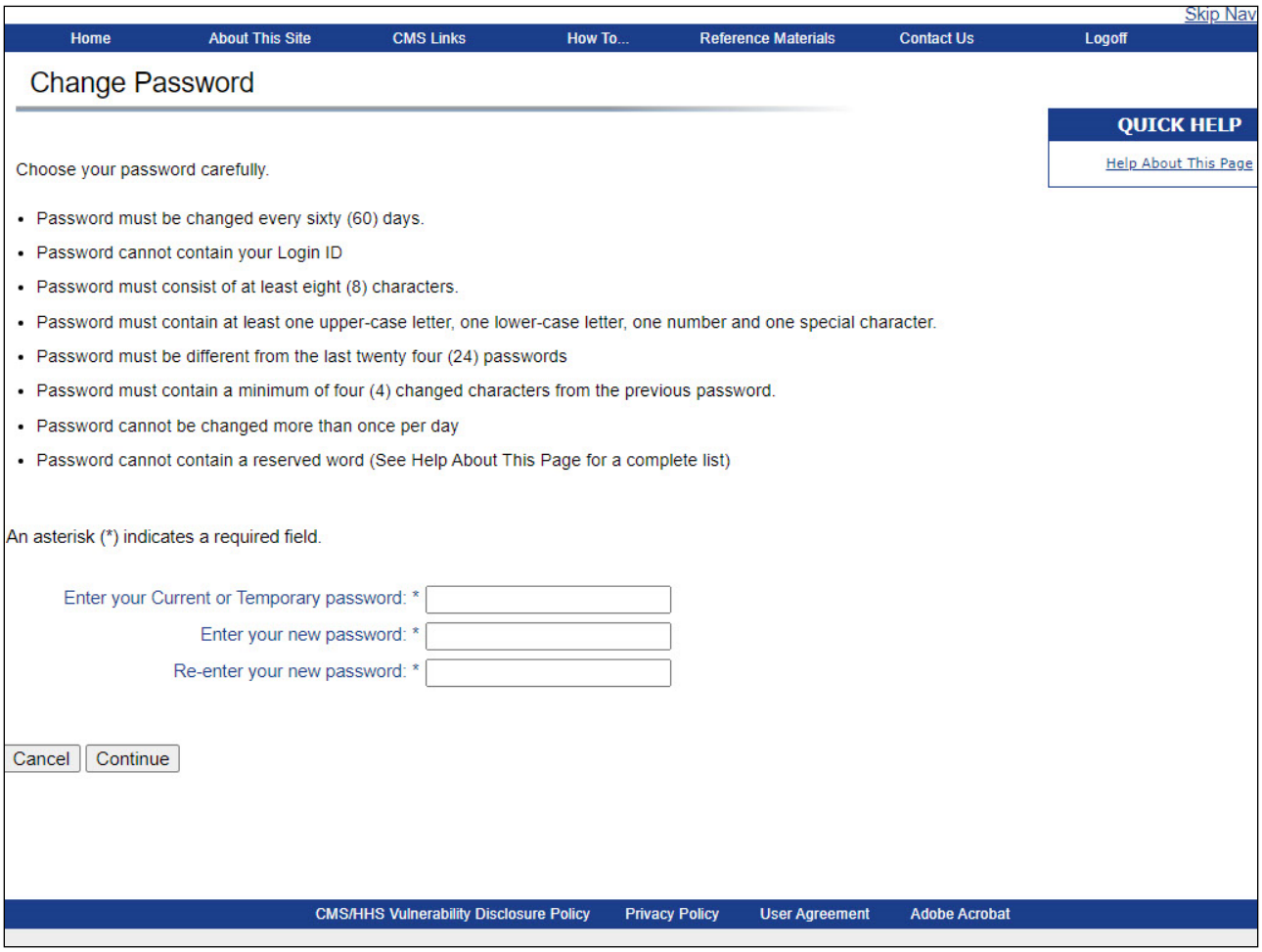


Slide notes

The WCMSAP also provides the ability to change your password.

In order to initiate this change, click the Change Password link in the Account Settings box on the right side of the page.

Slide 35 - of 42 - Change Password Page

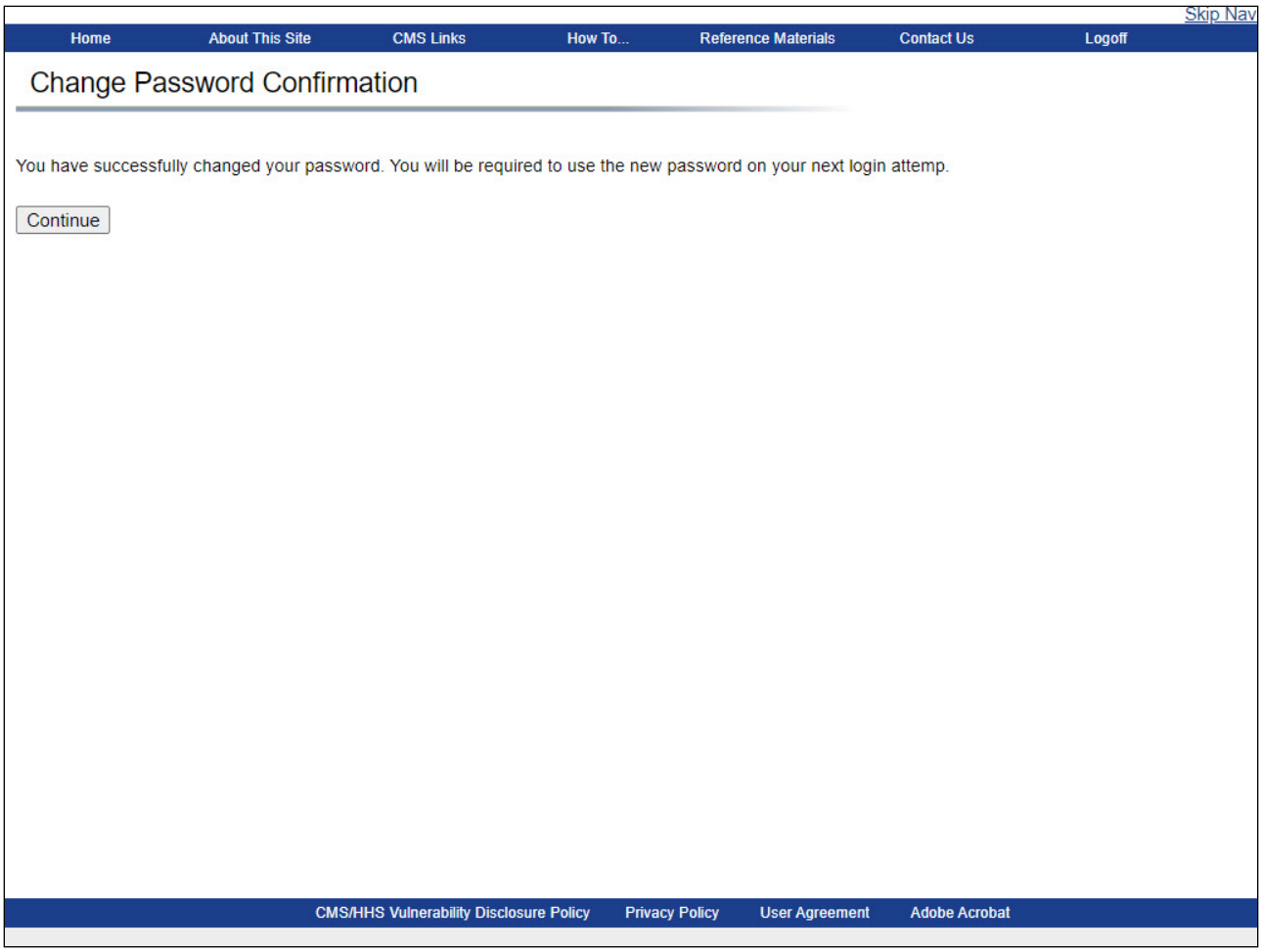


Slide notes

The Change Password page will appear. Enter your current or temporary password, as applicable.

Enter and re-enter a new password following the listed guidelines. If you received a temporary password from an EDI Representative, then review your security questions. You can elect to keep or change your questions and answers.

Slide 36 - of 42 - Change Password Confirmation Page



Slide notes

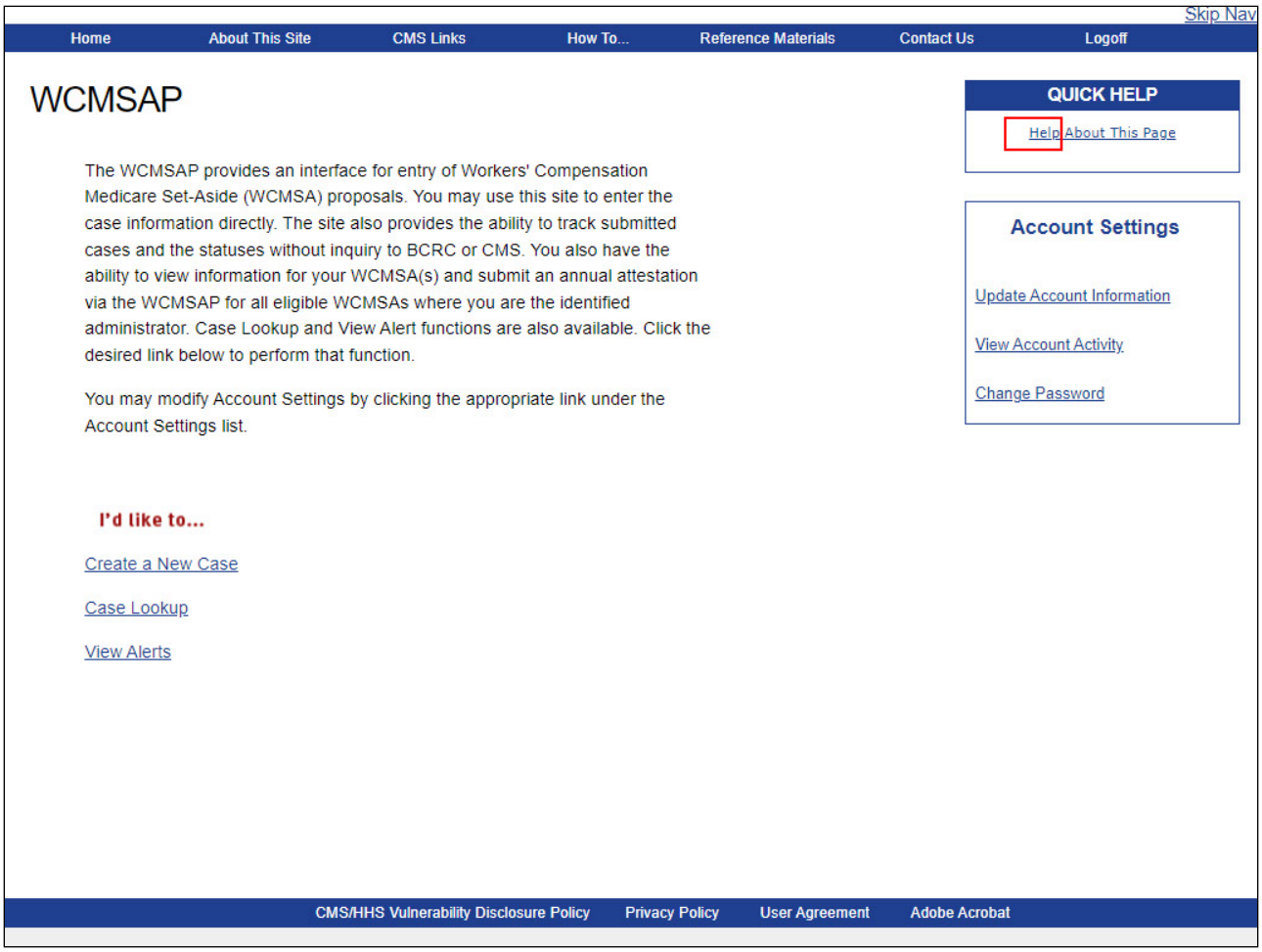
The system will display the Change Password Confirmation page indicating that the password has been reset.

You will be required to use your new password the next time you login.

Remember, when you change your password in the WCMSAP, the password will be changed in all Section 111 COBSW applications that you are authorized to use.

Click Continue to return to the WCMSAP Home page.

Slide 37 - of 42 - Exiting the System

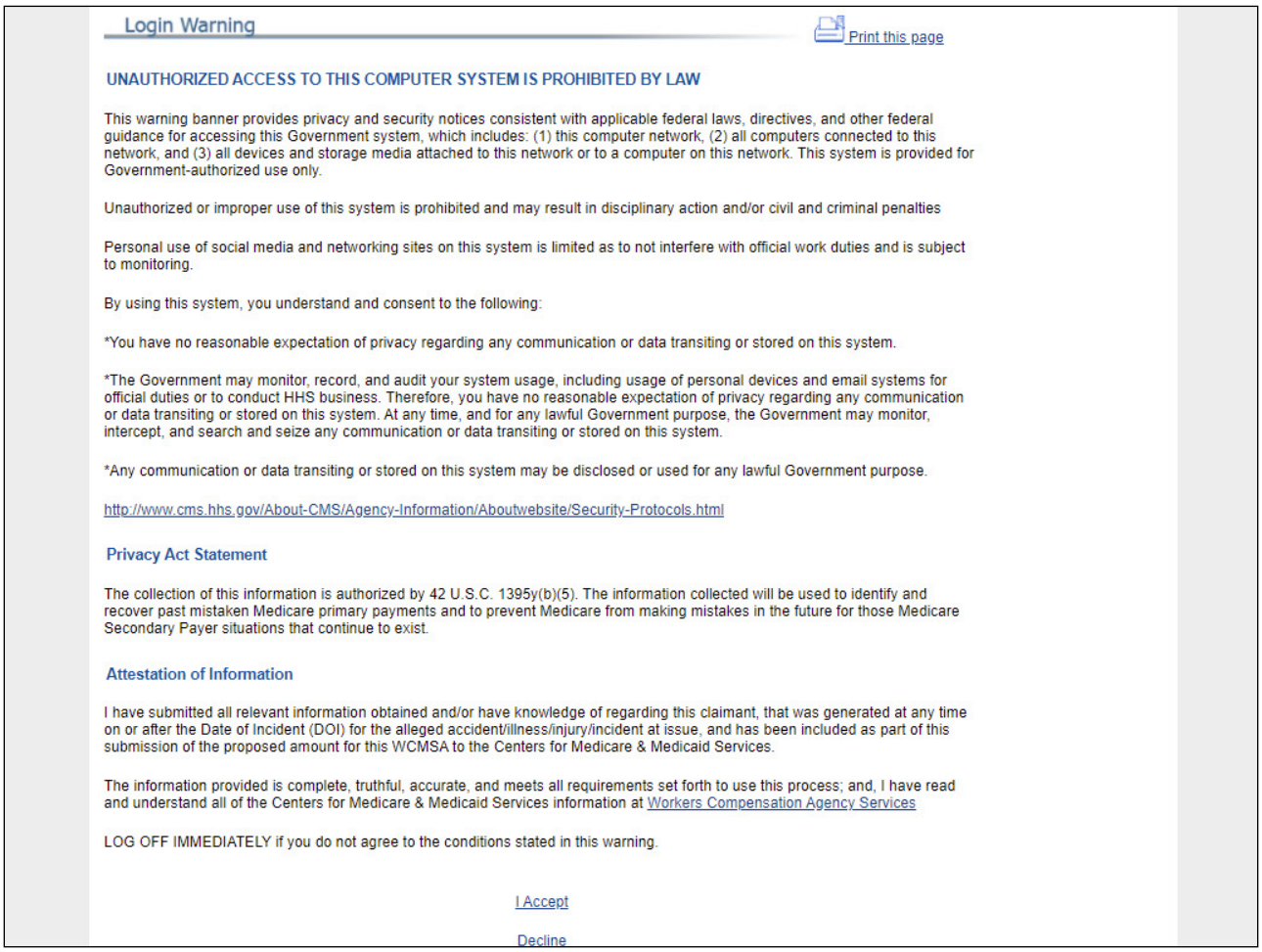


Slide notes

If you wish to exit the system, the WCMSAP system will allow you to terminate your session at any time.

Simply click the Logoff link at the top of the page.

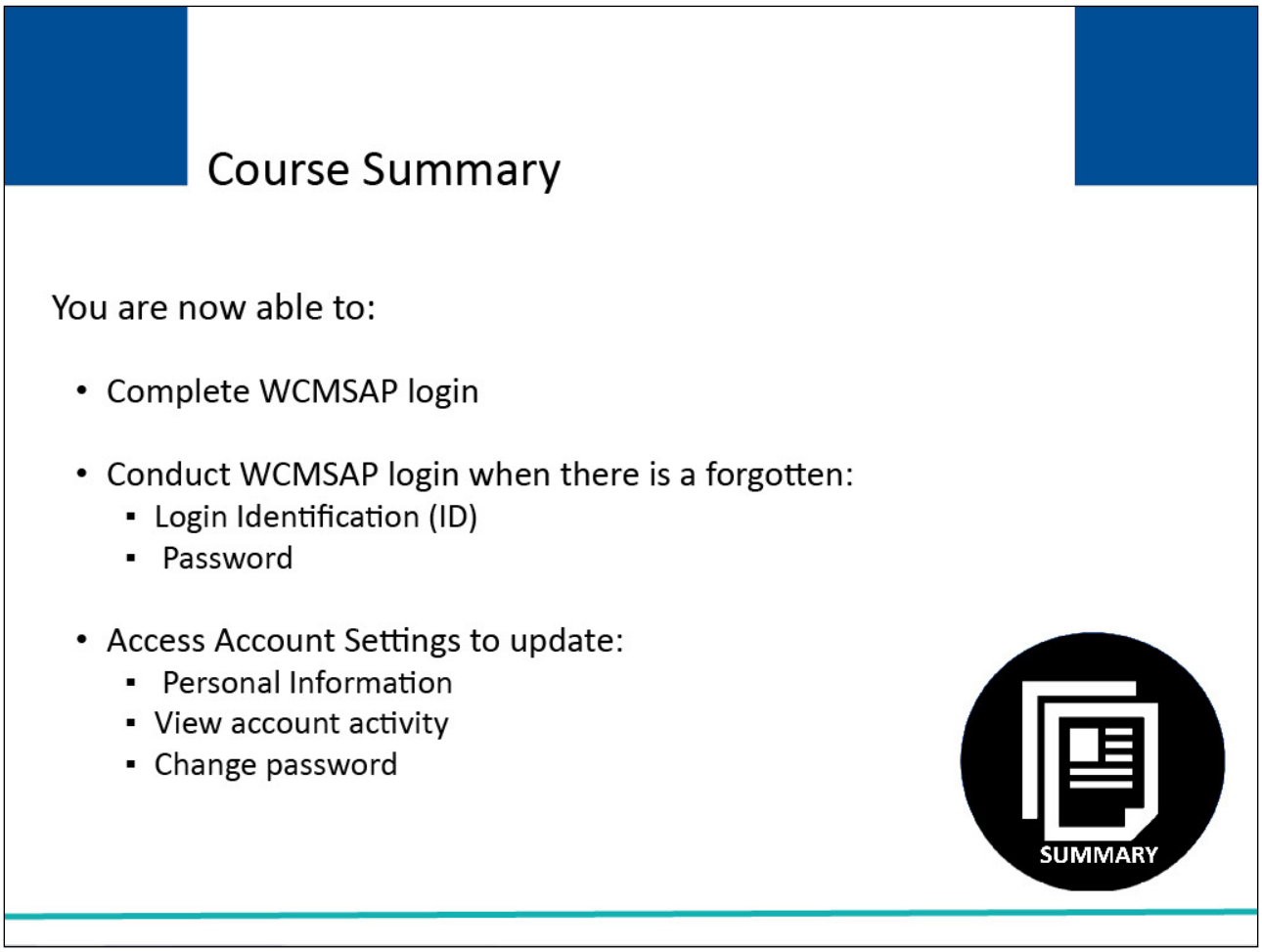
Slide 38 - of 42 - Login Warning Page



Slide notes

When you click the Logoff link, you will be returned to the Login Warning page. Once this page appears, you may close your browser.

Slide 39 - of 41- Course Summary



Slide notes

You are now able to:

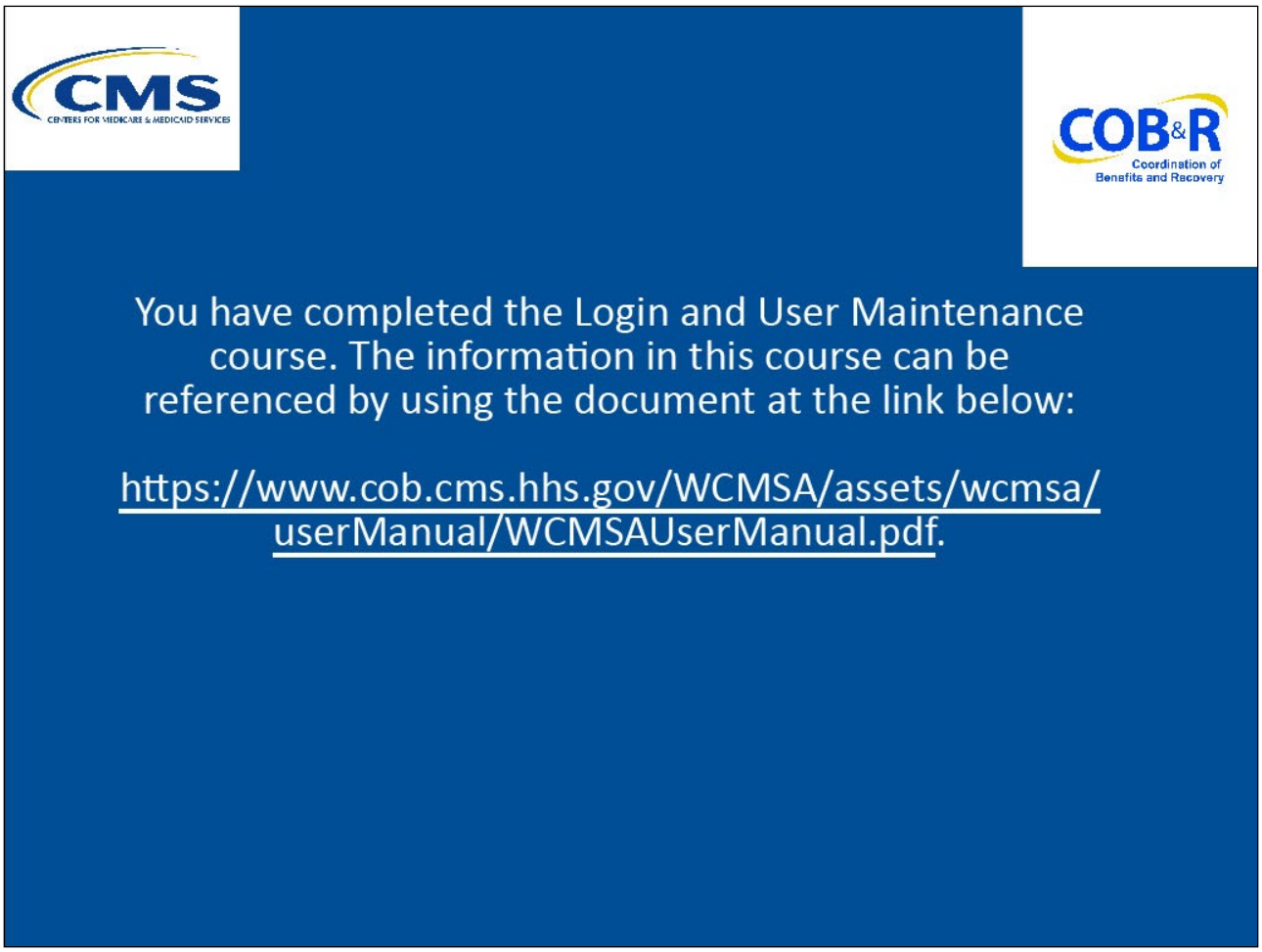
- Complete WCMSAP login
- Conduct WCMSAP login when there is a forgotten
- Login Identification (ID)

Password

Access Account Settings to update

- Personal Information
- View account activity
- Change Password

Slide 40 - of 41 - Conclusion

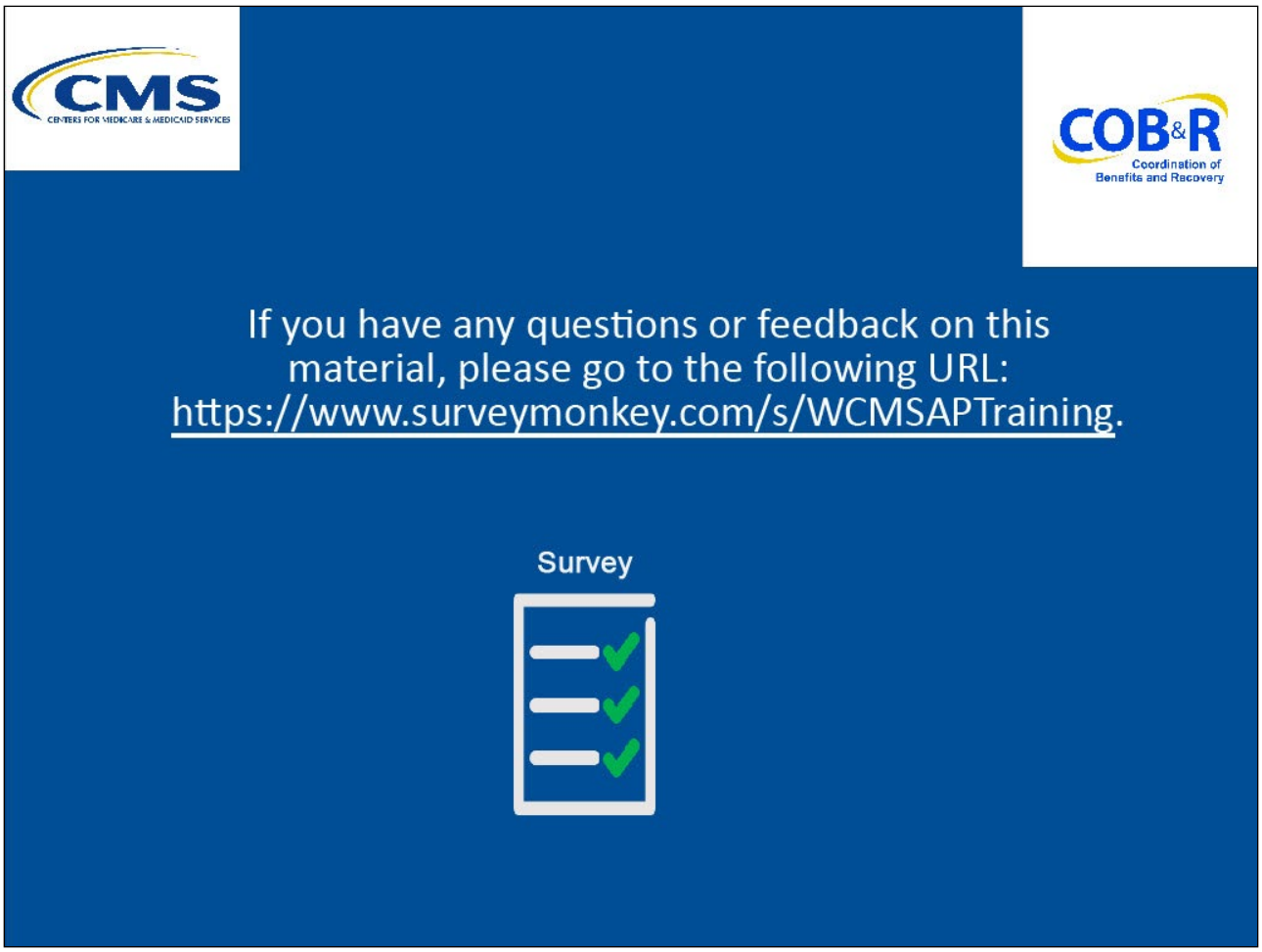


Slide notes

You have completed the Login and User Maintenance course.

The information in this course can be referenced by using the document at the link below: WCMSAP User Manual PDF.

Slide 41 - of 41 - WCMSAP Training Survey



Slide notes

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