[](http://mhdo.maine.gov/imhdo/)

Annual Update Instructions

Last Updated: February 3, 2020

# Purpose

The purpose of the upcoming changes and activities in the portal is to:

1. Implement Chapter 243 changes: Implement the revised and adopted MHDO Rule Chapter 243 - Uniform Reporting System for Health Care Claims Data Sets for the submission of January 2020 data.
2. Review and update (if necessary) all portal registration information including contacts (roles), company summary, payer details and users (permissions).
3. Evaluate 2020 data against all validation rules by resetting all existing Profile– and Exemption–Level validation rule overrides.
4. Revise validation rules to improve data quality.

These updates will ensure the accuracy and quality of registration and validation information within the MHDO Payer Data Portal.

# Timelines

| **Task** | **Start Date** | **End Date** |
| --- | --- | --- |
| **Last day that files for any period will be accepted in the previous Chapter 243 format** | 1/31/20 | 1/31/20 |
| Files submitted during this period will be held and processed on 2/5/20 | 2/1/20 | 2/4/20 |
| **Begin submissions of new Chapter 243 formatted files** (January 2020 and missing/non-compliant historical data) - Annual override reset | 2/5/20 | 2/5/20 |
| Annual registration information updates are due | 2/28/20 | 2/28/20 |
| **January 2020** data files are due in the new Chapter 243 format | 2/28/20 | 2/28/20 |

# Annual Registration Update Instructions

**Action Required from:** Administrative Users

1. **Login.** Login to the MHDO Payer Data Portal between February 6th and February 28th.
2. **Review and Update** [**Users**](https://mhdo.maine.gov/portal/Account/Users) **(Permissions)**
   1. One Administrative User from each company must review and update her/his company’s users in order to complete the 2020 annual registration. Please add, remove or change permissions for users, as needed.
   2. An explanation of permissions can be found in the [User Manual](https://mhdo.maine.gov/portal/Home/UserManual#setting_up).
3. **Review and Update** [**Contacts**](https://mhdo.maine.gov/portal/Account/Contacts/1) **(Roles)**
   1. Users have permission to edit their own contact information. Each company must have at least one Administrative and one Compliance Contact. Each company must also have at least one contact for each file type submitted (Eligibility, Medical, Dental, and Pharmacy).The same person can be listed as multiple contact types and multiple people can be listed for each contact type.Accurate information ensures the appropriate individuals receive emails from the MHDO and the MHDO Payer Data Portal.
   2. An explanation of roles can be found in the [User Manual](https://mhdo.maine.gov/portal/Home/UserManual#setting_up).
4. **Review and Update** [**Summary**](https://mhdo.maine.gov/portal/Account/CompanySummary/1)**.** 
   1. Administrative Users have permission to edit all information on this page. Please make any necessary updates to the company’s Third-Party Submitter and On-Behalf Submissions at the bottom of the screen. If you have questions regarding the definitions or reason for collecting this information, please see the user manual or contact the help desk prior to making any changes.
   2. **Click Edit** [**Payer Details**](https://mhdo.maine.gov/portal/Account/PayerDetails/1)**.** One Administrative User from each company must review and update information regarding the types of claims your company will be submitting or will be submitted on your company’s behalf and specify coverage details, as appropriate.
   3. **Indicate Completion of 2020 Updates.** One Administrative User from each company must indicate that 2020 registration updates are done by selecting “Complete 2020 Annual Registration Update” **by Friday, February 28th**.

# Validation Override Review Instructions

**Action Required from:** Data Submitters

1. **Review 2019** [**Validation Report**](https://mhdo.maine.gov/portal/Submission/ValidationSummary2). Information about how your data performed against the validation rules in the past can be found in the Validation Report. Further instructions for using the report with screen shots can be found in the [User Manual](https://mhdo.maine.gov/portal/Home/UserManual#val_report).
2. **Submit January 2020 Data**. Submit your January 2020 data to the MHDO Payer Data Portal between February 5th and February 28th. Note: If you are unable to submit your data by February 28th, these instructions still apply.
3. **Review and Resolve Validation Issues**. The resetting of all Profile and Exemption-Level overrides, will require most users to review and resolve validation issues. When you select “Resolve” for a given Profile or Exemption-Level issue, you will see a history of past overrides (if there are any), including the reason for the override or the termination of the override, for that rule. Further instructions and screenshots can be found in the [User Manual](https://mhdo.maine.gov/portal/Home/UserManual#validation).

# Validation Rule Updates

Rules have been added or modified to accommodate changes to Chapter 243. Also, we are making a handful of changes and additions to validation rules to continuously improve data quality. A summary of these changes is available on the [Claims Data Submitter Group](https://mhdo.maine.gov/pugPage.htm) page.

# Help and Reporting Issues

All questions and issues encountered in the portal should be directed to the MHDO Help Desk.

Toll-free Phone: (866) 451-5876

Email: [mhdohelp@hsri.org](mailto:mhdohelp@hsri.org)