

## Provider Primary Account Holder (PAH) Update Guidance

In preparation for the Medicaid Enterprise System (MES) implementation of the Provider Service Solution (PRSS) primary account holder (PAH) accounts must be updated with a valid email address and phone number.

Please see the updated requirements and examples below for PAH updates **through March 7, 2022**:

### Active PAH Accounts

If your PAH account is active, please perform an add/update on your email address and phone number through self-service only.

Provider tax entity/group	Number of NPIs	Email Address Required
One	One or Many	One unique email address
Multiple tax ids in group/provider system	Many	Unique email address for all NPIs that belong to a single provider tax entity

#### Example 1 – One Tax ID

Current Data	Change Needed
Provider Tax ID – 12345 NPI #1 – <a href="mailto:email1@xxx.com">email1@xxx.com</a> NPI #2 – <a href="mailto:email2@xxx.com">email2@xxx.com</a>	Provider Tax ID – 12345 NPI #1 – <a href="mailto:email1@xxx.com">email1@xxx.com</a> NPI #2 – <a href="mailto:email1@xxx.com">email1@xxx.com</a>

#### Example 2 – Multiple Tax IDs

Current Data	Change Needed
Provider Tax ID - 34567 NPI #1 – <a href="mailto:sameemail@xxx.com">sameemail@xxx.com</a> Provider Tax ID - 45678 NPI #2 – <a href="mailto:sameemail@xxx.com">sameemail@xxx.com</a> Provider Tax ID - 56789 NPI #3 – <a href="mailto:sameemail@xxx.com">sameemail@xxx.com</a>	Provider Tax ID - 34567 NPI #1 – <a href="mailto:sameemail@xxx.com">sameemail@xxx.com</a> Provider Tax ID - 45678 NPI #2 – <a href="mailto:newemail1@xxx.com">newemail1@xxx.com</a> Provider Tax ID - 56789 NPI #3 – <a href="mailto:newemail2@xxx.com">newemail2@xxx.com</a>

### Inactive PAH Account/ Cannot Update Via Self-Service

If the PAH account for your provider/ provider group is inactive, the PAH update capability through MMIS/Conduent ended on 2/18. **Beginning 2/23**, if your organization has an active Organization Administrator (Org Admin) account and we did not receive your update, DMAS will start assigning an Organization Administrator (Org Admin) as your new PAH. DMAS will choose the Org Admin with the most recent activity as of **2/23**. If you do **not** want to accept the change of your Org Admin to your new PAH, you will have the opportunity to change/update your PAH when the new PRSS form becomes available on 3/21.

If you've forgotten your password, use the 'Forgot Password' function to reset. If your account is locked or you can't answer your security questions, please call the Web-Support Helpdesk at Toll Free 866-352-0496.

If you submit a PAH update form to Conduent after 2/18, it will not be processed due to the Virginia Medicaid Portal freeze. You will have to resubmit this form using the version available on 3/21 and access will be granted on or after 4/4, once it has been approved.

### PAH Update/Portal Registration Changes After 3/7

PRSS will begin accepting the PAH update/ portal registration forms on 3/21. The form will be available on the MES portal under Provider Forms Search on 3/21.

### PAH Update Self-Service Instructions

To update the PAH email address for your organization via self-service on the Virginia Medicaid web-portal, after logging in, on the left within the Quick Links section on the home page there are maintenance links. You will click the "Change Security Profile" Link to update the correspondence email address.

**Change Security Profile**

\* Required field

**User Information**

User ID  
Training1

\* First Name \* Last Name MI  
Training ID

\* Email  
training1@gmail.com

\* Phone Number  
9999999999

\* Security Question1  
What is your favorite sports team? ▾

\* Security Question2  
What is your fathers middle name? ▾

\* Security Question3  
What is your Pet's Name? ▾

\* Security Answer1  
Steelers

\* Security Answer2  
Kevin

\* Security Answer3  
Animal

**Provider Information**

\* Provider ID(NPI/API)

Submit