

# **Retrieving your MCO Reporting and Resources from Iowa Medicaid Portal Access(IMPA)**

April 12, 2021  
Version 2

# Iowa Medicaid Portal Access

- New to IMPA ? Visit <https://secureapp.dhs.state.ia.us/imp/Default.aspx>
- Click on Register New Account to register for an IMPA account. Chrome or Edge is the recommended browsers to use.
- Click here For [User Registration guide](#)
- If you are a current user you may skip to the next slide.

# Obtaining MCO Reporting and Resources Access

Iowa Medicaid Portal Access

Register New Account Documents

Localhost/Dev Region

Welcome to the Iowa Medicaid Portal Application!



[Click here for the User Registration Guide](#)

User Name:

Password:

[Login](#)  
[Reset Account](#)

Featured Functionality

# Obtaining MCO Reporting and Resources Access

- After completing registration or if you are already an IMPA user, please submit an email to [impasupport@dhs.state.ia.us](mailto:impasupport@dhs.state.ia.us) to request MCO Reporting and Resources access.
- **In order to secure MCO Reporting and Resources access, you must be an employee with the MCO's or Dental Plan Providers**
- The email must include :-
  - “MCO Reporting and Resources” in the email subject line
  - The requestor's IMPA user name and email address
- Once Access is secured, users will be assigned their appropriate role in IMPA

# Navigating IMPA

- Once user has been assigned the MCO Reporting and Resources role in IMPA, user will be able to access the “MCO Reporting and Resources” sub menu in IMPA
- From the IMPA menu in the top left corner select “File”



# Navigating IMPA

- Select “MCO Reporting and Resources” from File drop down



The screenshot displays the Iowa Medicaid Portal Access interface. At the top left, the text "Iowa Medicaid Portal Access" is visible next to a small image of hands. Below this is a navigation menu with the following items: [File](#), [Review](#), [Manage](#), [Information](#), [Messages](#), and [Logout](#). A dropdown menu is open under "File", showing "Claim PIN" and "MCO Reporting and Resources", with the latter highlighted by a black box. To the right of the navigation menu, the text "Localhost/Dev Region" is displayed. Below this, a welcome message reads "Welcome to the Iowa Medicaid Portal Application!". In the center, there is an illustration of a doctor in a white coat holding a magnifying glass over a laptop. Below the illustration, a link is provided: [Click here for the User Registration Guide](#). At the bottom of the page, the text "Featured Functionality" is displayed.

# Navigating IMPA

- After the user selects MCO Reporting and Resources Access, the user will see the following screen

The screenshot shows the Iowa Medicaid Portal Access interface. At the top, there is a header with the text "Iowa Medicaid Portal Access" and a small image of hands clasped together. Below the header is a navigation menu with links: "File", "Review", "Manage", "Information", "Messages", and "Logout". The main content area is titled "MCO Reporting and Resources" and contains an "Instructions" section. The instructions text reads: "On this page, a collection and communication resource between the Iowa Department of Human Services (DHS) and Managed Care Organizations (MCOs) or Dental Plans Providers under the terms of the contacts between DHS and the providers." Below this, there is an "Important:" notice: "Each Contractor only has access to their own folder and the general information on this page is not able to access content in other Contractor folders. IME staff have the ability to access all content. It is the contractor's responsibility to notify IME staff of changes when staff who have access this page leave or change roles in employment. Access to this page is restricted to a limited group of individuals." A link for "IMPA User: To request or remove access: Please email [IMPA Support](#)" is provided. A link for "[Contractor Reporting and Resources User Manual](#)" is also present. At the bottom of the main content area, there is a "Search Criteria" section with a dropdown menu labeled "MCO/PAHP Reporting and Resources:" showing "-- Select --" and a search button. Below the search button is a "Clear" button. The footer of the page contains the text "Iowa Department of Human Services".

# Navigating IMPA

- User can search for the appropriate group they are assigned to and then click on “Search” button
- After click on “Search” available folders will display for the selected group

The screenshot displays the Iowa Medicaid Portal Access interface. At the top, there is a header with the text "Iowa Medicaid Portal Access" and a navigation menu with links for "File", "Review", "Manage", "Information", "Messages", and "Logout". Below the header, the page title is "MCO Reporting and Resources". A section titled "Instructions" contains the following text: "On this page, a collection and communication resource between the Iowa Department of Human Services (DHS) and Managed Care Organizations (MCOs) or Dental Plans Providers under the terms of the contacts between DHS and the providers." It also includes an "Important" note: "Each Contractor only has access to their own folder and the general information on this page is not able to access content in other Contractor folders. IME staff have the ability to access all content. It is the contractor's responsibility to notify IME staff of changes when staff who have access this page leave or change roles in employment. Access to this page is restricted to a limited group of individuals." and an "IMPA User" note: "To request or remove access: Please email [IMPASupport](#)". A link for "[Contractor Reporting and Resources User Manual](#)" is also present. At the bottom, there is a "Search Criteria" section with a dropdown menu labeled "MCO/PAHP Reporting and Resources:" showing "--- Select ---" and two buttons, "Search" and "Clear". The footer of the page reads "Iowa Department of Human Services".

# Navigating IMPA

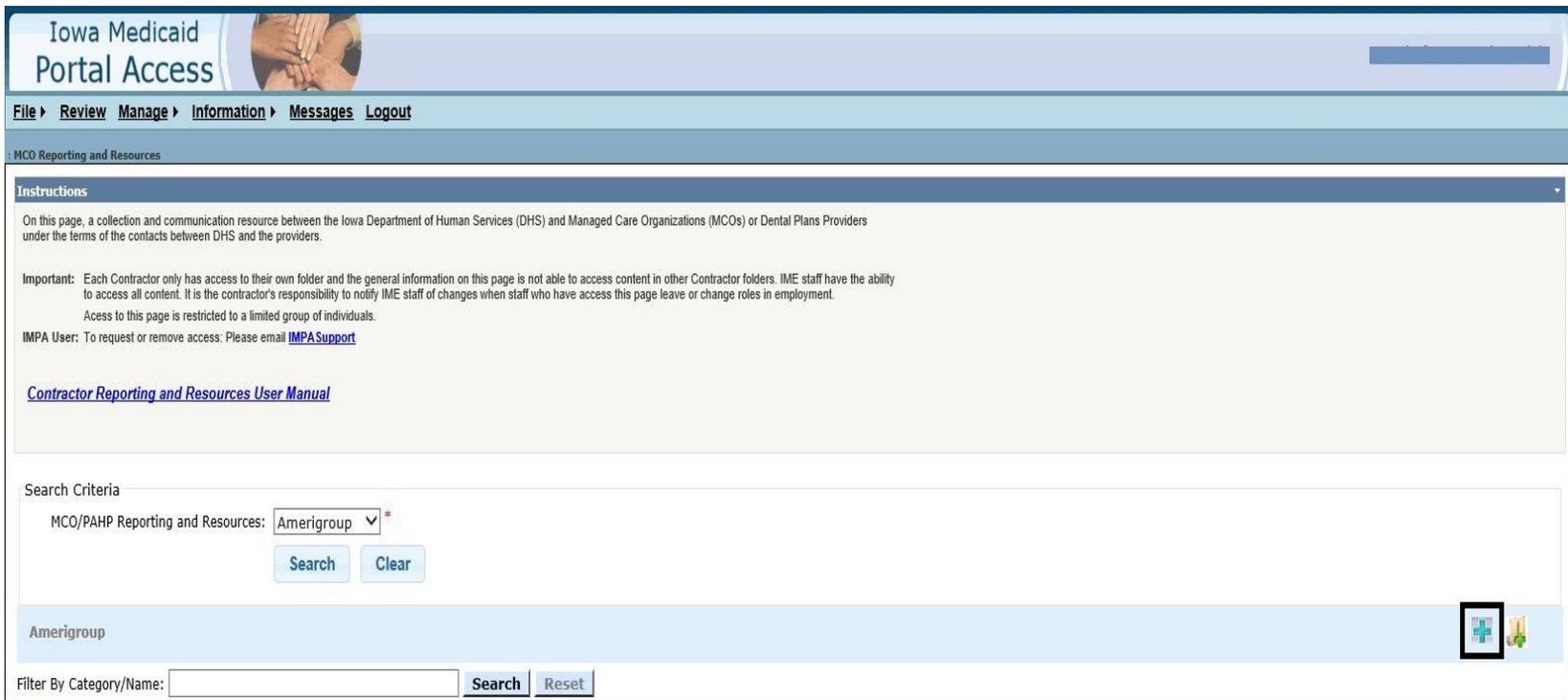
- User can search the folder / Subfolder using the Search functionality with case sensitive wording.

The screenshot displays the Iowa Medicaid Portal Access interface. At the top, there is a header with the text "Iowa Medicaid Portal Access" and a small image of hands. Below the header is a navigation menu with options: File, Review, Manage, Information, Messages, and Logout. The main content area is titled "MCO Reporting and Resources" and contains an "Instructions" section. The instructions state that the page is a collection and communication resource between the Iowa Department of Human Services (DHS) and Managed Care Organizations (MCOs) or Dental Plans Providers. It also includes an important note about contractor access and a link to the "Contractor Reporting and Resources User Manual".

Below the instructions, there is a "Search Criteria" section. It features a dropdown menu for "MCO/PAHP Reporting and Resources" with "Amerigroup" selected. There are "Search" and "Clear" buttons. Below this, the text "Amerigroup" is displayed. At the bottom, there is a "Filter By Category/Name:" section with a text input field containing "Test", a "Search" button, and a "Reset" button.

# Navigating IMPA

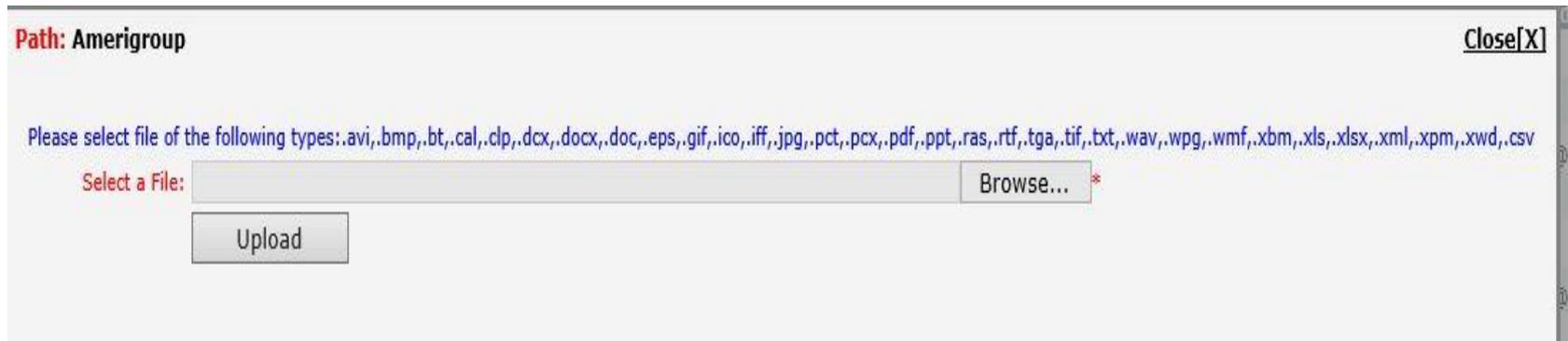
- User can upload the appropriate documents using the “Upload Document” icon



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# Navigating IMPA

- “Upload Document” will allow to browse and choose a file from the listed extensions that are allowed to upload.



The screenshot shows a web interface for uploading a document. At the top left, it says "Path: Amerigroup". In the top right corner, there is a "Close[X]" button. Below this, a message reads: "Please select file of the following types: .avi, .bmp, .bt, .cal, .clp, .dcx, .docx, .doc, .eps, .gif, .ico, .iff, .jpg, .pct, .pcx, .pdf, .ppt, .ras, .rtf, .tga, .tif, .txt, .wav, .wpg, .wmf, .xbm, .xls, .xlsx, .xml, .xpm, .xwd, .csv". Below the message, there is a "Select a File:" label followed by a text input field and a "Browse..." button with a red asterisk. Below the input field is an "Upload" button.

# Navigating IMPA

- If the upload is successful – Successful message will be displayed
- If the upload is failed – Not allowed message will be displayed

Path: Amerigroup

[Close\[X\]](#)

Please select file of the following types: .avi,.bmp,.bt,.cal,.clp,.dcx,.docx,.doc,.eps,.gif,.ico,.iff,.jpg,.pct,.pcx,.pdf,.ppt,.ras,.rtf,.tga,.tif,.txt,.wav,.wpg,.wmf,.xbm,.xls,.xlsx,.xml,.xpm,.xwd,.csv

Select a File:

Browse... \*

Upload

**Batch Validations.txt uploaded successfully!**

Path: Amerigroup

[Close\[X\]](#)

Please select file of the following types: .avi,.bmp,.bt,.cal,.clp,.dcx,.docx,.doc,.eps,.gif,.ico,.iff,.jpg,.pct,.pcx,.pdf,.ppt,.ras,.rtf,.tga,.tif,.txt,.wav,.wpg,.wmf,.xbm,.xls,.xlsx,.xml,.xpm,.xwd,.csv

Select a File:

Browse... \*

Upload

**This file's extension, .err is not allowed to upload!!**

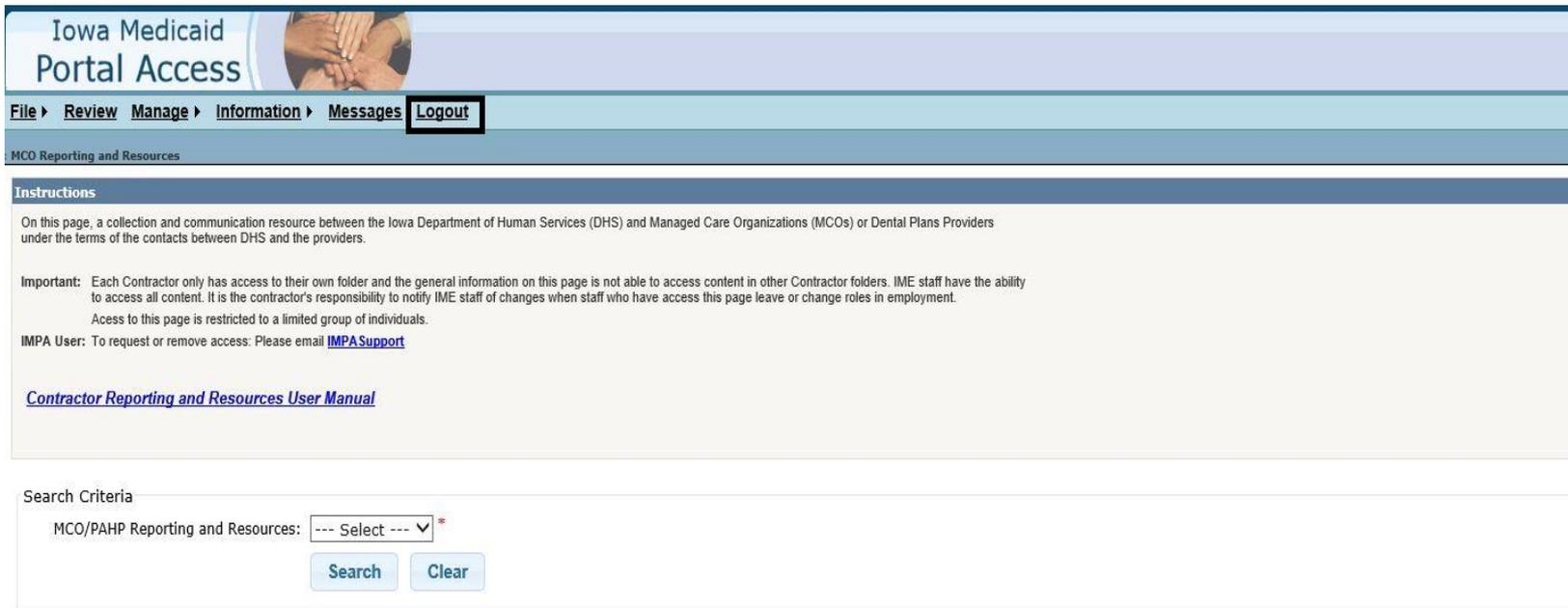
# Navigating IMPA

- User can create new folders/sub folders by using the “Create Folder” icon.

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# Navigating IMPA

- User can logout by clicking on “logout” from menu bar



Iowa Medicaid Portal Access

File ▶ Review Manage ▶ Information ▶ Messages **Logout**

MCO Reporting and Resources

**Instructions**

On this page, a collection and communication resource between the Iowa Department of Human Services (DHS) and Managed Care Organizations (MCOs) or Dental Plans Providers under the terms of the contacts between DHS and the providers.

**Important:** Each Contractor only has access to their own folder and the general information on this page is not able to access content in other Contractor folders. IME staff have the ability to access all content. It is the contractor's responsibility to notify IME staff of changes when staff who have access this page leave or change roles in employment. Access to this page is restricted to a limited group of individuals.

**IMPA User:** To request or remove access: Please email [IMPASupport](#)

[Contractor Reporting and Resources User Manual](#)

Search Criteria

MCO/PAHP Reporting and Resources: --- Select --- \*

Search Clear