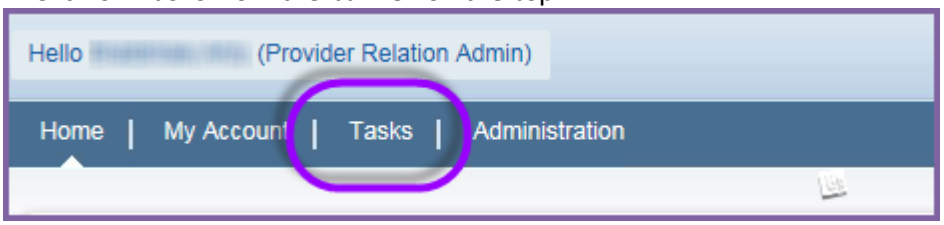
Please see below for instructions on how to submit a Participating Provider Dispute through the Secure Provider Portal:

Dispute Steps though Web Portal

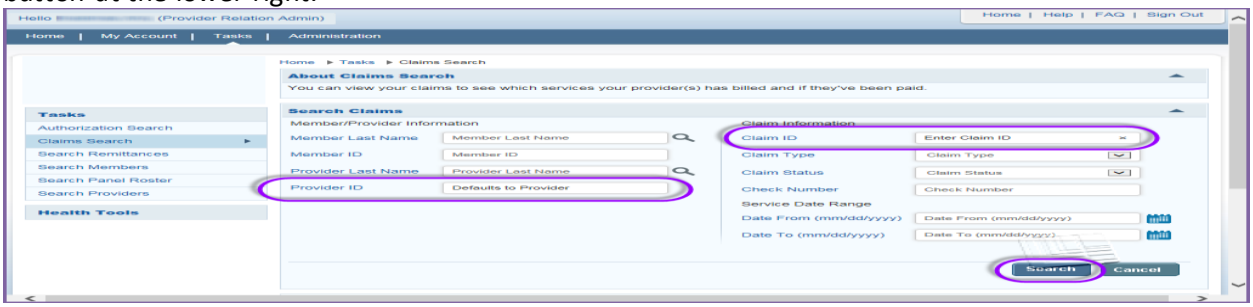
(Please note, this is not the process for a corrected claim. Corrected claims can be submitted through the same process as submitting a new claim using our WebConnect tool and designating the claim as a corrected claim.)

1. The Provider logs into the Secure Provider Portal **Medicaid Web Portal (MWP)**.
2. Click on **Tasks** from the banner on the top

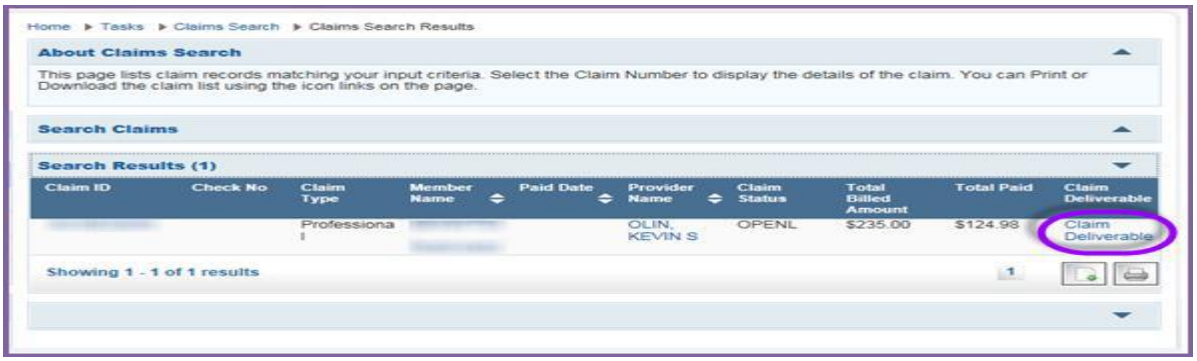


3. Click on **Claims Search** located in the left pane under "Tasks".

4. The **Provider Name** should default to the logged in provider. Enter **Claim ID**, and click the **search** button at the lower right.



5. The Search results grid will load.
6. The Provider will see **"Claim Deliverable"** link under the **Claim Deliverable** column in the Search results grid. Click on the **Claim Deliverable** link to begin the Dispute process for the selected claim.



7. This will take the Provider to the **Upload Claim Deliverables** screen.

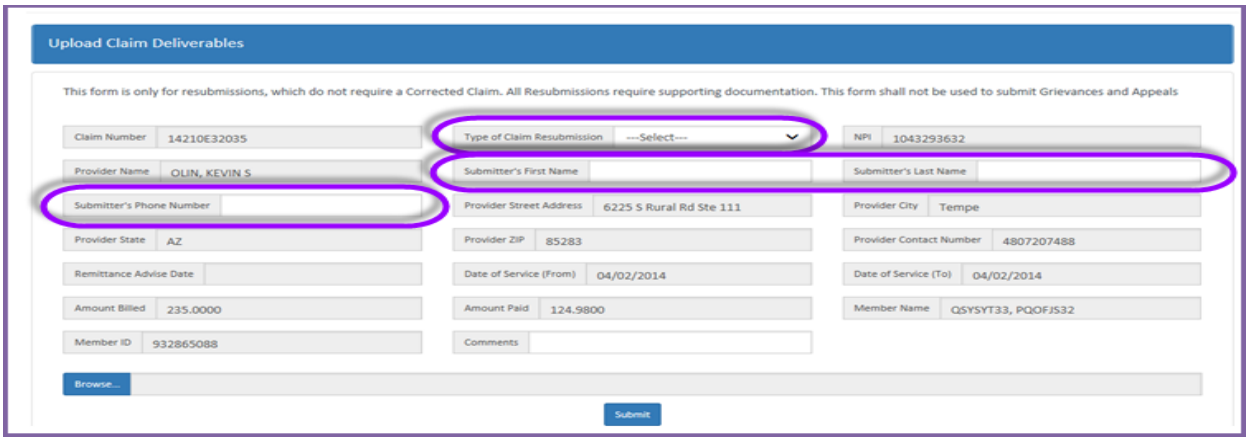
8. Most of the information on the screen will be 'Auto populated' based on the claim number

9. Provider will select a **Type of Claim Resubmission (Dispute)** from the dropdown and enters the information in the relevant Mandatory fields**;**

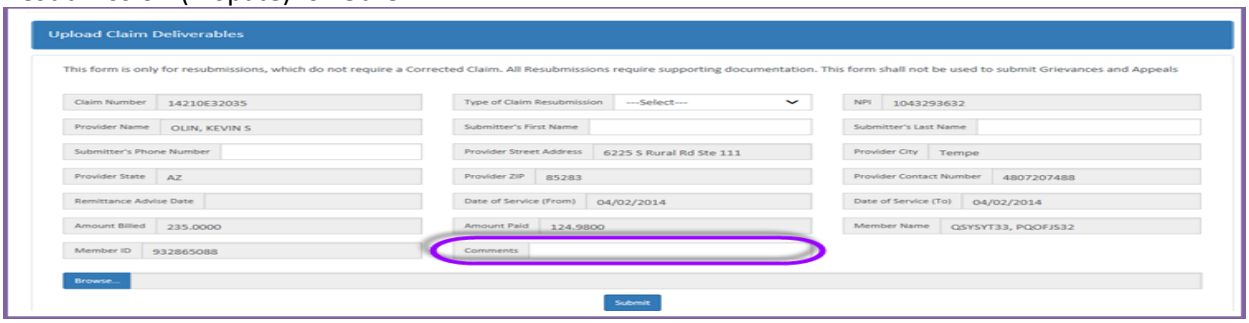
a. **Submitter's First Name,**

b. **Submitter's Last Name, &**

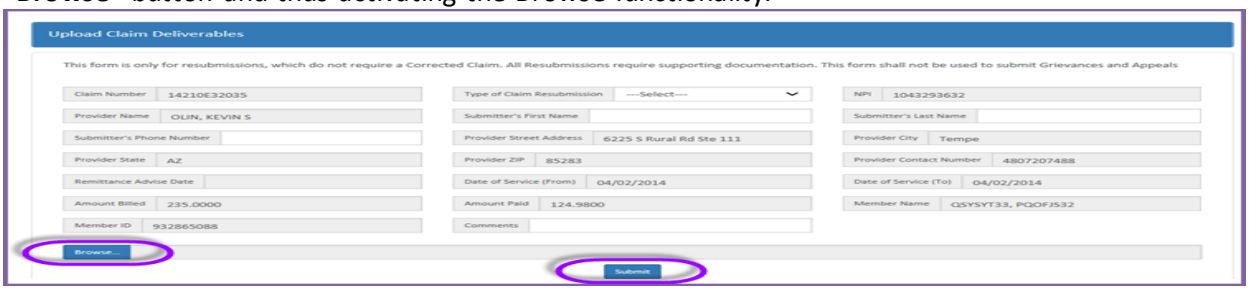
c. **Submitter's Phone Number**



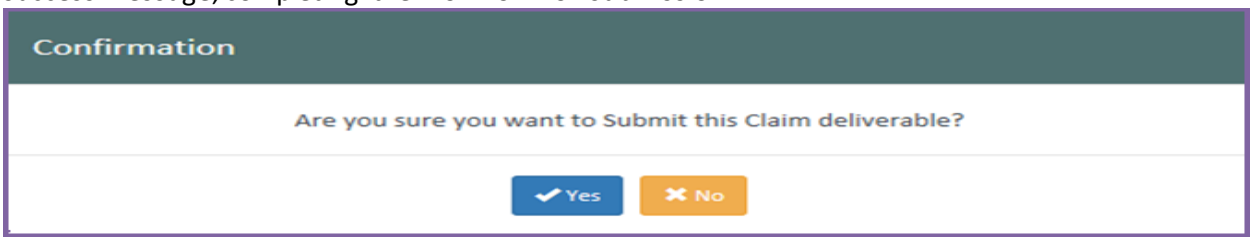
10. The **Comments** field is a mandatory input required, *when* the selected Type of claim Resubmission (Dispute) is "Other"

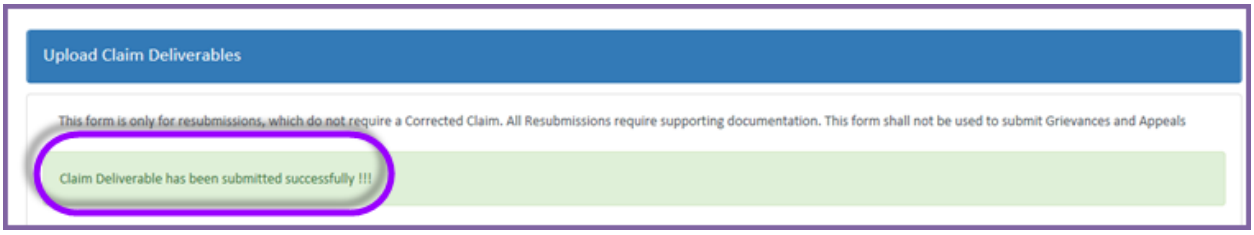


11. The Provider can upload supporting documentation (any type of file) from here by clicking the "**Browse"** button and thus activating the Browse functionality.



12. On successful attachment of the supporting documentation, the Provider clicks "**Submit"** at the bottom and receives a **Confirmation message** window. Upon clicking "**Yes"** the provider receives a success message, completing the workflow for submission.





13. The Provider can view a previously submitted document (any type of file) from the below screen through clicking the link under the **Claim ID** column of the displayed grid, thus activating the **View Deliverable** functionality.

14. The submitted resubmission form is displayed, and the user can view the previously submitted information on the form and download the attachment by clicking the **Download File** button or through the **Button** below the **View Deliverable** column of the displayed Grid