



REMI Provider Portal FAQ

Based on Webinars: 2.19.21 and 2.26.21

Q: Does every staff person with a REMI user account need to have access to REMI Portal?

A: No. We don't expect every staff member (i.e., biller, admin, clinician) to have access to the portal. It is most appropriate for the Provider to determine who will be responsible for managing the functions: staff accounts, password resets, staff credentials, document submission (licenses, accreditation, ASAM). These would most likely be an administrator vs. a clinician, but we understand some provider staff may have multiple roles.

Q: Do we need to contact MSHN to identify who has access to the portal?

A: Yes, please email Kyle.Jaskulka@midstatehealthnetwork.org with the names and email addresses of those responsible for monitoring the portal and managing the functions contained within (i.e., submitting agency credentials, staff credentials management, etc.).

If a staff member with portal permissions is terminated, leaves employment or changes roles, please notify us of this change and identify the new staff member needing portal permission using the REMI user form.

Q: When do these changes go in effect? Currently my dashboard does not have any of these features.

A: Access is permission based (staff member need the portal permission) and will be live February 22, 2021. Once permissions are granted to applicable staff, they will see the portal.

Q: This will be the portal used for site reviews regarding credentialing and other administrative functions? Would this portal be used instead of uploading docs in BOX for site review for credentialing and other admin functions?

A: Yes, our auditors will be able to utilize staff credentials information for portions of the credentialing review. We must also verify agency process for conducting credentialing and recredentialing activities, so request for additional information may be appropriate and Box will continue to be the method for submitting audit related documents.

Provider Portal questions may be sent to [Carolyn Tiffany](#) or [Kyle Jaskulka](#)