Oregon
Health
Authority

Troubleshooting the MMIS Provider Portal

Here are some troubleshooting tips to help you connect to the Provider Portal at
https://www.or-medicaid.gov.

Error 404 "Page not found…"
- Completely close your browser, open it again, and log in to the Provider Web Portal for a new session.
- If this does not work, consult your technical support to clear out your browser history, cache files and temporary files.

You may get this error if you are using a browser that the Provider Web Portal doesn't support, and need to install a supported browser (Microsoft Internet Explorer 6 through 11; Mozilla Firefox 2.0).

Time-outs – "Your session has expired…."
Your Provider Web Portal session will expire after 20 minutes of inactivity.
- Activity is clicking any of the blue buttons such as **search, clear, add, submit, save**.
- Data entry (*i.e.,* filling out claim or search fields) does **not** count as activity.

If you have more than one browser window open during your session, and one of them experiences 20 minutes of inactivity, **all** windows will time-out, even if you are currently active in another window.

Clicking on a tab in the Provider Web Portal – "You are not authorized…"
Close your browser, open it again, and log in to the Provider Web Portal for a new session.

Passwords
Provider Portal passwords must be at least 8 characters, with one uppercase letter, one lowercase letter, and one number or special character.

If you enter the wrong password three times, you will be locked out.

To avoid lock-outs, do the following when you enter the wrong password:
- Try just one more time to enter the correct password.
- If the second try does not work, do not try again. Instead, click **reset password**, then:
  - Enter your username and click **security questions**.
  - Type the answer to your security question and click on **reset password**. Security questions are case-sensitive.
  - Enter and confirm your new password, then click **submit**.

Need help?
- For lock-outs, call Provider Services during regular business hours at 1-800-336-6016 to have your password reset.
- For other questions, email Provider Services at Team.Provider-Access@odhsoha.oregon.gov.