



Mississippi Cost Report Web Portal Frequently Asked Questions

Version 2.0

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General Questions

1. What is the purpose of the Cost Report web portal?

This web portal is utilized for the cost report submission process in Mississippi. Providers, Myers and Stauffer, and Mississippi Division of Medicaid (DOM) will all have access to this portal. This portal will **NOT** contain any MDS or resident roster information, and is separate from other Myers and Stauffer hosted web portals.

2. I cannot reach the Web Portal login page.

Verify that you are attempting to access the web portal from the computer that has been registered, and that your IP address has not changed. You can verify your IP address by going to <https://ip4.me>

3. I can reach the Web Portal login page, but cannot log in.

Ensure that you are using the correct email that was provided to Myers and Stauffer during the registration. Also, be sure you are attempting to access the web portal from the computer that has been registered.

4. I can log into the Web Portal but cannot see the project, associated facility or events within the stat log.

Contact Myers and Stauffer at MS_Web_Portal@mslc.com and reference the Mississippi Cost Report Web Portal, and you will be directed to the appropriate person(s).

5. Why do I need to provide an IP address for access to the web portal?

This is done to provide dual authentication of the user accessing the website. This helps ensure that the data transmitted is secure and not accessed by any unauthorized users.

6. I am seeing a yellow cloud without an arrow, and I cannot download the file attached to this event.

This is likely due to the “Expected Date” passing. If this has occurred, please contact Myers and Stauffer and we will assist with ensuring you are able to download the appropriate file.

7. When I attempt to upload a file, I only see a blank screen.

Try changing the zoom settings for your browser, zooming out may help you see the appropriate upload information.

8. My upload failed, and says that I did not use the right file type.

Please review the submission requirements for the file that you are submitting. Certain files must be submitted in a certain file format, such as “.xlsx”.

9. I accidentally uploaded the wrong support. How do I delete it?

Please contact Myers and Stauffer at MS_Web_Portal@mslc.com to delete the file.

10. Where can I access a tutorial on utilizing the web portal/find a user guide?

A user guide and pre-recorded training can be found here:

<https://www.mslc.com/mississippi/CRReviewResources.aspx>



Registration Questions

1. What does a public IP Address look like?

A public IP address is one that doesn't contain any non-allowable IP addresses (see the next question) and it may look like this:

172.217.22.14

Or as a range it may look like this:

172.217.22.14-172.217.22.19

To determine your public IP address, connect to the internet and go to the website <https://ip4.me/> from each computer and location you plan to use to access the portal. Your public IP address will be returned as a series of numbers with periods. If there are multiple IP addresses to list on a single line, separate IP addresses with a semicolon.

2. What are some examples of non-allowable or private IP addresses?

The first number of an IP address cannot be a zero (e.g. 07.255.255.255). Below are a list of private or unusable ranges that are not compatible with the Myers and Stauffer Web Portal.

10.0.0.0 – 10.255.255.255 169.254.1.0 – 169.254.254.255 172.16.0.0 – 172.31.255.255
192.168.0.0 – 192.168.255.255 255.0.0.0 – 255.255.255.255

3. What if our facility needs more registered contacts than what is allowed on the registration form?

In the event a facility needs more registered contacts than the 15 spaces allowed on the registration form, please fill out a second form with the additional individuals.

4. Why does the CEO/CFO or an authorized person need to sign the registration document?

To ensure the proper individuals are linked to the correct providers, Myers and Stauffer will only accept registration forms that have been signed by the facility CEO/CFO or authorized person. In the event a facility contracts out to accountants/lawyers/management firms, the facility must authorize that the contracted third party individual is allowed to view the information on the web portal.

5. What do I do when a provider has changed authorized individuals?

It is the responsibility of the provider to contact Myers and Stauffer to remove/update a provider's authorized users.

Contact Myers and Stauffer at MS_Web_Portal@mslc.com and reference the Mississippi Cost Report Web Portal, and you will be directed to the appropriate person(s).

6. How do I update the contact information for my facility?

To update an existing user, you may call or email us to update the information. For any new users, please re-send the registration form with the appropriate information (and signatures), and we will update your contact information accordingly. You can find a copy of this registration form on Myers and Stauffer's website:

<https://www.mslc.com/mississippi/CRRReviewResources.aspx>