



To: MaineCare Providers
From: Dan Mickool R.Ph, M.S., Ed D Associate Director of Pharmacy
Date: August 18, 2025
Re: Re-launch of MaineCare's pharmacy benefits program Provider Portal

Effective Date: 8/18/2025	
BIN: 005526	PCN: MEPOP
BIN: 005526	PCN: MEPARTD

Dear Medicaid Provider,

We are excited to announce the re-launch of MaineCare's pharmacy benefits program **Provider Portal**. The **eWEBS Pharmacy Provider Portal** is designed for use by prescribers and pharmacies to simplify access to member and drug information. It provides a secure way for registered users to look up member eligibility, member drug history, and preferred drug list (PDL) information. In addition, providers can **electronically submit prior authorization requests and track the progress of PA requests online**. Prescribers are guided through preferred and non-preferred drug selections, and potential step therapy, dose limits or other coverage restrictions, giving them the ability to make informed drug choices.

It's easy to sign up! The portal is web-based and can be accessed at <https://providerportal-megov.optum.com>. Simply click on the link to register and follow the directions to submit the enrollment form. You will be issued a user ID and password once your registration information has been submitted and validated.

Features that will be available to all registered users include:

- **Member Inquiry** – The ability to look up demographic information for any Medicaid enrolled individual, including member eligibility, member prior authorizations, or their current and historic pharmacy claims
- **Pharmacy Inquiry** – The ability to find pharmacy information such as location and phone information
- **Formulary Inquiry** – The ability to look up drug information, Preferred Drug List (PDL) preferred step order, and PA criteria
- **Diagnosis Inquiry** – Ability to look up diagnosis code definitions
- **Program alerts, announcements and updates** – Will be made available through the portal

Prescribers have additional capabilities through the eWEBS Provider Portal:

- **Prior Authorization** – The ability to submit electronic prior authorizations, track current PA submissions, view determination results and submit electronic prescriptions through the fax submission.

The application also has a user guide for you to review. If you have any questions about the portal, please email MaineHD@optum.com or call our helpdesk at 888-420-9711.