

MWMA Onboarding Tip Sheet

If you are connected to a State Network at your agency and are trying to complete the onboarding process, please refer to 'What should I do if my agency uses a state network?' guide **BEFORE** you start the onboarding process mentioned below

Step 1 An Organization Administrator from your agency needs to be setup

If you do not have an email invitation with subject "**Invitation to become an Organization Admin**", please send an email to MedicaidPartnerPortal.info@ky.gov with subject "Did not receive Organization Administrator Onboarding Invite Email" and provide your org admin's First Name, Last Name, Email, Agency Name, Agency Medicaid Provider Number(s), and Contact Telephone Number.



Step 2 Organization Administrator completes the Onboarding Process

Onboarding Process

From the onboarding invite email, click on the hyperlink and perform the following steps:

- i. Create a new KOG Account
- ii. Activate the KOG Account by completing account verification
- iii. Login to the Kentucky Online Gateway using Username and Password and setup Multi Factor Authentication using VIP ACCESS software at the following link.

<https://kog.chfs.ky.gov/>

- iv. Verify that 'Organization Management' link is displayed under Applications Page.

(Refer to Organization Administrator Onboarding section in attached guide for detailed process)

ESSENTIAL ACTIONS:

- When creating the KOG account, provide the same email address as the email where you received the onboarding invite
- Remember the Username and Password and answers to the security questions. You will need them for log in and account activation, and for subsequent account management.
- If you are unable to download, install or use the VIP ACCESS software on your machine, contact your IT Department for assistance

If you face issues while completing the Onboarding Process as an Organization Administrator, please send an email to MedicaidPartnerPortal.info@ky.gov with subject "Issue faced during Organization Administrator Onboarding Process", and include a summary of issue(s) faced, steps taken and screenshot(s).



Step 3 Organization Administrator invites other users in the Organization

From the Organization Management link, Organization Administrator provides the First Name, Last Name, Email Address and **ONE** role for a user and sends the onboarding invitation to the user.

(Refer to section 'Sending Provider Agency User Onboarding Invitations' in attached document)

ESSENTIAL ACTIONS:

- Verify that **ABSOLUTELY ONLY ONE** role is selected while sending an invitation to a user.
- If an Organization Administrator wishes to use MWMA as a user of their organization, they will have to send an invitation to himself/herself by selecting ONE role besides Organization Administrator.
- Please **DO NOT** remove your role as an Organization Administrator while Managing User Roles.

If you face issues while inviting users, please send an email to MedicaidPartnerPortal.info@ky.gov with subject "Issue faced while sending invitations to other agency users", and include a summary of issue(s) faced, steps taken and screenshot(s).



Step 4 Invited user completes the Onboarding Process

Onboarding Process

Once the organization administrator sends an invite to a user, an email will be sent to the user's email address. From the onboarding invite email, the user clicks on the hyperlink and perform the following steps:

- Create a new KOG Account
- Activate the KOG Account by completing account verification
- Login to the Kentucky Online Gateway using Username and Password and setup Multi Factor Authentication using VIP ACCESS software at the following link.

<https://kog.chfs.ky.gov/>

- Verify that 'KHBE Self Service Portal' link is displayed under Applications Page.

(Refer to Provider Agency User Onboarding section in attached guide for detailed process)

ESSENTIAL ACTIONS:

- When creating the KOG account, provide the same email address as the email where you received the onboarding invite
- Remember the Username and Password and answers to the security questions. You will need them for log in and account activation, and for subsequent account management.
- If you are unable to download, install or use the VIP ACCESS software on your machine, contact your IT Department for assistance.

If you face any issues while completing the Onboarding Process as an Organization User, please send an email to MedicaidPartnerPortal.info@ky.gov with subject "Issue faced during Organization User Onboarding Process", and include a summary of issue(s) faced, steps taken and screenshot(s).



Step 5 Invited User Logs into MWMA

2 hours after completing the onboarding process in aforementioned step, the invited user can log into MWMA using the following URL:

<https://kywaiver.ky.gov>

ESSENTIAL ACTIONS:

- If you see an error message after logging in that says you have multiple roles, please seek assistance from your organization administrator.
- If you are unable to download, install or use the VIP ACCESS software on your machine, contact your IT Department for assistance.

If you face any issues logging into MWMA at the aforementioned URL, please send an email to MedicaidPartnerPortal.info@ky.gov with subject "Issue faced while logging into MWMA", and include a summary of issue(s) faced, steps taken and screenshot(s).

Detailed Step by Step Guidance can be found in the **Medicaid Waiver Management Application (MWMA) Onboarding Manual**