

# Transcript: Steps to Start a New Enrollment Application (Video APP-2)

**This document contains the transcript for Video APP-2: Steps to Start a New Enrollment Application.**

---

## Introduction

This video will focus on the steps to begin a new enrollment application using KY MPPA.

## Steps to Start a New Enrollment Application

The steps to begin your new enrollment application start on the KY MPPA Dashboard. To begin a new enrollment application, you will click the Application tab from the Main Menu.

### Select Role and Application Type

The first step in starting a new enrollment is to select your role in KY MPPA. This selection is key as the application path will vary depending upon the role selected. For this demonstration, we will select “I am a Provider enrolling as an Individual”. Once you click Save & Next, you will be taken to the Start an Application page where you will select your Application Type. We will select New Enrollment.

- An Owner or Provider will complete the application using their own information.
- A Credentialing Agent will fill out the application using the Provider’s information.

### Start an Application Page Data Entry

The Start an Application page will expand once you select your Application Type. Within KY MPPA, required information is designated by a red asterisk (\*). such as the requested effective date, Provider Type and primary NPI.

The first selection on this page is the Provider Category – individual, group or entity. For this video, we will be selecting Individual.

From there, you will select your Provider Type. Only the Provider Types associated with the selected Provider Category will be shown in the drop down menu. The selection of the Provider Category and Provider Type will determine the path your application will take within KY MPPA – which screens and information must be entered and which documents must be uploaded. These two selections cannot be changed once you click Start an Application so if

you select the incorrect Provider Category or Provider Type, you will have to withdraw your application and begin again.

Once you have selected your Provider Category and Provider Type and verified correctness, enter the requested effective date and the Provider's date of birth.

- The Requested Effective Date can be up to one year in the past or up to 90 days in the future.
- We recommend you type in the birth date in the field as the calendar icon only goes back 10 years. This field will be verified to ensure the provider is old enough to meet the age restrictions for the associated Provider Type.

The next two keys pieces of information to be entered are the NPI and Taxonomy. KY MPPA will verify the NPI/taxonomy combination is a valid combination within the NPPES database and that the combination is not already in use. If there are issues, you will receive an error message or alert. To see the types of errors that could be encountered, watch the "NPI/Taxonomy Error Messages and Alerts" video.

Enter the NPI and taxonomy. As you enter the taxonomy, the field will provide options based on your entries to help you find the correct taxonomy.

You will then enter either the social security number or the FEIN depending upon the Provider Category. Please note, the SSN or FEIN cannot be changed once you click Start an Application and navigate beyond this page.

Select whether your primary physical location is located in KY or not.

Finally, there are options related to Managed Care Organizations (MCOs).

- Indicate whether the Provider will be applying to join one or more Managed Care Organizations or MCOs.
  - **Note:** *Selecting one of the MCOS on this screen will not contract the Provider - it is the Provider's responsibility to contract with the MCO directly.*
- If you are a credentialing agent with an MCO entering the application information, select the MCO or MCOs you are representing.
  - When you select one of the MCOs, an MCO Identifier field will be provided. Enter the MCO code associated with your selection.
  - If you do not know the code, you will need to reach out to MCO management to obtain the code.
- If you are a subcontracted credentialing agent for the MCO, select Yes to the next question and enter the Subcontractor Identifier.
  - This code will be obtained from MCO management.
- If you are not a subcontracted credentialing agent, select No and proceed.

## Data Verification

At this point, verify and confirm all the information has been entered correctly and ensure all the required fields have been completed. Once verified, click Start an Application.

## Click Start an Application

Once you click on the Start an Application button, you will be provided a Confirm Submit screen. This screen informs you that the Application Type, Provider Category and Provider Type may not be changed once you have left the screen. It asks you whether you want to continue. We recommend checking your data one final time. If correct, click Yes to continue. If you notice changes need to be made, click No to return to the input screen.

Once you have selected Yes to continue, you will be taken to screen 1.1 Basic Information. This is where you will begin entering data based on your provider type and category.

## Wrap Up

You have just completed the Steps to Start a New Enrollment Application video. For more information on this topic or others, visit the KY MPPA video Training Library.

## Contact Center

If you have questions after reviewing the provided training materials or you need to speak with a Customer Service Representative, you can reach out to the KY MPPA Contact Center via phone at 877-838-5085.

- For program or policy questions, select Extension 2.
- For technical support or questions regarding KY MPPA functionality or use, select Extension 1 or email [medicaidpartnerportal.info@ky.gov](mailto:medicaidpartnerportal.info@ky.gov).