

Account Set Up and Sign On (KY MPPA)

Extended Pilot

Welcome to the Kentucky Medicaid Partner Portal (KY MPPA)



Introductions

Lead Facilitator

Support Facilitator

Agenda

- Introduction
- Objectives
- KY MPPA Rollout and Invitation Refresher
- Steps to Set Up Your KY MPPA Account
- Steps to Sign On to KY MPPA
- Initial Linking to Existing Medicaid IDs
- Introduction to the KY MPPA Dashboard
- KY MPPA Resources, Training and Next Steps
- Questions

Today's Objectives

- Provide a refresher on the KY MPPA rollout strategy and KY MPPA invitations
- Understand the one-time steps to set up your KY MPPA account
- Understand the one-time and recurring steps to sign on to KY MPPA
- Understand the steps to link to your existing KY Medicaid IDs
- Introduce the KY MPPA Dashboard
- Be familiar with KY MPPA resources, training, and next steps



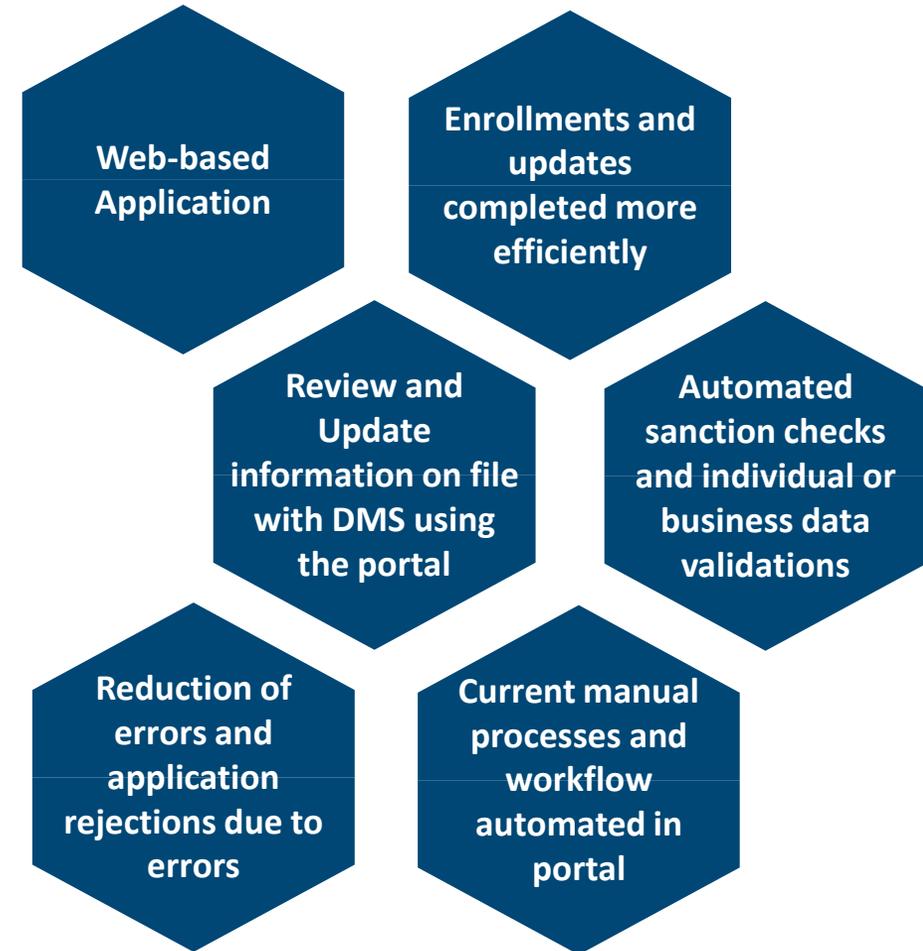
Poll 2



KY MPPA Rollout Refresher

What is the Kentucky Medicaid Partner Portal Application?

The Kentucky Medicaid Partner Portal Application (KY MPPA) is an initiative of the Cabinet for Health and Family Services (CHFS) to streamline and automate the current paper enrollment process under the Commonwealth's Medicaid Program.



Poll 3



Extended Pilot Rollout Strategy



Expectations for Extended Pilot Participants

- Attend all training sessions and “get the word out” to teams
- Complete all new enrollment, maintenance actions, and revalidations through KY MPPA
- Participate in Participant questionnaires as they become available
- Provide feedback on the KY MPPA system (*functionality, training materials, support system*)
- Identify recommendations for future enhancements

Poll 4



KY MPPA Invitation Refresher

How Invitations are Sent

Batch Emails

Sent by KY MPPA to large groups (Hospitals, Provider Groups)

Requires email address of each Provider and/or Credentialing Agent

KY MPPA Web Link

Providers or CAs click on "Register for KY MPPA" link on KY MPPA Web Page

Organization Management Application (OMA)

Providers send invitations to **Credentialing Agents**
(Providers get access to OMA when Medicaid ID is assigned or linked)

Credentialing Agents invited by Organization Administrators for large groups (Hospitals; Provider Groups)

New Enrollment Application

Providers are invited when Credentialing Agent prepares a New Enrollment Application and sends to Provider for electronic signature

Batch Emails

Batch Emails

Sent by KY MPPA to large groups (Hospitals, Provider Groups)

Requires email address of each Provider and/or Credentialing Agent

- Bulk email invitations will be sent from the Kentucky Online Gateway (KOG) to Providers and Credentialing Agents
 - Based on emails in the KY MPPA system
 - Emails were migrated into KY MPPA from KY HealthNet
- Approximately 2/3 of Providers in Targets 1 – 3 have emails in KY MPPA
 - Emails have not been validated so Providers may not receive the invitation

What happens if I don't receive an invitation on my Target group's rollout date?

- Click on the "Register for KY MPPA" link on the KY MPPA web page

KY MPPA Web Link

KY MPPA
Web
Link

Providers or CAs
click on
“Register for KY
MPPA” link on
KY MPPA Web
Page

- Providers and Credentialing Agents can click on the “Register for KY MPPA” link on the KY MPPA web page
- User directed to the “Let’s Get Started” page to begin the account set up process

PROVIDER ENROLLMENT

Medicaid Partner Portal Application

KY MPPA opens Feb. 4 for targeted provider types

The Kentucky Department for Medicaid Services (DMS) is proud to announce that the Kentucky Medicaid Provider Portal Application (KY MPPA) extended pilot rollout is being restarted beginning Feb. 4 for specific provider types and two hospitals. Provider types listed below are invited to begin using KY MPPA on their designated dates.

Feb. 4 – Provider Types 85 (Chiropractor), 77 (Optometrist), 52 (Optician), 60 (Dentist), King’s Daughters Medical Center and Ephraim McDowell Health

Feb. 18 – Provider Types 82 (Licensed Clinical Social Worker), 87 (Physical Therapist), 81 (Licensed Professional Clinical Counselor), 79 (Speech Language Pathologist) and 88 (Occupational Therapist)

Invitations will be sent out to provider types on or near the rollout dates to the email addresses on file with DMS. Any provider or representative (credentialing agent) of these targeted types or hospitals who does not receive an email invitation can [register](#) online with KY MPPA.

Webinars

[Register online for webinars](#)

Participants must pre-register at least 24 hours in advance of a webinar. Space is limited to at least 10 and no more than 100 participants per event.

Tip: If you don’t receive a registration confirmation email within 24 hours, check your spam/junk folder and ask your organization IT administrator to whitelist domain adobeconnect.com.

KY MPPA Web Pages

[Newsletters and Release Notes](#)

[Training Resources Web Page](#)

Additional Information

- [Authorized Delegate Form](#)



KY MPPA Web Link

KY MPPA
Web
Link

Providers or CAs
click on
“Register for KY
MPPA” link on
KY MPPA Web
Page

- Providers and Credentialing Agents can click on the “Register for KY MPPA” link on the KY MPPA web page
- User directed to the “Let’s Get Started” page to begin the account set up process

Provider or Credentialing Agent with Web Link



Organization Management Application (OMA)

Organization
Management
Application
(OMA)

Providers send invitations to Credentialing Agents

Credentialing Agents invited by **Org Admins** for large groups (Hospitals; Provider Groups)

- Individual Providers and Organization Administrators will be able to send invitations to Credentialing Agents to work on the behalf of their associated Medicaid IDs
 - Individual Providers with KY Medicaid IDs
 - Organization Administrators (Org Admins) belonging to large groups/entities or credentialing agencies with Group Medicaid IDs
- Will invite using the Organization Management Application (OMA) tool
 - OMA accessible from the Kentucky Online Gateway (KOG) landing page

****Linking Providers and Credentialing Agents using the Organization Management Application (OMA) Webinar** will walk Credentialing Agent (CA) Managers and Organization Administrators through the steps to invite CAs using the Organization Management Application

New Enrollment Application by Credentialing Agent

- New Medicaid Providers can receive an invitation from KY MPPA directly if their New Enrollment application is completed by a Credentialing Agent

New Enrollment Application

Providers are invited when Credentialing Agent prepares a New Enrollment Application and sends to Provider for electronic signature



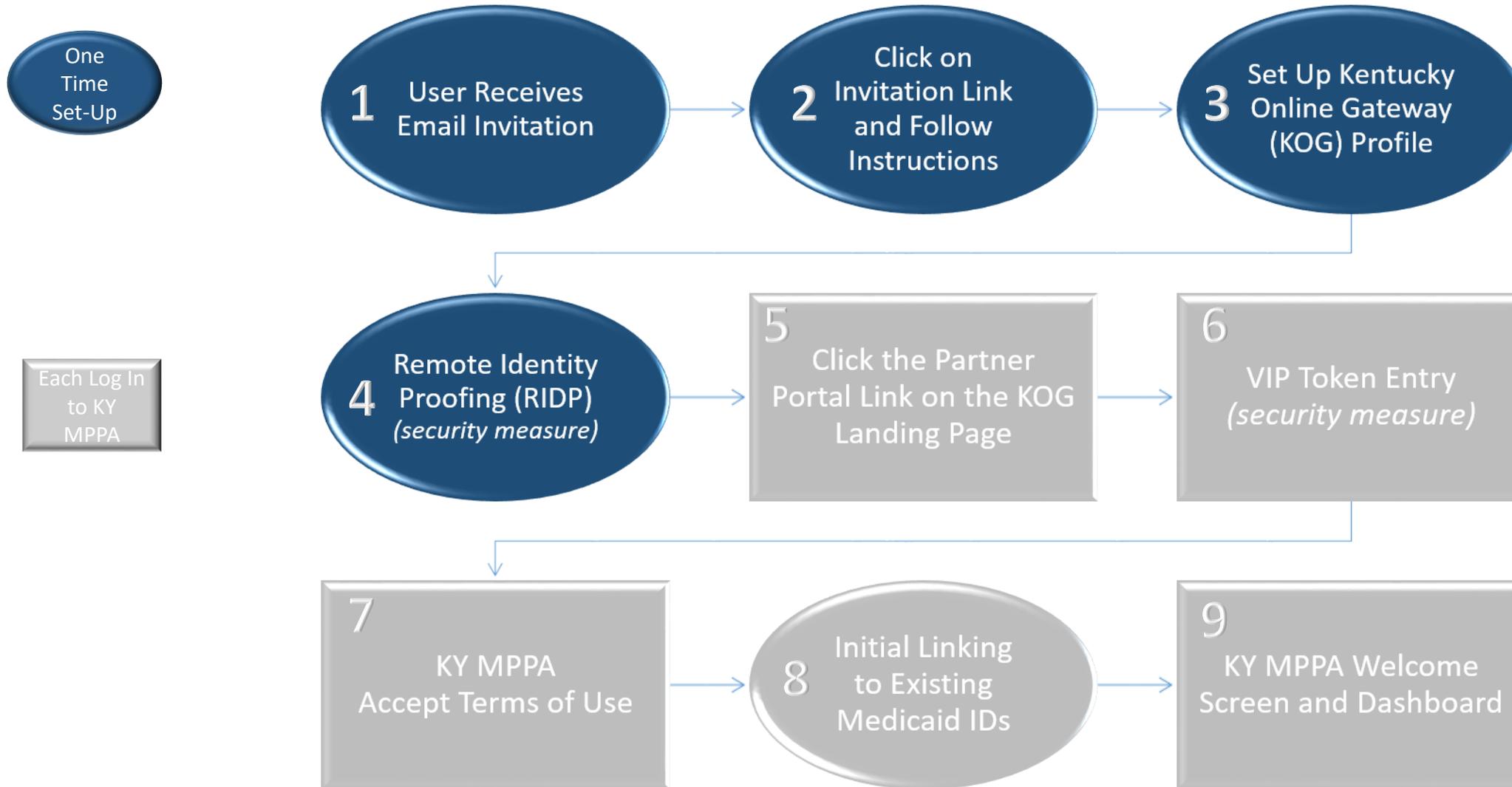
KY MPPA Web Link



Provider New Enrollment Application Using Credentialing Agent

Setting Up Your KY MPPA Account

Setting Up Your KY MPPA Account



Accept Invitation

Step 1

Step 2

- **Click on the link in the KY MPPA email invitation**

Look for email coming from a ky.gov email address

From: PartnerPortal@ky.gov [mailto:PartnerPortal@ky.gov]
Sent: Tuesday, February 20, 2018 11:24 AM
To: Lee, William <lwilliam@will.org>; Adams, Karen <karen.adams@wili.org>
Cc: Andrew, John <John.andrews@will.org>; Lee, William <lwilliam@will.org>
Subject: APP9999999 Kentucky Medicaid Provider Enrollment Message
Importance: High

Click link to access KY MPPA

You have a new item awaiting your attention in Partner Portal. Please login to Partner Portal <https://prdweb.chfs.ky.gov/partnerportal/Home.aspx>.

Kentucky Department for Medicaid Services

Note: *Your invitation may look slightly different depending on the invitation source*

Create Account: OMA Invitation

Step 2

- Select “**Citizen or Business Partner**”
- Click **Create Account**

Welcome to the Kentucky Online Gateway

I am a

- Citizen or Business Partner
- State Employee/Contractor within a COT Consolidated Agency ?
- State Employee/Contractor within a non-consolidated Agency ?
- State Employee/Contractor without a State Issued Email Address

Sign In Create Account

Click **Sign In** if you have a KOG account with the email address where your KY MPPA invitation was sent

If you do not have a KOG account or if your KOG account is set up under a different email than your invitation

- Click **Let’s Get Started**

Kentucky.gov Partner Portal Welcome : Guest

Welcome to the Kentucky Medicaid Provider Enrollment Portal

Scheduled Site Maintenance

The table below shows the regularly scheduled maintenance. All times are in the Eastern timezone.
On 7.11.18, Kentucky Medicaid Provider Enrollment Portal will not be available at 8:00 PM(EST) due to system updates. Please conclude all work within Medicaid Provider Enrollment Portal on 7.11.18 by 8:00 PM(EST), 7:00 PM(CST).

Provider Enrollment

Thank you for choosing to participate in the Kentucky Medicaid Program. The Kentucky Medicaid Program appreciates your interest and welcomes the opportunity to work with you to provide health care services to Kentucky Medicaid members.

The Department for Medicaid Services (DMS) only contracts with providers or entities qualified under 907 KAR 1:671 and 907 KAR 1:672 and approved by DMS to participate. DMS reserves the right to approve or reject an agreement with any provider.

Notice: Pursuant to 907 KAR 1:672 section 2 1(c) (1), you must be enrolled as participating provider prior to being eligible to receive reimbursement.

For information related to participation in KY Medicaid see [CHFS DMS Website](#)

Portal Login

Let's Get Started

Create Account: "Register for KY MPPA" Link or Batch Email

- Click **Create Account**

Enter **Username** and **Password** if you have a KOG account with the email address where your KY MPPA invitation was sent. Click **Log In**.

The screenshot shows the 'Gateway Log In' interface. It includes a title 'Gateway Log In', a sub-header 'Login with your Kentucky Online Gateway Account.', and two input fields: 'Username or Email Address' and 'Password'. Each field has a 'Forgot' link next to it. A 'Log In' button is highlighted with a red box. Below the fields is a 'Resend Account Verification Email' link. To the right, a 'WARNING' box contains text about unauthorized access, with a callout pointing to it. Below the warning is a 'Create An Account' button, also highlighted with a red box. A link 'Don't already have a Kentucky Online Gateway Citizen Account?' is positioned above the 'Create An Account' button.

Creating a KOG Account

Please complete your Kentucky Online Gateway Profile

Please fill out the form below and click Submit when finished.
All fields with * are required.

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* Username	<input type="text"/>	
* Password	<input type="password"/>	
* E-Mail Address	<input type="text"/>	
Street Address 1	Street Address 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	Kentucky	<input type="text"/>
Language Preference	Question	
English	In what city were you born? (Enter full name of city only)	
Question	What was the name of your first pet?	
* Answer	* Answer	
<input type="text"/>	<input type="text"/>	

Cancel Sign Up

The username is generated automatically using your first and last name (for example, John.Smith). If you would like to use a different username, it can be changed.

Use the e-mail address from your invitation to join KY MPPA or the account set up process will not work properly.

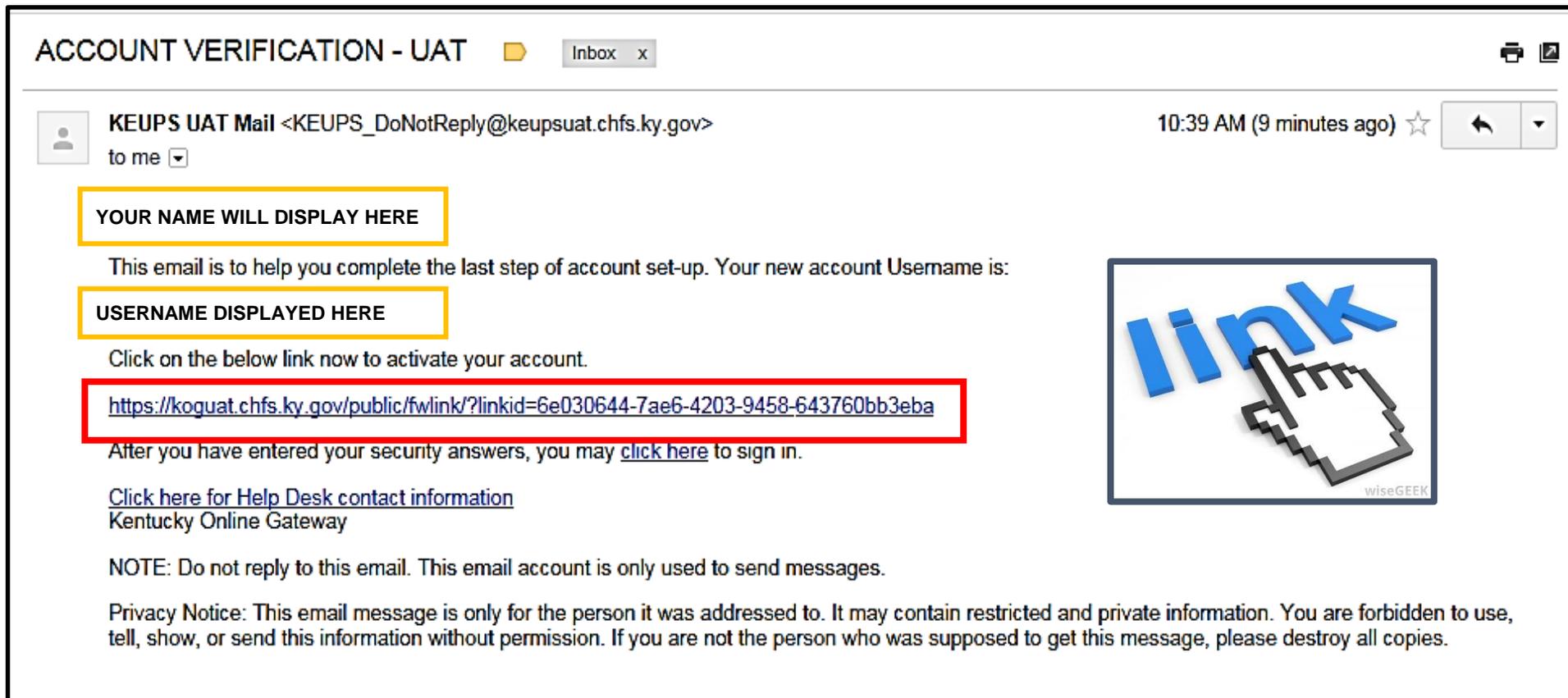
These security questions will be used to validate your account. They can also be used to reset your password.

Poll 5



Verification E-mail

- You will receive an email in your inbox with an account activation link
- Click on the **link** to proceed to security question validation



Verification E-mail

- Answer the Security Questions you provided in your profile set up
- Click **Verify Account**

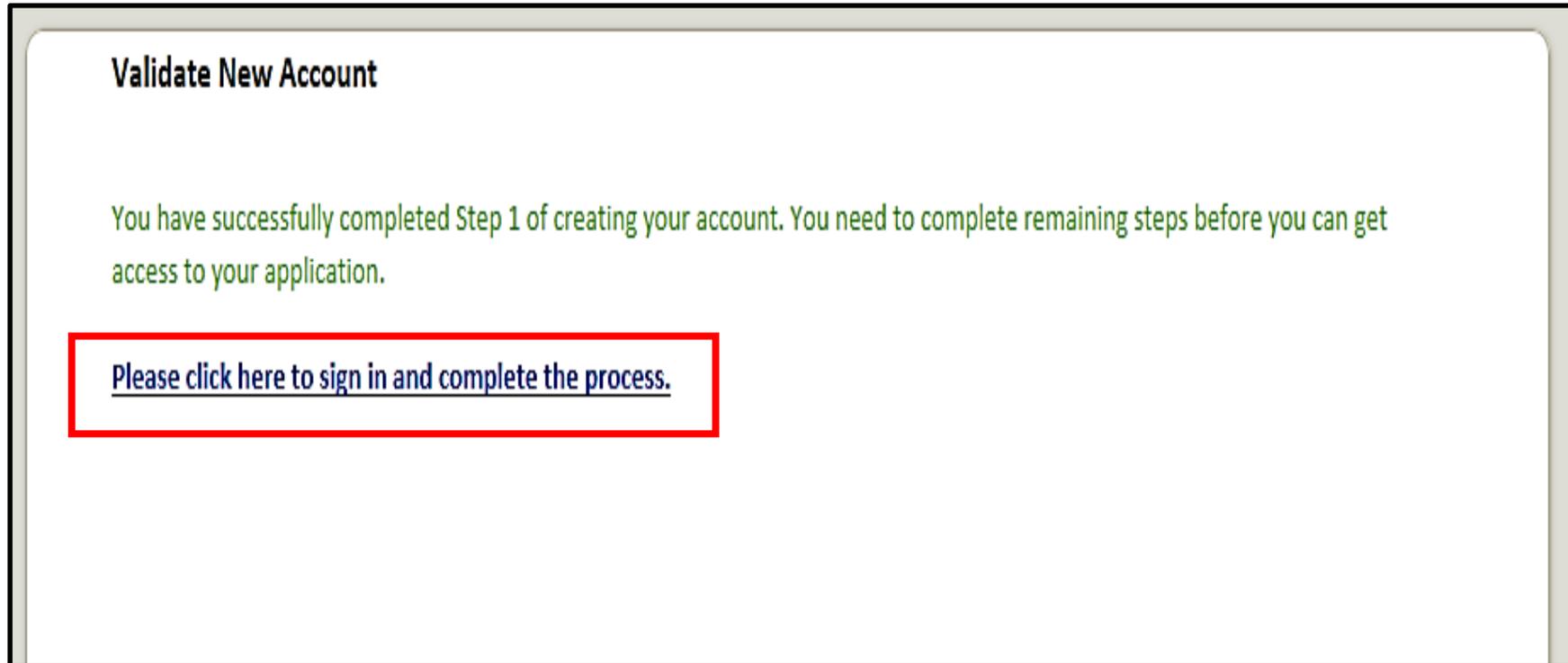
Validate New Account

To verify your identity, please answer the following security question(s).

Question	In what city were you born? (Enter full name of city only)
*Answer	<input type="text"/>
Question	What was the name of your first pet?
*Answer	<input type="text"/>

Verify Account

- You will receive a Successfully Completed message
- Click on **link** to complete the account set up process



- Enter the **Username** and **Password** set up in your KOG profile
- Click **Log In**

Gateway Log In

Login with your Kentucky Online Gateway Account.

 Username or Email Address [Forgot Username?](#)

Enter Username or Email Address

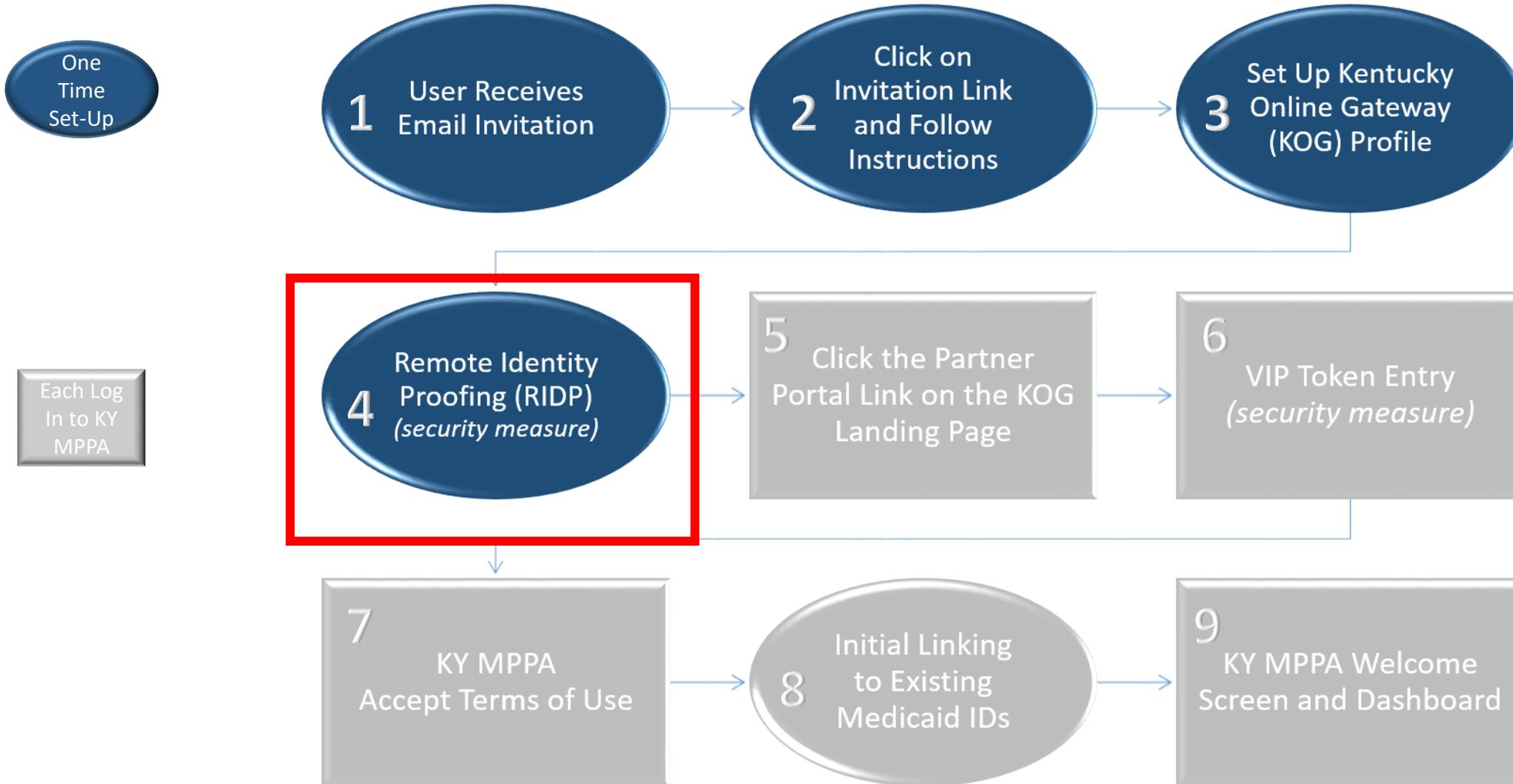
 Password [Forgot Password?](#)

Enter Password

Log In

[Resend Account Verification Email](#)

Setting Up Your KY MPPA Account



Remote Identity Proofing (RIDP)

- Security measure- “Process of validating sufficient information that uniquely identifies you”
- Two Part Process
 - Part I: Provide demographic information
 - Part II: Answer a series of “out-of-wallet” questions
 - What car did you drive in 2001?
 - Have you ever been associated with “x” address?
- Information you will be asked to provide:
 - Full **Legal** Name
 - Date of Birth
 - Current **Home** Address
 - Telephone Number*
 - SSN*



RIDP

- What happens to the data submitted?
 - Information you enter is passed to LexisNexis and is used to generate the security questions you receive.
 - Any information you enter will **NOT** be stored or sold.
- Will this impact my credit score?
 - No, LexisNexis does a “soft inquiry.”
 - Soft inquiries do not impact your credit report, score or history.



Tips for Successfully Completing RIDP

- Be Careful of Typos
- Provide Social Security & Phone Number
 - Generates more focused, easier to answer questions
- Avoid using nicknames
- Ensure address & name entered match address & name on your Driver's License.
 - LexisNexis compares the information you enter to information on file with DMV
- If you have a two-part name, enter the second part in the middle name field
 - Example: Mary Ann would enter “Mary” in the First Name Field and “Ann” in the middle name field.
- Read questions carefully
 - The phrase “have you ever been associated with this address” may be referring to a work, home or school address of yourself or a family member



Security Validation: *Remote Identity Proofing (RIDP)*

- Complete the form with your personal information
 - Use your **home** address and not your business address
 - Enter last 4 digits of SSN and telephone number for more focused, easier to answer questions
- Click **Next**

User Verification

Select An Application Select Roles **Role Prerequisites** Confirm Changes

The Kentucky Online Gateway must verify your identity information by using public records and consumer credit information. Your information may also be verified by using information contained in your Commonwealth of Kentucky records. Please fill out the form below using your **Legal Name**. Fields with asterisk are required. Click Next when finished.

* Legal First Name	test
Middle Name	
* Legal Last Name	person
Name Suffix	<input type="checkbox"/>
Gender	<input type="checkbox"/>
* Birth Date	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Last 4 Digits of SSN	
Email	test.person@keups.net
* Home Address	tst
* City	anywhere
* State	Alaska <input type="checkbox"/>
* Postal Code	
Postal Extension Code	
Phone Number	

Identity proofing is enabled

By checking this box I am certifying that I understand the services being requested are regulated by the Fair Credit Reporting Act and that permissible purpose is required. Any special procedures established by my company ("LexisNexis Subscriber") for obtaining the consumer's authorization to receive information from the consumer's personal credit profile from LexisNexis have been met. I certify that the consumer named above has initiated a transaction with my company, and that the service being requested will be used solely to confirm the consumer's identity to avoid fraudulent transactions in the consumer's name.

ACADEMY WINDRIFF

Type the text CAPTCHA™

Privacy & Terms

- You will be asked three personal questions that only you should be able to answer
- Select the appropriate answers to the questions
- Click **Next** to go to the KOG Landing page

User Verification

* 1) Based on your background, in what county is 7199 Vance Square?

Randolph
 Sanborn
 Sedgwick
 White
 I have never been associated with this address

* 2) Which of the following corporations have you ever been associated with?

Beautiful Values
 Mainland Contractors
 Windham Development
 Wireman Electric
 None of the above

* 3) What kind of KY license plate has been on your 1987 Chevrolet R20?

Disabled Veteran
 Handicapped
 Private
 Vanity
 I have never been associated with this vehicle

Next

What happens if I don't answer the questions correctly?

- You will be provided two additional questions
 - If you are not able to answer these questions, you will be directed to call the Contact Center
 - You will receive a **Reference Code** – give this code to the Contact Center
 - Keep this window open when calling
- Once RIDP completed successfully, click **Start a new Session**

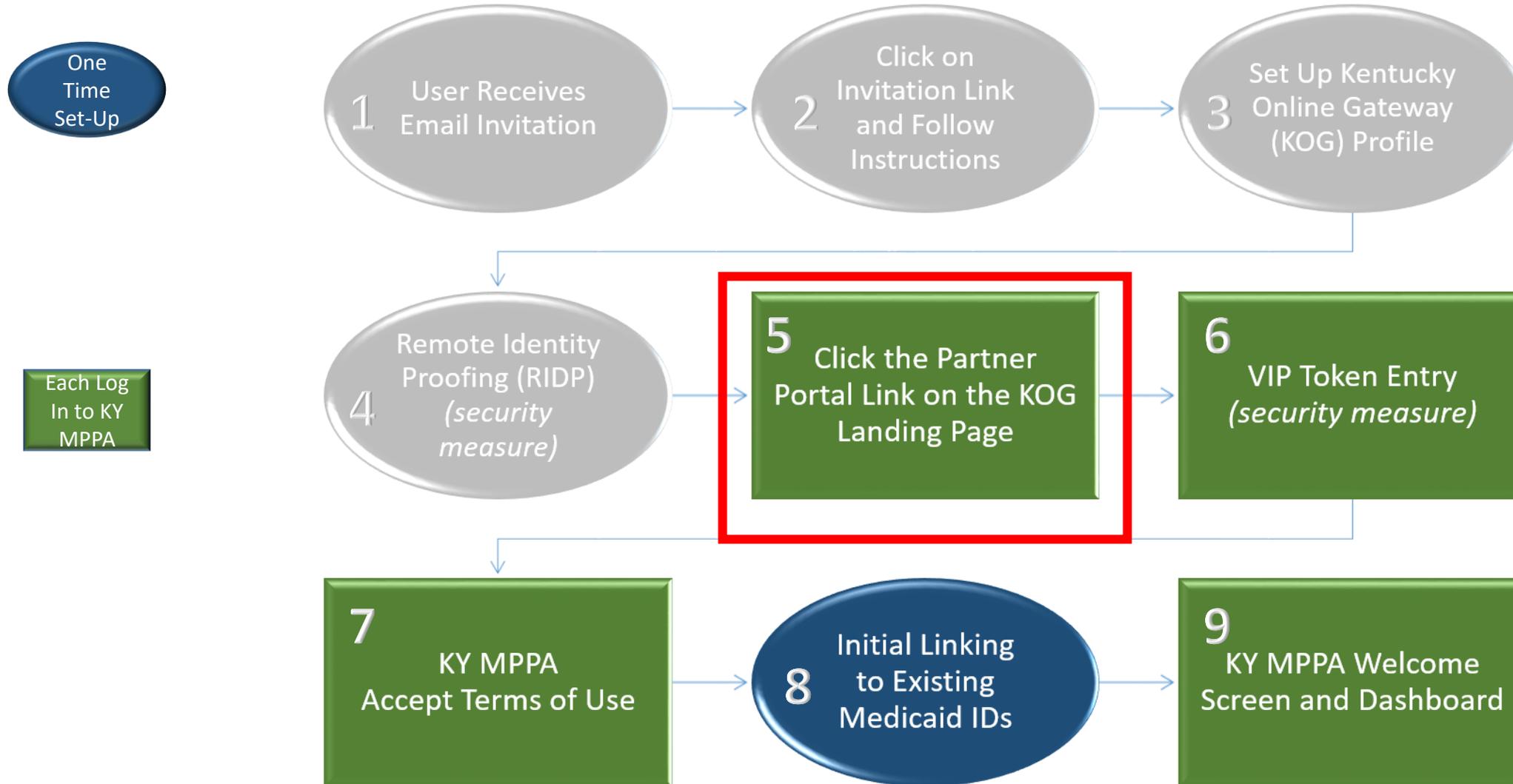


Poll 6

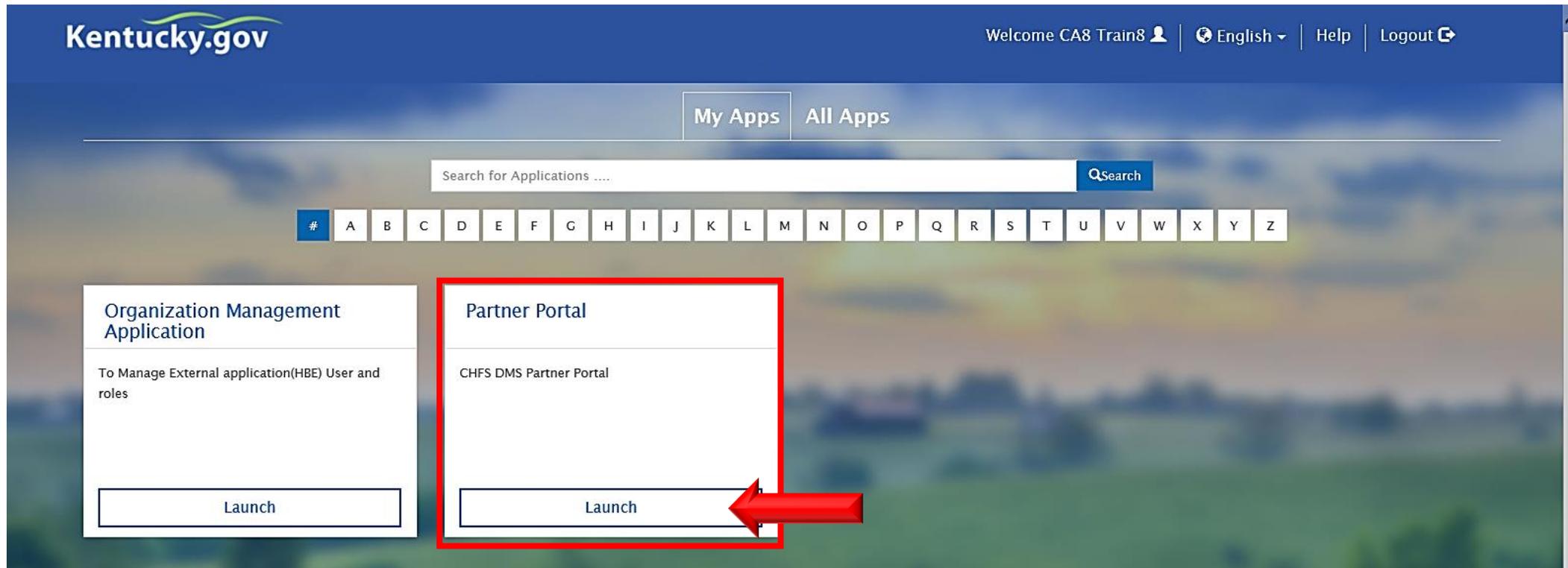


Signing on to KY MPPA

Signing On to KY MPPA



- Click **Launch** on the Partner Portal tile on your KOG Landing Page

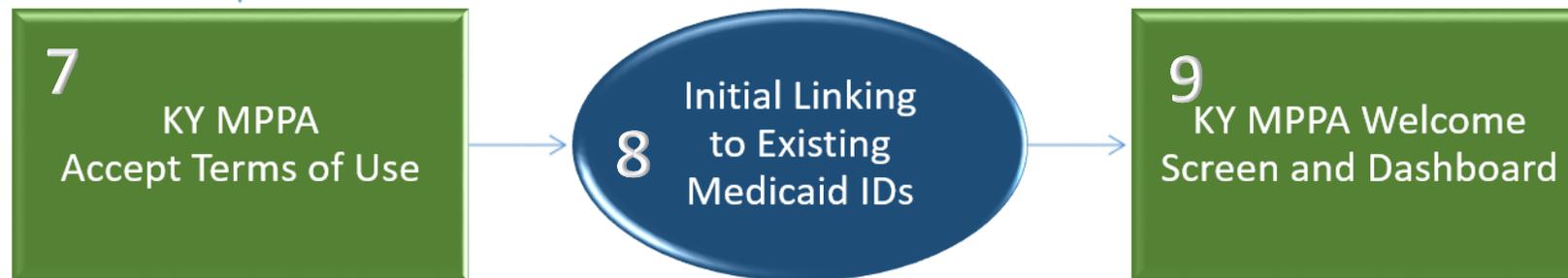


Signing On to KY MPPA

One Time Set-Up



VIP Token Software: <https://idprotect.vip.symantec.com/>



Each Log In to KY MPPA

Kentucky Online Gateway

Welcome Pamela Barber | My Account | Sign Out | Help | English

Multi-Factor Authentication

Registered Tokens

MFA Credential ID	MFA Credential Nickname	Credential Type
VSST****2135	Indi Laptop	Soft

[Add / Remove Token](#)

Authentication Required

Based on your security profile, this Login transaction requires additional authentication.
Please choose a method for authenticating this transaction.

Enter the six-digit security code from your VIP credential

[Continue](#)

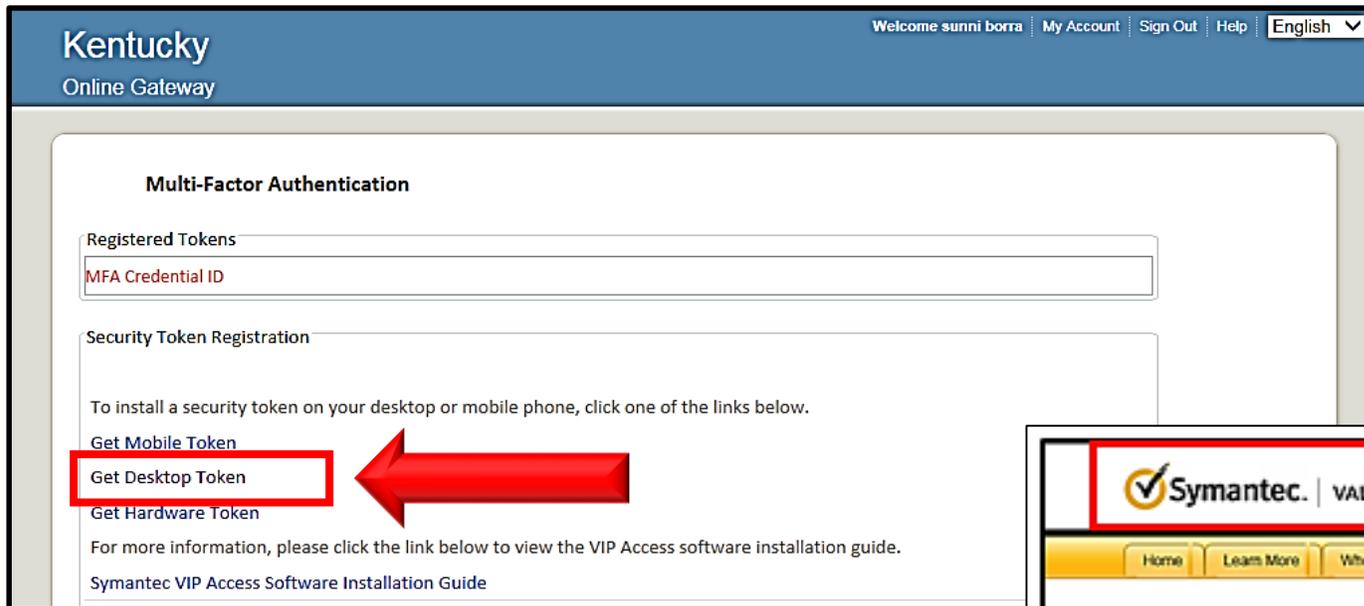
[I don't have access to my Security Token](#)

Privacy | Disclaimer

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- You will be brought to this page automatically each time you log in to KY MPPA
- Authenticates that *you are who you say you are* by entering a token
- When prompted, download and install the token
- Can use a **Desktop** token or a **Mobile** token
 - *Recommend using a Mobile token if accessing KY MPPA from multiple devices*

- Click on **Get Desktop Token**
- Click **Get VIP Access Desktop**
- Follow instructions



If you do not have permission to download software onto your computer, you will need to reach out to your Information Technology department to install the token.

VIP Token: Mobile

Step One:

- Access the Google Play or Apple App Store on your Smart Phone



App Store



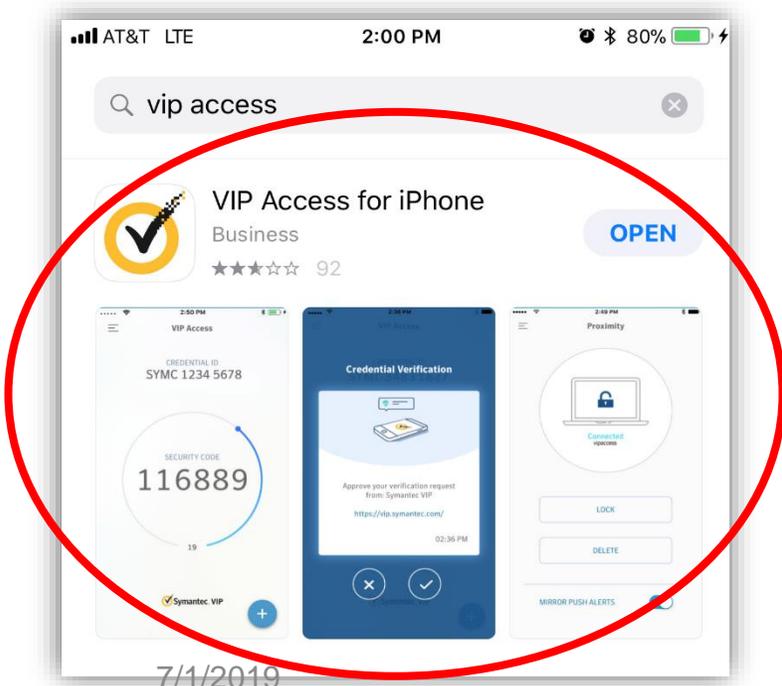
Google play

Step Two:

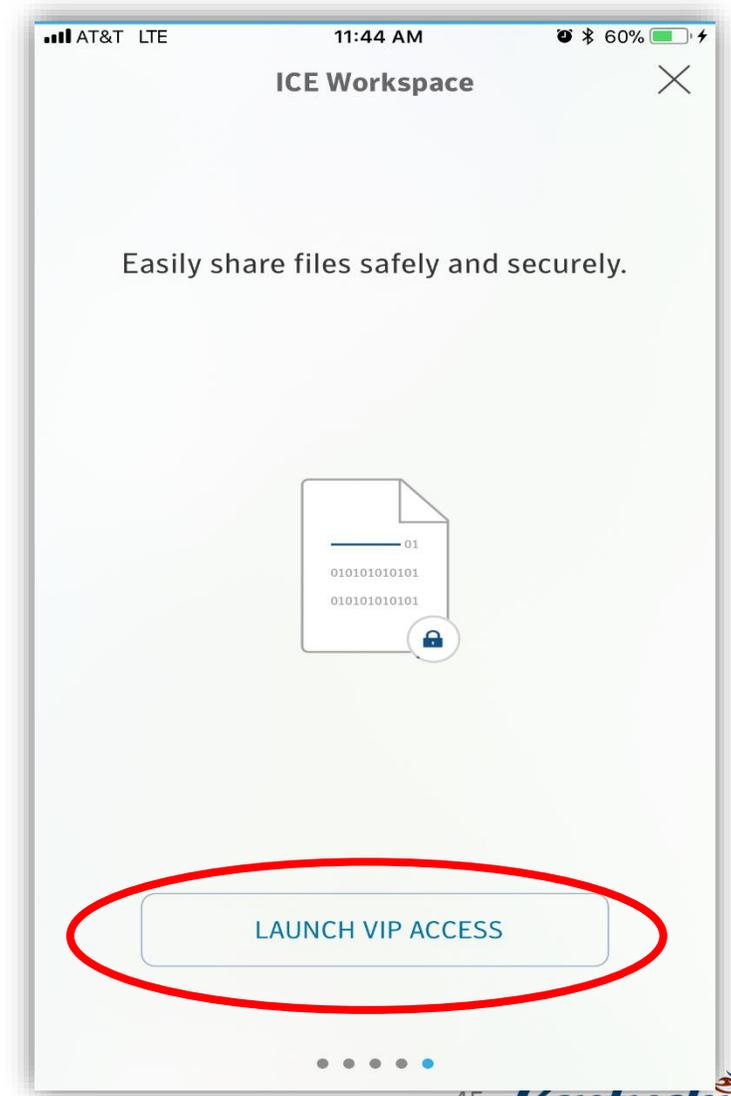
- Search “VIP Access” & download the application

Step Three:

- Launch the application
- Follow verification instructions as required



Account Set Up and Sign On



VIP Token: Register Desktop Token

Register Token

- Enter a **Token Nickname**
- Enter the **Credentialing ID**

Complete the registration fields with a **Token Nickname** and **Credentialing ID**

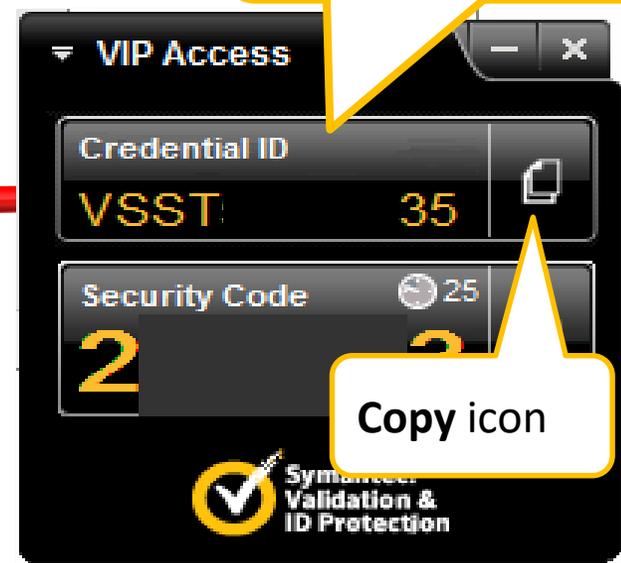
Register New Security Token

1 Enter Token Nickname
• Token Nickname
(Example: John's Laptop, Mary's iPhone)

2 Enter your credential ID. The credential ID has 12 alphanumeric characters.
• Credential ID

Hard Token (BACK) Desktop Token Mobile Token

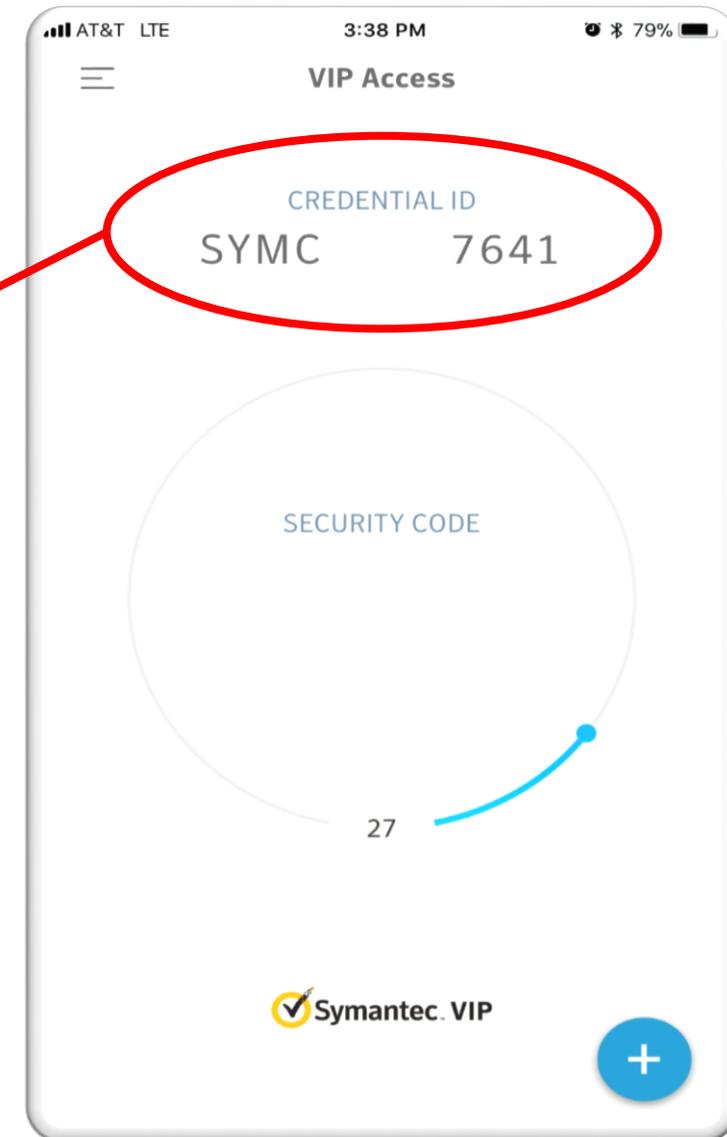
The **Credentialing ID** displays on the VIP Access token window



VIP Token: Register Mobile Token

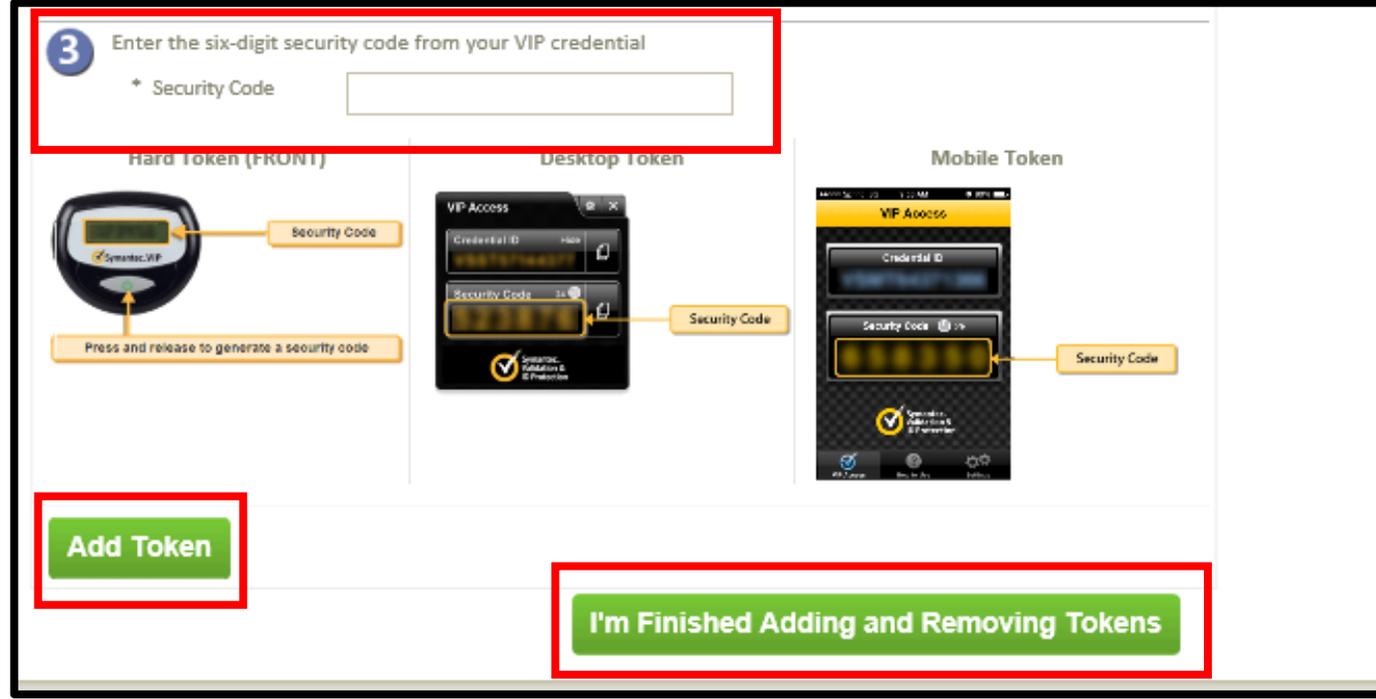
Register Token

- Enter a **Token Nickname**
- Enter the **Credentialing ID**



Register Token

- Enter **Security Code**
- Click **Add Token**
- Click **“I’m Finished Adding and Removing Tokens”**



VIP Token: Enter Security Code (Desktop)

Kentucky Online Gateway

MFA Token Registration confirmation

Multi-Factor Authentication

Registered Tokens

MFA Credential ID	MFA Credential Nickname	Credential Type
VSST****2135	Indi Laptop	Soft

Add / Remove Token

Authentication Required

Based on your security profile, this Login transaction requires additional authentication.
Please choose a method for authenticating this transaction.

Security Code

Enter the six-digit security code from your VIP credential

213523

Continue

[I don't have access to my Security Token](#)

Security Code displays on the VIP Access token window

Privacy | Disclaimer

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- Token registration confirmed
- Enter **Security Code** to continue log in process
- Click **Continue**

VIP Access

Credential ID

VSST 2135

Security Code 25

213523

Symantec. Validation & ID Protection

Copy icon

VIP Token: Enter Security Code (Mobile)

Multi-Factor Authentication

Registered Tokens

MFA Credential ID	MFA Credential Nickname	Credential Type
	Indi Laptop	Soft

Add / Remove Token

Authentication Required

Based on your security profile, this Login transaction requires additional authentication.
Please choose a method for authenticating this transaction.

Enter the six-digit security code from your VIP credential

Continue

[I don't have access to my Security Token](#)

AT&T LTE 3:38 PM 79%

VIP Access

CREDENTIAL ID
SYMC 7641

SECURITY CODE
460424

27

Symantec. VIP

+

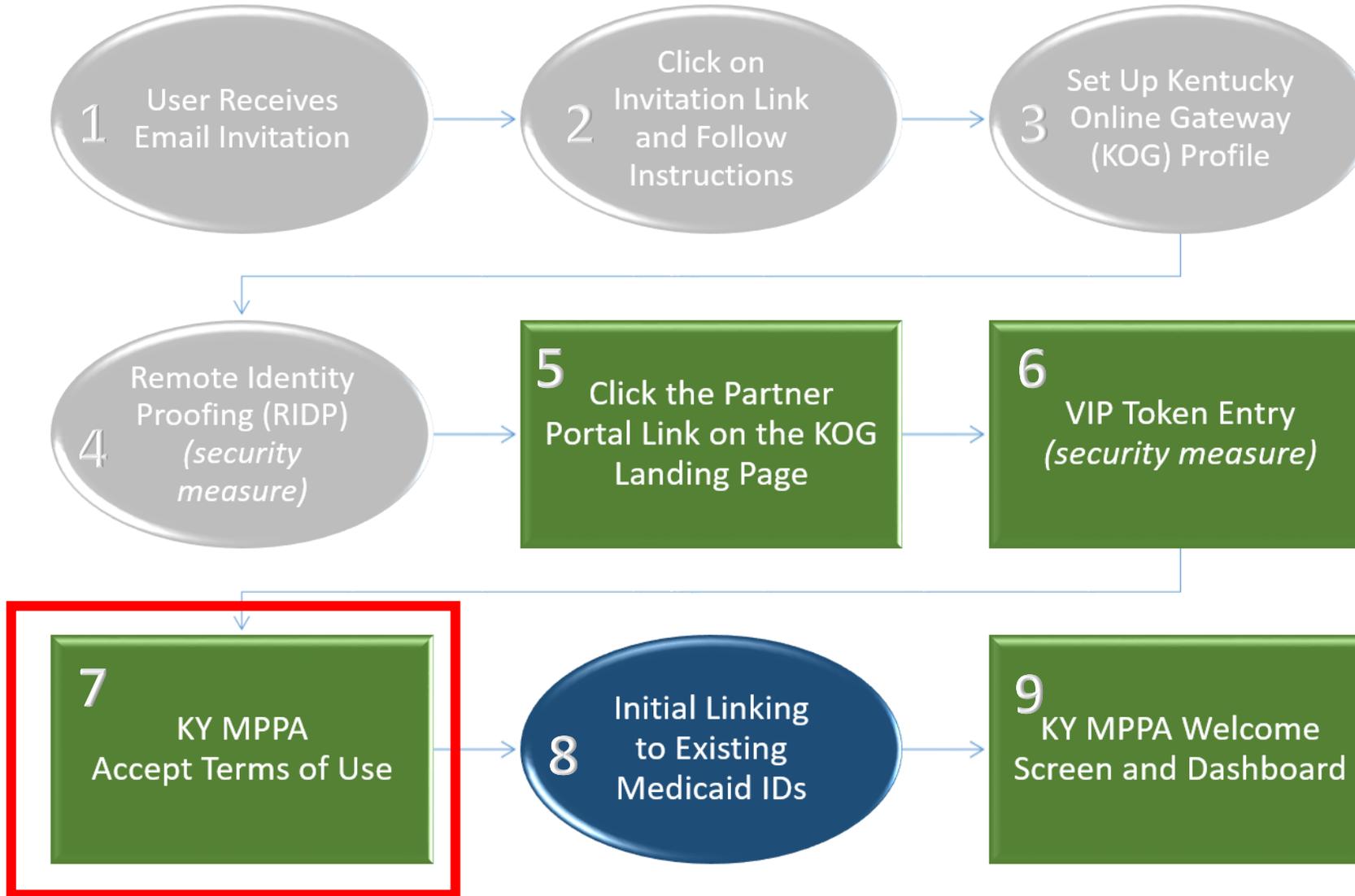
Poll 7



Signing On to KY MPPA

One Time Set-Up

Each Log In to KY MPPA



Launch KY MPPA

Register your mobile number for an easier password recovery process?

We notice that you haven't registered your mobile number with us.

Registering your mobile number will simplify the password recovery process in the event that you forget your password. It will also allow participating applications to send critical communications about your account.

Do you want to register your mobile number?

Yes, Register Now **Remind Me Later**



Option to register your mobile phone number for password recovery

Accept Terms of Use
(each time you log in)



Kentucky.gov Partner Portal Welcome: Pam Barber

Terms of Use

Warning

This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayers Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

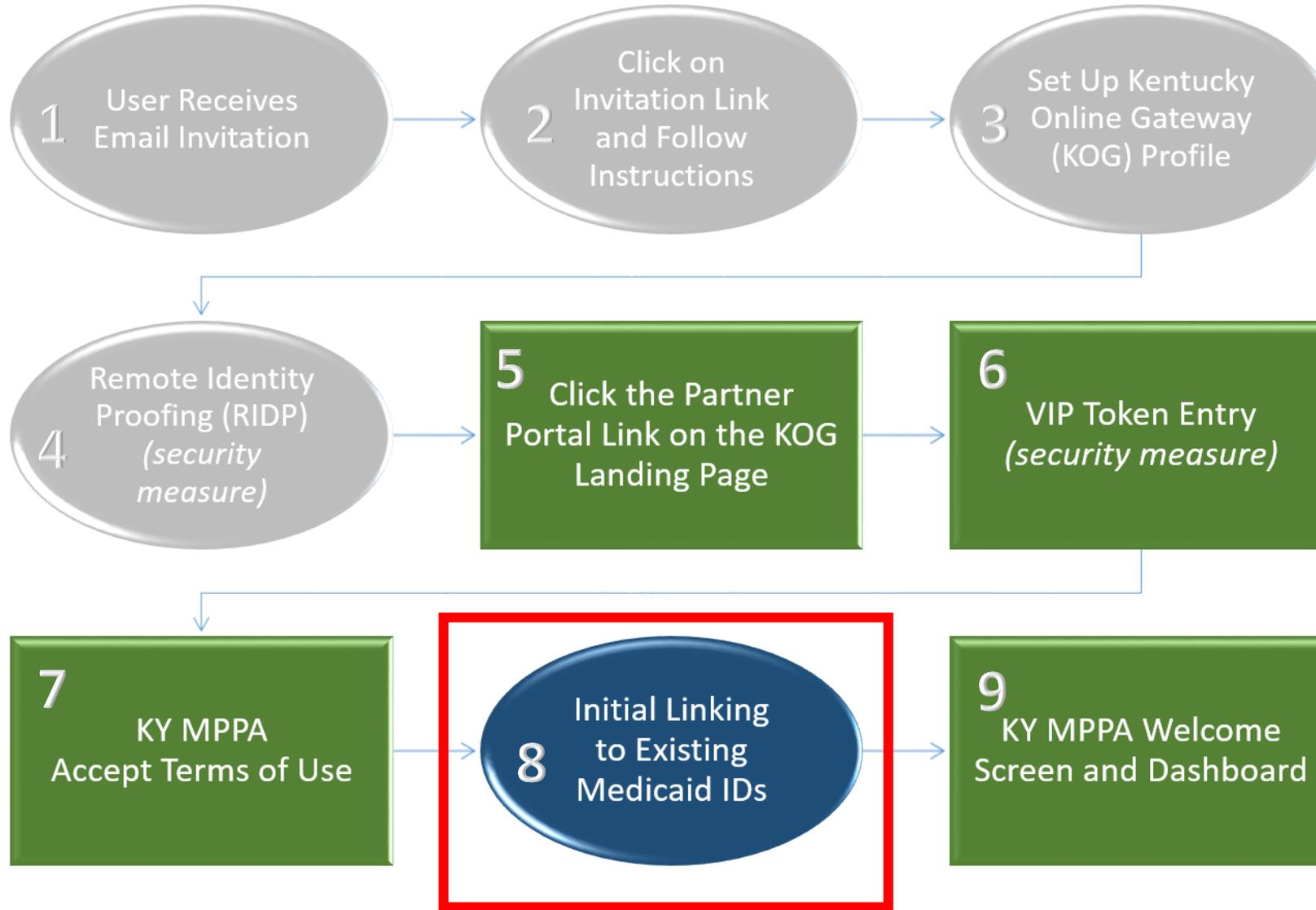
ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

Reject **Accept**

Signing On to KY MPPA

One Time Set-Up

Each Log In to KY MPPA



Initial Linking to Existing Medicaid IDs

- Select the check boxes for the Medicaid IDs belonging to you
 - *If all are yours, select **Mine***
 - *If none of them are yours, select **None***
- Identify whether you are a **Provider** or **CA** by clicking in the boxes associated with the selected Medicaid IDs
- Click **Submit**

Note: If there are no existing Medicaid IDs associated with the email address used to set up your account, you will not see this table

Kentucky.gov Partner Portal SIT Welcome: Hall Henderson

KY Medicaid Provider Number

- The listed KY Medicaid Provider Numbers were associated to your email address through Kentucky HealthNet. You must associate to each KY Medicaid Provider Number using the check box to the left. Any KY Medicaid Provider Number(s) not checked will not be available for your access.

KY Medicaid Provider Number Association

<input type="checkbox"/> Mine	Business/Provider Name	Physical Address	Provider Type	Medicaid ID	NPI	<input type="checkbox"/> Provider/Owner	<input type="checkbox"/> Credentialing Agent (CA)
<input type="checkbox"/>	Henderss, Deb	jjj .jjj KY 46542	64 - Physician Individual	7100529320	1760902498	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Henderss, Deb	jjj .jjj KY 46542	83 - Licensed Marriage and Family Therapist	7100529870	1346696762	<input type="checkbox"/>	<input type="checkbox"/>

First Previous Next Last (Page 1 of 1) Page: 1

NONE of the Medicaid IDs are mine

Save & Exit Submit

Initial Linking to Existing Medicaid IDs: Provider

- Confirm the Medicaid IDs do belong to you
 - Click **Yes** to confirm. *Selections cannot be deleted once clicking Yes.*
 - You are now linked to these Medicaid IDs and will see them on your KY MPPA Dashboard
 - Click **No** to make changes to previous selections
- If you did not select all the Medicaid IDs, you will be provided an additional opportunity to review them on your second log in

Note: Once you link to Medicaid IDs as either a Provider or CA, you will be prompted to use the VIP Token

The screenshot shows a web browser window with the URL `st.chfsinet.ky.gov/partnerportal/Common/MedicaidAssociation.aspx`. The page header includes the Kentucky.gov logo, 'Partner Portal SIT', and a user greeting 'Welcome: Hall Henderson'. A modal dialog box titled 'Confirm Submit' is centered on the screen, containing the text: 'Are you sure that the selected Medicaid IDs are yours? Upon clicking "Yes", you cannot deselect the previous selections. Please confirm:'. Below the text are two buttons: 'No' (orange) and 'Yes' (blue). The background is dimmed, showing a table with columns: 'Mine', 'Business/Provider Name', 'Physical Address', 'Provider Type', 'Medicaid ID', 'NPI', 'Provider/Owner', and 'Credentialing Agent (CA)'. A single row of data is visible for 'Henderss, Deb' with a Medicaid ID of '7100529320' and NPI of '1760902498'.

Initial Linking to Existing Medicaid IDs: IDs Not Shown

- You will be asked whether you have an existing Medicaid ID
 - Select **Yes** if you have an existing Medicaid ID you need to link
 - Select **No** if you do not have a KY Medicaid ID (*you will be submitting a New Enrollment application*)

KY Medicaid Provider Number Confirmation ⓘ * = Required

Introduction to Kentucky Medicaid Provider Enrollment Portal

* Do you have any Existing KY Medicaid Provider Number(s)?
 Yes No

Exit Save & Next

Initial Linking to Existing Medicaid IDs: IDs Not Shown

Step 8

- If you should be linked to a Medicaid ID, you will need to call the Contact Center for assistance
- Click **Next** to proceed to the Dashboard

KY Medicaid Provider Number Confirmation ? * = Required

Introduction to Kentucky Medicaid Provider Enrollment Portal

Info:
We cannot find any Medicaid IDs based on your email address. If you want to associate these IDs please contact Customer Care.

* Do you have any Existing KY Medicaid Provider Number(s)?
 Yes No

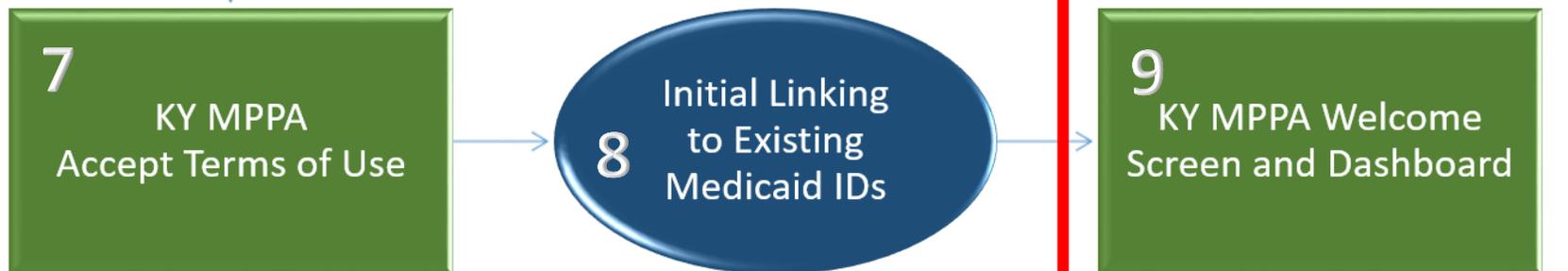
[Exit](#) [Next](#)

Signing On to KY MPPA

One Time Set-Up



Each Log In to KY MPPA



You're In!!!

The screenshot shows the 'Partner Portal' interface on Kentucky.gov. At the top left is the 'Kentucky.gov' logo, and at the top right is the user greeting 'Welcome: Provider1 Train1'. The main content area has a 'Welcome' header and a sub-header 'Introduction to Kentucky Medicaid Provider Enrollment Portal'. Below this is a paragraph explaining the portal's purpose: 'The Provider Enrollment application allows for the online screening, enrollment and maintenance of individual, group, and entity providers. Providers will be able to upload documents that currently must be mailed to DMS.' Underneath is a section titled 'Links to Information' with two numbered links: '1. Medicaid Provider Enrollment Website <http://www.chfs.ky.gov/dms/provEnr/Forms.htm>' and '2. Provider Summaries <http://chfs.ky.gov/dms/provEnr/Provider+Type+Summaries.htm>'. At the bottom of the content area, there are two green buttons: 'Exit' on the left and 'Next' on the right. A large red arrow points from the 'Next' button towards the right side of the screen.

Kentucky.gov Partner Portal Welcome: Provider8 Train8

Dashboard Application Maintenance Correspondence Administration

Your Dashboard

Notifications

Notification Type: Subject: Show Dismissed: Yes

Notification Type	Subject	Notification Text	Application Number	Medicaid Number	Notification Date	Due Date	Action
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP8020		12/8/2017 3:48:28 PM		Dismiss
Informational	Application Invited	An application to become a Kentucky Medicaid Provider has been completed on your behalf. For your application to continue, you must verify the information and submit to the Kentucky Department for Medicaid Services.	APP8020		12/1/2017 9:01:43 AM		Dismiss

[First](#) [Previous](#) [Next](#) [Last](#) (Page 1 of 1) Page:

[KY Medicaid Provider IDs](#)

Recap: Recurring Sign On Steps

- Log in to KOG
- Launch Partner Portal
- Enter VIP Security Code
- Register Mobile Phone*
- Accept Terms of Use
- Welcome Screen
- **Dashboard**



Locate Your Medicaid IDs

- Expand the **KY Medicaid Provider IDs** section to see your linked Medicaid IDs
 - *If all expected KY Medicaid IDs are not listed, reach out to the Contact Center*

Dashboard Application Maintenance Correspondence Administration

Dashboard

Notifications

KY Medicaid Provider IDs

Filter By: All Filter By Medicaid Id: All

KY Medicaid Provider IDs

Medicaid Provider ID	Medicaid ID Status	View	Provider Name	NPI	Taxonomy	Medicaid Provider ID Effective Date	Medicaid Provider ID End Date	Action
7100526610	Active	View		1245316256	225100000X - Physical Therapist	06/07/2018	08/01/2028	Start Maintenance
7100526600	Active	View		1386134625	225100000X - Physical Therapist	06/07/2018	08/06/2028	Start Maintenance
7100526590	Active	View		1871831156	101YP2500X - Counselor-Professional	06/07/2018	08/01/2028	Start Maintenance

Begin New Enrollment or Maintenance Action

- Click **Application** tab to begin a New Enrollment application or Change of Ownership
- Click **Maintenance** tab to begin a maintenance-related action
 - Click **Start Maintenance** under KY Medicaid Provider IDs section

**Navigation and Functionality

Webinar will provide information on:

- basic functionality
- how to start an application
- how to navigate the system

Dashboard Application **Maintenance** Correspondence Administration

Dashboard

Notifications

KY Medicaid Provider IDs

Filter By: All Filter By Medicaid Id: All

Maintenance-related actions include:

- Maintenance
- Revalidation
- Reinstatement
- Re-application
- Voluntary Termination

Medicaid Provider ID	Medicaid ID Status	View	Provider Name	NPI	Taxonomy	Medicaid Provider ID Effective Date	Medicaid Provider ID End Date	Action
	Active	View		1245316256	225100000X - Physical Therapist	06/07/2018	08/01/2028	Start Maintenance
	Active	View		1386134625	225100000X - Physical Therapist	06/07/2018	08/06/2028	Start Maintenance
	Active	View		1871831156	101YP2500X - Counselor-Professional	06/07/2018	08/01/2028	Start Maintenance

KY MPPA Resources

Resources



Review the Informational Bullets located toward the top of the web page.



Click on the On-Screen Help Content.



View the "How-To" videos and/or Interactive Module from the KY MPPA Training Library.



Review Job Aids, FAQs, Quick Reference Guides and a Glossary.



See the User Guide for step-by-step instructions.



Call or e-mail the Contact Center to communicate with a Customer Services Representative.



Within KY MPPA



On KY MPPA Training Web Site

<https://chfs.ky.gov/agencies/dms/dpi/pe/Pages/mppa.aspx>



Review the Informational Bullets located toward the top of the web page.



Click on the On-Screen Help Content.



View the "How-To" videos and/or Interactive Module on the KY MPPA Training Library.



Review the Success Pack for Job Aids and Quick Reference Guides.



See the User Guide for step-by-step instructions.



Call or e-mail the Contact Center to communicate with a Customer Services Representative.



Informational Bullets are screen specific instructions on how to complete the required fields.



Users can find definitions, more detailed instructions and other useful information in the On-Screen Help Content. To access the On-Screen Help Content, click on the question mark icon towards the top right hand corner of the screen.



Review the Informational Bullets located toward the top of the web page.



Click on the On-Screen Help Content.



View the “How-To” videos and/or Interactive Module on the KY MPPA Training Library.



Review the Job Aids, FAQs, Quick Reference Guides and Glossary.



See the User Guide for step-by-step instructions.



Call or e-mail the Contact Center to communicate with a Customer Services Representative.



View the quick “How-To” videos to learn more about a specific KY MPPA functionality. The Interactive Module allows users to learn about the features KY MPPA at their own pace.



Job Aids, Quick Reference Guides, Frequently Asked Questions and a Glossary that allow users to quickly find information related to KY MPPA.



The User Guide gives detailed instructions on each part of the system. Use the interactive Table of Contents to help navigate the User Guide.



Review the Informational Bullets located toward the top of the web page.



Click on the On-Screen Help Content.



View the “How-To” videos and/or Interactive Module on the KY MPPA Training Library.



Review Job Aids, FAQs, Quick Reference Guides and a Glossary.



See the User Guide for step-by-step instructions.



Call or e-mail the Contact Center to communicate with a Customer Services Representative.

To speak with a live representative, users can call the Contact Center Monday-Friday, from 8:00am-5:00pm. Users can also communicate with a live representative via e-mail.



If e-mailing the Contact Center, make sure to include as much information as possible and screenshots.

For more information on steps you can take prior to calling the Contact Center, see the “Preparing to Call the Contact Center” Quick Reference Guide.

KY MPPA Contact Center

KY MPPA Contact Center
Phone: 877-838-5085
Website: KY MPPA Website



Description	Phone	Email
Technical support for: <ul style="list-style-type: none">• KY MPPA technical issues• Remote identity validation• Credentialing Agent management• Access issues	Extension 1	medicaidpartnerportal.info@ky.gov
Program or policy inquiries. Status and help with paper applications.	Extension 2	

Poll 8



Preparing to Reach Out to the Contact Center

Information you will need.....

- Credentialing Agent
 - Information requests: First/Last Name, Agency/Organization Name, and VIP Credential ID (*as required*)
 - Linking to Provider Medicaid ID: information request items *plus* Provider SSN, Provider Medicaid ID and Credentialing Agent email address
 - Organization Management Application invitation: information request items *plus* Group FEIN, Group Medicaid ID, Credentialing Agent email address
- Providers
 - Information requests: First/Last Name, Agency/Organization, Medicaid ID (*as required*)
 - Link to Own Medicaid ID (*initial account setup*): Information above *plus* Provider SSN and Provider email address

Note: if the Provider does not have a Medicaid ID or does not know their Medicaid ID, the Contact Center will only be able to discuss general KY MPPA navigation. They will not be able to provide any specific information regarding your application or data.

Preparing to Reach Out to the Contact Center

- When you call or email the Contact Center, they will need to collect certain information in order to set up a Service Ticket in the system:
 - Caller First and Last Name
 - Brief description of the issue
 - Screen prints
 - If calling or emailing about a New Enrollment application or Maintenance-related action:
 - Provider First and Last Name
 - NPI
 - Medicaid ID (*do not send via email*)
 - Application number, Maintenance item number or Revalidation item number
 - Organization name
 - VIP Credential ID (last 4 digits) (*not required for email*)

Note: If the Provider or CA are having issues setting up their account, signing on to KY MPPA or navigating within KY MPPA, we recommend they **call** the Contact Center

Note: If the email request for assistance does not include the required information, the email will be returned

Handouts

- [Request Medicaid ID from DMS](#)
- [Contact Center Assistance](#)
- [Preparing to Call the KY MPPA Contact Center](#)
- [Minimum System Requirements](#)
- [Provider and Credentialing Agent Sign On to KY MPPA](#)
 - *For VIP Token instructions*
- [Provider and Credentialing Agent Initial Medicaid ID Linkage](#)
- [How to Update Personal Information in KOG to Sync with KY MPPA](#)
 - *For resetting KOG email address*
- [Authorized Delegate Form](#)

- *Plus Session Specific handouts*



In the Session
Handouts area

KY MPPA Training and Next Steps

Webinar Training Series

- Complete Webinar Series
 - Series consists of 4 different Webinars
 - Overview and Roles
 - Account Set-up and Sign-on
 - Navigation/Functionality
 - Linking Providers and CAs using OMA
 - 1.5-2 hour training sessions
 - Each webinar will be offered multiple times
- Register for webinars using:
 - Link in the Web Links pod of each webinar
 - Link on the KY MPPA web page
- Registration Requirements
 - Must register 48 hours in advance of webinar
 - If less than ten participants signed-up 24 hours in advance, webinar will be cancelled
 - If cancelled, an email notification will be sent to anyone previously registered



Webinar Training Series

Webinar	Webinar Description	Audience
KY MPPA Overview & Roles	An overview of KY MPPA and description of the available roles.	Open to all Pilot Participants
Account Set-Up and Sign On	A walkthrough of the KY MPPA onboarding process.	Open to all Pilot Participants
Navigation & Functionality	Information on basic functionality, how to start an application & how to navigate the system.	Open to all Pilot Participants
Linking Providers and Credentialing Agents using OMA	Information on how to send KY MPPA invitations to Credentialing Agents using the Organization Management Application.	Providers, Organization Administrators & Credentialing Agent Leads

Next Steps – Each Provider/CA

After This Webinar:

- Attend all webinars in series
- Sign up for the [Listserv](#) to receive updates and news
- Access training materials (*Job Aids, User Guides, Videos*)
- Bookmark [KY MPPA](#) and [KY MPPA Training Resources](#) web pages



After Rollout for Your Provider Type

- Set up KY MPPA account
 - CA encourage Provider to set up account (*even if acting as Authorized Delegate*) so Providers can receive notifications
- Access KY MPPA to complete one of the following:
 - Existing Provider**
 - Verify Provider data (*if Provider has an existing Medicaid ID*)
 - Note: *CA cannot update Provider email; Provider must update email in KOG (to receive notifications/view their Medicaid ID data)*
 - Complete Maintenance or Revalidation as needed
 - New Provider**
 - Complete New Enrollment Application

Next Steps – Provider/Organization

- Talk to your IT Department if you do not have rights to download software onto your computer (VIP Token)
 - Can also load VIP Token software onto a mobile device
 - See [Provider and Credentialing Agent Sign On to KY MPPA job aid](#) for more details
- Request Provider Medicaid ID(s) from DMS if you don't know it or have access to it
 - See the [Request an Existing Medicaid ID from DMS job aid](#)
- Have Providers sign the [Authorized Delegate Form](#) if CAs will be acting as Authorized Delegates
 - Do **not** fax form to DMS – CA will upload the form into KY MPPA when they prepare a New Enrollment application or perform Maintenance/Revalidation
 - Authorized Delegate Form for Revalidation must have been signed within 30 days prior to Revalidation

Next Steps – Provider/Organization

- Identify your Organization Administrators (Org Admin) and email required information to program.integrity@ky.gov
 - Email Subject Line: DMS Relationship Manager Organization Administrator Set Up Request
 - Attach [Organization Administrator Set Up Request Letter](#) (*access letter template on web page*)
 - Required Information:
 - Name, email and phone number of Org Admin to be invited
 - Group FEIN(s)
 - Group Organization name(s)
 - Form must be completed on company letterhead and be signed by an Owner or Officer or Board Member for the FEIN
 - If the Org Admin will manage multiple FEINs but there is one Owner, Officer or Board Member for all requested FEINs, submit the form signed by that individual
 - If the Org Admin will support multiple FEINs from different organizations with different Owners Officer or Board Members, a separate form must be submitted for the FEIN associated with each Owner, Officer or Board Member

Questions/Discussion

