Transcript: Credentialing Agent – Send An Application to a Provider (Video CA-2)

This document contains the transcript for Video CA-2: Credentialing Agent – Send an Application to a Provider.

Introduction

This video will focus on the steps the Credentialing Agent will take to send the application to the provider.

Verify Information in Application is Correct and Accurate

Once the application screens have been completed, the Credentialing Agent will verify the information in the application is correct and accurate and send the application to the Provider for their esignature and submission.

- Click to open and review the data in each of the pages from the Section 9.0 Provider Review screen.
- If the information is not correct and needs to be updated, navigate to the appropriate screen to make changes by clicking on the applicable title in the left navigation menu.
- Once updates are made on a screen, click on Save & Next to save the changes to the updated data - if you do not click save and next on the updated page, your changes will be lost.
- After saving your changes, you can then click on the Section 9.0 title to return to the Section 9.0 screen.
- Once all the information is correct, click Save & Next to proceed to the Section 10.0 Submit screen.

Send the Application to the Provider

The key to the 10.0 Submit screen is to verify the information for the provider <u>before</u> clicking on the Send to Provider button.

Verify Provider Email on Section 10.0 Submit Screen

It is very important to verify the correctness of the Provider's email address shown on the submit screen. This is so important because this email address will be used to notify the provider that they have an application waiting for their action. This email will also be used by KY MPPA to identify the provider account to link and send the application to; if this email isn't

correct, the application will not be associated with the correct account and won't be viewable on the provider's dashboard. This email address should be the email address associated with the provider's account and used for their log in into KY MPPA.

- Once you double-check the account, if it is not correct, the Credentialing Agent will need to navigate back to the 1.1 Basic Information screen and update the email address.
- Once updated, the CA will click Save and Next on the 1.1 Basic Information screen and can then navigate back to the 10.0 Submit screen to continue.

Sending to the Provider

Once the email is verified and is correct, click Send to Provider.

After clicking Send to Provider, you will be provided a confirmation screen. This screen contains key information you may want to annotate for future reference.

- The first is the confirmation that the application was submitted to the provider and they have been invited to become a KY Medicaid provider.
- Secondly, the application number is provided. We recommend you write down the application number so you can find the application more quickly from the dashboard. You would also need this number if you need to reach out to the KY MPPA contact center.
- After reviewing what needs to be done next, you will see both the provider and credentialing agent emails listed at the bottom of the screen.
- See "After Sending the Application to the Provider" video for more information on next steps.

Wrap Up

You have just completed the Send to Provider video. For more 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.