

# Transcript: Credentialing Agent – After Sending the Application to a Provider (Video CA-3)

**This document contains the transcript for Video CA-3: Credentialing Agent – After Sending the Application to a Provider.**

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## Introduction

This video will focus on what happens next in the process after the Credentialing Agent sends the application to the Provider.

## Actions to Take After Sending the Application to the Provider

Once the CA has clicked on the Send to Provider button and reviewed the confirmation screen, there are other actions that should be taken.

- First, to verify the application is listed in the Application Status section, click on Return to Dashboard from the 10.0 Submit screen.
- On the Dashboard, locate the application/action from the Application Status section (new enrollment) or the Maintenance Status section (maintenance-related items).
- The application should show a status of In Progress. This means the application has not been submitted to the Department for Medicaid Services (DMS). This status will remain until the Provider has e-signed and submitted the application to DMS.

## Credentialing Agent Next Steps

So what happens next?

Once the CA clicks on the Send to Provider button, KY MPPA automatically sends an email to the Provider letting them know an application has been completed on their behalf and notifies them the application is ready for their review and signature. It will also invite them to register for a KY MPPA account if they don't already have one. When it sends the email to the Provider, the system will also send an email to the credentialing agent.

We recommend that the CA reach out to the Provider via email or phone and let them know they should be on the lookout for the KY MPPA generated email.

Based on experience, we also recommend the CA send the Provider additional guidance to help them navigate the registration and approval process in an efficient and streamlined way.

## Provider Next Steps

The Provider also has next steps once they receive the KY MPPA email invitation and any correspondence from the credentialing agent.

- First, the Provider will read the communication from the CA.
- From there, they will need to open the email invitation from KY MPPA.
- If they do not have a KY MPPA account, they will need to register so they can access KY MPPA.
  - A key point for the Provider to remember (*and the credentialing agent to communicate*), is to make sure the Provider sets up the KY MPPA account using the email address contained in the email invitation which is the same email that will be used within the KY MPPA application.
- Once registered, the Provider will open the application or maintenance related action and complete the e-signature process.

To see the Provider steps, you can watch the “Provider E-Sign and Submit” video.

## Making Changes to the Application After Sending to the Provider

There will be times when changes need to be made after the CA sends the application to the Provider. The individual who can make the changes will depend upon the status of the application and who has it active on their Dashboard.

As the credentialing agent, you can reopen the application from the Application Status section (new enrollment) or Maintenance Status section (maintenance-related actions). When you do, you will notice that the CA can no longer make changes because the application has been sent to the Provider.

So who can make changes? If further updates are required prior to submission to DMS, the Provider will be able to open the application from their Dashboard in order to make changes.

Please note: the Credentialing Agent needs to keep communication open with the Provider and ensure the Provider is aware of organization policies regarding updating information. Some organizations prefer Provider's not make any changes until coordinated with the Credentialing Agent.

If changes are required once submitted to DMS, DMS will need to Return to Provider or RTP the application with guidance regarding the changes to be made. Since the Credentialing Agent originated the application, the RTP will be sent to the CA.

## Wrap Up

You have just completed the After Sending 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](mailto:medicaidpartnerportal.info@ky.gov).