Transcript: Preparing to Begin Maintenance or Revalidation (Video MNT-1)

This document contains the transcript for Video MNT-1: Preparing to Begin Maintenance or Revalidation.

Introduction

This video will define the available maintenance actions and how to prepare to begin maintenance or revalidation within KY MPPA.

Types of Maintenance-Related Actions

Maintenance related actions are performed for providers who have an existing KY Medicaid ID. There are five actions that can be initiated from the Maintenance tab on the KY MPPA Dashboard – all of these actions will be performed on an existing KY Medicaid ID. They are Maintenance, Revalidation, Voluntary Termination, Reinstatement and Re-application.

The prefixes for the associated applications are:

- MNT – Maintenance
- RVL – Revalidation
- RIN – Reinstatement
- RAP – Re-application
- VTR – Voluntary Termination

This video will focus on Maintenance and Revalidation actions – the associated application number will begin with either the MNT or RVL prefix.

Maintenance versus Revalidation

A Maintenance-related action is required for Providers who have an existing KY Medicaid ID.

A Maintenance application is required when information associated with this Medicaid ID needs to be updated. This action is performed on an as-needed basis as information changes. The first time you perform maintenance within KY MPPA, you will need to visit every screen. After the first time, you will only need to visit the screens where information has changed.

A revalidation is required every five years. Each time you revalidate you will need to visit each screen within KY MPPA to review the information and either validate it's accuracy or update it.

Preparing to Begin Maintenance or Revalidation

As you log in to KY MPPA to perform Maintenance or Revalidation, there are five steps you can take to prepare. These steps will make the application process more efficient and streamlined.

Step One

The first step you will need to take is to determine the type of application you will be completing within KY MPPA – either a new enrollment application or a maintenance related action. The key difference here is whether the provider has, or ever had, a KY Medicaid ID or not. If the provider does not have a KY Medicaid ID, they will need to complete a new enrollment application. If the provider does have an existing KY Medicaid ID, they will be completing a maintenance related action such as maintenance updates, revalidation, reinstatement or re-application.

Step Two

The second step for a maintenance application will be to verify the provider's Medicaid ID. You will need to enter this ID or select it at the beginning of the process. If you do not remember the Medicaid ID and already have an account in KY MPPA, you can go to the dashboard and locate the ID under the KY Medicaid Provider IDs section. If the Medicaid ID is not listed, your Medicaid ID is not linked to your account so you will need to reach out to the KY MPPA Contact Center for assistance.

If you are a credentialing agent who will be making the updates on the behalf of the provider, you need to ensure you are linked to that provider. Otherwise, you will not have the authorization to begin this action. We will cover this situation in more detail in the "Maintenance or Revalidation Alert Messages" video.

Step Three

The third step will be to determine the information that needs to be updated and collect the required documentation. These could be an address change, a name change (typically due to a marriage or divorce) or a license update.

Step Four

When you collect this data, particularly the documents, it is important to ensure all the documents to be uploaded are less than 5 MB. In addition, each document must be uploaded individually. For example, the social security card and license must be uploaded as separate files because the documents will be listed as an individual document requirement on the Document Upload screen.

If each required document is not uploaded, you will not be able to proceed beyond the Document Upload screen.

Step Five

The final preparation step is a recommendation to use Internet Explorer as your browser. While Chrome, Safari, and Firefox can also be used to access KY MPPA, Internet Explorer will provide the best results.

Summary of Steps

To summarize, here are the 5 recommended steps to prepare to begin maintenance or revalidation.

1. Determine the application type – new enrollment or maintenance-related action
2. Verify KY Medicaid ID and ensure authority to perform maintenance/revalidation
3. Identify and gather information to be updated
4. Ensure all documents to be uploaded are saved as separate files and are <5 Mb
5. User Internet Explorer for best results

Wrap Up

You have just completed the Preparing to Begin Maintenance or Revalidation 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.