

Transcript: Steps to Start Maintenance or Revalidation (Video MNT-2)

This document contains the transcript for Video MNT-2: Steps to Start Maintenance or Revalidation.

Introduction

This video will show you the steps to start maintenance or revalidation within KY MPPA.

Ways to Begin a Maintenance/Revalidation Action

There are two primary ways to begin your maintenance or revalidation.

Dashboard: KY Medicaid Provider IDs Section

The first way to begin maintenance or revalidation will be to navigate to your KY MPPA dashboard. From there, locate the Medicaid ID you wish to perform maintenance on or revalidate from the KY Medicaid Provider IDs section. Once located, click on the Start Maintenance button on the right side of the table. This will take you to the Maintenance tab with the Provider information pre-populated.

Dashboard: Maintenance Tab

The other way to begin maintenance or revalidation also begins on the dashboard. You will click the Maintenance tab from the Main Menu. Once you click on the Maintenance Tab, enter the Medicaid ID and click on Search.

Authorization to Perform Maintenance or Revalidation

If you are authorized to perform maintenance and the Medicaid ID is correct, the provider information will populate on the screen. Verify the correct provider information is displayed.

If you are not authorized to perform maintenance, you will receive an alert message and the provider information will not populate. See the Maintenance Alert Messages video for more details.

Steps to Start Maintenance or Revalidation

Within KY MPPA, required information is designated by a red asterisk (*).

- Because the provider information is pre-populated, verify the provider information is correct.
- Enter the requested effective date.

- Select Maintenance or Revalidation under “I Want to Perform”. For this video, we will select Maintenance.
- Select Continue.

Confirm Continue

Once you click on the Continue button, you will be provided a Confirm Continue screen. This screen informs you that only one action (or application) can be in process for a Medicaid ID at one time. Click Yes to continue. Click No to return to the input screen.

If a maintenance application or revalidation is already in the system, you will receive an error message. For more information on the alert message, see the “Maintenance or Revalidation Alert Messages” video.

Once you have selected Yes to continue, you will be taken to screen 1.1 Basic Information. This is where you will begin making required changes.

Screen Entry Requirements

- Revalidation: each time you perform a revalidation, you will have to complete each screen to review the associated data. If the data requires updating, you can change it at that time.
- First Time Maintenance: you will have to complete each screen to review the associated data. If the data requires updating, you can change it at that time.
- Subsequent maintenance actions: you will only have to go to the screens requiring updates rather than proceed through the entire application.

Wrap Up

You have just completed the Steps to Start a Maintenance or Revalidation. For more on this or other topics, 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.