

# Transcript: KY MPPA Dashboard Application Status and Maintenance Status Sections (Video Nav-5)

**This document contains the transcript for Video Nav-5: KY MPPA Dashboard Application Status and Maintenance Status Sections.**

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## Introduction

This video will introduce you to the Application Status and Maintenance Status sections.

## Application Status Section

From the Application Status section, you will be able to view the status and associated information for new enrollment or change of ownership applications. New enrollment applications have a prefix of APP; change of ownership or CHOW applications, will have a prefix of CHW.

The table lists the Application Number, or Application ID, on the left side. To reopen an application, click on the Review button in the Action column.

The other columns in the table provide information about the Provider Type, the NPI, the Taxonomy, the Provider Name and the Status of the application.

## Maintenance Status Section

The Maintenance Status section has the same organization and layout as the Application Status with the addition of a column for the Medicaid ID.

In this section you will be able to find the status of actions initiated from the Maintenance Tab on the Main Menu: Maintenance, Revalidation, Reinstatement, and Re-application.

## Withdraw Button

The final column in the table is the Withdraw button. You will use this button to withdraw a new enrollment application from the Application Status section or a maintenance item from the Maintenance Status section.

When you click on the Withdraw button you will see a pop-up asking if you are sure you want to withdraw your application. Once withdrawn, the information in the application is not saved and your application is dead.

If you need to submit a new enrollment application after withdrawing, you will click on the Application tab; for a maintenance-related item, you will select the Maintenance tab.

## Wrap-Up

You have just completed the Application Status and Maintenance Status Sections video. For more information on the Dashboard, 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](mailto:medicaidpartnerportal.info@ky.gov).