

# Transcript: KY MPPA Application Header (Video Nav-8)

This document contains the transcript for Video Nav-8: KY MPPA Application Header.

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## Introduction

This video will focus on the Application Header.

## Application Header Overview

The Application Header is located at the top of the screen within an application. To view this information, click on the Application Header button in the top right corner of the screen above the Help Icon.

## Application Header Information

The header provides the following information:

- Application number which is also called the process number. We recommend you write down this number to help you locate your application more quickly on the Dashboard or in the event you need to reach out to the KY MPPA Contact Center.
- Enrolling as individual, group or entity. This is your provider category.
- Provider type, number and name. You will need the provider type number when you call the KY MPPA Contact Center.
- The provider name and DBA, or Doing Business As name, if applicable,
- The Medicaid Number if the provider has an existing KY Medicaid ID. This field will be blank if you are submitting a New Enrollment application.
- The provider's NPI or FEIN.
- The application status. If you want more about the application statuses and their definitions, you can view the Application Life Cycle and Status video.
- The process start date - when you started the application and the requested effective date.
- The process originator - who started the application.
- Process age. You can use the process age to see how long the application has been in work - one of the status definitions is Abandoned. If an application is not submitted or updated within 90 days, your application will be abandoned and it is dead - no more changes can be made and it cannot be submitted.
  - If you still need to submit an application or perform maintenance, you will need to start over by clicking on the Application tab for a New Enrollment application or the Maintenance tab for a maintenance-related item.

## Closing the Application Header

To close the Application Header, click once again on the application header button.

## Wrap Up

You have just finished the Application Header video. To view more information 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).