Transcript: Provider Role in KY MPPA Tips for Success (Video TIP-6)

This document contains the transcript for Video TIP-6: Provider Role in KY MPPA Tips for Success.

Introduction

This video will focus on tips for success for the Provider role within KY MPPA.

Tips for Success

There are four tips for success that will help Providers to understand their role and successfully complete applications or actions within KY MPPA whether preparing the application themselves or when utilizing a credentialing agent.

Tip #1

The first tip to remember is to keep in mind that to be able to perform a maintenance-related action such as a maintenance update or revalidation, the Provider and their KY Medicaid ID will need to be pre-linked to the Credentialing Agent. If not, when the CA enters the ID to begin the action for the Provider, they will receive an alert that they are not authorized to access the data and will not be able to proceed.

- If you are a Provider working one on one with a Credentialing Agent, you will need to set up your own KY MPPA account and then invite the CA using the OMA tool.
- If the Credentialing Agent is part of a larger organization, they should contact the Organization Management Application (OMA) Organization Administrator to link to the Provider.
- If you require help linking to the CA, you will need to reach out to the KY MPPA Contact Center for assistance.

Tip #2

Secondly, it is important to monitor the "application age." If an application sits without action in KY MPPA for more than 90 days, the application or action moves into the Abandoned status. To take action on an application, a change must be made to the application on a screen or it must be submitted and change status – for example, from "In Progress" to "Submitted."

- When an application is abandoned it means the application was cancelled by the system and can no longer be changed or submitted.
- If this happens, a new application or maintenance-related action would need to be initiated.

To check the age of an application, reopen the application from the Dashboard by clicking the Review button under either the Application Status section for a New Enrollment application or Maintenance Status section for a maintenance-related action.

Once you re-open the application or action, you will be able to find the application age on the Application Header. To see more about the Application Header, you can watch the "KY MPPA Application Header" video.

Tip #3

Third, if this is the first or second log in following the Provider's account set up, they will have the opportunity to link, or associate, their existing KY Medicaid IDs to the email used to set up their KY MPPA account.

- The Provider will see the KY Medicaid Provider Number Association screen if the email used to set up their account was already associated with their existing KY Medicaid ID.
- They will see the KY Medicaid Provider Number Confirmation screen if their KOG email was not already associated to an existing Medicaid ID.

For more on this topic, you can watch the "Initial Linking to an Existing KY Medicaid ID" video.

Tip #4

Fourth, if the application or maintenance action will be signed for a group or entity by a Legally Authorized Agent, they will need to upload a Legally Authorized Agent statement.

- Once they select Legally authorized Agent on the 10.0 Submit screen, they will be directed to return to the Section 8.0 Document Upload screen to upload the authorization document.
- It is important that they click Save & Next once the document is added to the grid before proceeding back to the 10.0 screen to e-sign and submit.

For more on this topic, watch the "Signing as a Legally Authorized Agent" video.

Wrap Up

You have just completed the "Provider Role in KY MPPA Tips for Success" 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.