Application Life Cycle and Status Definitions

This document explains the life cycle of a New Enrollment application or Maintenance item once it is submitted to the Department for Medicaid Services (DMS) and how to respond to a Return to Provider (RTP).

This document also defines the various statuses listed on the Provider or CA Dashboard related to the application.

Application Life Cycle

There are several steps involved in the life cycle of a New Enrollment application or Maintenance action. The steps involved will vary depending upon the submission path the application or action will take through KY MPPA.

There are three submission paths within KY MPPA:

- The **Provider** will complete the application, electronically sign and submit.
- A **Credentialing Agent Authorized Delegate** will complete **all** the actions for the Provider: enter/update the application or action, upload Authorized Delegate Form and electronically sign and submit.
- A **Credentialing Agent** *(non-delegate)* will enter/update the application/action; then send to the Provider; the Provider will review, electronically sign and submit.

Here are the primary steps for a **Provider** to submit a New Enrollment application or Maintenance-related action they have prepared (Figure 1):
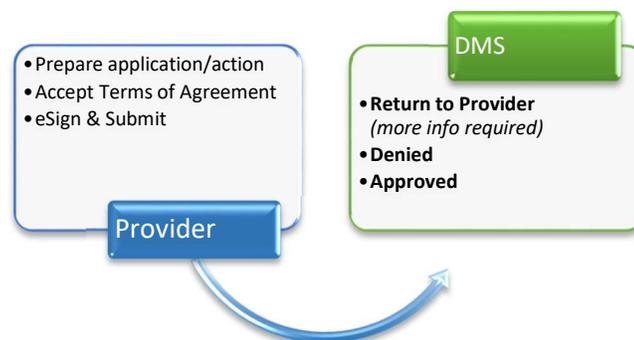
Figure 1: Provider Prepare and Submit Application Life Cycle

Here are the steps for an **Authorized Delegate** to submit an application or action for a Provider (Figure 2):

Authorized Delegate

- Link to the Credentialing Agent via invitation from the OMA Tool *(required to perform maintenance)*
- Grant Credentialing Agent delegate permission by completing the Authorized Delegate form

Provider

- Prepare application/action
- Upload Authorized Delegate Form
- eSign and Submit to DMS for Provider

DMS

- **Return to Provider** *(more info required)*
- **Denied**
- **Approved**

Figure 2: Application Life Cycle When Authorized Delegate is Used

Here are the steps when a **Credentialing Agent** *(non-delegate)* is used to prepare an application or action for a Provider *(the Provider must eSign and Submit to DMS)* (Figure 3):

Provider

- Prepare Application/Action
- Send to Provider

Credentialing Agent

- Accept Terms of Agreement
- eSign & Submit

DMS

- **Return to Provider** *(more info required)*
- **Denied**
- **Approved**
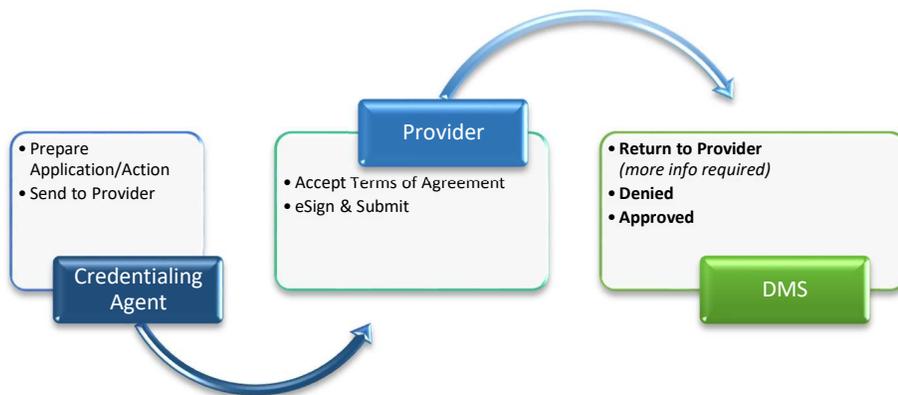
Figure 3: Application Life-Cycle When Credentialing Agent *(non-delegate)* is Used

When the New Enrollment application or Maintenance-related action is submitted to the Department for Medicaid Services (DMS), it will undergo one or more reviews.

DMS Review
All Applications or Maintenance related actions go through a series of reviews by DMS.

Depending upon the Provider Type, as well as other factors, the application or action may also go through a series of validations. The factors that determine the level of review or validation checks will vary by provider type and specific provider circumstances.

There are three possible outcomes of the DMS review for the application or action: Approved, Denied or Return to Provider (RTP).

- Approved: Provider *(and CA if utilized)* will receive an Approval email. In addition, the Provider *(and CA)* will receive a notification in the Notifications section of their KY MPPA dashboard and will be able to access the Welcome Letter in the Correspondence section of the dashboard.
- Denied: Provider *(and CA if utilized)* will receive a Denial email. In addition, the Provider *(and CA)* will receive a notification in the Notifications section of their KY MPPA dashboard and will be able to access the Denial Letter in the Correspondence section of the dashboard.
- Return to Provider (RTP): Application or action will be returned to the Provider *(or CA if utilized)* for clarifications or corrections. The Provider and CA will receive an email and an Action Required notification in the Notifications section of their KY MPPA dashboard.

Responding to a Return to Provider

The user will need to open the application or action in order to respond to the RTP. This can be done by navigating to the appropriate status section of the dashboard to locate the item.

- Access the **Application Status** section for a *New Enrollment application*.
- Access the **Maintenance Status** section for a *Maintenance-related action*.

Review DMS Comments
- *Click* the **Review** button in the **Action** column of the Status table. An editable version of the application or action will open.
- *Click* on the **9.0 Provider Review** section title from the Left Navigation menu.
- Identify the sections requiring additional clarification/explanation or corrections by locating the **green comment boxes** (see Figure 4).
- *Click* the section title or right-facing arrow to expand the indicated section and view the DMS comment.

When responding to a DMS comment, the user may need to take one or all of the following actions:

- Provide additional information.
- Edit or update submitted information.
- Reply to a comment to provide clarification or additional explanation.

Once all the required information is updated or provided, the user will navigate to the **10.0 Submit** screen to resubmit the application or action to DMS. RTP'd applications or actions must be resubmitted to DMS by the deadline outlined in the Action Required notification.

Note: *If the application or action fails the system's validations upon submission to DMS, the application or action may be automatically returned to the user. This is called an Automatic RTP. In this situation, the user will <u>not</u> see green comment boxes; however, the user will receive an email and an Action Required notification in the Notifications section of their KY MPPA dashboard identifying the issue to be resolved.*

Figure 4: 9.0 Provider Review Section – DMS Section Comment

Updating or Adding Information

To add or edit information based on DMS comments:

- *Navigate* to the screen to be updated using the **Left Navigation** menu (Figure 4).
  - *Click* on the section title to expand selections.

- o *Click* on the screen title to open screen.
- *Update* or *add* information.
  - o Some information in grids cannot be deleted. It must be end-dated and a new row added.
- *Click* **Save & Next** on the updated screen. If Save & Next is not clicked, changes will not be saved and will not be submitted to DMS.
  - o Once information is changed, the user will see a **Red Flag** for that section in the **9.0 Provider Review** section. *Red Flags will also be visible for changes made during a maintenance-related action.*
- *Repeat* for additional updates or additions to other screens.
- Once all changes have been made, *navigate* back to the **9.0 Provider Review** screen.

Note: *Changes in one section may change information entered into a subsequent section.*

Replying to a DMS Comment

Users can reply to a DMS comment to provide an update or additional information/clarification.

- *Click* the **Reply** icon to open the Comments reply text box (Figure 5).
- *Type* a response to the DMS request for clarification or additional explanation or to provide an update on changes made.
- *Click* **Add to Grid** to save the response.
  - o **Response Comment** (reply) and **Response Date** will now be visible in the Comment grid.
  - o Comment responses are not submitted to DMS in real time; the responses will be visible to DMS once the application or action is resubmitted.
- *Repeat* to reply to additional DMS comments.
- *Click* **Save & Next** on the **9.0 Provider Review** screen to save all comment replies.
  - o If the user navigates away from the 9.0 Provider Review screen before clicking Save & Next, all comment replies will be lost even if added to the Comment grid within a section on the 9.0 Provider Review screen.
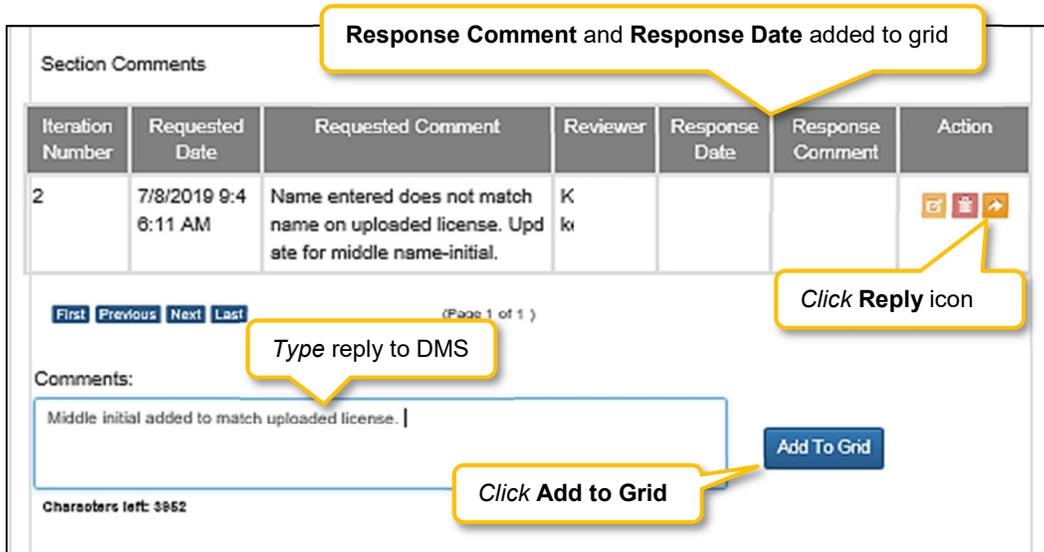
Figure 5: Reply to DMS Comment

Viewing Application or Action History

Users can track changes made to an application or action by viewing the History.

- *Navigate* to the **9.0 Provider Review screen**.
- *Expand* the area of the application/action by clicking the section title or right-facing arrow.
- *Click* the **History** button (Figure 6).
  - The **History** button at the top of the grid will show the history of all rows in the grid (Figure 7).
  - The **History** button in a row will only show the history for that row.

Figure 6: History Button

*Click **Hide** to collapse history table*

Action	Iteration	Specialty Type	Primary	Effective Date	Expiration Date	Modified User	Modified Date
Row Added	1	318 - General Practitioner	No	08/01/2018	12/31/2299	S! Ja	8/10/2018 10:37:02 AM
Row Added	1	331 - Orthopedic Surgeon	Yes	08/01/2018		S Ja	8/10/2018 10:37:02 AM
Row Edited	3	318 - General Practitioner	Yes	08/01/2018		S Ja	10/25/2018 12:41:32 PM
Row Deleted	3	331 - Orthopedic Surgeon	Yes	08/01/2018		S Ja	10/25/2018 12:41:32 PM

Figure 7: View Grid History

For more information and additional screen shots, access the Return to Provider chapter in the appropriate User Guide accessible from the KY MPPA Training Resources web page.

Application Status

An application or maintenance action may have several different statuses depending upon where it is in the life cycle.

Status	Definition	View by Provider/Credentialing Agent
In Progress	Application or action is in progress by Provider or Credentialing Agent.	Information is editable and can be added or updated.
Submitted	Application or action has been submitted to DMS.	Information is not editable; view only.
DMS Review In Progress	Application/action is being reviewed by DMS staff. Three possible outcomes: • Approved • Denied • Return to Provider	Information is not editable; view only.
Approved	DMS has approved the application or action and the Medicaid ID has been generated.	Information is not editable; view only.
Denied	DMS has denied the application or action. This application or action cannot be restarted.	Information is not editable; view only.
Return to Provider (RTP)	DMS has returned the application or action to the Provider/CA for more information, clarification or corrections. Provider/CA can re-submit to DMS once changes have been made.	Information is editable and can be added or updated.
Withdrawn	Application or action has been withdrawn from the enrollment or maintenance process. This application or action cannot be restarted.	Information is not editable; view only.
Abandoned	Application or action was not submitted to DMS within 90 days so it is automatically removed from the application life cycle process. This application or action is stored on the Dashboard but cannot be restarted.	Information is not editable; view only.

Figure 8: Status Definitions