Transcript: Managing Credentialing Agent WorkLoad (Video CA-4)

This document contains the transcript for Video CA-4: Managing Credentialing Agent Workload.

Introduction

This video will focus on how the Credentialing Agent Admin manager can manage Credentialing Agent work assignments and re-assignments within KY MPPA.

On occasion, Credentialing Agent management may need to reassign applications being worked from one Credentialing Agent to another. For example, when a Credentialing Agent is out of the office for an extended period of time or the workload needs to be redistributed.

In order to make the reassignments, Credentialing Agent management must have the Credentialing Agent Admin Manager role assigned within KY MPPA. This role will be assigned to Credentialing Agent management within the Organization Management Application or OMA tool.

Steps to Reassign Credentialing Agent Work Assignments

To begin, click on the Administration tab on the main menu of the Dashboard.

- Select "Manage Credentialing Agent Work Assignments."
- Click Continue.
- From the drop-down, select the name of the Credentialing Agent who is currently assigned the workload – this is the person you are reassigning the work from.
- Select the Application Type to be reassigned. This could be one type such as a new enrollment application, maintenance, reapplication, reinstatement, or revalidation; or it could be all types. If this is the case, click Select All.
- Once you have selected the applications to be reassigned, click Search.

KY MPPA will list all the Application Types selected for that Credentialing Agent in the Search Results table. Depending upon how many application types you selected, there may be multiple pages of applications included.

- Click the box in the left hand column to select the specific applications to be reassigned.
- In our example, we have selected three New Enrollment applications.

- From the drop down menu below the Search Results table, select the name of the Credentialing Agent you wish to reassign the applications to.
- Click Save.
- You will then see a pop up asking whether you are sure you want to reassign the applications. Click Yes.
- You will then see a Reassignment Successful message displayed on screen.

If you wish to verify the applications have been reassigned,

- Clear the Search Results.
- Select the Credentialing Agent you reassigned the workload to.
- Click Search.
- You should be able to verify the applications were reassigned by locating them in the assignment list.

The three New Enrollment applications we reassigned are now listed under the new Credentialing Agent's work assignments.

Repeat this same procedure to reassign applications as required.

Additional Assistance

If you have questions after watching this video, you can access the "How to Manage Credentialing Agent Work Assignments" job aid from the KY MPPA Training Resources web page. Navigate to the "Training Documents" section on the right side of the page and select "Credentialing Agent" as the topic to narrow your search.

You can also reach out to the KY MPPA Contact Center if you require further assistance.

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.