Transcript: Linking vs. Authorized Delegate (Video LNK-2)

This document contains the transcript for Video LNK-2: Linking vs. Authorized Delegate.

Introduction

In this video, you will learn the difference between linking within KY MPPA and the Credentialing Agent (CA) selection as an Authorized Delegate.

Linking within KY MPPA and submitting as a Credentialing Agent Authorized Delegate are related but are separate activities.

Overview

A CA and Provider must be linked in order for the Credentialing Agent to act on behalf of a Provider, whether as a Non-Delegate or an Authorized Delegate, however, the linking activity is separate and distinct from the selection by the CA as either a Non-Delegate or an Authorized Delegate.

- For a maintenance-related action, the CA must be linked to the Provider before beginning the action in KY MPPA on behalf of the provider.
- For a New Enrollment Application, the provider and CA are linked at the end of the new enrollment process when the Medicaid ID is issued.

While linking is required at different points in the process, the selection of Authorized Delegate *only* happens on the 10.0 Submit screen within the KY MPPA application.

Let's take a look at the linking point for a new enrollment application and a maintenance-related action and how that interacts with the Authorized Delegate selection.

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New Enrollment Application

Linking between a CA and a new provider happens at the <u>end</u> of the new enrollment process.

In this situation:

1. The CA will set up their KY MPPA account and will automatically have the role of a CA Non-Delegate.
2. The CA can then begin the new enrollment application for the provider – either a group or an individual provider.
3. Once the application is completed, the CA will need to make a decision on the 10.0 Submit screen whether they will act as a non-delegate for the provider or as an authorized delegate.
    a. If a non-delegate, the CA will send the application or action to the provider for the provider to electronically sign and submit to DMS.
    b. If an Authorized Delegate, the CA will electronically sign and submit to DMS. In order to act as an Authorized Agent, the CA must upload an Authorized Delegate form completed and signed by the Provider before clicking Esign & Submit.
4. Once DMS has reviewed and approved the enrollment application, the Medicaid ID will be issued.
5. It is at this point that the Provider and CA will be linked.

Maintenance-Related Action

The CA must be linked to the Medicaid ID before they can begin a maintenance-related action and work on behalf of that provider.

In this situation:

1. The CA will set up their KY MPPA account and will automatically have the role of a CA Non-Delegate.
2. The CA will link to the Provider *(via the Organization Management Application or KY MPPA Contact Center assistance)*. This happens at the <u>beginning</u> of the process.
3. Once the maintenance-related action is completed, the CA will need to make a decision on the 10.0 Submit screen whether they will act as a non-delegate for the provider or as an authorized delegate.
    a. If a non-delegate, the CA will send the application or action to the provider for the provider to electronically sign and submit to DMS.
    b. If an Authorized Delegate, the CA will electronically sign and submit to DMS. In order to act as an Authorized Agent, the CA must upload an Authorized Delegate form completed and signed by the Provider before clicking Esign & Submit.

Additional Assistance

If you need assistance on how to link a Provider and CA, see the "Linking Tip Sheet for Providers and Credentialing Agents" from the KY MPPA Training Resources web page.

To see the steps to submit as an Authorized Delegate, you can watch the "Steps to Submit as an Authorized Delegate" video or access the "Authorized Delegate Submission Process" job aid from the Training Resources web page.

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, Monday – Friday from 8 am to 5 pm EST.

- For program or policy questions, select Extension 2.
- For technical support or questions regarding KY MPPA functionality or linking, select Extension 1 or email medicaidpartnerportal.info@ky.gov.

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