

# Transcript: Maintenance or Revalidation Alert Messages (Video MNT-3)

**This document contains the transcript for Video MNT-3: Maintenance or Revalidation Alert Messages.**

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## Introduction

This video will introduce you to the alert messages you may encounter when beginning a maintenance or revalidation on an existing KY Medicaid ID.

Note: The Alert messages may also be called Error messages within the video. This does not mean there is a problem with the functionality of the KY MPPA system. It merely means there is an issue that is keeping the User from proceeding through the application as intended.

## Maintenance or Revalidation Alert Messages Overview

There are two types of alert messages you may encounter within KY MPPA as you begin your maintenance or revalidation. You would not be able to proceed if you receive these alert messages so it is important to understand the alerts and the steps to take in order to continue.

### First Alert: Not Authorized to Perform This Action

The first alert message could happen in two situations:

- First, the provider may not have linked the particular KY Medicaid ID to his/her account during the account set up process so the system does not recognize the provider's authorization to update or change this Medicaid ID.
- Secondly, if using a credentialing agent, they must be linked to the KY Medicaid ID in order to have authorization to perform the maintenance or revalidation action. If the credentialing agent is not linked to the provider's Medicaid ID, they will also receive this error message.

If the Provider or the Credentialing Agent are not linked to the KY Medicaid ID, the alert message will state "You are not authorized to perform maintenance on Medicaid ID XXXXXXXX. Please verify the Medicaid ID".

The message recommends verifying the correctness of the Medicaid ID. If it is correct but you still receive the message, the provider or Credentialing Agent should call the contact center for

further assistance. For more on linking Credentialing Agents and Providers, watch the “Linking CAs and Providers” video.

## Second Alert: More Than One Process in Progress

The second alert message will occur if there is already a maintenance application or revalidation for this Medicaid ID in process. Only one application, or action, can be in work to change or update information on a Medicaid ID at a time. The alert message will state “Multiple processes for the same Medicaid ID cannot be in progress simultaneously. There is an ongoing process for Medicaid ID xxxxxxxx. MNTxxxxx; User (will list user id)”.

## Actions to Take if Multiple Processes in Progress

If you receive this alert message, there are three things you need to determine:

1. The action in progress,
2. Where this action is within the process, and
3. The urgency of your updates.

If you receive this alert message, there are three possible actions to take.

### Action 1

If the changes are not urgent, you can wait until the action already in work is completed and then begin a new maintenance or revalidation action.

### Action 2

If the changes are urgent and the action is still the status of In Progress (which means it has not been submitted to the Department for Medicaid Services), then either the provider or credentialing agent could add the changes to the current action depending on who has the action active on their Dashboard.

### Action 3

If the changes are urgent but the action has already been submitted to the Department for Medicaid Services or DMS, you should reach out to the KY MPPA contact center for assistance in evaluating your options (877-838-5085, Extension 2).

When you call the contact center, tell them the following:

- I am completing my action in KY MPPA,
- I need to submit a maintenance (or revalidation) action,

- I received an alert message informing me an action was already in progress,
- My change is urgent and cannot wait until the current action is approved, and
- Describe the urgent change to be made.

## Wrap Up

You have just completed the Maintenance or Revalidation Alert Messages 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](mailto:medicaidpartnerportal.info@ky.gov).