

Transcript: KY MPPA Dashboard Notifications (Video Nav-3)

This document contains the transcript for Video Nav-3: KY MPPA Dashboard Notifications.

Introduction

This video will focus on the Notifications Section.

Notifications Section Overview

The Notification section is the default section you will see when you first log in to KY MPPA. This section contains two types of notifications generated by KY MPPA -- Action Required and Informational.

Just like it sounds, the “Action Required” notification directs you to do something – in this example, the notification directs you to go to the Correspondence menu to review correspondence you have received.

On the other hand, the “Informational” notification merely informs you that something has happened regarding your application in KY MPPA – for example, “An application to become a Kentucky Medicaid Provider has been successfully submitted to the Kentucky Department for Medicaid Services for review.”

There may be multiple pages of notifications. You can tell if there is more than one page by looking at the middle of the screen below the Notifications table. If there are multiple pages, you can navigate to another page by using the buttons on the left side (First, Previous, Next, or Last) or by using the drop down on the right side of the screen under the table.

Filtering Notifications

To narrow your search for a particular notification, you can use the filtering option.

The information in the Dashboard sections can be filtered and sorted to find information more easily. The filters are targeted to the specific section and can be accessed using the drop down menus.

For notifications, you can filter first by Notification Type, then by Subject.

Dismissing Notifications

Once read, notifications can be dismissed by clicking on the dismissed button. You will receive a pop-up asking if you are sure you wish to dismiss the notification and the importance of the action - here submitting your application. Click Yes to dismiss the notification.

If you need to access dismissed notifications, just click Yes under Show Dismissed. This will bring back notifications dismissed over the past 60 days. You can only restore notifications dismissed in the past 60 days.

You can tell which notifications have been restored because the Dismiss button is lighter in color.

Wrap-Up

You have just completed the KY MPPA Dashboard Notifications Section video. For more on navigating the dashboard or other topics, 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.