

Transcript: Help Content within KY MPPA (Video Nav-6)

This document contains the transcript for Video Nav-6: Help Content within KY MPPA.

Introduction

This video will cover the Help Content within KY MPPA to include the information accessible through the Help icon and the Informational bullets.

Help Icon

The Help icon is located in the upper right corner of the screen. The Help content for each screen is targeted to the fields contained on that particular screen. You can tell which screen's Help content you have accessed by reviewing the link in the upper right-hand corner of the open Help window.

Click on the Show link just under the page identification link to access additional Help content. This section includes the Contents Menu, the Index menu, and a Search function. The window also provides a link to a Glossary.

We recommend you close the Help window by clicking on the "X" in the upper right corner of the window before you move on to another screen rather than keeping this window open in the background. If you don't close the window, when you try and open Help on another screen, it may not work properly.

Informational Bullets

For additional guidance on completing the screens, refer to the Informational bullets.

The Informational bullets are located at the top of the screen. While they may not address each and every field, they will provide guidance on items that may require clarification to successfully complete the screen.

If you do not want to view the bullets, you can toggle them off the screen by clicking on the "i" icon. Clicking once will remove the bullets; clicking a second time will show the bullets.

Wrap Up

You have just finished the Help Content video. For more on Navigating Within KY MPPA 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.