Notifications & Correspondence

Notifications and Correspondence are key ways for the Department for Medicaid Services (DMS) to communicate with Providers and Credentialing Agents (CAs) through the KY MPPA Dashboard.

This document will describe Notifications and Correspondence and provide guidance to maximize the use of these areas of your KY MPPA Dashboard. This will allow you to receive updates in a timely manner and quickly identify actions you need to take within the Medicaid Provider Enrollment process. The document also provides information regarding the linkage between correspondence, notifications and email notification.

Notifications and Correspondence

Within KY MPPA, there are several different ways to communicate: Correspondence, Notifications *(within KY MPPA)*, and emails sent by KY MPPA. Table 1 describes the types of Correspondence *(letters)* and Notifications that will automatically generate an email sent by KY MPPA.

	Correspondence/Notification	Email Sent	KY MPPA Notification
Letters	Welcome Letters	Yes	Yes
	Denial Letters	Yes	Yes
	Voluntary Termination Letter	Yes	Yes
	Bed Letter Maintenance Nursing Facility	Yes	Yes
Notifications	Revalidation Denial	Yes	
	Grand Validation Fail	Yes	
	Revalidation 30-60 day	Yes	
	Provider License Renewal	Yes	
	Resubmit 5 business days	Yes	
	End Date Notification	Yes	
	Unable to process maintenance	Yes	
	Maintenance Processed	Yes	
	Correspondence Notification	Yes *(if not triggered by letter)*	
	Notify Provider on Submit	Yes	
	Notify Credentialing Agent on Submit	Yes	

Table 1: Correspondence, Notifications and Email Triggers

Note: There are notifications and correspondence types that can be viewed within KY MPPA that will not automatically generate an email from KY MPPA. These items are not listed in the table above but can be seen in the drop-down selections on the Notifications and Correspondence screens.

In the situation where a Credentialing Agent (CA) is utilized to prepare an application for a Provider, both the Provider and CA will receive the correspondence and notifications.

Notifications

The **Notifications** screen displays a list of **Informational** or **Actionable Alerts** sent from the KY Department for Medicaid Services about a Provider application or KY Medicaid ID. An email is automatically generated and sent to the Provider *(and Credentialing Agent if applicable)* each time a **Notification** is added to the grid.

An **Actionable Alert** requires a response or action on the part of the user *(e.g. return of an application, updated data/license, etc.)*. An **Informational** notification is provided to inform the user that an action has been taken or there has been a change to the status of an application.

When you first log into your Dashboard, the Actionable Alerts are listed at the top of the screen followed by the Informational notifications. Within each type, the notifications are listed in order by Notification Date with the earliest first.

Figure 1: Notification Area on Dashboard

Viewing Notifications

There are two methods to view selected notifications:

- Filters at the top of the Notification screen.
- Sorting the data by any column heading in the Notification grid.

Each of these two methods will be discussed in the sections below.

Notification Filters

The Notification filters allow you to quickly reduce the number of notifications you will view to only the type and subject you need to review. To use the filters, you must first select the **Notification Type.** The Subject drop-down selections are tied to Notification Type.

See **Figure 2** for the Subject drop-down selections for **Action Required** notifications and **Figure 3** for the Subject drop-down selections for **Informational** notifications.

Figure 2: Filters for Action Required Notifications

Figure 3: Filters for Informational Notifications

Sorting Notifications by Column Headers

The second method to view the notifications in the grid is accomplished through sorting the view by *clicking* on any of the column headers. Clicking on the column header again will toggle through sorting in Ascending or Descending order.

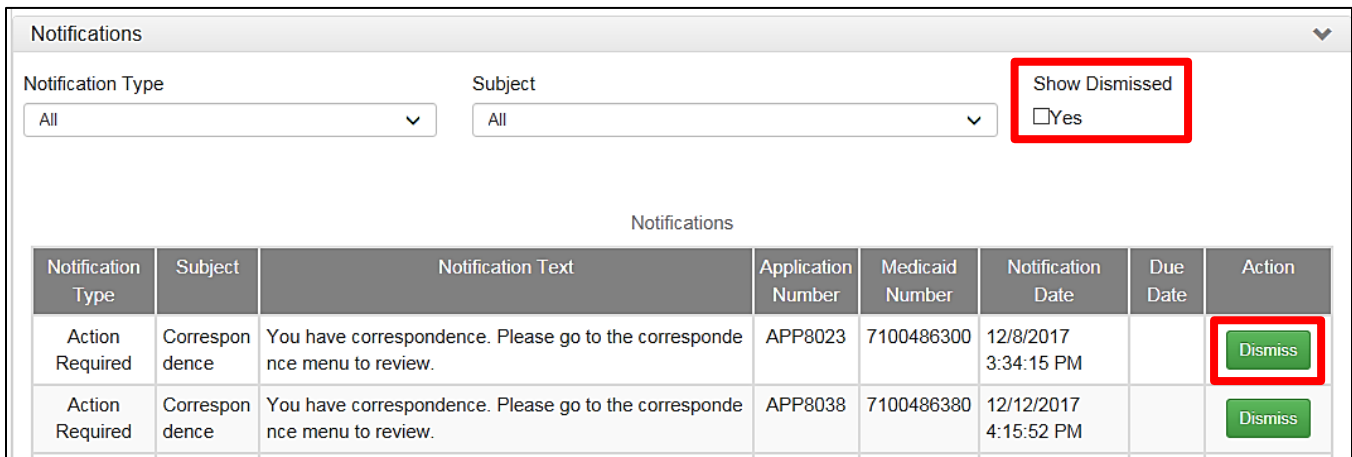**Figure 4: Filters for Informational Notifications**

Dismiss Notifications

You also have the option to Dismiss notifications that have already been viewed to streamline the amount of information portrayed on your screen. Once notifications have been read, they can be dismissed and removed from the Notification screen by clicking on the **Dismiss** button under the Action column heading.

Note: For Credentialing Agent teams who manage the same providers - if you dismiss a notification, it will be dismissed in the Notifications section for **ALL** CAs.

Show Dismissed Notifications

To view notifications that have been previously dismissed, select the **Yes** option under Show Dismissed. This will restore notifications that were dismissed in the past 60 days.
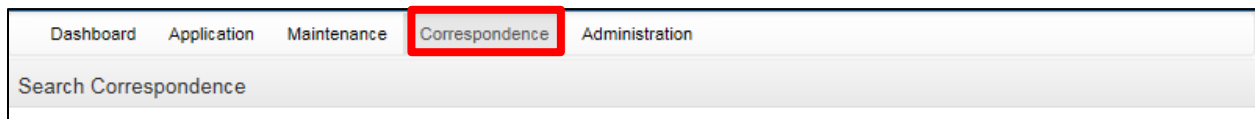

Figure 5: Dismissing and Viewing Notifications

Correspondence

Users access the **Correspondence Screen** to view letters sent from the KY Department for Medicaid Services in regards to the Provider's Application(s) or KY Medicaid ID(s). The Provider *(and Credentialing Agent if applicable)* will receive an email notification each time a new correspondence is available.

Figure 6: Correspondence Menu Item

Searching Correspondence

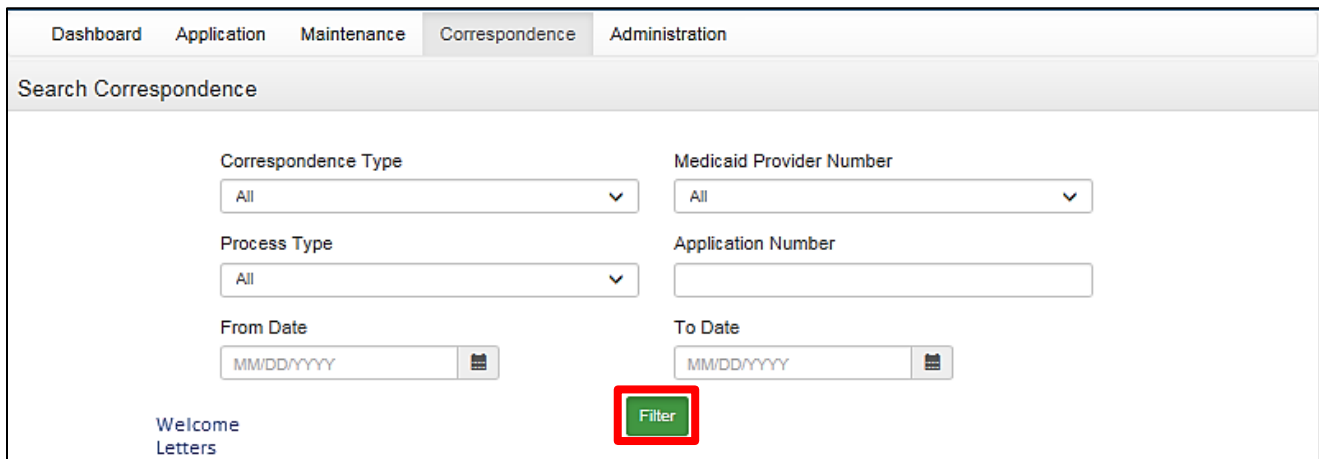There are two methods to view selected correspondence:

- Filters at the top of the Correspondence screen.
- Sorting the data by any column heading in the Correspondence grid.

Correspondence Filters

To streamline the process to search for specific correspondence, you can use the filters at the top of the Correspondence grid. These include: Correspondence Type, Medicaid Provider Number, Process Type, Application Number, and Date (From/To).

- Medicaid Provider Number: Select the number for the Provider in question.
- Application Number: Type in the application number in question.
- Date: Type in the date range you want to search or select the From/To dates using the calendar.
- Correspondence Type/Process Type: Select from the associated drop-down.

Once you select the filter and specific drop-down option, click **Filter**.

Figure 7: Filters for Correspondence

See **Figure 8** for the Correspondence Type drop-down selections and **Figure 9** for the Process Type drop-down selections.

Figure 8: Correspondence Type Drop-Down Selections

Figure 9: Process Type Drop-Down Selections

Sorting by Column Headers

The second method to view the correspondence in the grid is accomplished through sorting the view by *clicking* on any of the column headers. Clicking on the column header again will toggle through sorting in Ascending or Descending order.

Medicaid Provider Number	Correspondence Type	Process Type	Application Number	Iteration Number	Correspondence Date

Figure 10: Correspondence Column Headings

KY MMPA, V1

Viewing Correspondence

Once you have located the correspondence, you are able to view and/or print the letter by clicking on the link in the Correspondence Type column. The link will open a PDF version of the letter which you can then save to your computer or print.

You can also view and print a copy of your MAP 811. Correspondence tracks the history of the MAP 811 application, showing any modifications made in each version. You can tell which MAP 811 version to select by looking at the **Iteration Number** column.

Note: It is <u>not</u> necessary to print a copy of the MAP 811 unless you wish to have a hard copy for your records. You <u>will not</u> mail this form into DMS as your application has already been submitted electronically.

Figure 11: Viewing and Printing Correspondence