

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 <i>(if not triggered by letter)</i>	
	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.

Dashboard Application Maintenance Correspondence Administration

Dashboard

Notifications

Notification Type: All Subject: All Show Dismissed: Yes

Notification Type	Subject	Notification Text	Application Number	Medicaid Number	Notification Date	Due Date	Action
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP8020	7100486310	12/8/2017 3:48:28 PM		Dismiss
Informational	Application Invited	An application to become a Kentucky Medicaid Provider has been completed on your behalf. For your application to continue, you must verify the information and submit to the Kentucky Department for Medicaid Services.	APP8020	7100486310	12/1/2017 9:01:43 AM		Dismiss

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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.

The screenshot shows the 'Kentucky.gov Partner Portal TRAIN' interface. At the top, there are navigation tabs: Dashboard, Application, Maintenance, Correspondence, and Administration. The 'Notifications' section is active, showing a filter for 'Notification Type' set to 'Action Required'. A 'Subject' dropdown menu is open, listing various notification categories. Below the filters is a table of notifications. The table has columns for Notification Type, Subject, Notification Date, Due Date, and Action. Two notifications are listed, both with 'Action Required' type and 'Correspondence' subject.

Notification Type	Subject	Notification Date	Due Date	Action
Action Required	Correspondence	12/8/2017 3:34:15 PM		Dismiss
Action Required	Correspondence	12/12/2017 4:15:52 PM		Dismiss

Figure 2: Filters for Action Required Notifications

Kentucky.gov Partner Portal TRAIN Welcome: Provider15 Train15

Dashboard Application Maintenance Correspondence Administration

Dashboard

Notifications

Notification Type: Informational

Subject: All, Application Abandon, Application Approved, Application Denied, Application Invited, Application Submitted, Application Withdrawn, Maintenance, Participation Ended, Provider ID End Dated, Provider ID Reinstated, Provider ID Terminated (for cause), Provider ID Voluntary Terminated

Show Dismissed: Yes

Notification Type	Subject	Notification Text	Application Number	Medicaid Number	Notification Date	Due Date	Action
Informational	Application Invited	An application to become a Kentucky Medicaid Provider has been completed on your behalf. For your application to continue, you must verify the information and submit to the Kentucky Department for Medicaid Services.			11/28/2017 12:09 PM		Dismiss
Informational	Application Submitted	An application to become a Kentucky Medicaid Provider has been successfully submitted to the Kentucky Department for Medicaid Services for review.	APP8023	7100486300	11/28/2017 1:15:28 PM		Dismiss
Informational	Application Invited	An application to become a Kentucky Medicaid Provider has been completed on your behalf. For your application to continue, you must verify the information and submit to the Kentucky Department for Medicaid Services.	APP8026		11/28/2017 3:02:02 PM		Dismiss

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.

Notifications

Notification Type: All

Subject: All

Show Dismissed: Yes

Notifications

Notification Type	Subject	Notification Text	Application Number	Medicaid Number	Notification Date	Due Date	Action
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP8023	7100486300	12/8/2017 3:34:15 PM		Dismiss
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP8038	7100486380	12/12/2017 4:15:52 PM		Dismiss

Figure 4: Filters for Informational Notifications

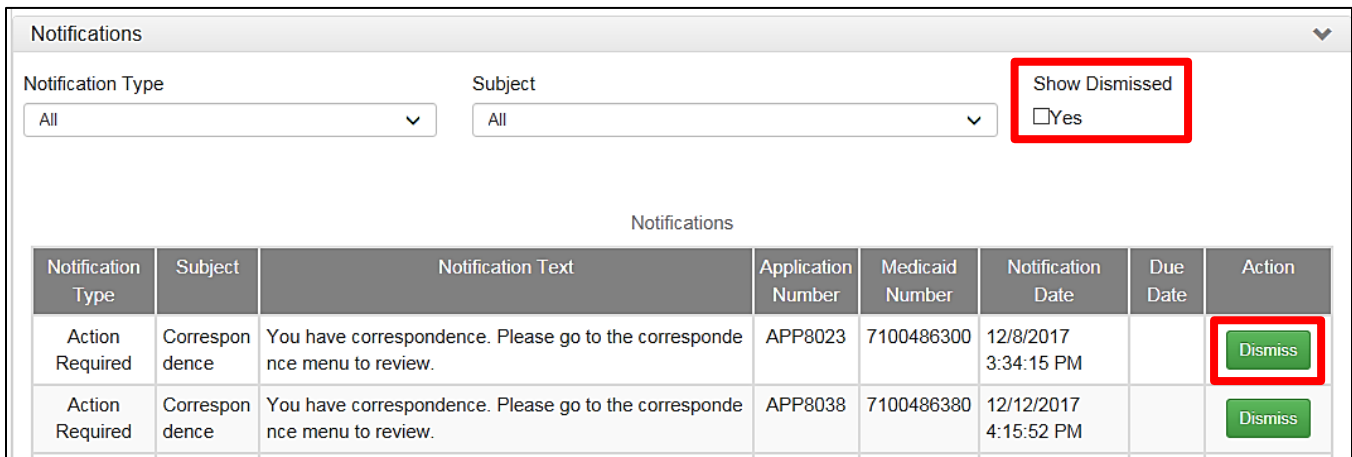
Dismiss Notifications

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.



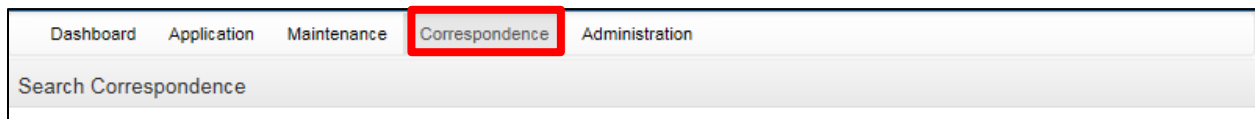
The screenshot shows a 'Notifications' window with a search bar and filters. The 'Show Dismissed' checkbox is checked and highlighted with a red box. Below is a table of notifications with 'Dismiss' buttons highlighted in red.

Notification Type	Subject	Notification Text	Application Number	Medicaid Number	Notification Date	Due Date	Action
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP8023	7100486300	12/8/2017 3:34:15 PM		Dismiss
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP8038	7100486380	12/12/2017 4:15:52 PM		Dismiss

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.



The screenshot shows a navigation menu with the following items: Dashboard, Application, Maintenance, **Correspondence**, and Administration. The 'Correspondence' item is highlighted with a red box. Below the menu is a search bar labeled 'Search Correspondence'.

Figure 6: Correspondence Menu Item

Searching Correspondence

There are two methods to view selected correspondence:

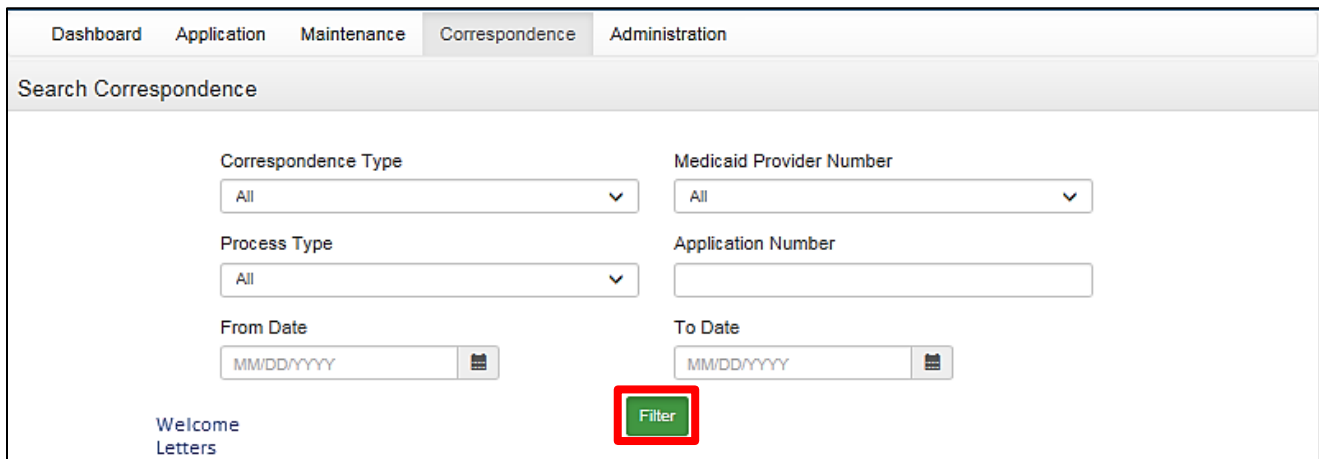
- Filters at the top of the Correspondence screen.
- Sorting the data by any column heading in the Correspondence grid.

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**.



The screenshot shows a web application interface with a navigation bar at the top containing 'Dashboard', 'Application', 'Maintenance', 'Correspondence', and 'Administration'. Below the navigation bar is a section titled 'Search Correspondence'. This section contains several filter fields: 'Correspondence Type' (a dropdown menu with 'All' selected), 'Medicaid Provider Number' (a dropdown menu with 'All' selected), 'Process Type' (a dropdown menu with 'All' selected), 'Application Number' (a text input field), 'From Date' (a date input field with a calendar icon), and 'To Date' (a date input field with a calendar icon). At the bottom left of the search area, there is a 'Welcome Letters' link. A green button labeled 'Filter' is highlighted with a red square.

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
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Figure 10: Correspondence Column Headings

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

The screenshot shows a web interface with a navigation menu (Dashboard, Application, Maintenance, Correspondence, Administration) and a table of correspondence records. The table has columns for Medicaid Provider Number, Correspondence Type, Process Type, and Application Number. The 'Welcome Letters' link in the third row is highlighted with a red box, and a red arrow points from it to a preview of the corresponding document on the right. The document is a 'Welcome Letters' from the Kentucky Department for Medicaid Services, dated 12/12/2017, addressed to Kent Medical Supplies. It includes contact information for Matthew G. Bevis, John D. Eaman, and Vickie Yarn Brown Glouse, and provides instructions for providers regarding enrollment and license submission.

Medicaid Provider Number	Correspondence Type	Process Type	Application Number
7100476260	Welcome Letters	Enrollment	APP795
7100486300	Welcome Letters	Enrollment	APP802
7100486380	Welcome Letters	Enrollment	APP803
7100476260	MAP-811	Enrollment	APP795
7100486300	MAP-811	Enrollment	APP802
	MAP-811	Enrollment	APP803
7100486380	MAP-811	Enrollment	APP803

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Figure 11: Viewing and Printing Correspondence