

Transcript: Provider Role in KY MPPA (Video PROV-1)

This document contains the transcript for Video PROV-1: Provider Role in KY MPPA.

Introduction

This video will focus on the role of the Provider within KY MPPA when using and not using a Credentialing Agent.

Providers and Credentialing Agents in KY MPPA

The credentialing agent is an individual who works on the behalf of a provider to enter and update a provider's information. The CA is authorized to enter new enrollment applications or perform maintenance and revalidation items for the provider.

The Provider is either an individual, group or entity paid by Medicaid to provide services to Medicaid patients.

Provider – CA Process within KY MPPA – Provider Only

Within KY MPPA, the provider can enter and submit new enrollment applications or perform maintenance or revalidation on their own or they can work with a credentialing agent or CA.

Without a Credentialing Agent, the provider will prepare the action. The provider will also electronically sign and submit to the Department for Medicaid services or DMS.

Provider Steps – No Credentialing Agent

When the Provider is preparing the application or maintenance-related action for themselves, the steps include:

- The Provider will access the appropriate tab on the Dashboard and follow the steps to enter or validate the information necessary for their Provider Type and Provider category.
- When all the necessary sections are completed, the Provider will e-sign and submit the application or action to DMS.

To get a closer look at starting a new enrollment application or preparing to begin a maintenance or revalidation, watch the associated videos in the Video Training Library.

Provider – CA Process within KY MPPA – With Credentialing Agent

When the Provider uses a Credentialing Agent, the CA can act a non-delegate or as an Authorized Delegate.

- When the CA acts as a non-delegate, they will enter new enrollment or maintenance items for the Provider, but the Provider must still be the person to electronically sign and submit the item to the Department for Medicaid Services or DMS. This means the provider must also have a KY MPPA account.
- When the CA acts as an authorized delegate, they will perform all the actions for the Provider to include electronically signing and submitting the application or action to DMS.
 - This means the Provider does not need to have their own KY MPPA account, although they may do so if they wish to view their profile or access information regarding their KY Medicaid ID.

Provider Steps – Using a Credentialing Agent (Not a Full Delegate)

When the Provider uses a Credentialing Agent non-delegate, the steps are very similar to the Provider Only steps. The most significant difference is that when all the sections are completed, the CA will send the application or action to the Provider for their e-signature and submission to DMS.

Provider Steps – Using a Credentialing Agent (Authorized Delegate)

When the Provider uses a Credentialing Agent Authorized Delegate, the application steps are also similar but they will all be performed by the CA. The most significant difference with the Authorized Delegate is that when all the sections are completed, the CA will electronically sign and submit to DMS.

Note: *A key point to remember is that when using a credentialing agent, the CA must be pre-linked to the provider prior to the CA being able to enter a maintenance or revalidation. This linking gives the CA authorization to access the Provider’s Medicaid ID and associated information. For more on linking, you can watch the Linking within KY MPPA video.*

Provider Actions to Take (CA Non-Delegate)

If the provider is using a credentialing agent non-delegate, the credentialing agent will send the application or action to the provider.

As a best practice, we recommend the CA send an email or other communication to the Provider to give them a heads-up that an action has been completed on their behalf along with instructions on the next steps.

Once the application or action has been sent to the Provider, the Provider will have steps they will need to take to complete the submission to DMS.

- First, the Provider will read the communication from the CA.
- From there, they will need to open the email invitation from KY MPPA.
- If they do not have a KY MPPA account, they will need to register so they can access KY MPPA. A key point for the Provider to remember (and the credentialing agent to communicate), is to make sure the Provider sets up the KY MPPA account using the email address contained in the email invitation which is the same email used within the KY MPPA application.
- Once registered, the Provider will open the application or maintenance related action and complete the e-signature process.

To see the Provider steps to electronically sign and submit the application or maintenance-related action, watch the “Provider E-Sign and Submit” video.

Wrap Up

You have just completed the Provider Role in KY MPPA 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.