

# Provider and Credentialing Agent Sign-On to KY MPPA

This document will describe the steps a Provider or Credentialing Agent will take to sign on to KY MPPA.

Part of the process includes the one-time download and installation of the Multi-Factor Authentication (MFA) VIP Token.

## Overview

The steps in the blue ovals are the steps that you will only do the first time you set up your account. The steps in the green boxes are the ones you will do each time you sign on to KY MPPA. (See Figure 1) **Note:** Step 6 will require the one-time download and installation of the VIP token used for Multi-Factor Authentication.

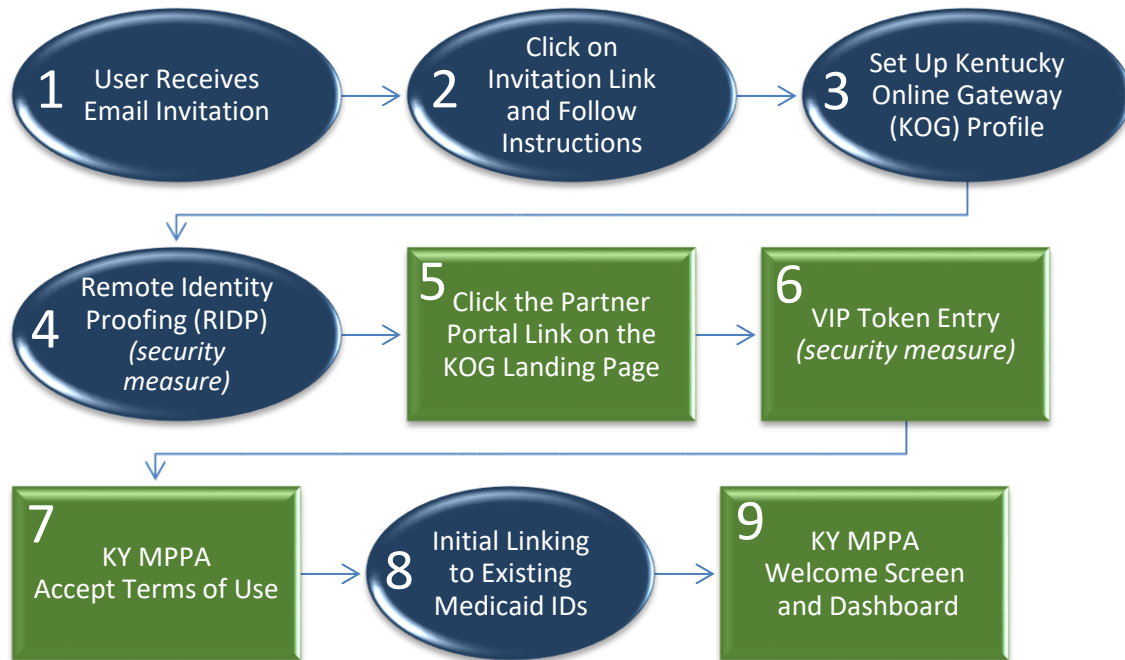


Figure 1: KY MPPA Account Set-Up and Sign-On Process

## Signing On to KY MPPA

Log in to KOG through the KOG Gateway Log In page.

- Enter your username and password.
- Click **Log In**.

## Step 5

Click on the **'Partner Portal'** link on the **'My Apps'** screen in KOG to launch KY MPPA.

## Step 6 (One-Time Set-Up)

After clicking the **'Partner Portal'** **'Launch'** button on the KOG Homepage, you will be directed to the **Symantec Validation and ID Protection Center** Multi-Factor Authentication (MFA) screen to download the 'VIP Access' software.

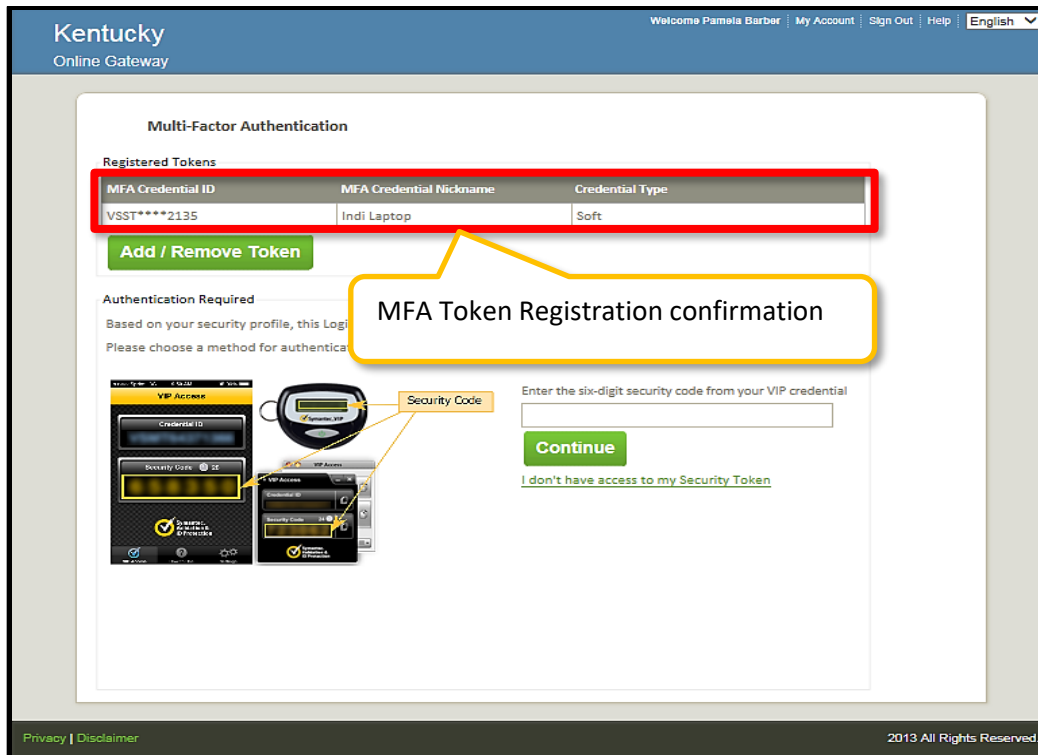
**Note:** Depending on your role, you may not be prompted to download the VIP token until the second or a subsequent log in to KY MPPA (timing varies depending on your role).

**Note:** If the organization does not allow you to load software on your desktop or laptop, you may need to contact your Information Technology (IT) department to install it. The software can be downloaded from <https://idprotect.vip.symantec.com/>

- Click on **'Get Desktop Token'** or **'Get Mobile Token'** on the Multi-Factor Authentication screen.

**Important:** Recommend you select the Mobile Token if you work on several different computers so you always have your token with you. You can only have one active token, either a desktop token or a mobile token.

- For a **Desktop Token**, click **'Get VIP Access Desktop'** to start the download of the token on the computer. Follow the directions to download the software.
- For a **Mobile Token**, download the **VIP Access mobile app** from the Android or Apple Store and follow the instructions.
- Navigate back to the open **Multi-Factor Authentication** screen.
- Register the **Desktop** or **Mobile** token in the **'Register New Security Token'** section by entering the following information:
  - Enter a **Token Nickname** of your choosing.
  - Enter the **Credentialing ID** located on the downloaded VIP Token.
    - You can type in the **Credentialing ID** or copy and paste it using the **Copy** icon and **Ctrl V** (Windows).
- Once the token has been successfully registered, you will receive confirmation in KOG (Figure 2). You will now be able to access KY MPPA.



**Figure 2: KOG Displays the MFA Token Registration Confirmation**

### Step 6 (Each Log In)

Each time you log in to KY MPPA, you will need to enter your VIP Access token. This is required as an additional layer of security due to the personal and sensitive nature of the information contained within KY MPPA.

- Launch KY MPPA.
- Enter the **Security Code** from your VIP Access Token when prompted.
  - Open the VIP Access software (*access from your Start menu*).
  - Type (*or copy and paste*) the **Security Code** from the token into the field on the MFA screen. To copy, click the **Copy** icon.
  - Click **Continue**.

**Note:** Make sure the timer has enough time left to copy and paste the code. When the timer runs out of time, and the code changes, you must re-enter the new code. The code is active for 30 seconds. You can see the time remaining on the timer countdown to the right of the Security Code.

### Step 7

- Read the warning on the **Terms of Use** screen.
  - Click **Accept** to accept the Terms of Use and enter KY MPPA.
  - Click **Reject** to exit the system and return to the KOG Login screen.

- The **Welcome** screen displays links to additional helpful information.
  - Click **Next** to go to your KY MPPA Dashboard.
  - Click **Exit** to return to the KOG Login screen.

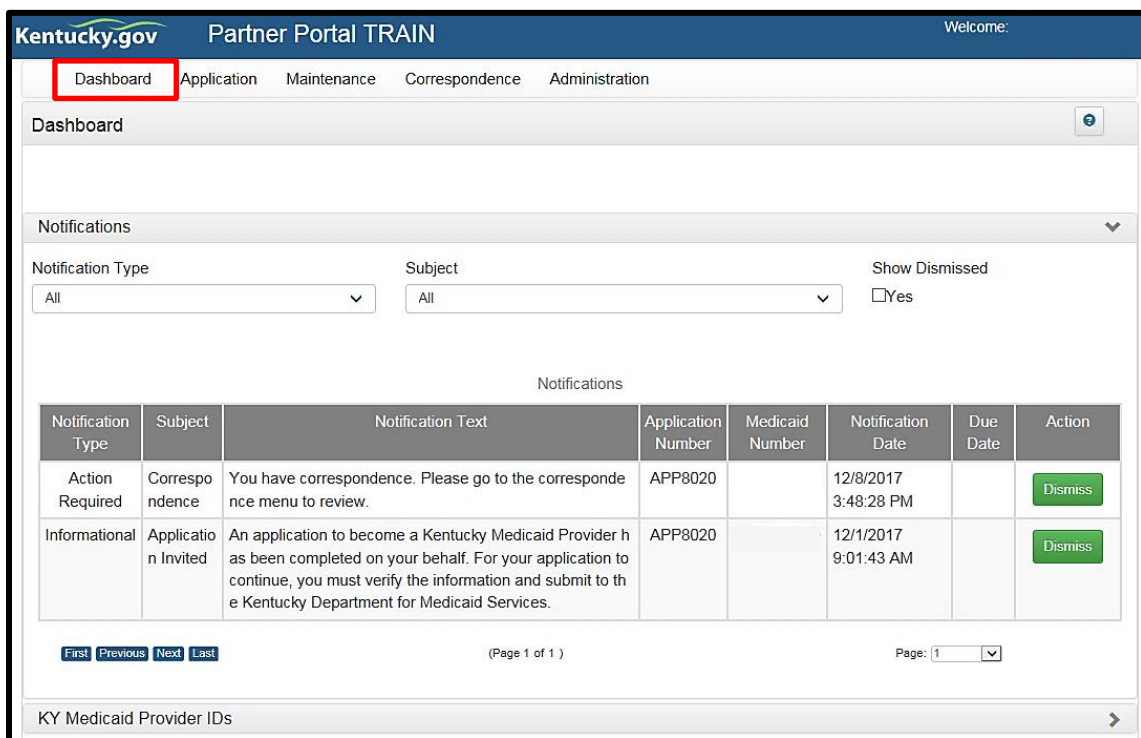
### Step 8

When a Provider or Credentialing Agent initially logs in to their KY MPPA account, they will need to link their existing KY Medicaid IDs to their KY MPPA account. See the Provider and Credentialing Agent Initial Medicaid ID Linkage Job Aid for instructions.

- **Provider Linkage:** The Provider will need to be linked to their existing KY Medicaid IDs for them to be able to perform maintenance-related actions on those Medicaid IDs.
- **Credentialing Agent Linkage:** Credentialing Agents must be linked to the Provider and their Medicaid IDs in order to perform maintenance-related actions on the behalf of the Provider.

### Step 9

You are now on your **KY MPPA Landing Page**. The default view is the Dashboard (Figure 3).



**Figure 3: KY MPPA Dashboard**