Transcript: Navigating within KY MPPA Tips for Success (Video TIP-2)

This document contains the transcript for Video TIP-2: Navigating within KY MPPA Tips for Success.

Introduction

This video will focus on the tips for success when navigating within KY MPPA and your next steps for training.

Tips for Success

There are four main tips for success that when navigating within the KY MPPA application.

Tip #1

First, make sure you close the Help window when you are done with that screen. If you leave it open in the background, when you move on and try to open Help on a subsequent screen, it may not work properly.

Tip #2

Secondly, for certain applications, you can only work forward screen by screen in order - these are:

- New Enrollment applications,
- the first time you perform Maintenance, or
- when you revalidate an existing KY Medicaid ID.

If you have completed a screen, you can always go back to it by clicking on the title on the left menu.

Also on the left navigation menu, there are icons indicating the status of the screen.

- The square with the check mark for a completed screen,
- The pencil for current screen where you are entering data,
- The circle with the dash for an incomplete screen, and
- The circle-forward slash icon for a screen that is not applicable for your provider type or category. These screens will be skipped within KY MPPA.

Tip #3

Thirdly, Save & Next. Any information you enter on a screen will not be saved until you hit the Save & Next button. This is also the button that will let you advance to the next screen. You will not be able to click Save & Next until all required information has been entered on the screen.

If you click the Exit button, you will be asked to confirm that you understand information on the screen will be lost. When you come back into the application, you will be taken to the screen immediately after the last screen you completed where you clicked Save & Next.

Tip #4

Lastly, the Application Header has a lot of information regarding your application.

- From the Application Header, we recommend you write down the application number for future reference. The application number is the same as the process number shown in the left top corner of the application header.
- To check how long the application has been in progress, check the process age so your application isn't moved into the Abandoned status.
- The Provider's Medicaid Number (top right corner of the Application Header).

Next Steps

There are many resources available to you to learn more about KY MPPA.

Two of the primary resources are within the KY MPPA application - the informational bullets at the top of each screen and the on-screen help content. We recommend you start with these resources if you are entering data within an application.

In addition, there are a number of resources on the KY MPPA Training website. To learn more about these resources, we recommend the KY MPPA Training Resources video.

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.