Transcript: Starting Maintenance or Revalidation Tips for Success (Video TIP-4)

This document contains the transcript for Video TIP-4: Starting Maintenance or Revalidation Tips for Success.

Introduction

This video will define the tips for success when performing maintenance or revalidation within KY MPPA.

Tips for Success

There are three primary tips for success when beginning a maintenance-related action.

Tip #1

First, Providers must be linked to their KY Medicaid IDs within KY MPPA in order to perform maintenance on the ID.

- Providers should be prompted to link to their Medicaid IDs during their account set up, however there may be gaps if the Medicaid ID is linked to a different email in the legacy systems.
  - If the Medicaid ID in question was not listed for linking during the account set-up, the Provider will need to reach out to the KY MPPA Contact Center for assistance.
- Likewise, a credentialing agent who is performing this action on the behalf of the Provider must also be linked to the Medicaid ID.
  - This will typically be done by the organization/individual provider through the Organization Management Application or OMA.
  - If the credentialing agent is not linked, we recommend speaking with your organization's OMA Administrator or reaching out to the KY MPPA Contact Center.

Tip #2

The second tip is to verify or double-check the information prepopulated for the Medicaid ID to ensure the correct provider's information is displayed.

- If the provider information is not for the right provider, double-check to ensure the Medicaid ID entered was correctly.

- If it was entered correctly but the provider information does not match the ID, please reach out to the KY MPPA Contact Center.

Tip #3

The third tip is to open the Application Header located at the top of the page once you arrive on the 1.1 Basic Information screen. The Application Header contains valuable information to include the application number - shown here as the Process number. We recommend you document the application number to help you locate and re-open your application more quickly from the Maintenance Status section of the dashboard. You will also need this number should you need to reach out to the KY MPPA Contact Center.

Wrap Up

You have just completed the Maintenance or Revalidation Tips for Success 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.