

Transcript: Linking within KY MPPA Tips for Success (Video TIP-7)

This document contains the transcript for Video TIP-7: Linking within KY MPPA Tips for Success.

Introduction

This video will focus on the tips for success when linking within KY MPPA.

Tips for Success

There are five tips for success that will help with linking associated with KY MPPA.

Tip #1

There are three types of linking associated with KY MPPA:

- The provider linking to their existing KY Medicaid ID within Partner Portal
- A Provider linking to a Group Medicaid ID for billing purposes
- Linking a provider to a Credentialing Agent to work on their behalf

The Provider must be linked to their existing KY Medicaid ID data in order access and perform maintenance-related actions on that ID within KY MPPA. In the same way, if a CA will be working on behalf of a Provider, the CA will need to be linked to the Provider in order to perform maintenance related actions.

If the Provider will be contracted with a group and the group will be billing for their services, the Provider will need to be linked to the group. This can be done by the provider or the group during a new enrollment application or during maintenance.

Tip #2

Second, it is important to gather the information required for linking.

Provider and Credentialing Agents who need to be linked will need to gather a few pieces of information before completing the process. In order to link, you will need:

- The KY Medicaid ID you wish to be linked to
- The corresponding NPI
- Any SSN or Group FEIN numbers along with email addresses

If the provider does not know their KY Medicaid ID, the Provider will need to request their KY Medicaid ID from DMS in writing. The Contact Center cannot give this information out over the phone or via email.

Tip #3

Third, there are three primary situations where the credentialing agent will need to reach out to the KY MPPA Contact Center for linking assistance:

- When the CA will be supporting a single provider as an Authorized Delegate
- When the CA works as part of a group of credentialers for a credentialing organization that is not eligible for its own KY Medicaid ID like a credentialing agency or MCO
- When there is a single CA supporting a group of providers.

The CA can reach out to the KY MPPA Contact Center via phone or email for linking assistance.

- If the CA is linking to 10 or fewer Medicaid IDs, the CA can call the Contact Center and be linked over the phone.
- If the CA needs to link to more than 10 Medicaid IDs, the CA will need to email the “Request CA Linking to KY Medicaid ID Letter” and “CA Linking to KY Medicaid ID Request Spreadsheet” to the Contact Center.
 - The letter will need to be completed on company letterhead and follow the template located on the KY MPPA web page (<https://chfs.ky.gov/agencies/dms/dpi/pe/Pages/mppa.aspx>). It must be signed by the Owner or Agency Director.
 - The spreadsheet must contain the following information: Provider Name, Organization Name, Provider NPI and KY Medicaid ID, Provider Type, SSN or FEIN, and Credentialing Agent email.

Tip #4

Fourth, the second way to link providers and CAs is using the Organization Management Application or OMA.

OMA will be used by:

- Individual Providers who will be participating in KY MPPA and will be working one-on-one with a CA (non-delegate)
- Groups such as a hospital group or practitioner group with a KY Group Medicaid ID who utilize multiple credentialing agents
 - These groups will need to set up an initial Organization Administrator (Org Admin) who can invite back-up Org Admins and credentialing agents for their organization.

- To have your initial Org Admin assigned, complete the “Organization Administrator Set Up Request Letter” and send it to the program.integrity@ky.gov email box with "Organization Administrator Set Up" as the email subject.

Tip #5

Fifth, it is important that Org Admins remove access to the Group KY Medicaid IDs from Credentialing Agents who leave their groups.

- If a CA leaves a group but access is not removed, the CA will still be able to access the Group Medicaid ID data from their KY MPPA Dashboard.
- In addition, the CA will still be able to see and access the Medicaid ID data for all the Individual providers linked to that Group.

Removing access from the CA is accomplished via the Organization Management Application or OMA.

Wrap Up

You have just completed the “Linking within KY MPPA Tips for Success” video.

- For more details on the three types of linking, you can watch the “Linking within KY MPPA” video.
- For more on linking providers and CAs, you can watch the “Linking Providers and CAs Scenarios and Paths” video or access the “Linking Tip Sheet for Providers and CAs”.
- For more on linking and delinking using the Organization management application, watch the “Org Admin: Linking a Provider and CA Using OMA” video.
- For instructions on how to obtain your KY Medicaid ID, refer to the “Request an Existing Medicaid ID from DMS” job aid.

For more on this topic or others, go to the Training Media or Training Document areas on the KY MPPA Training Resources web page.

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.