Training Materials and Support Resources

The Kentucky Department for Medicaid Services (DMS) provides several methods to learn about the Kentucky Medicaid Partner Portal Application (KY MPPA).

Some of the resources are available from within the KY MPPA application while others can be accessed from the KY MPPA Training Resources web page.

Overview

KY MPPA has designed training and support resources to support you, as the adult learner, whether you like to learn by watching a video or reading a job aid (cheat sheet) on how to complete a specific task or you like to dig into all the details about how the system works.

There are six primary ways you can learn about KY MPPA: (see Figure 1)

- o Informational Bullets
- o On-Screen Help Content
- o How-To Videos
- o Job Aids (cheat sheets), and a Glossary
- o User Guides (Individual Provider and Groups/Entities)
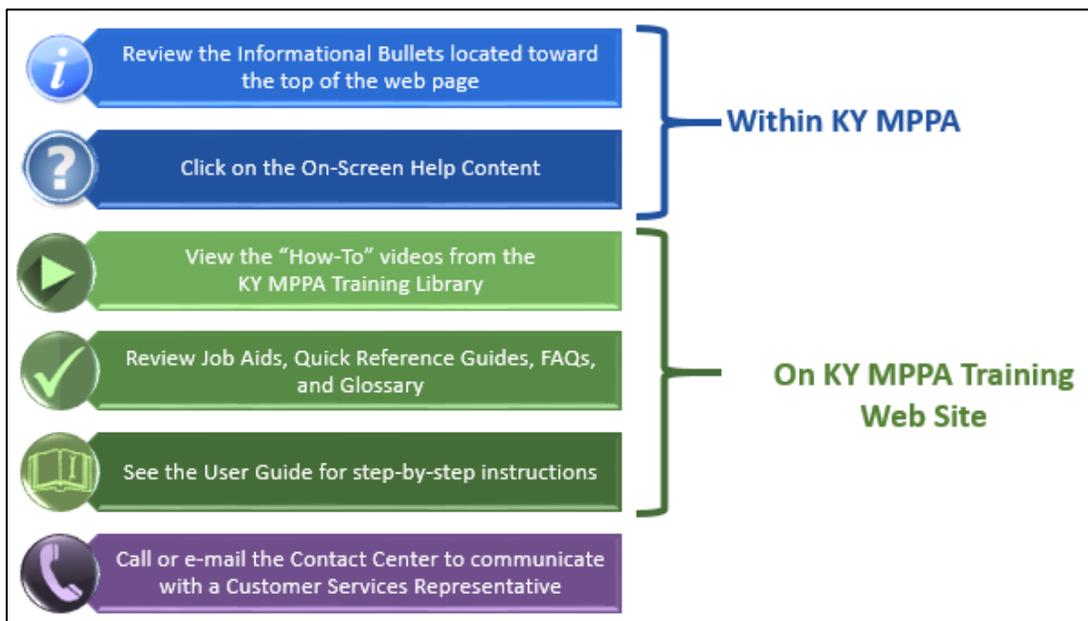- o Contact Center

Figure 1: KY MPPA Available Training Resources and Support

Resources within the KY MPPA Application

KY MPPA has built help content within the application so you have answers to your questions available while you are completing an application or action. The embedded help includes the informational bullets and on-screen help. These resources can be accessed from the toolbar at the top of each input screen within the new enrollment application or maintenance-related item.
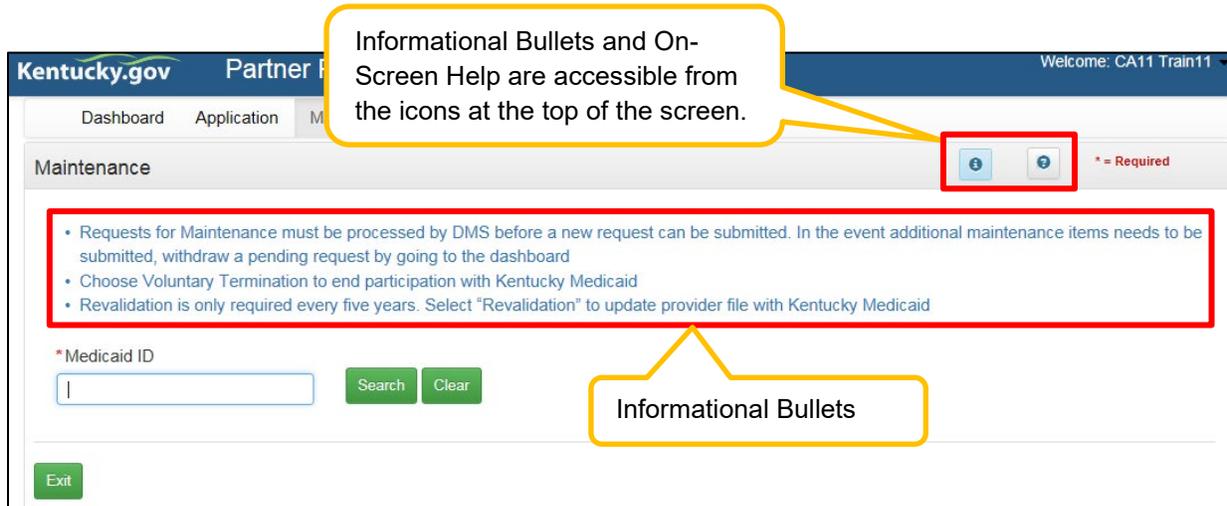

Figure 2: Informational Bullets and Help Icon

- The **Informational Bullets** are located at the top of the screen. Will guide you on items that may require clarification to complete the screen.
  - If you do not want to view the bullets, you can toggle them off the screen by clicking on the "i' icon in the upper right corner of the screen.
  - Clicking once will remove the bullets; clicking a second time will show the bullets.

- The **Help** icon is located in the upper right corner of the screen. The Help icon opens a window with definitions, more detailed instructions, and, other useful information about the fields on the particular screen the user is completing.
  - You can tell which screen's Help content you have accessed by reviewing the link in the upper right-hand corner of the open Help window.
  - We recommend you close the Help window by clicking on the "X" in the upper right corner of the window before you move on to another screen rather than keeping this window open in the background. If you don't close the window, when you try and open Help on another screen, it may not work properly.

Resources Accessible from the KY MPPA Training Resources Web Page

There are three key categories of training and support resources accessible from the KY MPPA web page which include the following items:

- o How-To Videos
- o Training Documents:
  - o Job Aids (cheat sheets)
  - o Glossary
  - o User Guides *(Individual Provider and Groups/Entities)*

Navigate to these resources by clicking on the **Training Resources Web Page** link on the Medicaid Partner Portal Application web page.
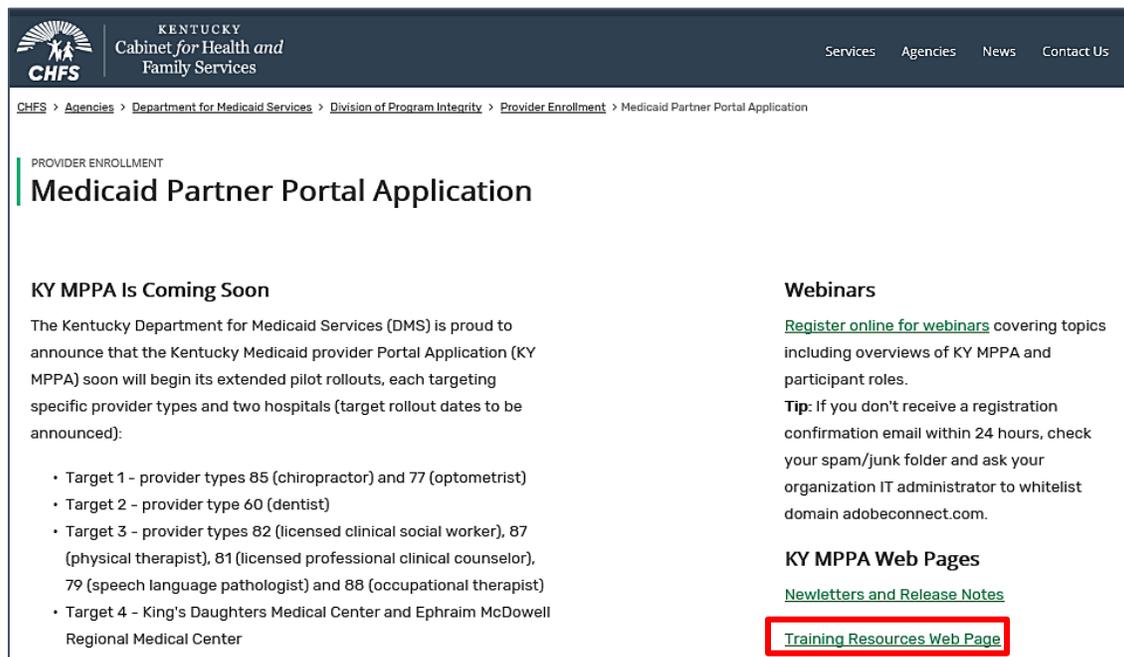

Figure 3: Medicaid Partner Portal Application Web Page

- View quick **"How-To" videos** to learn more about a specific KY MPPA functionality. The videos are organized into six topic areas:
  - o Navigation
  - o New Enrollment
  - o Maintenance/Revalidation
  - o Credentialing Agent
  - o Provider
  - o Tips for Success

- **Job aids** *(cheat sheets)* provide focused instructions and tips on how to complete specific tasks within KY MPPA as well as high-level information about the system, navigation, and how to get started in KY MPPA.

- The **FAQs** provide answers to frequently asked questions users may encounter.

- The **Glossary** provides definitions and acronyms for provider enrollment and KY MPPA key terms.

- The **User Guides** provide detailed step-by-step instructions on how to complete all the screens within KY MPPA.
  - There are two User Guides: *Individual Provider* and *Group/Entity*.
  - Use the interactive Table of Contents to help navigate the User Guide. Click on the link in the Table of Contents to navigate directly to the desired section rather than scrolling through the document.

Contact Center

To speak with a live representative, users can call the Contact Center Monday-Friday from 8:00am - 5:00pm (EST) or email the Contact Center at medicaidpartnerportal.info@ky.gov .

If e-mailing the Contact Center, make sure to include as much information as possible and include screenshots.

- For more details on the Contact Center, see the **'Contact Center Assistance'** job aid on the Training Resources web page.
- For more on the information, you will need when calling/emailing the Contact Center and troubleshooting steps you can take, see **'Preparing to Call or Email the Contact Center'** job aid.

KY MPPA Contact Center
Phone: 877-838-5085
Website: KY MPPA Website

Description	Phone	Email
Technical support for: • KY MPPA technical issues • Remote identity validation • Credentialing Agent management • Access issues • Linking Providers and Credentialing Agents	Extension 1,1	medicaidpartnerportal.info@ky.gov When emailing include screenshots and any information possible.
Program or policy inquiries Status and help with paper applications	Extension 1,2	

Figure 4: Contact Center Information