Transcript: Linking Scenarios and Paths (Video 12e)

This document contains the transcript for Video 12e: Linking Scenarios and Paths.

Introduction

Linking is very important within KY MPPA and one kind of linking involves the linking between a Provider and a credentialing agent so the CA can work on behalf of a Provider with an existing Kentucky Medicaid ID.

3 Types of Linking

When talking about the linking between Providers with existing Kentucky Medicaid IDs and CAS, there are six basic linking scenarios broken out into three sections.

1. Linking between a Provider and CA in a one to one relationship, one Provider working with one CA
2. Linking between Providers and CAs who are part of a credentialing Group, either supporting a Group with a Medicaid ID or as part of a credentialing agency who is not eligible for a Kentucky Medicaid ID
3. Linking between a single CA and multiple Providers

Scenario 1

Let's start with the one-to-one Provider to CA relationship. In this scenario the linking path is determined by whether the CA will be acting as a non delegate or as an Authorized Delegate. When the CA acts as a non delegate the Provider will be participating in the process and will be electronically signing their own application and sending it to DMS for approval. Because the Provider will be participating in KY MPPA they will begin the process by clicking on the Register for "KY MPPA Account" link on the KY MPPA web page to begin the account setup process. Once they have their account set up they will be provided the opportunity on their 1st and 2nd login to KY MPPA to link their account (via their email) to their existing Kentucky Medicaid IDs. Once they have linked to their Medicaid IDs, they will be given access to the Organization Management Application or OMA and will be able to send an email invitation to the CA to work on their behalf. The Provider and CA will be linked when the CA has set up their account by clicking on the link in the email invitation.

Scenario 2

When the CA is acting as an Authorized Delegate, the Provider will not be participating in KY MPPA and will not be electronically signing their own application. This means the Provider will not be required to have their own KY MPPA account. Instead, the CA will be doing everything

for the Provider to include electronically signing and submitting to DMS. The CA will begin the account setup process by clicking on the "Register for KY MPPA Account" web link. Because the Provider will not have their own account, they will not be able to send an OMA invitation to the CA to link. Instead, the CA will need to either call or email the KY MPPA Contact Center for linking assistance. Once the Contact Center has completed their actions, the Provider and CA will be linked.

Scenario 3 and 4

Now let's talk about the many-to-many relationship. This is where multiple credentialing agents in one organization support multiple Providers.

There are two scenarios in this situation: The credentialing agents that support a Group with a Kentucky Medicaid ID and the credentialing agents that work for a credentialing agency that is ineligible to have a Kentucky Medicaid ID.

Scenario 3

In the first situation, the credentialing agents support a Group with a Kentucky Medicaid ID. The first step for these CAs will be to link to the Group Medicaid ID. This linkage will be accomplished through an invitation from the Organization Management Application (or OMA). More on this in a moment. Once the CAs have linked to the Group Medicaid ID and login to KY MPPA the CAs will automatically be linked to the individual Providers who are members of the Group.

Scenario 4

In the second situation, the credentialing agents work for a credentialing Group such as a credentialing agency or MCO. The credentialing agency is ineligible for a Group Medicaid ID, so they cannot use OMA. Instead, the CAs will need to link directly to the individual Providers supported by the credentialing Group. Since the CAs cannot use OMA, they will need to reach out to the KY MPPA contact center for linking assistance.

Now let's take a look at the actual steps for the CAs to link in both of these scenarios. When the credentialing agents support a Group with a Kentucky Medicaid ID, they will use the Organization Management Application or OMA to invite their credentialing agents to work on behalf of the Group Medicaid ID. The credentialing agent lead will send a request to DMS to set up their initial Group Organization Administrator. The DMS Relationship Manager will send an OMA invitation to the identified Org Admin. And the Org Admin will click on the link in the email invitation to set up their KOG or Kentucky online gateway account. Once they have their account set up they will have access to OMA and can send an invitation to the Group CAs. Once the CAs have set up their accounts, they will be linked to the Group Medicaid ID and can work on behalf of that Group. Once the CAs login to KY MPPA following their account setup they will automatically be linked to the individual Providers who are members of that Group.

In the second situation, when the credentialing agent works for a credentialing agency or Group, that agency is not eligible to have a KY Medicaid ID and therefore will not have access to the Organization Management Application or OMA. Because of this, they will not receive an email invitation to begin the account setup and linking process from OMA. Instead, the CA will begin

the account setup process by clicking on the "Register for KY MPPA Account" web link. Once the CA has set up their account, the CA will need to either call or email the KY MPPA Contact Center for linking assistance. If emailing, they will need to send in the Linking Request Letter and spreadsheet with the Medicaid IDs to link to the KY MPPA Contact Center at medicaidpartnerportal.info@KY.gov. Once the Contact Center has completed their actions the Provider and CA will be linked.

When there is a single credentialing agent supporting either a Group with a Kentucky Medicaid ID or who works for a credentialing agency or Group that is not eligible to have a KY Medicaid ID, the CA will not need to use the OMA because there are no other CAs to invite to link to the Providers. Because OMA is not involved the CA will begin the account setup process by clicking on the "Register for KY MPPA Account" web link. Once the CA has set up their account, the CA will need to either call or email the KY MPPA Contact Center for linking assistance. If emailing, they will need to send in the Linking Request Letter and spreadsheet with the Medicaid IDs to link to to the KY MPPA contact center at medicaidpartnerportal.info@KY.gov. Once the Contact Center has completed their actions, the Provider and CA will be linked.

Wrap Up

For more on the linking paths for your specific situation, you can access the Linking Tip Sheet for Providers and Credentialing Agents from the Training Resources web page under Training Documents. And as always, you can reach out to the KY MPPA Contact Center.