KY MPPA NEWSLETTER

Kentucky Medicaid Partner Portal Application
December 20, 2022

CLIA Changes in Partner Portal

All changes effective the evening of 12/21/2022

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New Section 1.15 Added for CLIA Information

CLIA information has been added and maintained within a new section 1.15. For each CLIA Number, a physical address must be selected in the CLIA Address field. The following information must be added/maintained within section 1.15:

- CLIA Number
- CLIA Address
- Location NPI
- Comments

Section 1.6 Additional Identifiers Will No Longer Contain CLIA Information

Active CLIA records will be transferred from section 1.6 Additional Identifiers to section 1.15 CLIA Information. After 12/21/2022, CLIA information must be added and maintained in section 1.15.

Section 1.7 Address Information: A Physical Address Must Be Listed for Each Active CLIA Number

In section 1.7 Address Information, add the physical address that is associated with each active CLIA number entered in section 1.15.

Section 8.0 Document Upload

Document upload is required for a newly added CLIA record.

Section 10.0 Submit: To Esign and Submit, Active CLIA Records Require a Physical Address

Before Esign and Submit, ensure all active CLIA records are mapped to a physical address. If the caller receives the message below, advise them to return to section 1.7 and add the physical address.
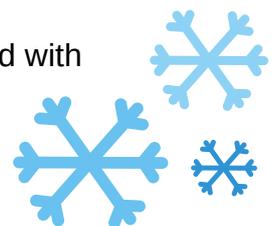
Note: All active CLIA records must be associated to a physical address entered in section 1.7 Address Information. When submitting a maintenance item, if a CLIA record does not have a physical address, the following message will display *"Each CLIA must be mapped to a Physical Address on file. Go to 1.15 CLIA Information screen to edit CLIA and select a Physical Address"*.

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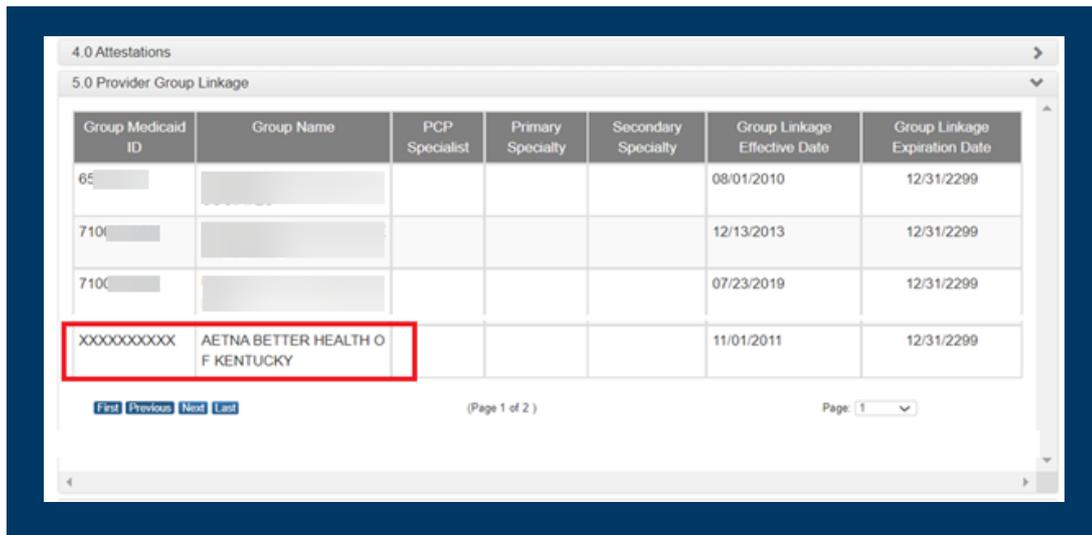CABINET FOR HEALTH AND FAMILY SERVICES

MCO Medicaid ID Masked

The Managed Care Organization (MCO) ID Medicaid ID will be masked on the following:

- Partner Portal dashboard
- Section 1.5 Add Group Member
- Section 5.0 Provider Group Linkage

Below is an example of the masked MCO ID for one MCO.

On section 5.0 Provider Group Linkage, users will not be able to add an MCO ID. The user will have a hard stop and receive the following error message upon clicking the Search button: *"This function is not available. Please contact the MCO to see if you are contracted with them."*

The contact phone numbers for each MCO can be found in the phone book on Teams.

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