

Transcript: Preparing to Enter a New Enrollment Application (Video APP-1)

This document contains the transcript for Video APP-1: Preparing to Enter a New Enrollment Application.

Introduction

This video will focus on the steps you can take to prepare to enter a new enrollment application in KY MPPA.

Preparing to Enter a New Enrollment Application

There are six key steps you can take to prepare to enter your application. These steps will make the application process more efficient and streamlined.

Step One

The first step you will need to take is to determine the type of application you will be completing within KY MPPA – either a new enrollment application or a maintenance related action. The key difference here is whether the provider has or ever had a KY Medicaid ID or not. If the provider does not have a KY Medicaid ID, they will need to complete a new enrollment application. If the provider does have an existing KY Medicaid ID, they will be completing a maintenance related action such as maintenance updates, revalidation, reinstatement or re-application.

Step Two

For a new enrollment application, the second step is to determine the provider category of the application – individual, group, or entity. Their definitions are:

- Individual: a provider who works for themselves to provide care
- Group: an organized group with multiple providers and services
- Entity: a health related organization such as a clinic or hospital

Step Three

The third step will be to determine the specific provider type of the provider and review the provider type summaries for the requirements associated with that provider type. The provider type summaries can be accessed at the Cabinet for Health and Family Services or CHFS website at <https://chfs.ky.gov/agencies/dms/dpi/pe/Pages/prov-summaries.aspx>.

Step Four

If the provider does meet the requirements, the provider (or credentialing agent) should begin to gather the documents and information needed to enter into the application. At a minimum, this would include the provider's social security card and will likely include a license and/or a certification document. The KY MPPA application will not let you proceed through the application until you have entered all the required information for that screen so having the information and documents collected before beginning the application will make the process proceed more efficiently and reduce the time necessary to enter data.

Step Five

When you collect this data, particularly the documents, it is important to ensure all the documents to be uploaded are less than 5 MB. In addition, each document must be uploaded individually. For example, the social security card and license must be uploaded as separate files because the documents will be listed as an individual document requirements on the Document Upload screen (Section 8.0). If each required document is not uploaded, you will not be able to proceed beyond the Document Upload screen.

Step Six

The final preparation step is a recommendation to use Internet Explorer as your browser. While Chrome, Safari, and Firefox can also be used to access KY MPPA, Internet Explorer will provide the best results.

Summary of Steps

1. Determine the application type – new enrollment or maintenance-related action
2. Determine provider category
3. Review provider type summaries for requirements
4. Gather information required for the specific provider type
5. Ensure all documents to be uploaded are saved as separate files and are <5 Mb
6. User Internet Explorer for best results

Wrap Up

You have just finished the Preparing to Start an Application video. For more information on starting a new enrollment application or other topics, 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.