

# Contact Center Assistance

**KY MPPA has a dedicated Contact Center to provide assistance for specific questions or issues that cannot be resolved by the user through the use of provided training and help resources (*User Guides, Job Aids, Frequently Asked Questions, etc*).**

**The Contact Center provides assistance related to technical support issues as well as provider enrollment/policy questions.**

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## Contact Center Assistance

When you call the Contact Center, a Customer Service Representative (CSR) assists callers in two primary areas: *technical support and provider enrollment/policy questions*.

### Technical Support (Extension 1,1)

Technical support covers, *but is not limited to*, the following areas:

- **Registering and setting up your KY MPPA account**
  - Security validations
  - Remote identify validation
  - Account access
  - Linking your existing Medicaid IDs to your KY MPPA account
  - Linking Providers and Credentialing Agents
  - Locating an existing Medicaid ID
  
- **Technical Issues within KY MPPA**
  - Navigating the screens in KY MPPA
  - Advancing from screen to screen
  - Using grids (*table to upload documents or add data*)
  - Accessing Help content
  
- **Status of Applications and Maintenance Actions Completed in KY MPPA**
  - Navigating the Dashboard, Main Menu, and User Menus
  - Identifying the status of an application or maintenance action
  - Re-opening an application in progress

## Policy/Provider Enrollment (*Extension 1,2*)

The Contact Center assists with provider enrollment or policy procedures. Examples include, *but are not limited to:*

- **Status of Applications and Maintenance Actions** (*status of applications completed in KY MPPA or through the manual paper enrollment process*)
  - Identifying the status of an application or maintenance action (*KY MPPA or paper*)
  - Navigating the Dashboard, Main Menu, and User Menus (*KY MPPA*)
  - Re-opening an application in progress (*KY MPPA*)
- **Policy and/or Procedures for Enrollment**
  - Information on access to Department for Medicaid Services websites and information
  - Locating an existing Medicaid ID

*Note: Depending on the specific policy question, you may be referred to the Department for Medicaid Services.*

## Contact Information

The Contact Center is open Monday – Friday 8:00 am EST – 5:00 pm EST, except for state government holidays. Please select the correct extension based on the issue you are reporting:

KY MPPA Contact Center Phone: 877-838-5085 Website: <a href="#">KY MPPA Website</a>		
Description	Phone	Email
Technical support for: <ul style="list-style-type: none"><li>• KY MPPA technical issues</li><li>• Remote identity validation</li><li>• Credentialing Agent management</li><li>• Access issues</li><li>• Linking Providers and Credentialing Agents</li></ul>	Extension 1,1	<a href="mailto:medicaidpartnerportal.info@ky.gov">medicaidpartnerportal.info@ky.gov</a>  When emailing include screenshots and any information possible.
Program or policy inquiries Status and help with paper applications	Extension 1,2	