Disassociating and Re-Associating Group CAs from Individual Providers (CA Admin Manager)

This document describes how to disassociate or re-associate a Group's Credentialing Agents (CA) from an Individual Provider outside of the normal group linking process. This functionality is only available to the CA Admin Manager.

Overview

The CA Admin Manager has access to Administration functions from the Main Menu within KY MPPA.

One of the available functions is the **"Manage Credentialing Agents Association with Medicaid ID"** option. This function allows the CA Admin Manager to:

- Disassociate all Group CAs from an Individual Provider's KY Medicaid ID.
- Re-associate all Group CAs to an Individual Provider's KY Medicaid ID *(if still linked to the Group for billing purposes).*

## Disassociating Group CAs from an Individual Provider's KY Medicaid ID

When an Individual Provider leaves a group *(group no longer bills for the Provider's services)*, the Provider must be delinked from the CAs supporting that group. This ensures the CAs no longer have access to the Provider's KY Medicaid ID data.

Removing an Individual Provider from a group *(delinking the Provider from the Group Medicaid ID)* should be accomplished as a **Maintenance** action within KY MPPA:

- **1.5 Add Group Members** screen *(maintenance on Group Medicaid ID)*
- **5.0 Linking to a Group** screen *(maintenance on Individual Provider Medicaid ID).*

If the Group will not be performing a maintenance action for the Provider or Group Medicaid ID immediately but wants to remove Group CA access to the Individual Provider's Medicaid ID in the meantime, the CA Admin Manager will be able to disassociate the Individual Provider from the **Administration** tab by following the steps outlined below:

1. Log in to KY MPPA
2. *Click* on the **Administration** tab from the Main Menu
3. *Select* **Manage Credentialing Agents Association with Medicaid ID** option
4. *Select* **Continue**
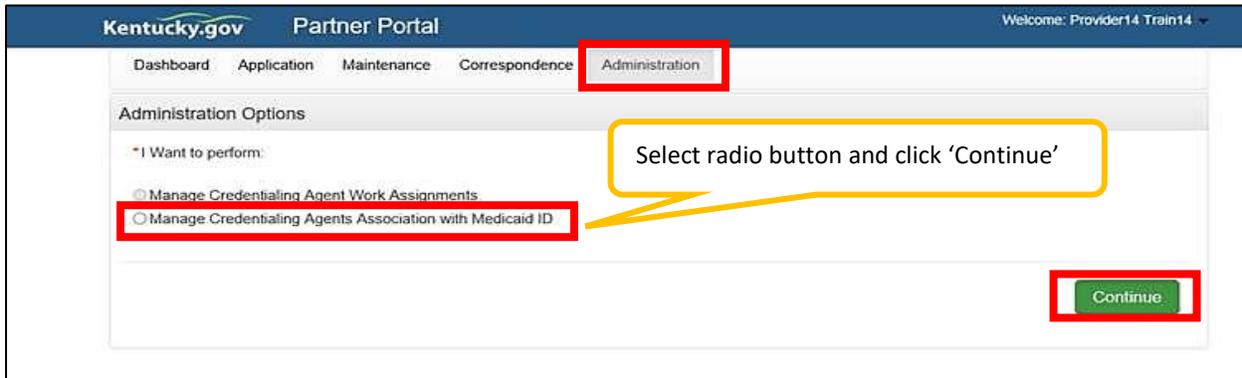
Figure 1: Manage Credentialing Agents Association with Medicaid ID Option

Note: *Credentialing Agent Management will need the Credentialing Agent **Admin Manager** role to access this feature of KY MPPA. The CA Admin Manager role is assigned via the Organization Management Application (OMA).*

5. *Enter* the **Individual Provider's Medicaid ID** *(Provider leaving the group)*
6. *Click* **Search**
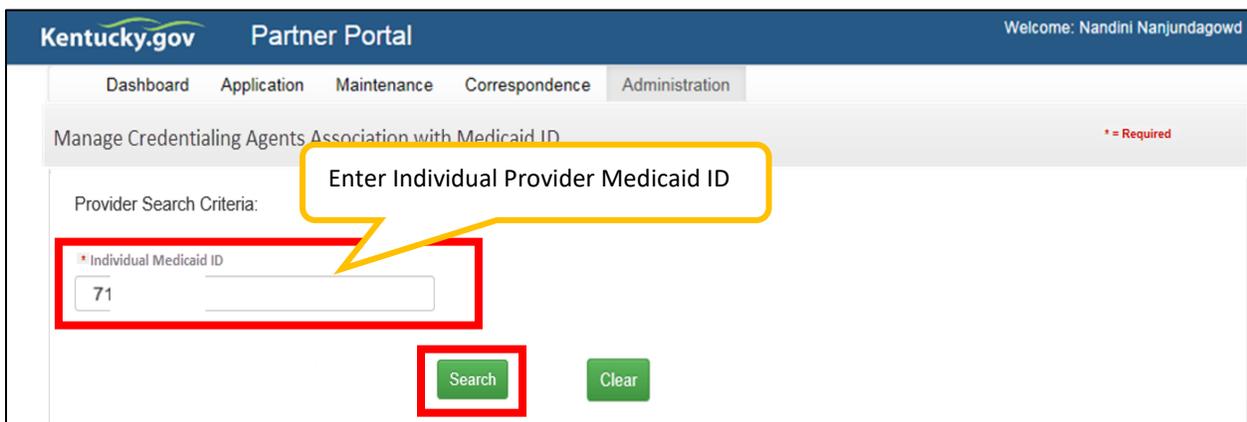
Figure 2: Enter Individual Provider Medicaid ID

Note: *There are two potential Alert Messages related to the Medicaid ID entered. The first Alert Message will be displayed if a Group Medicaid ID is entered instead of an Individual Medicaid ID (see Figure 3). The second Alert Message will be displayed if the Individual Provider is not linked to the Group (not a group member) (see Figure 4).*

Figure 3: Alert Message – Individual Provider Medicaid ID Only
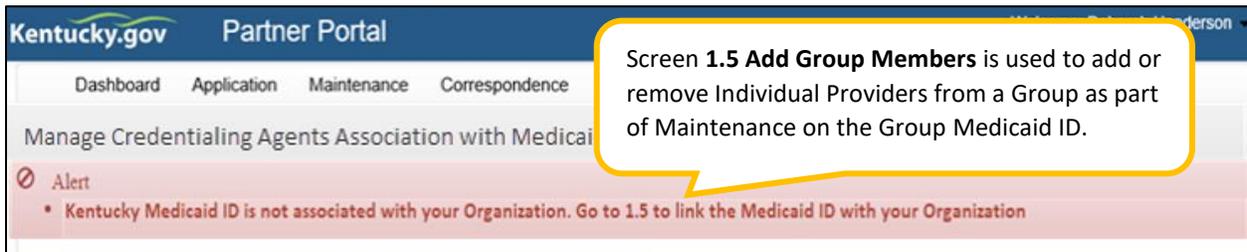
Figure 4: Alert Message – Individual Provider Medicaid ID Not Associated with Group

If no Alert Message is displayed, continue and verify the Individual Provider's data.

7. *Verify* Individual Provider's data in Medicaid ID grid
8. If correct, *select* **"Remove Access from all Credentialing Agents within the Organization"** option
9. *Click* **Save**

Figure 5: Select Remove Access Option

10. Confirm changes
    o *Click* **Yes** to proceed
    o *Click* **No** to return to the Medicaid ID Grid screen

Figure 6: Confirm Changes

You will receive a Record Saved Successfully message.
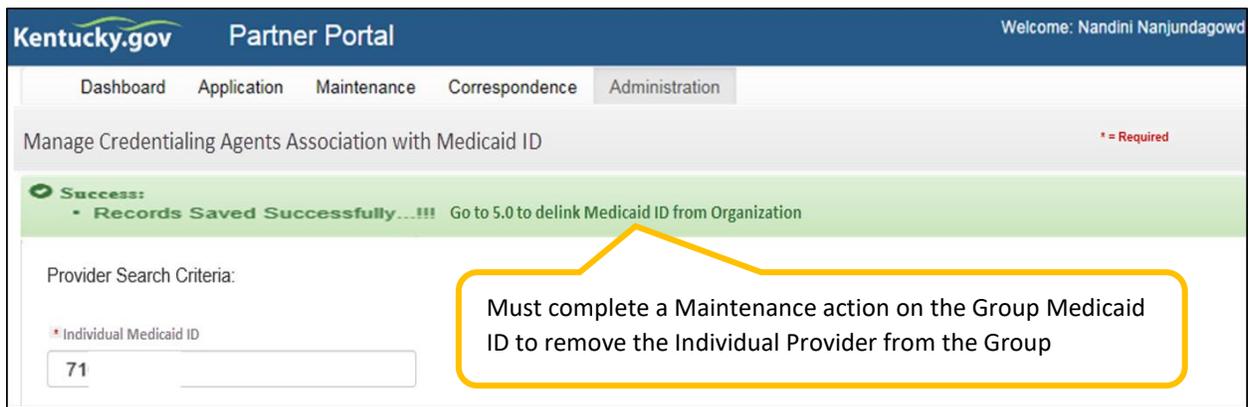
Figure 7: Change Successful Message

Note: *The Individual Provider is still part of the Group but access to their data is removed for all Group CAs. To remove the Provider from the Group and complete the delinking process, a Maintenance action on the Group Medicaid ID must be completed (1.5 Add Group Members screen).*

Re-associating Group CAs to an Individual Provider's KY Medicaid ID

To re-establish access between the Provider and all the Group CAs, use the **Grant Access to all Credentialing Agents within the Organization** option.

Note: *This option will only work if the Individual Provider is still linked to the Group. If the Individual Provider is not a member of the Group, the Provider can be linked to the Group Medicaid ID and associated to all the Group CAs via a Maintenance action.*

Complete Steps 1-7 of the "Disassociate" process (shown above).

8. If correct, *select* **"Grant Access to all Credentialing Agents within the Organization"** option
9. *Click* **Save**
10. Confirm changes (see Figure 4)
    o *Click* **Yes** to proceed
    o *Click* **No** to return to the Medicaid ID Grid screen
11. Record Saved Successfully message (see Figure 5)

Medicaid ID Grid

KY Medicaid ID	Name	SSN	PT	Category	Status	NPI	Eff Date	End Date	Provider Primary Physical Address	Email Address
71	B Le	6	64	Individual	Active	17	10/04/1999	02/28/2020	SHI BAF k	b.le m

○ Grant Access to all Credentialing Agents within the Organization

○ Remove Access from all Credentialing Agents within the Organization

Exit

Save

Figure 8: Select Grant Access Option