

Kentucky Medicaid Partner Portal Application (KY MPPA) Webinar

Hospital – Onboarding

Welcome to the Kentucky Medicaid Partner Portal (KY MPPA) Hospital – Onboarding Webinar!



Introductions

Presenter

Support Trainer

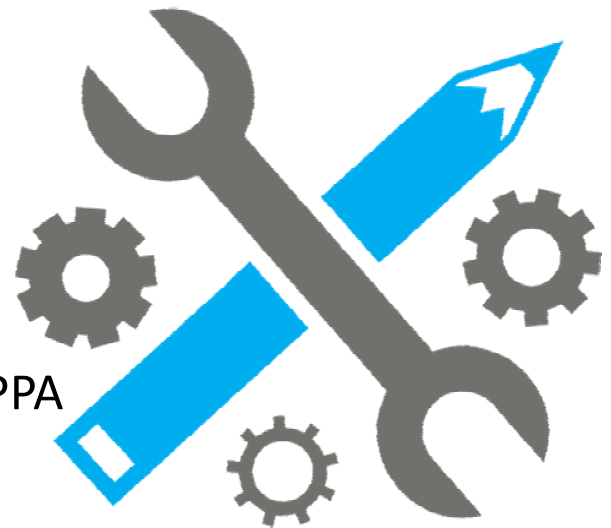
Agenda

- Introduction
- Objectives
- Functions and Benefits
- Roles and Responsibilities
- Statewide Rollout Strategy
- Three Types of Linking
- System Requirements
- Account Set-Up
- Dashboard Navigation
- Update/Verify Information
- Resources and Next Steps



Today's Objectives

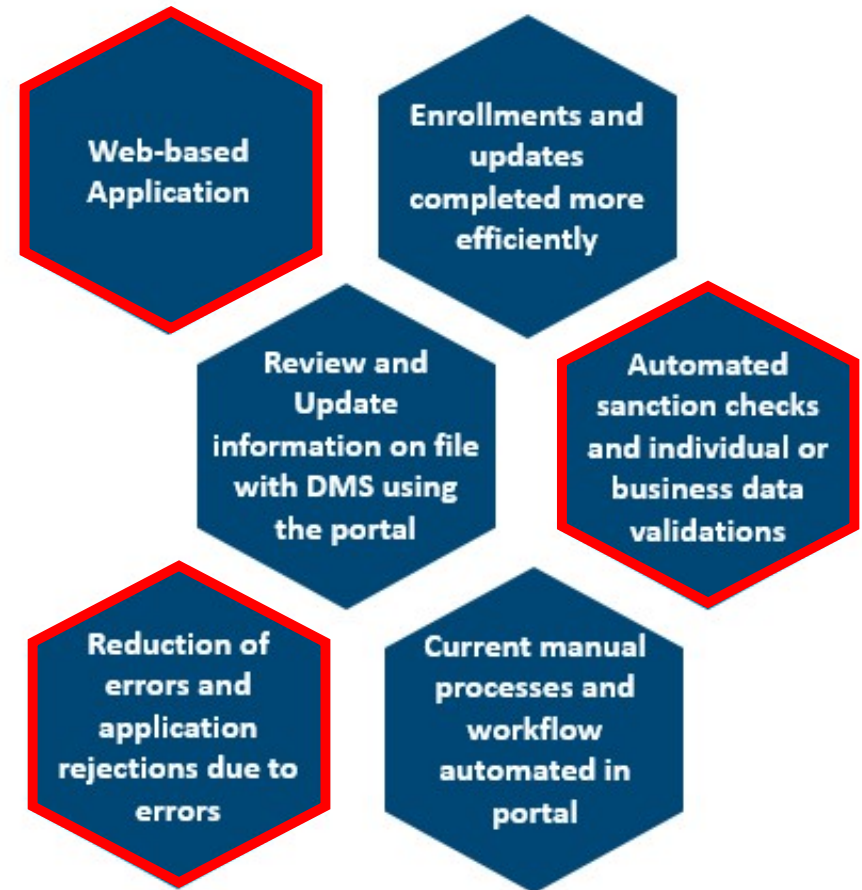
- Discuss the functions and benefits of KY MPPA
- Describe roles and responsibilities within KY MPPA
- Understand the full statewide rollout strategy
- Understand the three types of linking
 - Link a Provider with their existing KY Medicaid ID
 - Link a Provider to a Group
 - Link a Credentialing Agent (CA) to a Provider via their KY Medicaid ID
- Perform the steps to set up your account
- Perform the one-time and recurring steps to sign on to KY MPPA
- Access and navigate the KY MPPA Dashboard
- Describe the steps to verify and update Provider information within KY MPPA
- Utilize the KY MPPA resources to assist in completing the next steps



KY MPPA Functions and Benefits

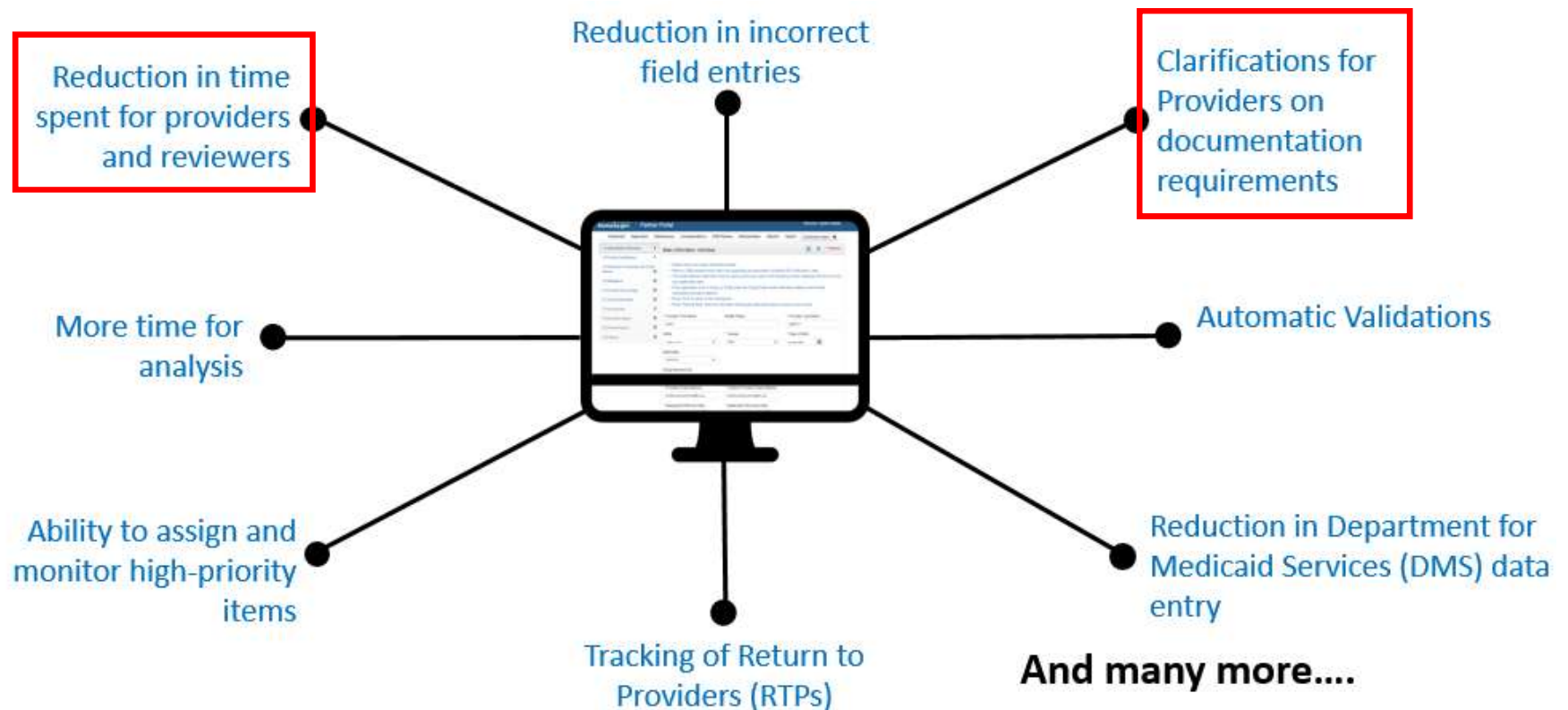
What is the Kentucky Medicaid Partner Portal Application?

The Kentucky Medicaid Partner Portal Application (KY MPPA) is an initiative of the Cabinet for Health and Family Services (CHFS) to streamline and automate the current paper enrollment process under the Commonwealth's Medicaid Program.

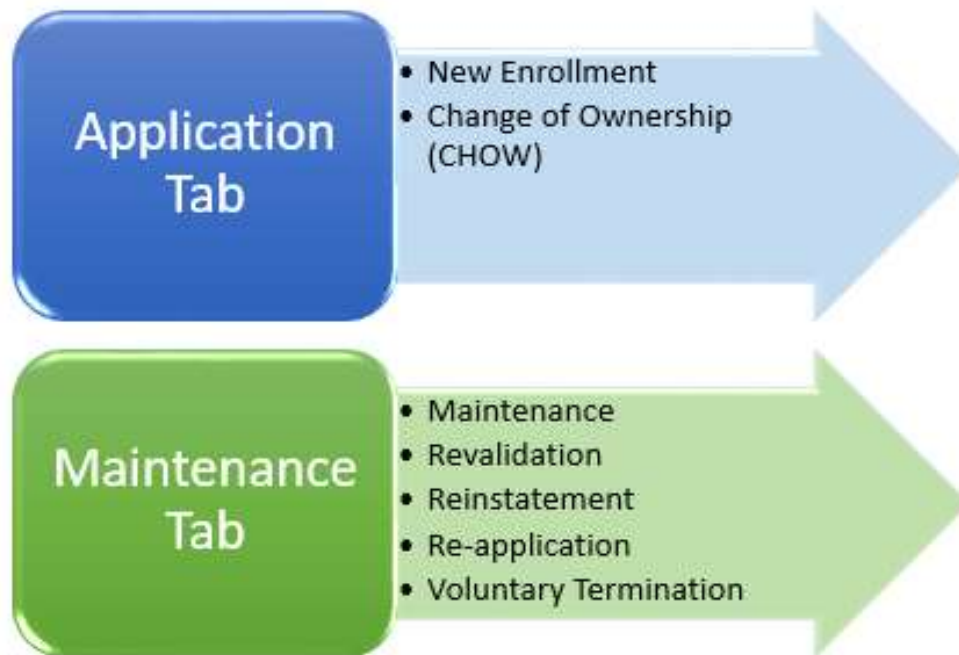


KY MPPA Benefits

KY MPPA provides many benefits compared to paper applications for both providers and reviewers



Functions of KY MPPA



Those who need a new Medicaid ID

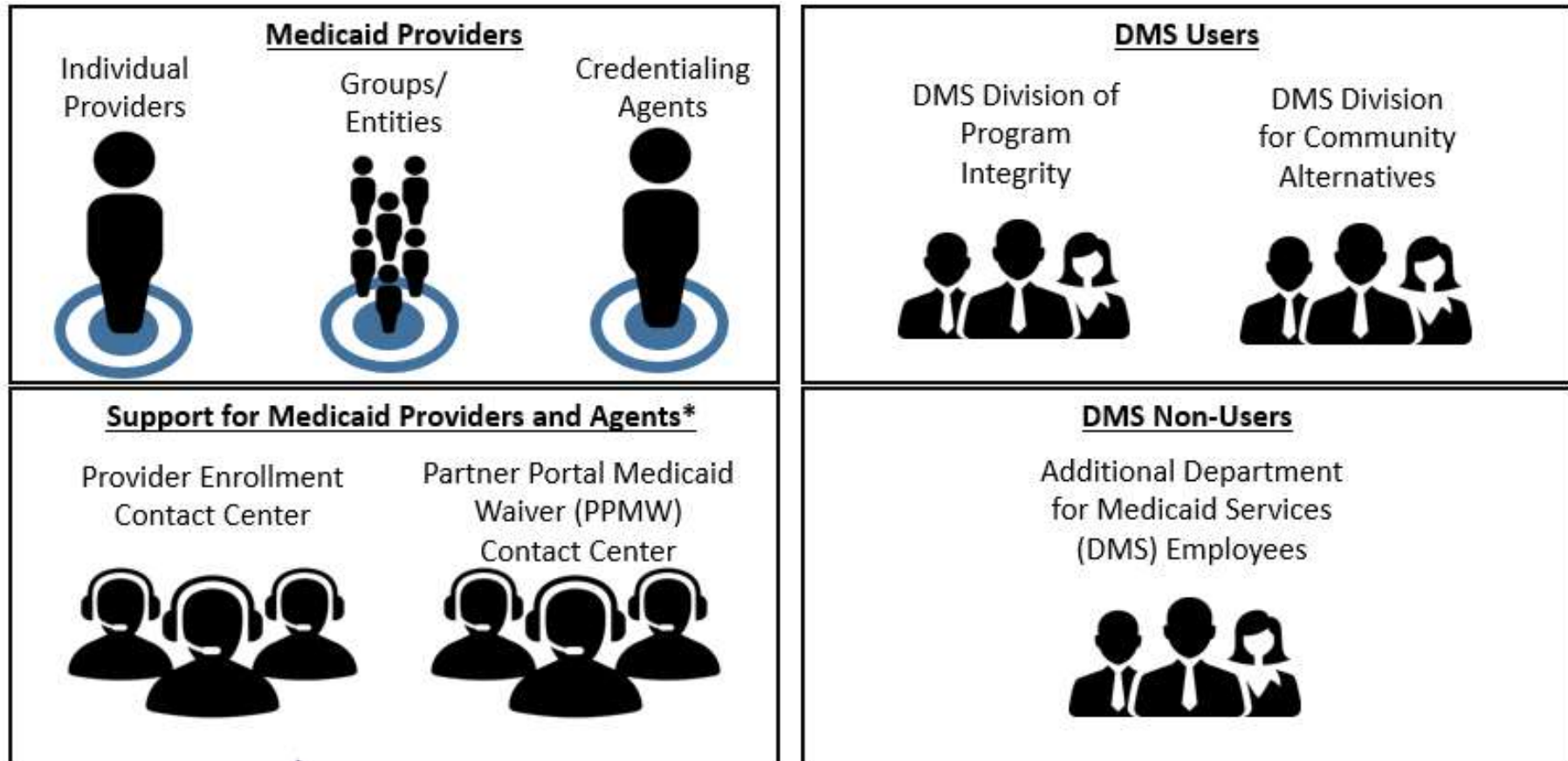
Note: for CHOW, the previous owner's Medicaid ID must be entered

Those who already have or have had an assigned Medicaid ID

Note: Reinstatement (*terminated for cause*) or Reapplication (*voluntary termination*) - NOT a New Enrollment

****Navigation and Functionality Webinar** walks users through basic functionality, how to start an application/maintenance & how to navigate the system

KY MPPA Users



KY MPPA Roles and Responsibilities

KY MPPA - Roles Definitions

Provider

An individual that assists Medicaid recipients by providing medically necessary services.

Owner

(Officer or Board Member)

A person or entity has a % of possession of equity in the capital, the stock, or the profits of the entity

Credentialing Agent

An person who works on behalf of a Provider to enter and update the Provider's information.

Credentialing Agent Admin Manager

A designated person within an organization, such as a hospital or practitioner group, that will be able to access and perform Administrative options.

Organization Management Application (OMA) - Roles Definitions

Organization Administrator

A designated person within an organization with the ability to invite and allow others to be linked or delinked to a Provider or Organization that has a KY Medicaid ID and work on their behalf.

Relationship Manager

A designated Department for Medicaid Services staff individual who assign's the initial Organization Administrator in the Organization Management Application (OMA) for each organization.

Roles – Main Responsibilities



Provider Only

- Account Access
- Enrollment
- Main Contact
- Review Items
- Send to DMS for Approval

No Credentialing Agent Involvement



Credentialing Agent & Provider Involvement

Credentialing Agent

- Account Access
- Enrollment
- Main Contact
- Review Items
- Send to Provider for Review & Approval

Provider

- Account Access
- Review & Approval
- Send to DMS for Approval



Credentialing Agent Authorized Delegate

- Account Access
- Enrollment
- Main Review
- Upload Provider signed document
- Submit to DMS for Approval

No Provider Involvement

Provider may obtain account access if they wish to view profile.

**** Attend the [Hospital – Submitting as an Authorized Delegate webinar](#) for more information on how to use the delegate feature as a Credentialing Agent**

Roles – Main Responsibilities



Credentialing Agent Administrative Manager

- Reassigns Workload
- Links CA to Individual Providers
- Delinks CA from Individual Providers

**Can Perform CA Duties
Within KY MPPA if also
has CA Role**



Organization Administrator (KOG)

- Manages CA Access to Organization
- Sends KY MPPA Invitations to Credentialing Agents
- Links Credentialing Agents to Organization
- Removes Credentialing Agents from Organization

**Can Perform CA Duties
Within KY MPPA if also
has CA Role**



Relationship Manager

- DMS Assigns Organization Administrators to Organization Groups

**Cannot Perform CA
Duties Within KY MPPA**

**** Attend the [Hospital - Managing CA Invitations and Workload Assignments webinar](#) for more information on roles and submission**

KY MPPA Rollout Schedule

Pilot Participants

Pilot 1

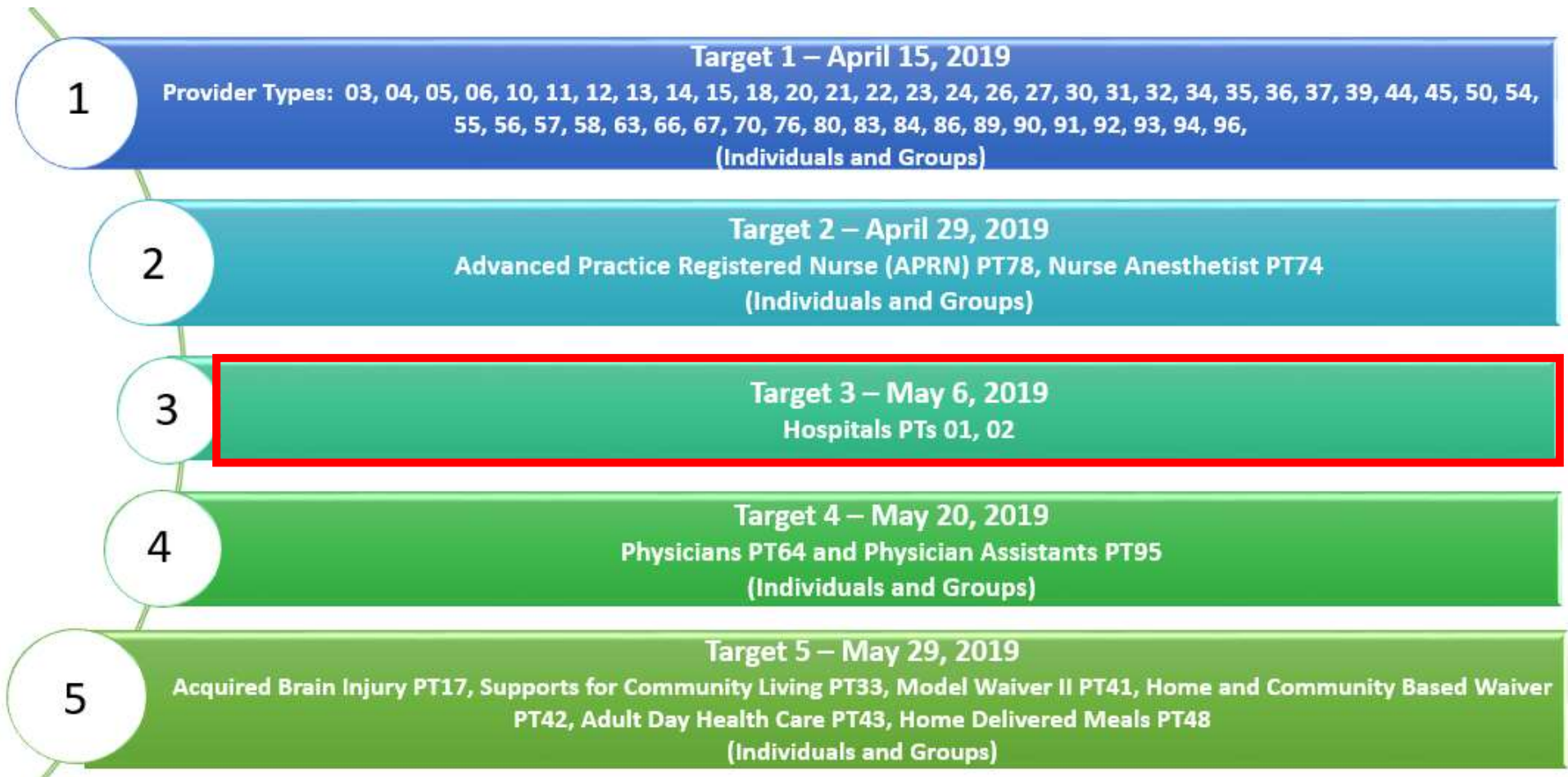


Extended Pilot

Optometrists PT77 * Speech Language Therapists PT79
Optician PT52 * Occupational Therapists PT88
Chiropractors PT85 * Physical Therapists PT87
Dentists PT60 * Licensed Clinical Social Workers PT82
Licensed Professional Clinical Counselors PT81



Full Rollout Plan - Participants



Three Type of Linking within KY MPPA

Types of Linking for KY MPPA

- (1) Link a Provider with their existing KY Medicaid ID
- (2) Link a Provider to a Group
- (3) Link a Credentialing Agent (CA) to a Provider via their KY Medicaid ID



****Attend the [Hospital - Managing CA Invitations and Workload webinar](#) for additional information about linking Credentialing Agents, Providers and Entities**

Types of Linking for KY MPPA

(1) Link a Provider with their existing KY Medicaid ID

- Allows the Provider to *view* and *maintain* the data associated with their KY Medicaid ID within KY MPPA
- Will be provided opportunity to link to their data during account set up



Types of Linking for KY MPPA

(2) Link a Provider to a Group

- Links the Individual Provider's Medicaid ID to the Group Medicaid ID for billing purposes (*MAP-347 functionality*)
- Linking can be accomplished via a New Enrollment application or Maintenance action
 - Section 1.5 (*if Group application*)
 - Section 5.0 (*if Individual Provider application*)
- Allows the Group's Credentialing Agents to work on the Provider's behalf once linked



Types of Linking for KY MPPA

(3) Link a Credentialing Agent (CA) to a Provider via their KY Medicaid ID will be covered in the **Hospital – Managing CA Invitations and Workload** webinar tomorrow.



Account Set-Up

System Requirements and Security

System Requirements

- KY MPPA is optimized to run on the Internet Explorer browser, however it will run on the browsers and versions listed below:
 - Internet Explorer (11 or above)
 - Chrome (32.0.1700 or above)
 - Firefox (29 and above)
 - Safari (7 and above)
- Hardware Requirements



Name	Requirements
Windows	Windows 7 enterprise or above
Processor	Intel core i3 or above , 2.7GHz
RAM	4 GB or above
System Type	32 Bit and above
Screen Resolution	800 X 600 or higher

Multi-Factor Authentication: VIP Token

Kentucky
Online Gateway

Welcome Pamela Barber | My Account | Sign Out | Help | English

Multi-Factor Authentication

Registered Tokens

MFA Credential ID	MFA Credential Nickname	Credential Type
VSST***2135	Indi Laptop	Soft

[Add / Remove Token](#)

Authentication Required

Based on your security profile, this Login transaction requires additional authentication.
Please choose a method for authenticating this transaction.

Enter the six-digit security code from your VIP credential

[Continue](#)

[I don't have access to my Security Token](#)

Privacy | Disclaimer

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VIP Token Software: <https://idprotect.vip.symantec.com/>

- You will be required to enter a VIP token security code each time you log in to KY MPPA
- Authenticates that *you are who you say you are* by entering a token
- Recommend you download and install the token now in preparation for KY MPPA
 - Can use a **Desktop** token or a **Mobile** token
 - If using **Desktop** token, you may need to coordinate with your IT department to download to your computer

How Invitations are Sent

Batch Emails

Sent by KY MPPA to large groups (Hospitals, Provider Groups)

Requires email address of each Provider and/or Credentialing Agent



KY MPPA Web Link

Providers or CAs click on "Register for KY MPPA" link on KY MPPA Web Page



Organization Management Application (OMA)

Providers send invitations to Credentialing Agents

(Providers get access to OMA when Medicaid ID is assigned or linked)

Credentialing Agents invited by Organization Administrators for large groups (Hospitals; Provider Groups)



New Enrollment Application

Providers are invited when Credentialing Agent prepares a New Enrollment Application and sends to Provider for electronic signature



How Invitations are Sent

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KY MPPA Web Link

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Organization Management Application (OMA)

Providers send invitations to **Credentialing Agents**
(Providers get access to OMA when Medicaid ID is assigned or linked)

Credentialing Agents invited by Organization Administrators for large groups (Hospitals; Provider Groups)

New Enrollment Application

Providers are invited when Credentialing Agent prepares a New Enrollment Application and sends to Provider for electronic signature

Credentialing Agents acting as either a Non-Delegate or Authorized Delegate


Create Account: “Register for KY MPPA” Link or Batch Email

- Click **Create An Account**

Enter **Username** and **Password** if you have a KOG account with the email address where your KY MPPA invitation was sent.
Click **Log In**.

Gateway Log In

Login with your Kentucky Online Gateway Account.

 Username or Email Address

[Forgot Username?](#)

Enter Username or Email Address

 Password

[Forgot Password?](#)

Enter Password

Log In

[Resend Account Verification Email](#)

WARNING

This website is the property of the Commonwealth of Kentucky. This is to notify you that the use of this website or any information accessed through this website is for official purpose only. Unauthorized use of this website or any information accessed through this website is prohibited by state and federal law. Unauthorized use of this website or any information accessed through this website is a violation of the state guidelines to protect the information from misuse or unauthorized access.

If you do not have a KOG account or if your KOG account is set up under a different email

Don't already have a Kentucky Online Gateway Citizen Account?

Create An Account

Creating a KOG Account

Please complete your Kentucky Online Gateway Profile

Please fill out the form below and click Submit when finished.
All fields with * are required.

* First Name	Middle Name	
<input type="text"/>	<input type="text"/>	
* Username	Mobile Phone	
<input type="text"/>	<input type="text"/>	
* Password	* Verify Password	
<input type="text"/>	<input type="text"/>	
* E-Mail Address	* Verify E-Mail Address	
<input type="text"/>	<input type="text"/>	
Street Address 1	Street Address 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	Kentucky	<input type="text"/>
Language Preference		
English		
Question	Question	
In what city were you born? (Enter full name of city only)	What was the name of your first pet?	
* Answer	* Answer	
<input type="text"/>	<input type="text"/>	

Cancel Sign Up

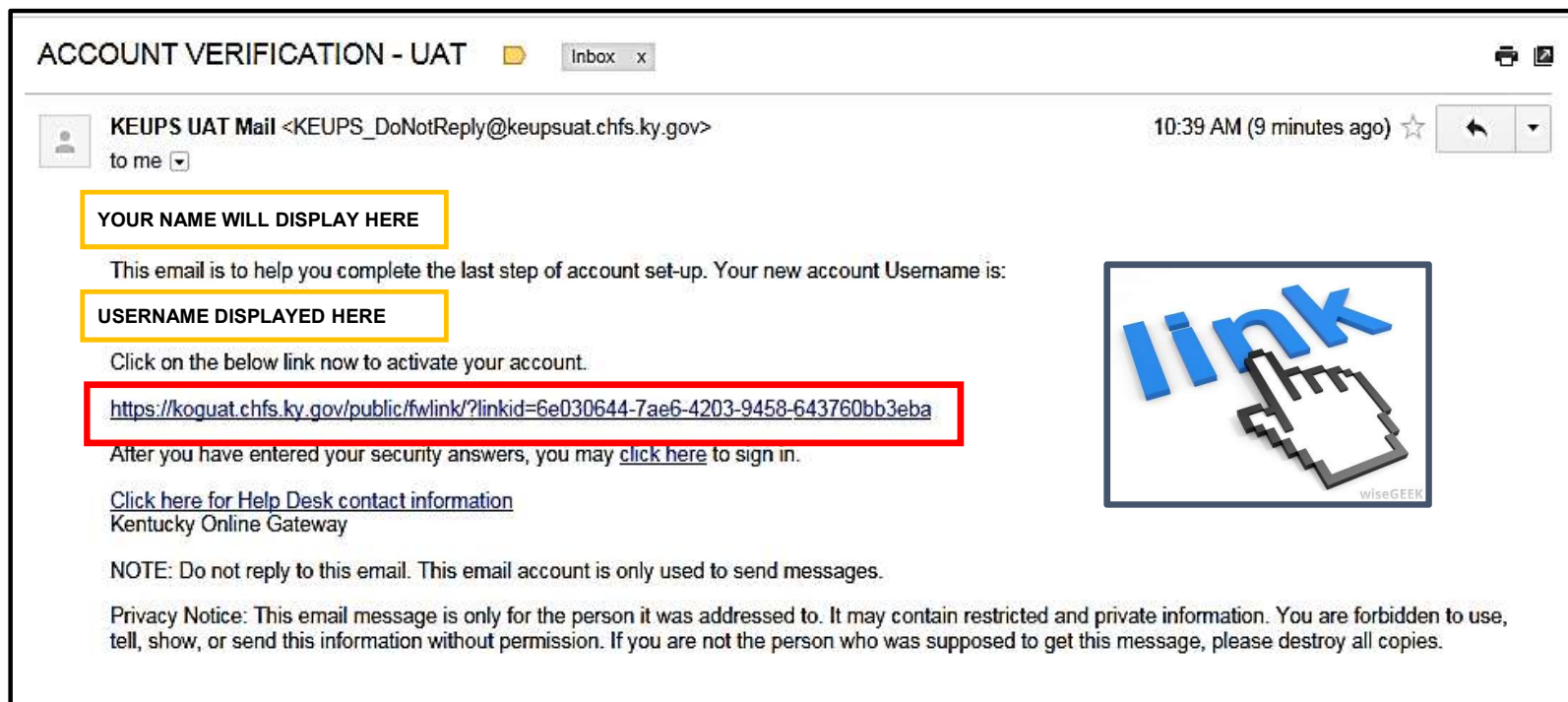
The username may be generated automatically using your first and last name (for example, John.Smith). **KOG is moving toward using the email address as the username so this may go away.**

Use the e-mail address from your invitation to join KY MPPA or the account set up process will not work properly. If you did not receive an invitation, use your work email address.

These security questions will be used to validate your account. They can also be used to reset your password.

Verification E-mail

- You will receive an email in your inbox with an account activation link
- Click on the **link** to proceed to security question validation



Verification E-mail

- Answer the Security Questions you provided in your profile set up
- Click **Verify Account**



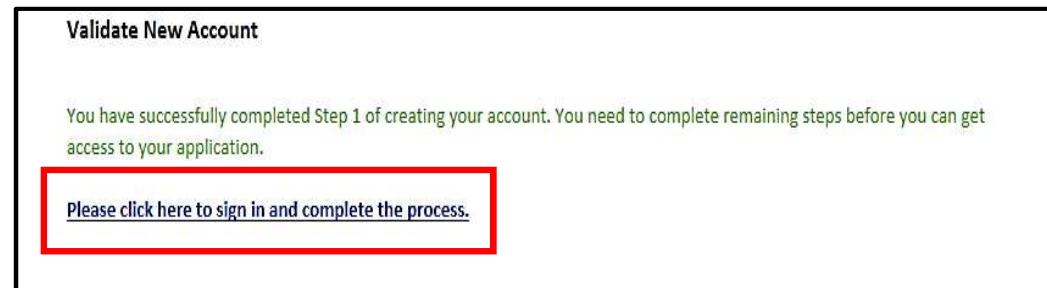
Validate New Account

To verify your identity, please answer the following security question(s).

Question	In what city were you born? (Enter full name of city only)
*Answer	<input type="text"/>
Question	What was the name of your first pet?
*Answer	<input type="text"/>

Verify Account

- You will receive a Successfully Completed message
- Click on **link** to complete the account set up process



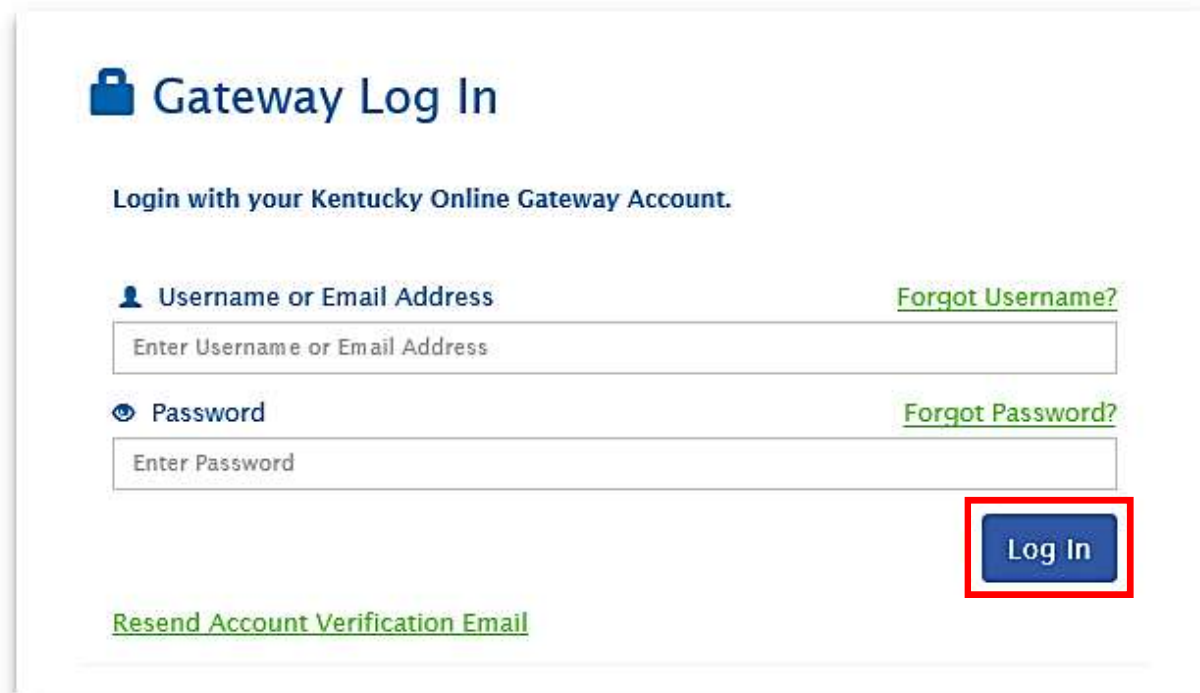
Validate New Account

You have successfully completed Step 1 of creating your account. You need to complete remaining steps before you can get access to your application.


[Please click here to sign in and complete the process.](#)

Login


- Enter the **Username** and **Password** set up in your KOG profile
- Click **Log In**




The image shows a 'Gateway Log In' form. At the top, there is a blue briefcase icon followed by the text 'Gateway Log In'. Below this is the instruction 'Login with your Kentucky Online Gateway Account.' The form contains two input fields: 'Username or Email Address' and 'Password'. Each field has a placeholder text 'Enter Username or Email Address' and 'Enter Password' respectively. To the right of each field is a green link: 'Forgot Username?' for the first field and 'Forgot Password?' for the second. At the bottom right of the form is a blue 'Log In' button, which is highlighted with a red rectangular border. At the bottom left of the form is a green link: 'Resend Account Verification Email'.

 Gateway Log In

Login with your Kentucky Online Gateway Account.

 Username or Email Address [Forgot Username?](#)

Enter Username or Email Address

 Password [Forgot Password?](#)

Enter Password

[Resend Account Verification Email](#)

Log In

Remote Identity Proofing (RIDP)

- Security measure- “Process of validating sufficient information that uniquely identifies you”
- Two Part Process
 - Part I: Provide demographic information
 - Part II: Answer a series of “out-of-wallet” questions
 - What car did you drive in 2001?
 - Have you ever been associated with “x” address?
- Information you will be asked to provide:
 - Full **Legal** Name
 - Date of Birth
 - Current **Home** Address
 - Telephone Number*
 - SSN*



Tips for Successfully Completing RIDP

- Be Careful of Typos
- Provide Social Security & Phone Number
 - Generates more focused, easier to answer questions
- Avoid using nicknames
- Ensure address & name entered match address & name on your Driver's License.
 - LexisNexis compares the information you enter to information on file with DMV
- If you have a two-part name, enter the second part in the middle name field
 - Example: Mary Ann would enter “Mary” in the First Name Field and “Ann” in the middle name field.
- Read questions carefully
 - The phrase “have you ever been associated with this address” may be referring to a work, home or school address of yourself or a family member



Security Validation: *Remote Identity Proofing (RIDP)*

- Complete the form with your personal information
 - Use your **home** address and not your business address
 - Enter last 4 digits of SSN and telephone number for more focused, easier to answer questions
- Click **Next**

The screenshot shows the 'User Verification' page with a progress bar at the top indicating four steps: 'Select An Application' (checked), 'Select Roles' (checked), 'Role Prerequisites' (active), and 'Confirm Changes' (disabled). Below the progress bar, a paragraph states: 'The Kentucky Online Gateway must verify your identity information by using public records and consumer credit information. Your information may also be verified by using information contained in your Commonwealth of Kentucky records. Please fill out the form below using your Legal Name. Fields with asterisk are required. Click Next when finished.'

The form contains the following fields:

- * Legal First Name: test
- Middle Name: (empty)
- * Legal Last Name: person
- Name Suffix: (dropdown menu)
- Gender: (dropdown menu)
- * Birth Date: (dropdown menus for month, day, and year)
- Last 4 Digits of SSN: (empty)
- Email: test.person@keups.net
- * Home Address: tst
- * City: anywhere
- * State: Alaska (dropdown menu)
- * Postal Code: (empty)
- Postal Extension Code: (empty)
- Phone Number: (empty)

Annotations on the form include:

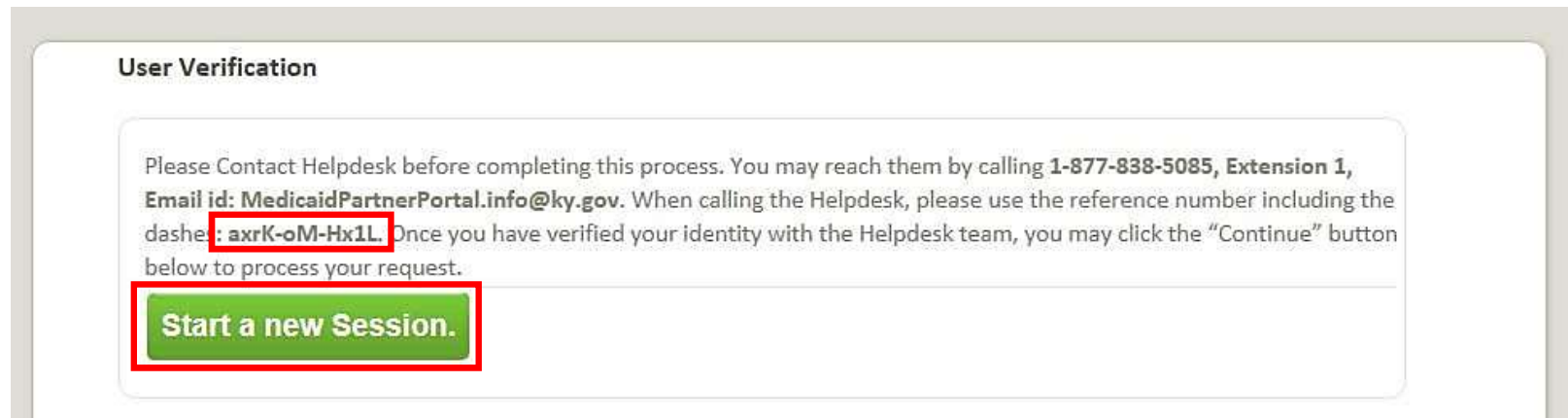
- A red box highlights the 'Home Address' section, with a red arrow pointing to it from the text 'Home Address'.
- Blue arrows point to the 'Last 4 Digits of SSN' and 'Phone Number' fields.
- A red box highlights the 'Next' button at the bottom, with a red arrow pointing to it.

Below the form, there is a checkbox for 'Identity proofing is enabled' and a paragraph of legal text. At the bottom, there are logos for 'ACADEMY' and 'WINDRIFT', a CAPTCHA challenge with the text 'Type the text', and a 'Privacy & Terms' link.

Security Validation: *Remote Identity Proofing (RIDP)*

What happens if I don't answer the questions correctly?

- You will be provided two additional questions
 - If you are not able to answer these questions, you will be directed to call the Contact Center
 - You will receive a **Reference Code** – give this code to the Contact Center
 - Keep this window open when calling
- Once RIDP completed successfully, click **Start a new Session**



User Verification

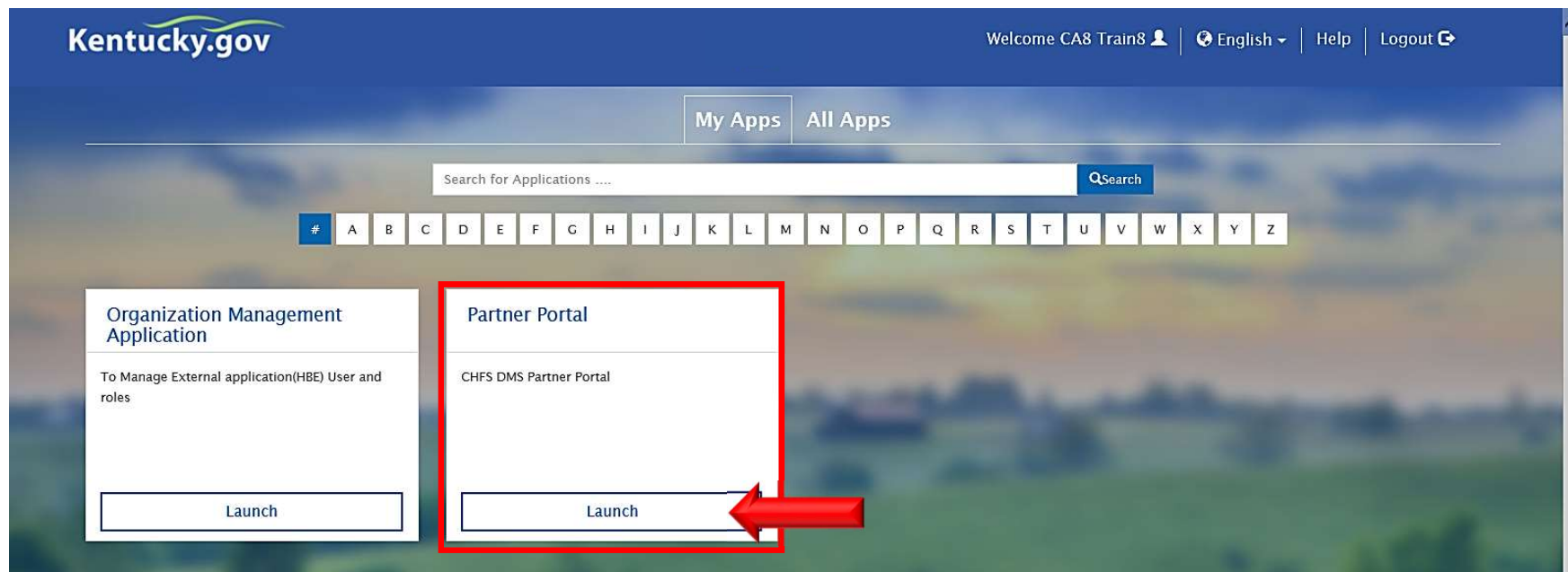
Please Contact Helpdesk before completing this process. You may reach them by calling **1-877-838-5085, Extension 1**,
Email id: MedicaidPartnerPortal.info@ky.gov. When calling the Helpdesk, please use the reference number including the
dash: **axrK-oM-Hx1L**. Once you have verified your identity with the Helpdesk team, you may click the "Continue" button
below to process your request.

Start a new Session.

Open KY MPPA

Step 5

- Click **Launch** on the Partner Portal tile on your KOG Landing Page



Multi-Factor Authentication: VIP Token

Kentucky
Online Gateway

Welcome Pamela Barbor | My Account | Sign Out | Help | English

Multi-Factor Authentication

Registered Tokens

MFA Credential ID	MFA Credential Nickname	Credential Type
VSST****2135	Indi Laptop	Soft

[Add / Remove Token](#)

Authentication Required

Based on your security profile, this Login transaction requires additional authentication.
Please choose a method for authenticating this transaction.

Security Code

Enter the six-digit security code from your VIP credential

[Continue](#)

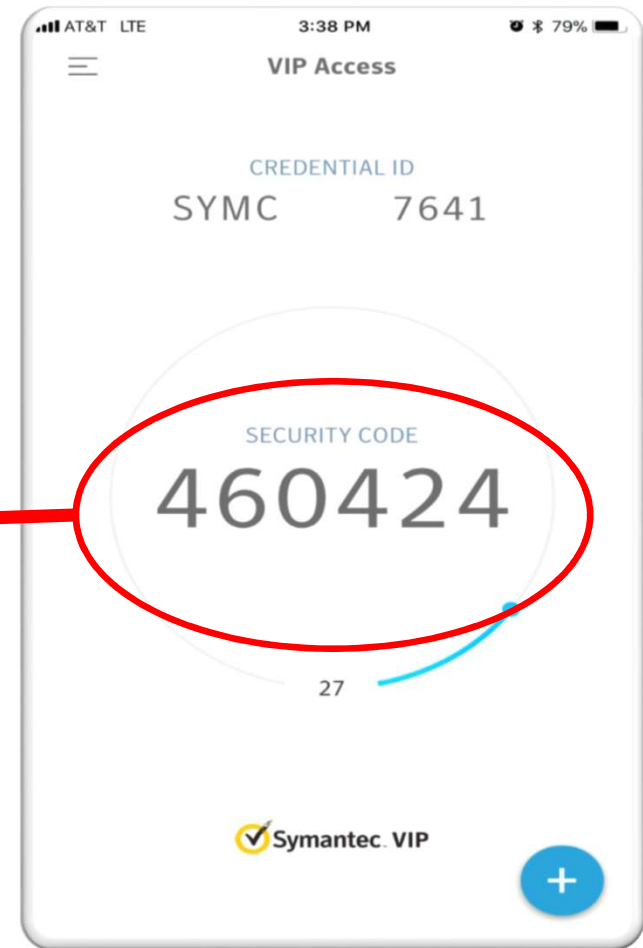
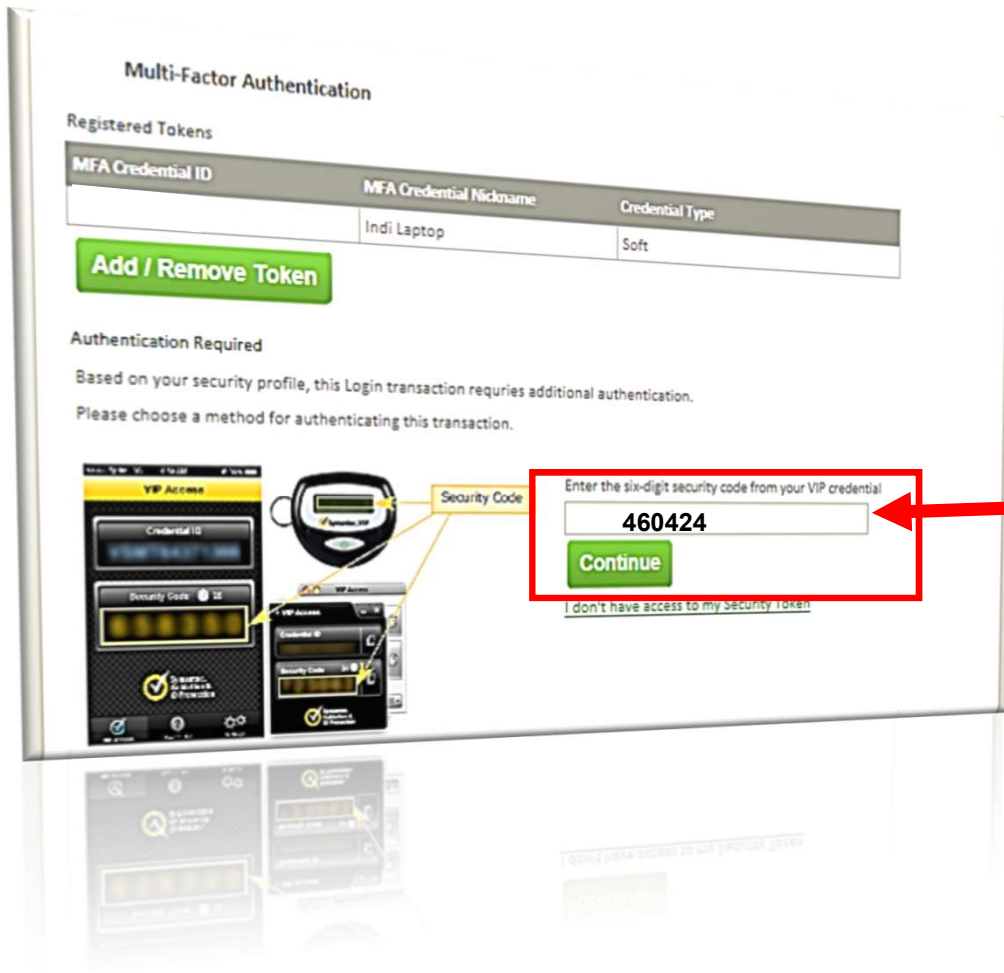
[I don't have access to my Security Token](#)

Privacy | Disclaimer

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- You will be brought to this page automatically each time you log in to KY MPPA
- Authenticates that *you are who you say you are* by entering a token
- When prompted, download and install the token
- Can use a **Desktop** token or a **Mobile** token
 - *Recommend using a Mobile token if accessing KY MPPA from multiple devices*

VIP Token: Enter Security Code (Mobile)



Initial Linking to Existing Medicaid IDs

Step 8

- Select the check boxes for the Medicaid IDs belonging to you
 - *If all are yours, select **Mine***
 - *If none of them are yours, select **None***
- Identify whether you are a **Provider** or **CA** by clicking in the boxes associated with the selected Medicaid IDs
- Click **Submit**

Note: If there are no existing Medicaid IDs associated with the email address used to set up your account, you will not see this table

Kentucky.gov Partner Portal SIT Welcome: Hall Henderson

KY Medicaid Provider Number

The listed KY Medicaid Provider Numbers were associated to your email address through Kentucky HealthNet. You must associate to each KY Medicaid Provider Number using the check box to the left. Any KY Medicaid Provider Number(s) not checked will not be available for your access.

KY Medicaid Provider Number Association

Mine	Business/Provider Name	Physical Address	Provider Type	Medicaid ID	NPI	Provider/Owner	Credentialing Agent (CA)
<input type="checkbox"/>	Hendersss, Deb	jjjj, jjj KY 46542	64 - Physician Individual	7100529320	1760902498	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Hendersss, Deb	jjjj, jjj KY 46542	83 - Licensed Marriage and Family Therapist	7100529870	1346696762	<input type="checkbox"/>	<input type="checkbox"/>

First Previous Next Last (Page 1 of 1) Page: 1

☐ NONE of the Medicaid IDs are mine

Save & Exit Submit

Initial Linking to Existing Medicaid IDs: Provider

Step 8

- Confirm the Medicaid IDs do belong to you
 - Click **Yes** to confirm. *Selections cannot be deleted once clicking Yes.*
 - You are now linked to these Medicaid IDs and will see them on your KY MPPA Dashboard
 - Click **No** to make changes to previous selections
- If you did not select all the Medicaid IDs, you will be provided an additional opportunity to review them on your second log in

Note: Once you link to Medicaid IDs as either a Provider or CA, you will be prompted to use the VIP Token

st.chfsinet.ky.gov/partnerportal/Common/MedicaidAssociation.aspx

Kentucky.gov Partner Portal SIT Welcome: Hall Henderson

Confirm Submit

Are you sure that the selected Medicaid IDs are yours? Upon clicking "Yes", you cannot deselect the previous selections. Please confirm:

No Yes

KY Medicaid Provider Number Association

Mine	Business/Provider Name	Physical Address	Provider Type	Medicaid ID	NPI	Provider/Owner	Credentialing Agent (CA)
<input type="checkbox"/>	Hendersss, Deb	jjj KY 46542	64 - Physician Individual	7100529320	1760902498	<input type="checkbox"/>	<input type="checkbox"/>

Initial Linking to Existing Medicaid IDs: IDs Not Shown

Step 8

- You will be asked whether you have an existing Medicaid ID
 - Select **Yes** if you have an existing Medicaid ID you need to link
 - Select **No** if you do not have a KY Medicaid ID (*you will be submitting a New Enrollment application*)

KY Medicaid Provider Number Confirmation

Introduction to Kentucky Medicaid Provider Enrollment Portal

* Do you have any Existing KY Medicaid Provider Number(s)?
☐ Yes ☐ No

New Provider with no KY Medicaid ID: Select "No"

Exit Save & Next

Initial Linking to Existing Medicaid IDs: IDs Not Shown

Step 8

- You will be asked whether you have an existing Medicaid ID
 - Select **Yes** if you have an existing Medicaid ID you need to link
 - Select **No** if you do not have a KY Medicaid ID (*you will be submitting a New Enrollment application*)

KY Medicaid Provider Number Confirmation

Introduction to Kentucky Medicaid P

* Do you have any Existing KY Medicaid Provider Number(s)?

☐ Yes ☐ No

Exit

Provider with existing KY Medicaid ID, and

- You were able to link to all your KY Medicaid IDs on the previous linking screen
- You have no additional Medicaid IDs to link
- Select “No”

Initial Linking to Existing Medicaid IDs: IDs Not Shown

Step 8

- You will be asked whether you have an existing Medicaid ID
 - Select **Yes** if you have an existing Medicaid ID you need to link
 - Select **No** if you do not have a KY Medicaid ID (*you will be submitting a New Enrollment application*)

KY Medicaid Provider Number Confirmation

Introduction to Kentucky Medicaid

* Do you have any Existing KY Medicaid Provider Number(s)?

☐ Yes ☐ No

Exit

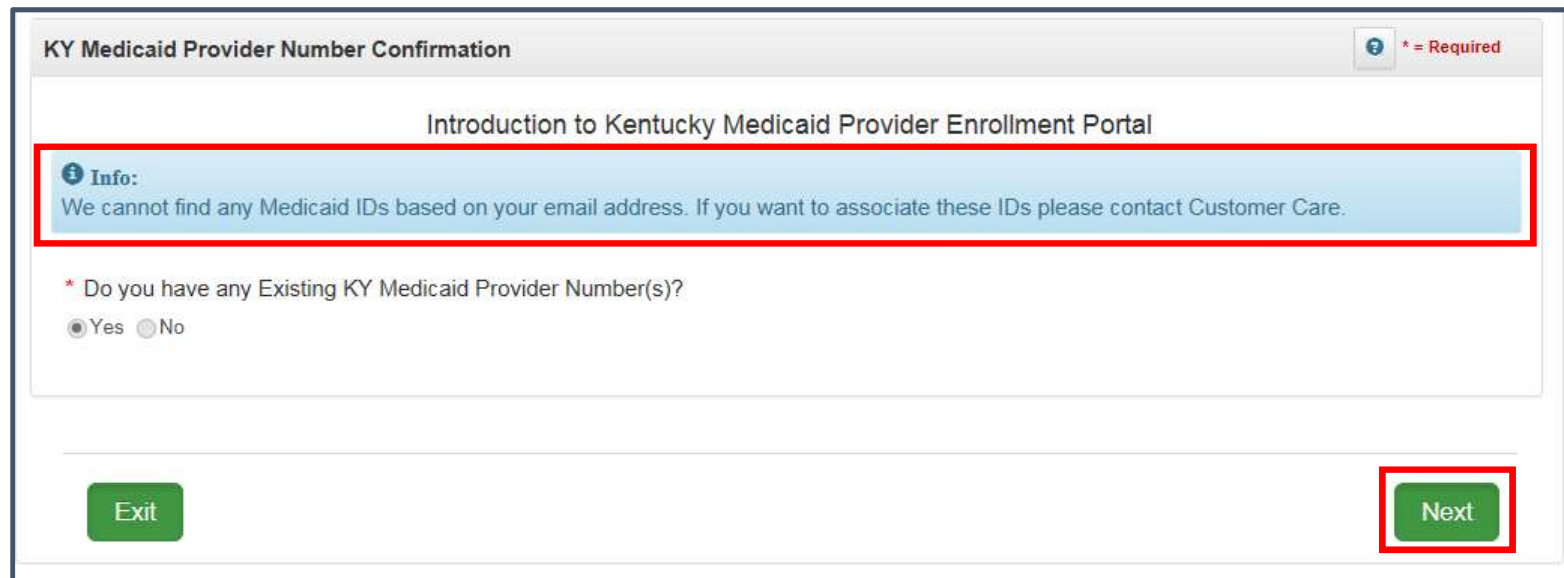
Provider with existing KY Medicaid ID, and

- You were **not able** to link to all your KY Medicaid IDs on the previous linking screen
- You weren't presented with KY Medicaid IDs to link
- Select "**Yes**" to link to KY Medicaid IDs

Initial Linking to Existing Medicaid IDs: IDs Not Shown

Step 8

- If you should be linked to a Medicaid ID, you will need to call the Contact Center for assistance
- Click **Next** to proceed to the Dashboard



KY Medicaid Provider Number Confirmation Info * = Required

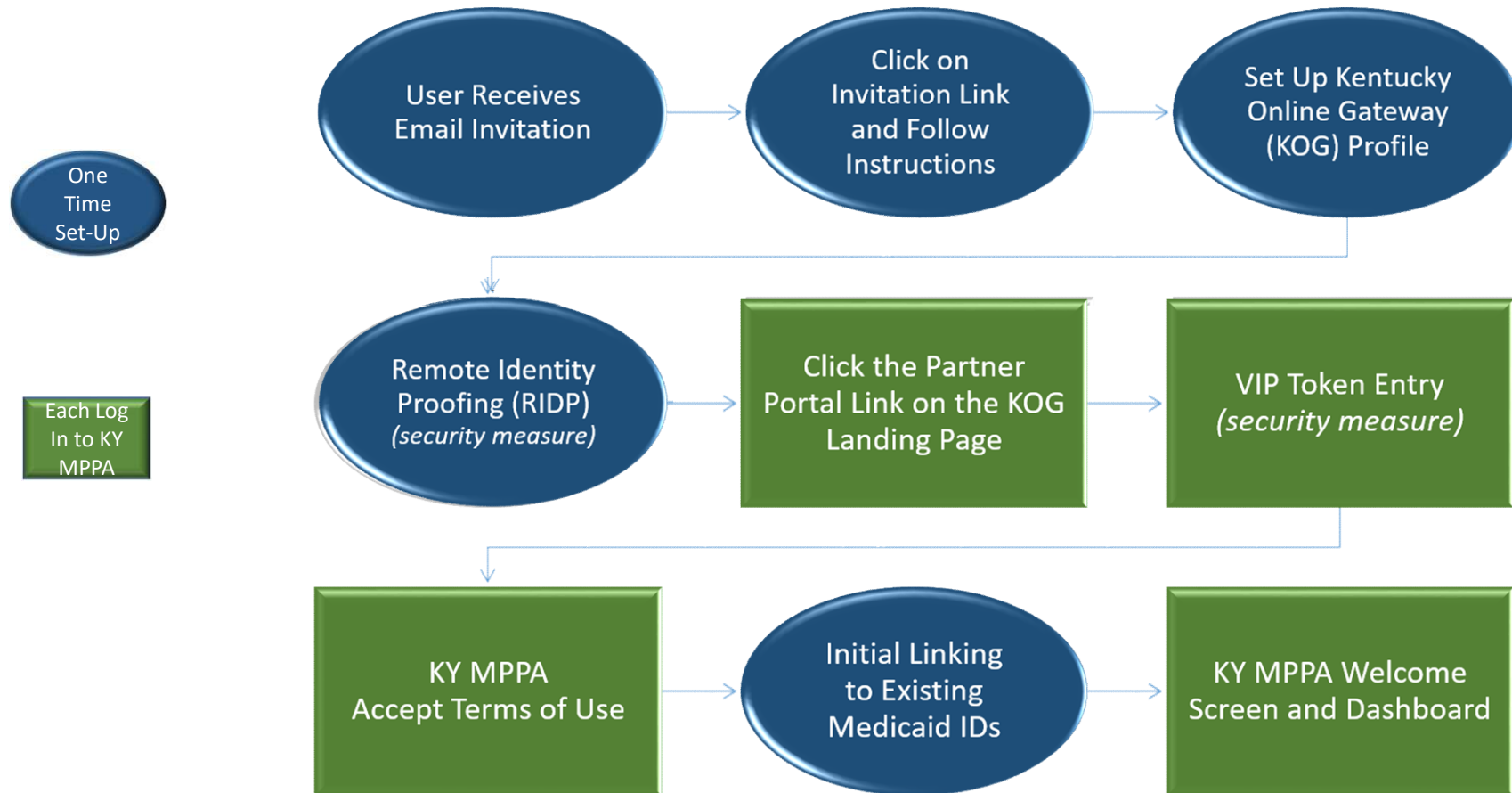
Introduction to Kentucky Medicaid Provider Enrollment Portal

Info:
We cannot find any Medicaid IDs based on your email address. If you want to associate these IDs please contact Customer Care.

* Do you have any Existing KY Medicaid Provider Number(s)?
☒ Yes ☐ No

[Exit](#) [Next](#)

Setting Up Your KY MPPA Account



Dashboard Navigation

Kentucky.gov Partner Portal

Welcome: Katie Blackburn

Dashboard Application Maintenance Correspondence

Dashboard

Go To My Dashboard

Notifications

KY Medicaid Provider IDs

Application Status

Maintenance Status

****Navigation and Functionality webinar** will provide a more in-depth look at the dashboard and navigating through the system.

Topics covered:

- Basic functionality
- How to start an application
- How to navigate the system

Application Status

Kentucky.gov

Partner Portal

Welcome: Katie Blackburn

DashboardApplicationMaintenanceCorrespondence

Dashboard

Go To My Dashboard

Notifications

KY Medicaid Provider IDs

Application Status

Status

All

Application Status

Application ID	Action	Provider Type	NPI	Taxonomy	Provider Name	Status	Withdraw
APP	Review	64 - Physician Individual	16	2086S0120X-Surgery-Pediatric Surgery	Doe, John	Approved	Withdraw

FirstPreviousNextLast

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KY MPPA Application Prefixes

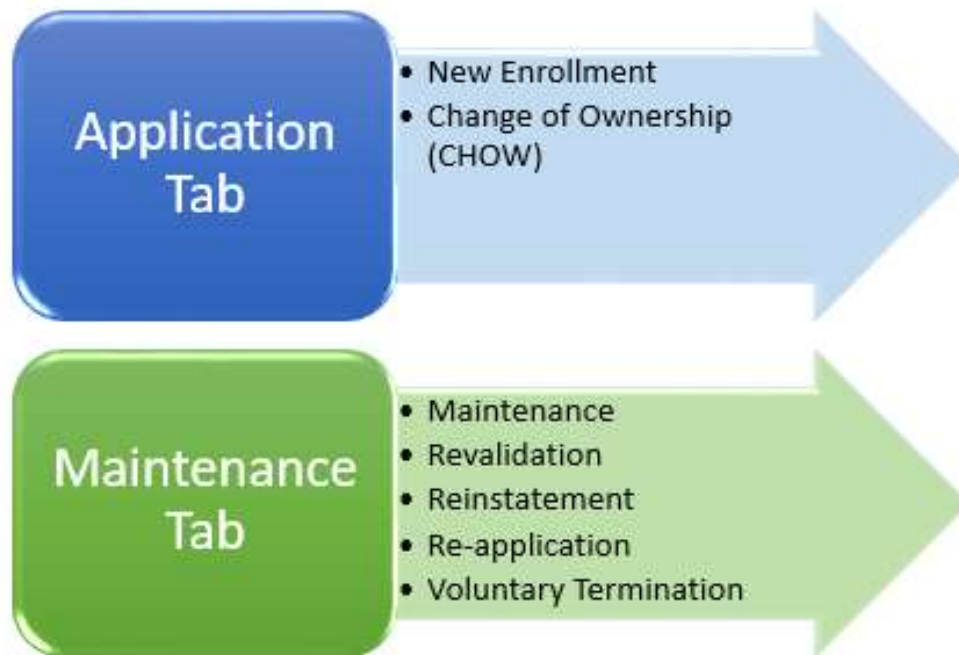
Application Prefix	Application Type	Application Status Dashboard Location
APP	New Enrollment	Application Status
CHW	Change of Ownership (CHOW)	Application Status
MNT	Maintenance	Maintenance Status
RVL	Revalidation	Maintenance Status
RIN	Reinstatement	Maintenance Status
RAP	Reapplication	Maintenance Status
VTR	Voluntary Termination	Maintenance Status

KY MPPA Application Statuses

Application Status	Definition	Provider/Credentialing Agent View
In Progress	Application is in progress by Provider or Credentialing Agent. Application has not been submitted to DMS for review.	Application can be edited by application owner.
Submitted	Application has been submitted to DMS.	Read only
DMS Review In Progress	Application is being reviewed by DMS staff. Application will either be Approved, Denied or Returned to Provider.	Read only
Approved	DMS has approved the application.	Read only
Denied	DMS has denied the application. The application cannot be restarted.	Read only
Return to Provider (RTP)	DMS has returned the application to the provider for more information, clarification or corrections. Provider can re-submit to DMS once changes have been made.	Application can be edited by application owner.
Withdrawn	Provider/CA has removed the application from the enrollment or maintenance process. This application cannot be restarted.	Read only
Abandoned	The system will automatically remove applications that have not been touched within 90 days. This applies to New Enrollment Applications, Maintenance Items & applications that have been RTPd	Read only

Update/Verify Information

Functions of KY MPPA



Those who need a new Medicaid ID

Note: for CHOW, the previous owner's Medicaid ID must be entered

Those who already have or have had an assigned Medicaid ID

Note: Reinstatement (*terminated for cause*) or Reapplication (*voluntary termination*) - NOT a New Enrollment

****Navigation and Functionality Webinar** walks users through basic functionality, how to start an application/maintenance & how to navigate the system

Resources and Next Steps

Resources



Review the Informational Bullets located toward the top of the web page.



Click on the On-Screen Help Content.



View the “How-To” videos.



Review Job Aids, FAQs, Quick Reference Guides and Glossary.



See the User Guide for step-by-step instructions.




Call or e-mail the Contact Center to communicate with a Customer Service Representative.

Within KY MPPA

**On KY MPPA Training
Web Site**

KY MPPA Contact Center

<p>KY MPPA Contact Center</p> <p>Phone: 877-838-5085</p> <p>Website: KY MPPA Website</p> <p>Monday – Friday 8 am – 5 pm</p> 		
Description	Phone	Email
Technical support for: <ul style="list-style-type: none"> • KY MPPA technical issues • Remote identity validation • Credentialing Agent management • Access issues 	Extension 1	medicaidpartnerportal.info@ky.gov
Program or policy inquiries. Status and help with paper applications.	Extension 2	

Next Steps

After This Webinar:

- Attend webinars in Hospital series
 - Managing CA Invitations and Work Assignments
 - Submitting as an Authorized Delegate
- Sign up for the [Listserv](#) to receive updates and news (select Provider Enrollment)
- Access training materials (*Job Aids, User Guides, Videos*)
- Bookmark [KY MPPA](#) and [KY MPPA Training Resources](#) web pages
- Talk to your IT Department if you do not have rights to download software onto your computer (VIP Token)
 - Can also load VIP Token software onto a mobile device
 - See [Provider and Credentialing Agent Sign On to KY MPPA job aid](#) for more details
- Request Provider Medicaid ID(s) from DMS if you don't know it or have access to it
 - See the [Request an Existing Medicaid ID from DMS job aid](#)
- Set up KY MPPA account
 - Please note CA **cannot** set up an account for Provider or using Provider's information

Handouts

- [Contact Center Assistance](#)
- [How to Update Personal Information in KOG to Sync with KY MPPA](#)
 - *For resetting KOG email address*
- [Initial Verification of KY Medicaid ID Information](#)
 - *What to verify when you initially log in to KY MPPA and how to update if needed*
- [Provider and Credentialing Agent Account Set Up](#)
- [Minimum System Requirements](#)
- [Organization Administrator Set Up Request Letter Template](#)
- [Preparing to Call or Email the KY MPPA Contact Center](#)
- [Provider and Credentialing Agent Sign On to KY MPPA](#)
 - *For VIP Token instructions*
- [Provider and Credentialing Agent Initial Medicaid ID Linkage](#)
- [Request CA Linking to KY Med ID Letter Template](#)
- [Request Medicaid ID from DMS](#)



Questions

Enter your questions in the Q & A pod.
Questions will be gathered and answered
through email response after the webinar.

