

# How to Manage Credentialing Agent Work Assignments

The Credentialing Agent Admin Manager Role has the ability to manage Credentialing Agent application workloads. This role will only be assigned to Credentialing Agent management.

This document describes how to reassign applications prior to DMS approval from one Credentialing Agent to another using the option under the Administration tab of the Credentialing Agent Admin Manager Dashboard.

## Overview

On occasion, Credentialing Agent **Admin Managers** may need to reassign applications from one CA to another. If a Credentialing Agent must be out of the office for an extended time or the workload needs to be redistributed, Credentialing Agent **Admin Managers** may find it necessary to reassign an application that is being worked.

The process to reassign applications is easy to do by following the steps outlined below:

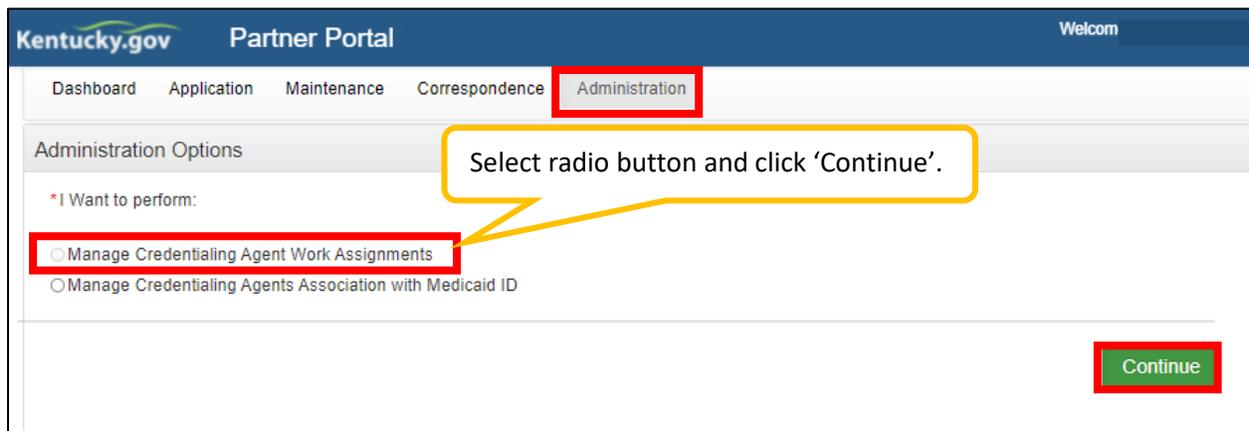


Figure 1: Administration Tab Options

## Administration Options

1. Go to the **Administration** tab and select the "Manage Credentialing Agent Work Assignments" radio button.
2. Click the **Continue** button.

**NOTE:** Credentialing Agent Management will need the Credentialing Agent Admin Manager role to access this feature of KY MPPA.

Kentucky.gov Partner Portal

Welcome: Deb1 Henders1

Dashboard Application Correspondence Administration

Manage Credentialing Agent Work Assignments

**Search Criteria**

\*Credentialing Agent  
 Select One

Select the Application Type  
 Select All  
 Enrollment  
 Maintenance  
 Reapplication  
 Reinstatement  
 Revalidation

Clear Search

Figure 2: Enter Search Criteria

## Search Criteria

3. Select the Credentialing Agent name in the **Credentialing Agent** drop-down.
4. Select the **Application Type** by clicking the **Select All** box, or one or more of the application types to be reassigned.
5. Click the **Search** button.

## Search Results and Reassignment

6. To select the applications to reassign, click the appropriate check boxes in the **Search Results** table. (See Figure 3)
7. Select the Credentialing Agent name from the **Reassign to Credentialing Agent** drop-down to reassign the selected applications.
8. Click the **Save** button.
9. A **Reassignment Successful** message will display after clicking **Save**.

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Dashboard Application Correspondence Administration

### Manage Credentialing Agent Work Assignments

**Search Criteria**

• Credentialing Agent

Select the Application Type

Select All  
 Enrollment  
 Maintenance  
 Reapplication  
 Reinstatement  
 Revalidation

**Search Results**

<input type="checkbox"/>	Application Type	Application Number	Medicaid ID	Provider Name	Provider Type	NPI	Date of Initiation	Application Status
<input type="checkbox"/>	Enrollment	APP14084		Henders Nursing Group Wth DBA	78 - Advanced Practice Registered Nurse (APRN)	1154553741	08/26/2016	In Progress
<input checked="" type="checkbox"/>	Enrollment	APP14087		Henderson Regression	64 - Physician Individual	1659634830	08/29/2016	DMS Review In Progress
<input checked="" type="checkbox"/>	Enrollment	APP14088		Nursing Facility	12 - Nursing Facility	1619920741	08/30/2016	DMS Review In Progress
<input checked="" type="checkbox"/>	Enrollment	APP14091			02 - Mental Health	1033169704	08/31/2016	In Progress
<input type="checkbox"/>	Enrollment	APP14134						DMS Review In Progress

**Reassignment**

• Reassign to Credentialing Agent

Select the applications to reassign. Add the 'Reassign To' Credentialing Agent. Click Save.

Figure 3: Search Results & Reassignment