

Transcript: Steps for Provider E-Sign and Submit (Video PROV-2)

This document contains the transcript for Video PROV-2: Steps for Provider E-sign and Submit.

Introduction

This video will focus on the steps for a Provider to e-sign and submit an application or action within KY MPPA when using a Credentialing Agent non-delegate.

Note: *The same steps would be used for a Provider to electronically sign and submit an application or action they had prepared.*

Provider Steps to E-sign and Submit

Log In to KOG and KY MPPA

Once you have set up your KY MPPA account, you will need to log in to navigate to your Dashboard.

- To begin, go to the Kentucky Online Gateway home page at <https://kog.chfs.ky.gov/home/>
- Enter your username – the email you used to set up your account – and your password.
- Click Log In.
- From your KOG homepage, click on Launch in the Partner Portal tile.
- Click through the next few screens – Terms of Use and Welcome pages – to arrive on your Dashboard.

Note: *If this is your first or second time logging in to KY MPPA, you may be provided an opportunity to link to your existing KY Medicaid IDs before arriving on the Welcome screen. For more information on initial linking you can watch the “Initial Linking to an Existing KY Medicaid ID” video.*

Open Application

From your Dashboard, go to either the Application Status section for New Enrollment applications or the Maintenance Status section for maintenance-related actions such as maintenance updates or revalidation on an existing KY Medicaid ID.

For this example, we will be e-signing and submitting a new enrollment application so we will first locate the correct application from the Application Status section. The status of the application is “In Progress” – this means it has not yet been submitted to the Department for Medicaid Services or DMS. To open the application to complete the e-sign and submit process, click on the Review button.

Review Application Information

When you open the application, you will be taken to the Medicaid Rules and Regulations screen. From here you can proceed to the e-sign and submit screen after accepting the rules or you can navigate back to the Section 9.0 Provider Review screen if you need or want to review the data entered on the application.

Note: *If you are working with a credentialing agent, especially as part of a large organization like a hospital or credentialing agency, you need to be aware of their policies regarding the role of the Provider to change data within the application. Reach out to your credentialing agent if you have questions.*

To quickly review the data entered, click each section title on the Section 9.0 page to open the accordion style menu for each of the screens. If the information is not correct and needs to be updated, click on the screen title in the left navigation menu to navigate to that screen and make corrections.

Once updates are made, click on the Section 9.0 title to return to the Section 9.0 page or navigate directly back to the Section 10.0 page.

E-Sign and Submit

From the 10.0 Submit screen, you will first need to accept the Medicaid Rules and Regulations before proceeding. Read through the rules and regulations and click the I Agree check box. Click Save & Next to proceed.

Type in your name (*name of the provider submitting the application*). If you are an individual, the title will be pre-populated. If you are completing a new enrollment application for a group or entity, you will need to select the role you hold within the organization.

- If the group or entity has a single owner, the owner will need to sign and select Owner under title.
- If the group or entity has no individual owner with greater than 5% ownership, an officer, board member, or legally authorized agent will need to sign and select the appropriate title.
 - If Legally Authorized Agent is selected, you will be directed to return to the Section 8.0 Document Upload screen to upload proof of authorization.
 - Once the document is uploaded and you have saved your changes, return to the Section 10.0 Submit screen to complete the process.

- To see the process in action, you can watch the “Signing as a Legally Authorized Agent” video.

Once these fields are completed, click on the E-sign and Submit button.

Confirmation Screen

After clicking E-Sign and Submit, you will be provided a confirmation screen. This screen contains key information you may want to annotate for future reference.

- The first is the confirmation that the application was submitted to DMS.
- Secondly, the application number is provided. We recommend you annotate this number so you can locate the application more easily if you need to re-open it from the Dashboard. You would also need the application number if you ever need to reach out to the KY MPPA Contact Center for any reason regarding this application.

Application Status

Once the Provider has e-signed and submitted the application to DMS, the application status will change from “In Progress” to “Submitted”. Once DMS begins their review, the status will change to “DMS Review In Progress”.

There are three actions that can happen as a result of the DMS review, an approval, a denial or a Return to Provider if DMS needs additional information or clarification.

To check the status of your application, click on “Return to Dashboard” from the Section 10.0 screen to verify the application is listed in the Application Status or Maintenance Status section, whichever is appropriate.

The default view of the section only shows “In Progress” applications. To see applications with a different status, click on the drop down arrow. Our application is now listed with a status of “Submitted” because we e-signed and submitted. Once DMS receives your application and begins their review, the status will change to “DMS Review In Progress”.

As your application proceeds through the process, you will receive Notifications and Correspondence. You can review these items from your Dashboard.

- To see more about the status definitions, you can watch the “Application Life Cycle and Status” video(s).
- To see more about notifications, you can watch the “KY MPPA Notifications Section” video.
- To see more about correspondence, you can watch the “KY MPPA Landing Page Menus” video.

Wrap Up

You have just completed the “Steps for Provider E-Sign and Submit” video. For more on this topic or others, 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.