

Transcript: KY MPPA Dashboard Tips for Success (Video TIP-1)

This document contains the transcript for Video TIP-1: KY MPPA Dashboard Tips for Success.

Introduction

In this video we will discuss the tips for success when navigating the KY MPPA dashboard and menus along with next steps for training with KY MPPA.

Tips for Success

There are four main tips that will help you be more successful when navigating the KY MPPA Dashboard.

Tip #1

First of all, for security reasons, make sure when you are done with your work session, you fully sign out of KY MPPA. There are three steps:

- Signing out of KY MPPA using the Sign Out option from the User Menu.
- Logging out of the Kentucky Online Gateway or KOG, and
- Making sure you close both of your browsers.

Sometime you can find yourself getting stuck when you try to log back in if you don't take these steps.

Tip #2

For our second tip, any section on the Dashboard or the Correspondence tab can be filtered and sorted to better locate the desired communication. This can be particularly useful for Notifications and Correspondence.

You can sort by any column header or use the filters at the top of the section or screen.

Tip #3

The third tip relates to the Application Status and Maintenance Status sections of the Dashboard. Within each of these sections, you will see a Withdraw button on the right side of the status table. **Do not** click the Withdraw button unless all other options have been exhausted. Once you click this button, your application is dead.

In order to submit an application or action through KY MPPA, you will need to start all over again. To submit a new enrollment application, you will click on the Application tab. For a maintenance-related action, select the Maintenance tab.

Tip #4

Lastly, it is important to know which actions can be taken on the two primary tabs on the Main Menu to begin an application in KY MPPA - the Application Tab or the Maintenance tab.

- New Enrollment applications and Change of Ownership applications are initiated from the Application Tab. These applications are initiated for individuals, groups or entities who do not already have an existing KY Medicaid ID.
- To perform actions on existing KY Medicaid IDs, you will access the Maintenance tab. These include maintenance actions, revalidations, reinstatements, re-applications, and voluntary terminations.

Next Steps

There are a number resources available to you both within KY MPPA and on the KY MPPA Training website.

The informational bullets and the Help icon are located within the KY MPPA application itself. We recommend you start with these resources if you are entering data within an application.

The KY MPPA Training website contains How-to videos, interactive modules, quick reference guides (job aids), and user guides.

Finally, KY MPPA has a dedicated contact center if you need assistance beyond the other resources.

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.