

# Transcript: Starting a New Enrollment Application Tips for Success (Video TIP-3)

This document contains the transcript for Video TIP-3: Starting a New Enrollment Application Tips for Success.

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## Introduction

This video will focus on the tips for success when entering a new enrollment application and next steps for training on KY MPPA.

## Tips for Success

There are three primary tips for success when starting a new enrollment application.

### Tip #1

The first tip is to take the steps to prepare to enter your application.

- The first decision you make is the application type – is this a new enrollment application (you need a KY Medicaid ID) or a maintenance-related action (you already have a KY Medicaid ID)?
- The second decision is to identify the provider category of your new enrollment application – are you applying as an individual, group or entity?
- The third step to prepare is to review the provider type summaries from the Cabinet for Health and Family Services website. Each provider type will have different requirements so it is important that you clearly understand the requirements necessary to become a KY Medicaid provider for your provider type.
- Based on the review of the provider type summaries, gather all the required information and documents so that when you begin your application, the process will be efficient and streamlined.
- All provider types will have to upload documents – make sure you save all these documents as a separate file with a file size less than 5 Mb.
- Finally, while KY MPPA will work on the major internet browsers, it will work best on Internet Explorer.

## Tip #2

For the second tip, make sure you double check all the data you have entered on the Start an Application screen before clicking the Start an Application button.

- On this screen you will select your application type, provider category – individual, group or entity – and your provider type.
- These selections will determine the screens and data that you will be required to enter into the application as you proceed.
- Since provider types may have differing requirements, if you select the incorrect provider category and provider type when you click Start an Application, your application will not be correct for your provider type. In this situation, your application will not meet the correct requirements for the Department for Medicaid Services.
- If you discover this, you will need to withdraw your application and begin a new application. You can withdraw your application from the Dashboard. For New Enrollment applications, from the Application Status section; for maintenance-related items, from the Maintenance Status section.

## Tip #3

For the third tip, we recommend you open the Application Header at the top of your application screen to gain valuable information.

- A key piece of information we recommend you document is the application number – called process number. You will need this number to locate and re-open your application from your Dashboard. You will also need this number if you reach out to a Customer Service Representative at the KY MPPA Contact Center.
- Other information on the header is the Provider type and category; Medicaid ID number if issued; NPI and status.

## Next Steps

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

The informational bullets and 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 and User guides.

Finally, KY MPPA also 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](mailto:medicaidpartnerportal.info@ky.gov).