Transcript: Credentialing Agent Role in KY MPPA Tips for Success (Video TIP-5)

This document contains the transcript for Video TIP-5: Credentialing Agent Role in KY MPPA Tips for Success.

Introduction

This video will focus on the tips for success as a Credentialing Agent in KY MPPA.

Tips for Success

There are five tips for success that will help Credentialing Agents to understand their role and successfully work on behalf of a provider as a non-delegate or as an Authorized Delegate.

Tip #1

The first tip is to verify the Provider email is correct <u>before</u> clicking the Send to Provider button.

This is a very important step because if the email address is not correct *(and consistent with the email used by the Provider to establish their KY MPPA account (if they have one))*, the Provider will not be notified of the pending application or action. In addition, the application or action will not be visible on the Provider dashboard because it will not be associated with the correct account.

If you notice the email is incorrect, you will need to navigate back to the 1.1 Basic Information screen to update the email using the Left Navigation menu. Once you have updated the email and clicked Save & Next, you can navigate back to the 10.0 Submit screen.

If the email is incorrect and you have clicked Send to Provider, you will need to reach out to the KY MPPA Contact Center for assistance (1-877-838-5085, extension 1 or medicaidpartnerportal.info@ky.gov).

To update the email:

- Click on the 1.0 Administrative Information link in the Left Navigation menu
- Click on the 1.1 Basic Information link in the Left Navigation menu
- Update the Provider Email Address in the correct field
- Click Save & Next
- Click on the 10.0 Submit link in the Left Navigation menu

Tip #2

For the second tip, we strongly encourage the Credentialing Agent to reach out to the Provider once they have completed the application or action in KY MPPA , i.e. clicked Send to Provider, to provide them a heads-up that an email is coming from KY MPPA and to provide instructions on their next steps.

- The instructions will provide guidance on the steps they need to take to register for a KY MPPA account and how to open and electronically sign their document. The Credentialing Agent support and assistance will help streamline the process.
- As part of the instructions sent, make sure to tell the Provider that if they need to register for a KY MPPA account, they need to click on the link in the email to begin the process and they must use the invitation email address to set up their account.
  - Many of us have multiple emails and a Provider may have a preference for a different email, but if they don't set up their account using the email where they received their invitation, the registration process will not work properly.
  - They will have the option to update to a different email once the account is set up.

Tip #3

Third, keep in mind that to be able to perform a maintenance-related action such as a maintenance update or revalidation, the Credentialing Agent will need to be pre-linked to the provider and their KY Medicaid ID. If not, when they enter the ID to begin the action, they will receive an alert and will not be able to proceed.

- If the Credentialing Agent is part of a larger organization, they should contact their Organization Management Application (OMA) Organization Administrator (Org Admin) to link to the provider.
- If they are not part of a larger organization, they will need to reach out to the KY MPPA Contact Center for assistance.

Tip #4

Fourth, as an Authorized Delegate, the Credentialing Agent will be able to perform all the actions for the Provider to include electronically signing and submitting the application or action to DMS.

In order to be able to act as an Authorized Delegate, the Provider must have completed and signed the Authorized Delegate Form. This form authorizes the Credentialing Agent to work on behalf of the Provider and confirms the Provider's acceptance and understanding of the Medicaid rules and regulations.

The Authorized Delegate Form can be found on the KY MPPA web page. For more on the Authorized Delegate Form, you can watch the "Submitting as an Authorized Delegate" video.

Tip #5

Finally, it is important to monitor the "application age". If an application sits without action in KY MPPA for more than 90 days, the application or action moves into the Abandoned status.

- To take action on an application, a change must be made to the application or it must be submitted and change status – for example, from In Progress to Submitted.
- When an application is abandoned, it means the application was cancelled by the system and can no longer be changed or submitted.
- If this happens, a new application or maintenance-related action would need to be initiated.

To check the age of an application, the Credentialing Agent can reopen the application from the Dashboard by clicking the Review button under either the Application Status section for a New Enrollment or Maintenance Status section for a maintenance-related action.

Once the CA re-opens the application or action, they will be able to find the application age on the Application Header (called the Process Age).

To see more about the Application Header, you can watch the "KY MPPA Application Header" video.

Wrap Up

You have just completed the "Tips for Success Credentialing Agent Role in KY MPPA" 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.