

## Credentialing Agent Admin Manager

A Credentialing Agent Administrative Manager (CA Admin Manager) is a Partner Portal user that has been given additional access to the Organizations Medicaid IDs.

The purpose of the CA Admin Manager is to:

- Manage CA work assignments.
- Manage access to the Individual Medicaid IDs in the group.

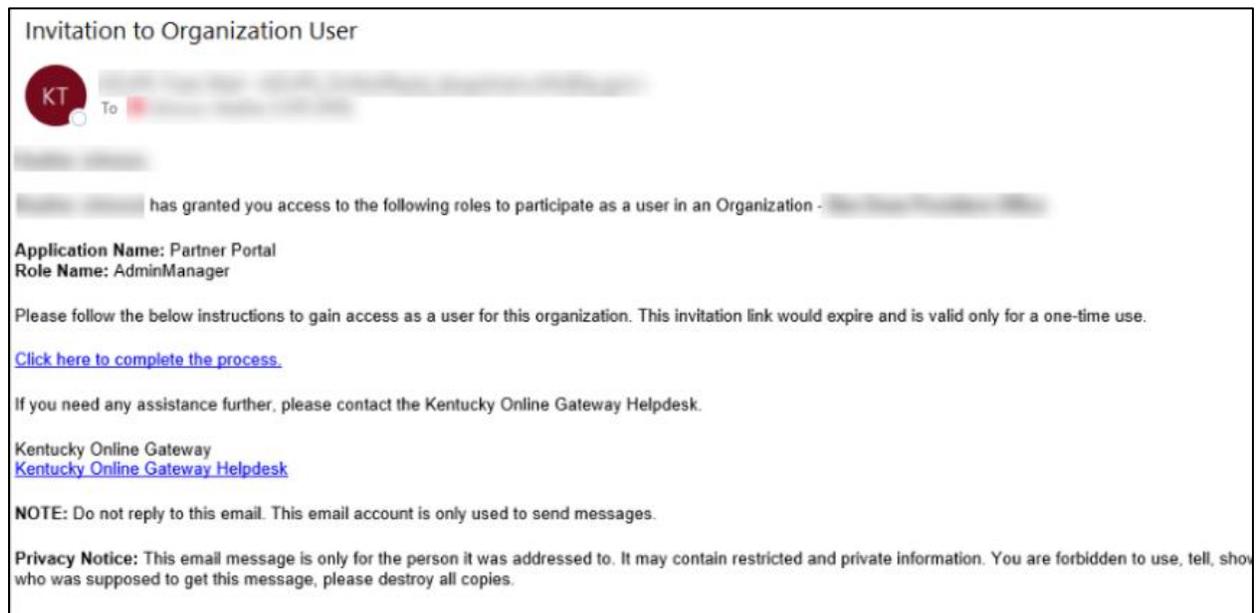
The CA Admin Manager role can only be granted to Organizations with their own Group Medicaid IDs with multiple Credentialing Agents assigned.

To get access to this role and its functions, an invitation with the role of CA Admin Manager must be sent to the user from the Organization Administrator. The user will receive an email with a link to complete the role set up.

To find out more about Organization Administrators, please reference the Organization Administrator Job Aid.

Third Party Credentialing Organizations do not qualify for CA Admin Manager access.

Invitation to Organization User

A screenshot of an email invitation. The header shows a red circular profile picture with 'KT' and a 'To' field. The main body text states that a user has granted access to roles for an organization. It lists the application name as 'Partner Portal' and the role name as 'AdminManager'. It includes a link to complete the process, contact information for the Kentucky Online Gateway Helpdesk, and a privacy notice.

**Application Name:** Partner Portal  
**Role Name:** AdminManager

Please follow the below instructions to gain access as a user for this organization. This invitation link would expire and is valid only for a one-time use.

[Click here to complete the process.](#)

If you need any assistance further, please contact the Kentucky Online Gateway Helpdesk.

Kentucky Online Gateway  
[Kentucky Online Gateway Helpdesk](#)

**NOTE:** Do not reply to this email. This email account is only used to send messages.

**Privacy Notice:** This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show who was supposed to get this message, please destroy all copies.

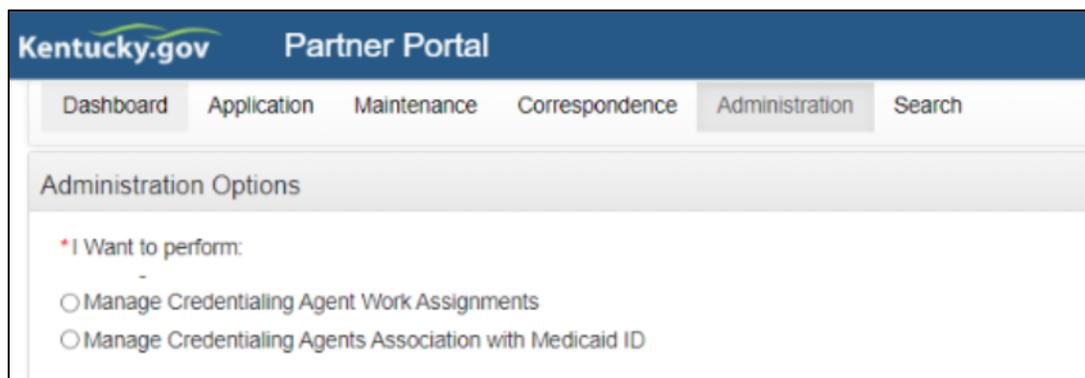
For further assistance with navigation, invitations, or account creation please contact the Partner Portal Technical Support Center at 877-838-5085. Select option 1 and option 1, again, to speak with a customer service representative.

## Managing Credentialing Agent Work Assignments

Only items in the Status of "In Progress, Submitted, Returned to Provider, and DMS Review In Progress" are eligible to be moved.

- Click on the Administration Tab.
- Select Manage Credentialing Agent Work Assignments, click Continue.
- Select the name of the current Credentialing Agent.
- Select the item type to be reassigned, click Search.
- Select all items to be reassigned from the results.
- Select the Credentialing Agent to whom the items will be reassigned, click Save.

Any notifications after the reassignment and any item that is Returned to Provider (RTP) will be sent to the new Credentialing Agent. This applies to all item types including Application, Maintenance, Revalidation, Reapplication, and Reinstatements.



Kentucky.gov Partner Portal
Welcome: Debi Henderson

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	APP1234	1111111	Doe, John	64 -Physician individual	1234567890	7/1/2023	In Progress
<input type="checkbox"/>	Enrollment	APP5678	2222222	Doe, Jane	78 - Advanced Practice Registered Nurse (APRN)	147852360	6/15/2023	DMS Review in Progress
<input type="checkbox"/>	Enrollment	APP9876	3333333	Smith, John	64 -Physician individual	369852147	7/15/2023	Submitted
<input type="checkbox"/>	Enrollment	APP0543	4444444	Smith, Jane	78 - Advanced Practice Registered Nurse (APRN)	258963147	8/2/2023	In Progress

**Reassignment**

\*Reassign to Credentialing Agent

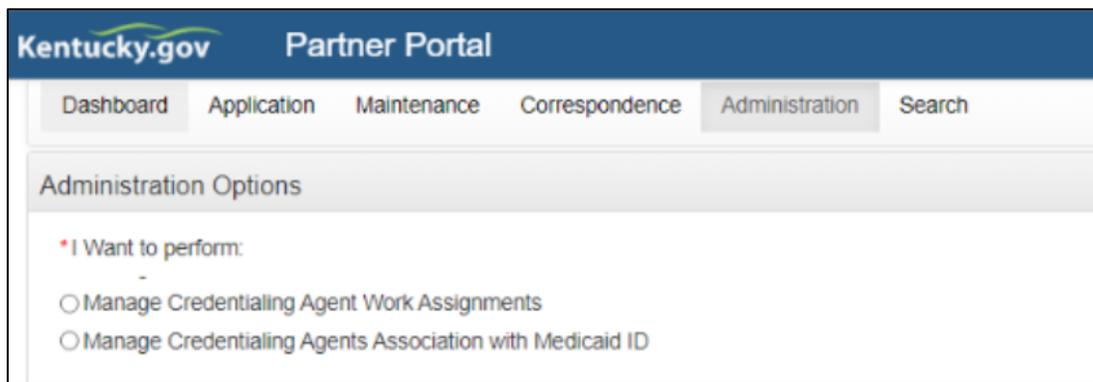
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## Managing Credentialing Agents' Association with Medicaid IDs

If a Provider leaves the Organization, the CA Admin Manager can remove CA access to that Provider. A Maintenance item must still be completed to remove the Provider from the Group Medicaid ID.

- Click on the Administration Tab.
- Select Manage Credentialing Agents Association with the Medicaid ID, then click Continue.
- Enter the Medicaid ID, then click Search.
- Choose to: Grant access to all Credentialing Agents within the organization or remove access from all Credentialing Agents within the organization.
- Select Yes on the Confirmation message or No to go back and make changes.

The CA Admin Manager cannot manage individual CA access to Medicaid IDs. All CA's associated with the Group will get access to the Individual Medicaid IDs.



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**Kentucky.gov Partner Portal**

Dashboard Application Maintenance Correspondence Administration

Manage Credentialing Agents Association with Medicaid ID \*\* Required

Provider Search Criteria:

Individual Medicaid ID:

**Medicaid ID Grid**

KY Medicaid ID	Name	SSN	PT	Category	Status	NPI	Eff Date	End Date	Provider Primary Physical Address	Email Address
71	Bl Le	6 .	64	Individual	Active	17	10/04/1999	02/28/2020		

Grant Access to all Credentialing Agents within the Organization  
 Remove Access from all Credentialing Agents within the Organization

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