

# Organization Administrator

## What is an Organization Administrator

Organization Administrators manage the access of Credentialing Agents to their Individual, Group and Entity Medicaid IDs.

An organization must have its own Medicaid ID to allow a user to have Organization Administrator Access. Third Party Credentialing organizations do not qualify to have an Organization Administrator.

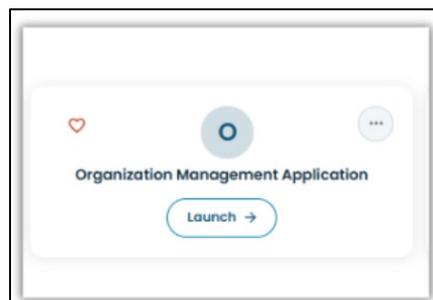
Organization Administrators can send invitations to grant and remove access to users and disable accounts when users leave their organization.

## How to become an Organization Administrator

Organization Administrator access can only be assigned by the Department of Medicaid Services (DMS). An [Organization Administrator request letter](#) must be completed by an Officer, Owner, or Board member and sent to DMS via [program.integrity@ky.gov](mailto:program.integrity@ky.gov) to request access.

If access is approved, the Organization Administrator will receive an e-mail invitation to manage their organization. Users will click the link in the e-mail and be taken to the KYID log-on page where they will create a new account or log-in to an existing account. Once the account is created or once access is granted, the user can invite and manage users.

To access the Organization Administrator functions, click on the Organization Management tile on the KYID dashboard.



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 Access

Use the following tabs to manage user access:

- Pending Invitations: Review invitations that have already been sent but have not been accepted or are expired.
- Manage Users: Remove access to the organization from a user or remove only certain roles assigned to a user.
- Invite Users: Invite a new user or send an invitation for additional roles to an existing user.

Home > Organizations > Organization Details

Details | Email Domains | Invite Users | Pending Invitations | Manage Users

Organization Details

Organization Name:

Organization Type:

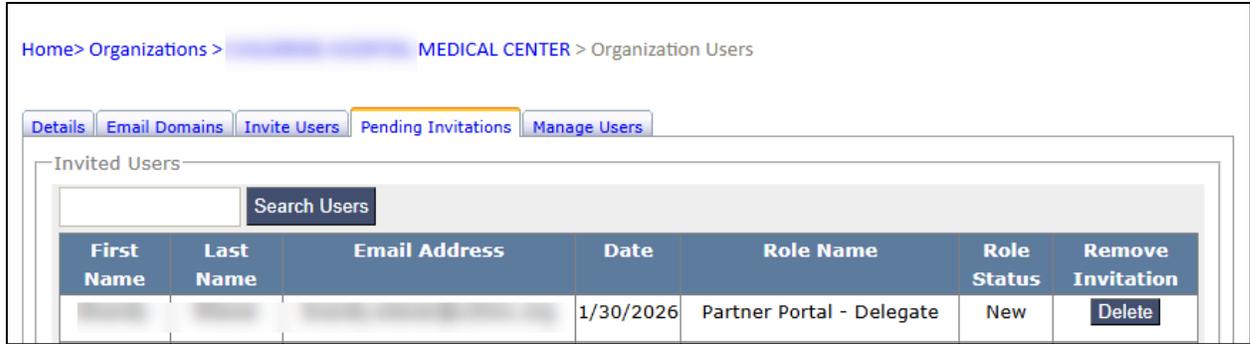
Source Unique ID:

Organization Questions

## Pending Invitations

Check for invitations that have been sent but not accepted on the 'Pending Invitations' tab. If the incorrect role or access has been sent, the Organization Administrator can delete the pending invitation and send a new one with the correct role.

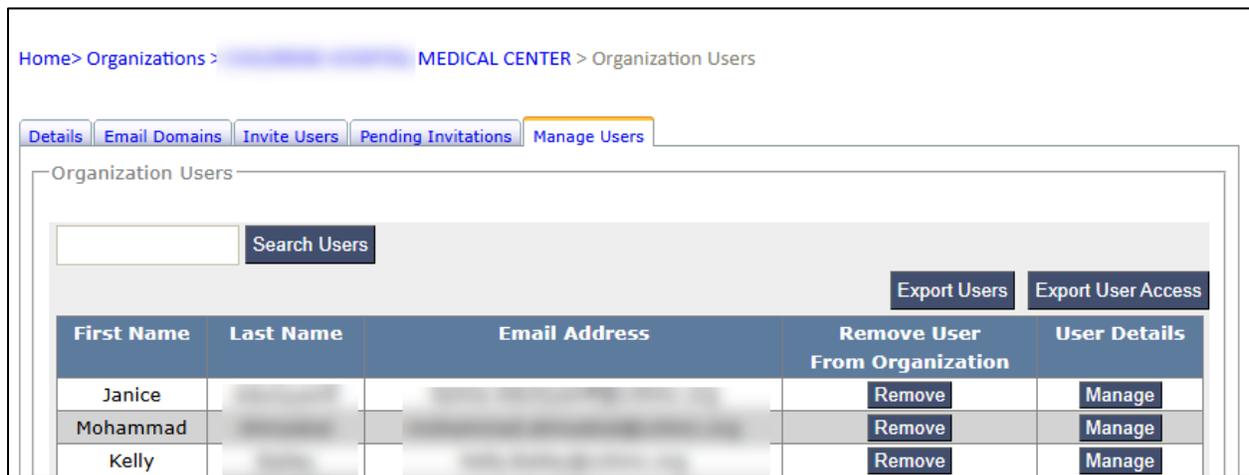
- All invitations must be accepted within 7 days. At the end of the 7 days, the invitation will expire, and the user will be unable to accept. The Organization Administrator should delete the expired and pending invitation and send a new one.



## Manage Users

Remove access or roles from a user on the Manage Users tab.

- To delete a user from the organization, click the 'Remove' button.
  - Users can be invited back to the organization if this is performed in error.
- To remove specific roles from a user, click the 'Manage' button then choose the 'Roles' tab.



## Inviting Users

The following roles can be assigned by an Organization Administrator:

- **Credentialing Agent:** A user who works on behalf of an Individual Provider, Group or Entity but is not an Officer, Owner, or Board Member.
- **CA Admin Manager:** A user who manages items created by Credentialing Agents and moves work from one user to another.
- **Organization Administrator:** A user who manages the access of Credentialing Agent to their Organization's Individual, Group or Entity Medicaid IDs.

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Send Invitations from the Invite users tab.

- Search for an existing user with an email address.
- Enter the first name, last name and email address for a new user.
- Select the role to be assigned to the user by clicking 'Add' next to the role name.

Choose Credentialing Agent for any user who works on behalf of the Organization even if that user will have Authorized Delegate permissions.

Select all locations or Individual, Group or Entity Medicaid IDs that the user will need access to.

If multiple Individual Providers are linked to a Group in Partner Portal already, then access is given to all Individual Medicaid IDs when a user is sent an invitation to that Group.

Home > Organizations > [Organization Name] MEDICAL CENTER > Organization Invites

Details | Email Domains | **Invite Users** | Pending Invitations | Manage Users

1. User to Invite

Search

Or

Please fill out the form below to invite a New User

\* First Name:

\* Last Name:

\* Email Address:

**Reset**

2. Select Roles To Invite

**Organization Admin Group(s)**

Partner Portal Organization Administrator

**Organization Roles**

Role Name	App Name	
Admin Manager	Partner Portal	<b>Add</b>
Delegate/Credentialing Agent	Partner Portal	<b>Add</b>
Owner/Director	Partner Portal	<b>Add</b>
Partner Portal Provider	Partner Portal	<b>Add</b>

3. Selected Roles

**Send Pending Invitations**

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