CA 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. 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.
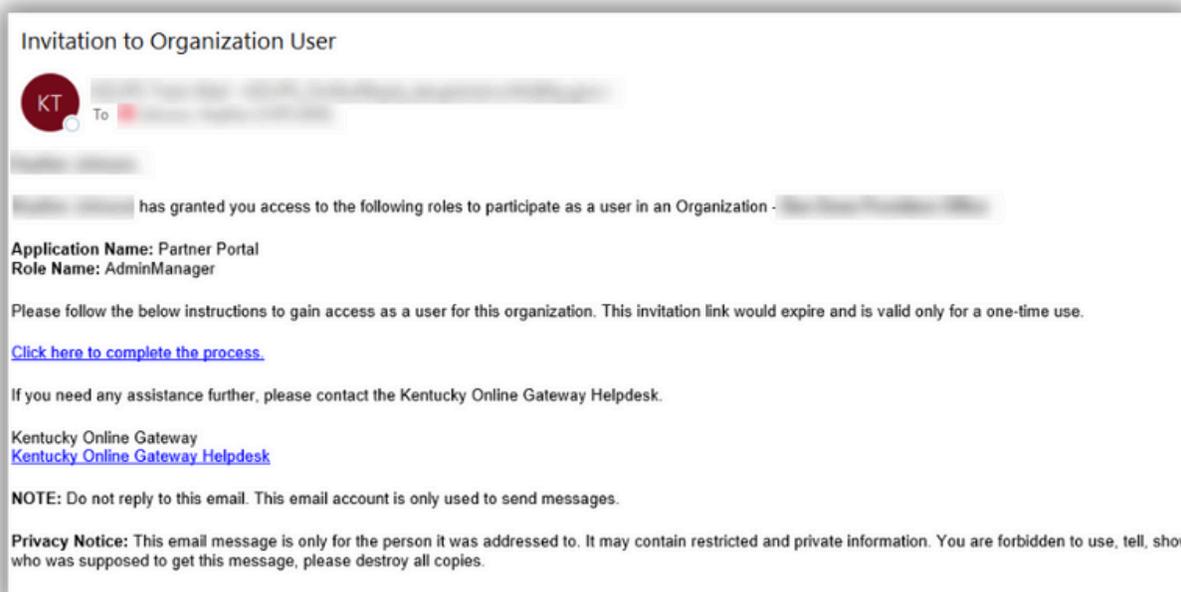
CA Admin Manager

To Manage CA Work Assignments

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

1. Click on the Administration Tab
2. Select Manage Credentialing Agent Work Assignments, click Continue.
3. Select the name of the current Credentialing Agent.
4. Select the item type to be reassigned, click Search.
5. Select all items to be reassigned from the results.
6. Select the Credentialing Agent to whom the items will be reassigned, click Save.
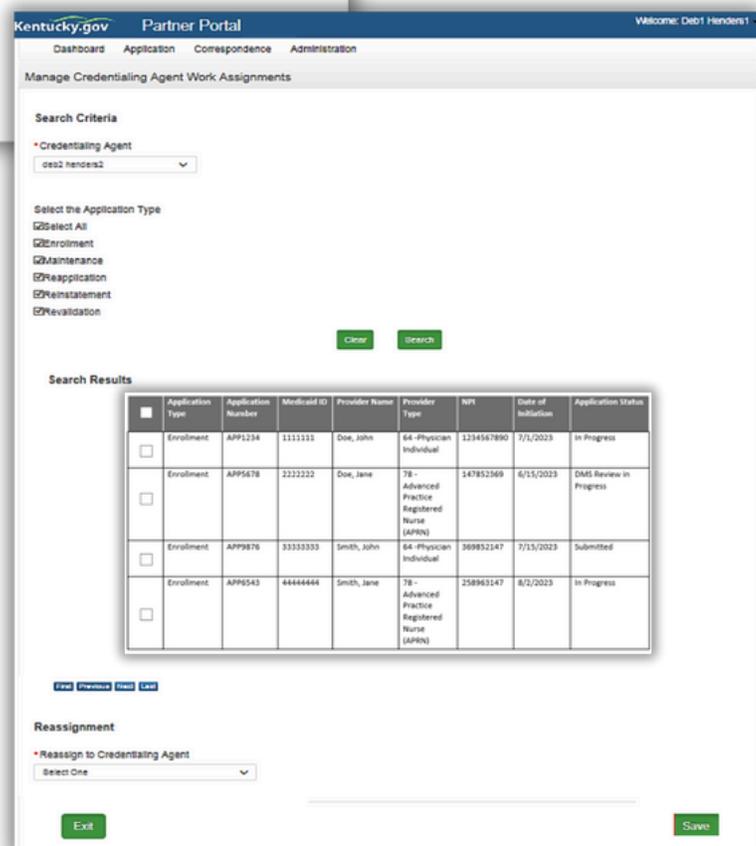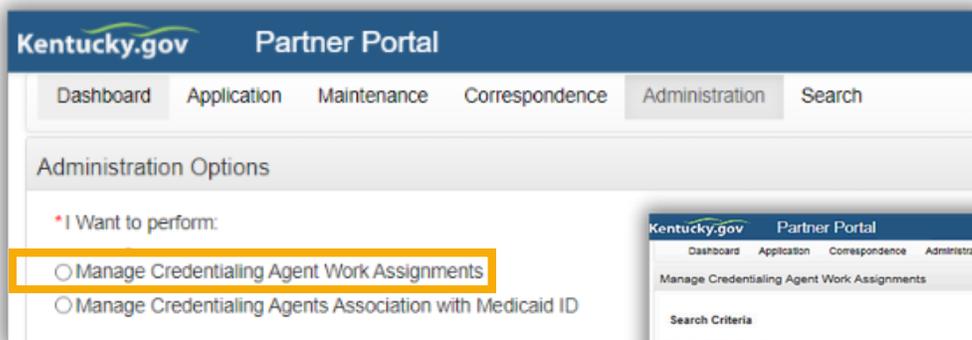
Any notifications after the reassignment and any item that is Returned to Provider (RTP) will be sent to the new Credentialing Agent. This applies to all item types including Application, Maintenance, Revalidation, Reapplication and Reinstatements.

CA Admin Manager

To Manage 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 must still be completed to remove the Provider from the Group Medicaid ID.

1. Click on the Administration Tab.
2. Select Manage Credentialing Agents Association with the Medicaid ID, click Continue.
3. Enter the Medicaid ID, click Search.
4. Choose to:
   - Grant Access to all Credentialing Agents within the organization
   - Remove access from all Credentialing Agents within the organization
5. Select 'Yes' on the Confirmation message or 'No' to go back and make changes.
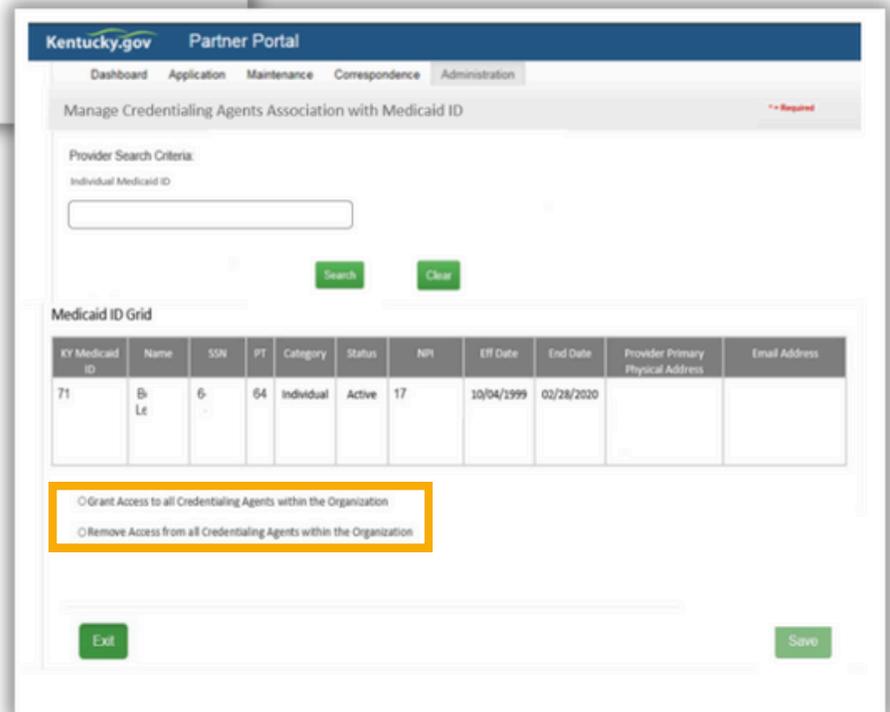
The CA Admin Manager cannot manage individual CA access to Medicaid IDs. All CAs associated with the Group will get access to the Individual Medicaid IDs.

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.

3