

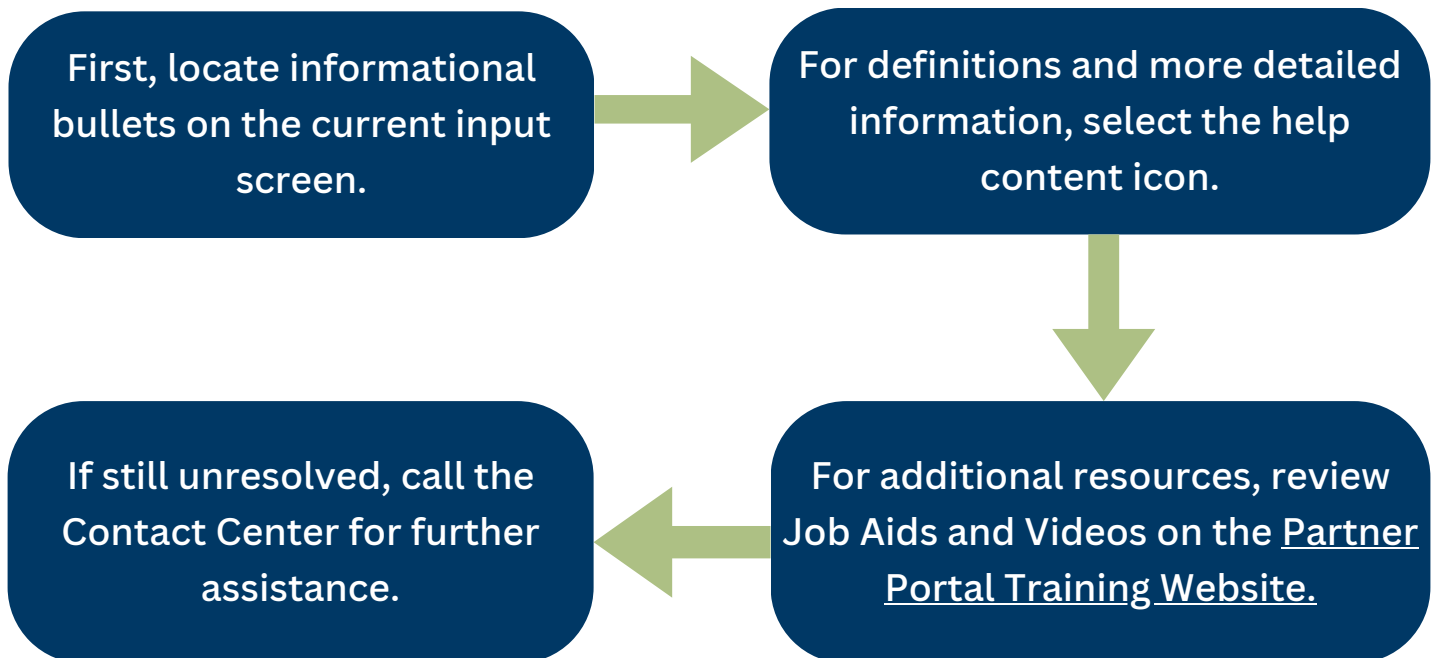
# Help & Resources

There are several help resources such as embedded help content within the Application, Job Aids, and Videos to assist users with completing tasks in Partner Portal.

Additionally, there is a dedicated Technical Support Center to provide assistance for specific questions or issues that cannot be resolved through the use of provided training and help resources.

The chart below can be used as a step-by-step guide for troubleshooting issues users may face when completing tasks in Partner Portal.

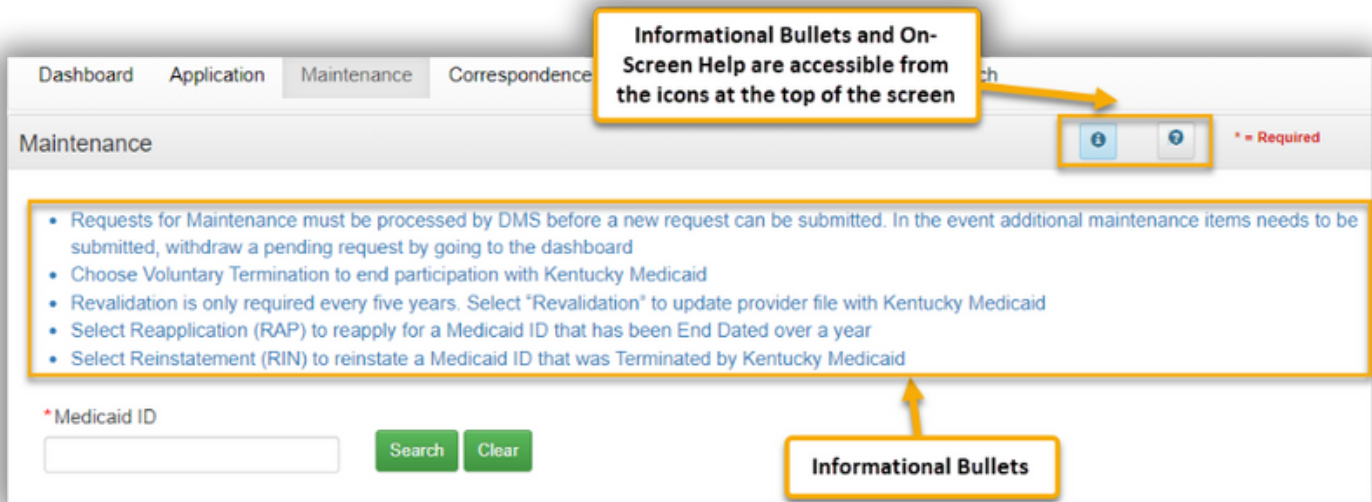
## Suggested Steps for Navigating Help Resources




# Help & Resources

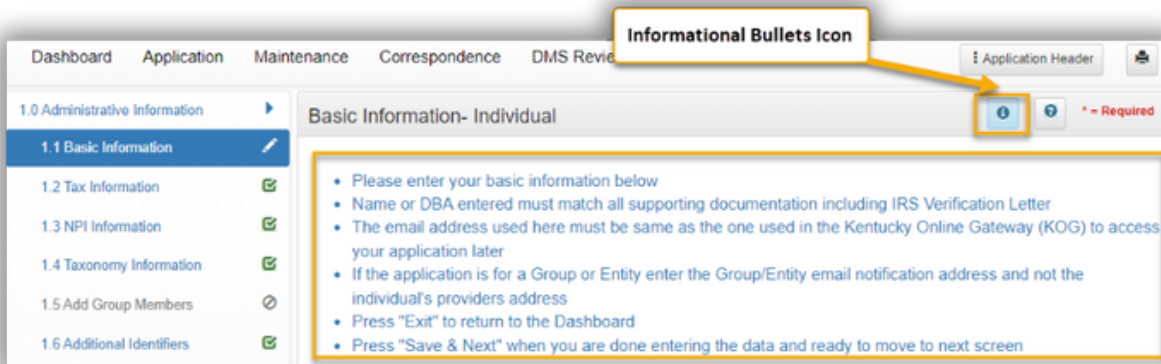
## Help Content in Partner Portal

Partner Portal has embedded help content to help guide users through the process of completing a task. The embedded help includes informational bullets and on-screen help. These resources can be accessed from the toolbar at the top of each input screen.




## Informational Bullets

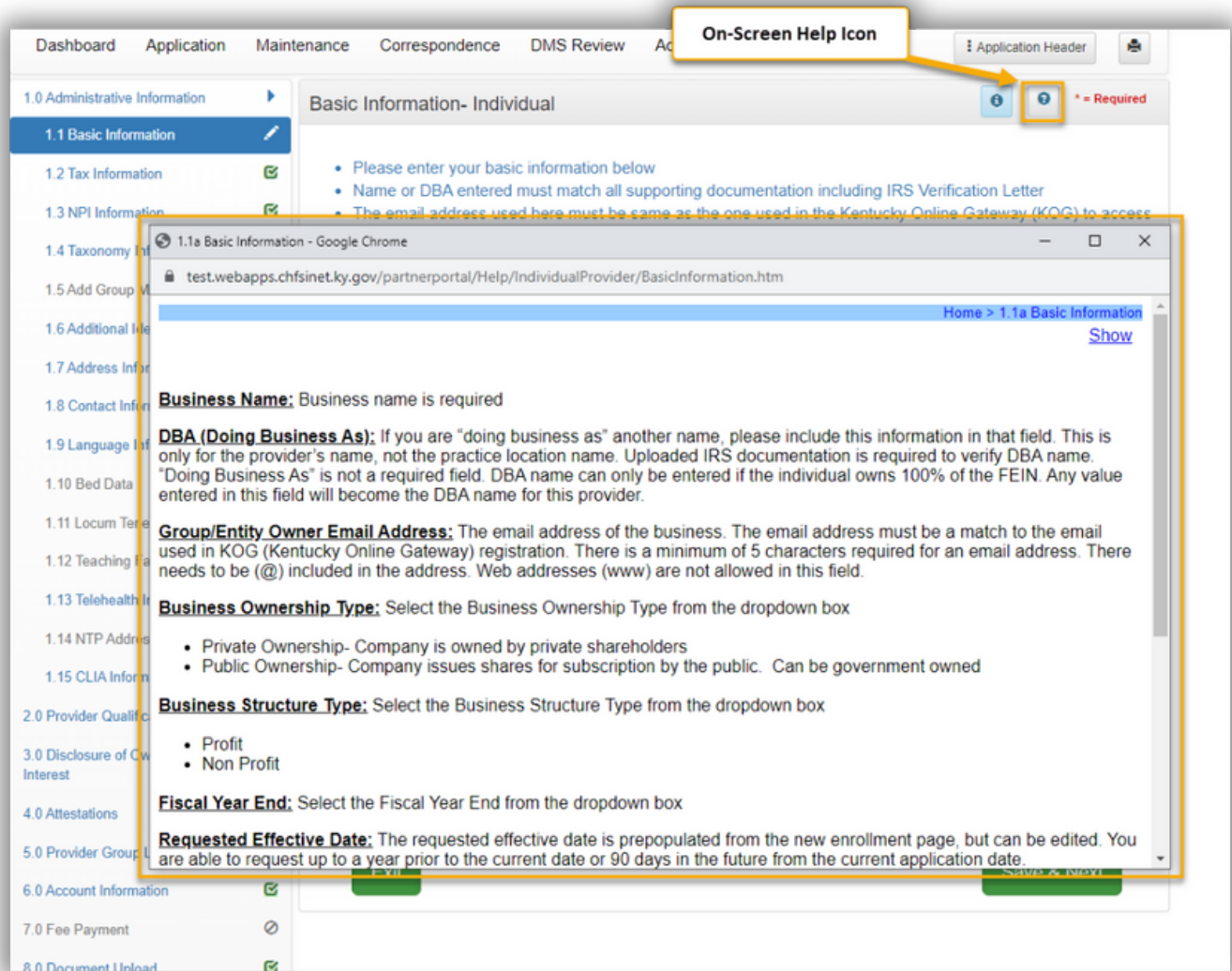
The  icon can be clicked to hide or display informational bullets which are designed to navigate users to complete items that may require clarification on the current input screen.



# Help & Resources

## On-Screen Help Content

The  icon can be clicked to open an additional window. The help content includes definitions and more detailed instructions specific to the current input screen.



The screenshot displays a web application interface with a navigation menu on the left and a main content area. A callout box labeled "On-Screen Help Icon" points to a question mark icon in the top right corner of the main content area. Below this, a pop-up window titled "1.1a Basic Information - Google Chrome" is open, displaying detailed help text for the "Basic Information- Individual" section. The help text includes instructions for various fields and their requirements.

**Business Name:** Business name is required

**DBA (Doing Business As):** If you are "doing business as" another name, please include this information in that field. This is only for the provider's name, not the practice location name. Uploaded IRS documentation is required to verify DBA name. "Doing Business As" is not a required field. DBA name can only be entered if the individual owns 100% of the FEIN. Any value entered in this field will become the DBA name for this provider.

**Group/Entity Owner Email Address:** The email address of the business. The email address must be a match to the email used in KOG (Kentucky Online Gateway) registration. There is a minimum of 5 characters required for an email address. There needs to be (@) included in the address. Web addresses (www) are not allowed in this field.

**Business Ownership Type:** Select the Business Ownership Type from the dropdown box

- Private Ownership- Company is owned by private shareholders
- Public Ownership- Company issues shares for subscription by the public. Can be government owned

**Business Structure Type:** Select the Business Structure Type from the dropdown box

- Profit
- Non Profit

**Fiscal Year End:** Select the Fiscal Year End from the dropdown box

**Requested Effective Date:** The requested effective date is prepopulated from the new enrollment page, but can be edited. You are able to request up to a year prior to the current date or 90 days in the future from the current application date.

# Help & Resources

## Contact Center Information

The Partner Portal Technical Support Center is open Monday-Friday from 8:00am- 4:30pm EST, except for State Government Holidays. The Support Center can assist with any questions relating to Partner Portal. Contact information and some topics that may warrant calling the Support Center are outlined below.

Description	Contact Number	When to Contact
Technical Support	877-838-5085 Option 1, Option 1	<ul style="list-style-type: none"><li>• Registering and setting up an account</li><li>• On-screen errors and alerts</li><li>• Password resets</li><li>• Okta/VIP token support</li><li>• Linking Providers and Credentialing Agents</li><li>• New Enrollment and Maintenance status</li></ul>
Policy/Provider Enrollment	877-838-5085 Option 1, Option 2	<ul style="list-style-type: none"><li>• Enrollment requirements</li><li>• Enrollment policy and procedures</li></ul>