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.





### 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.

Dashboard Application Maintenance Correspondence	Informational Bullets and On- Screen Help are accessible from the icons at the top of the screen	th
Naintenance		0 0 * = Required
Requests for Maintenance must be processed by DMS before	a new request can be submitted. In the ev	ent additional maintenance items needs to t
submitted, withdraw a pending request by going to the dashbo • Choose Voluntary Termination to end participation with Kentuc		
<ul> <li>Revalidation is only required every five years. Select "Revalidation Select Reapplication (RAP) to reapply for a Medicaid ID that h</li> </ul>	ation" to update provider file with Kentucky	Medicaid
Select Reapplication (RNP) to reapply for a medicaid ID that in     Select Reinstatement (RIN) to reinstate a Medicaid ID that was	,	
*Medicaid ID		
Search Clear		
	Informational B	sullets

#### **Informational Bullets**

The **o** 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.

Dashboard Application	Main	tenance Correspondence DMS Revie		
1.0 Administrative Information	•	Basic Information- Individual • • Requi		
1.1 Basic Information	1			
1.2 Tax Information	C	Please enter your basic information below     Name or DBA entered must match all currenting desumentation including IBS Verification Letter		
1.3 NPI Information	C	<ul> <li>Name or DBA entered must match all supporting documentation including IRS Verification Letter</li> <li>The email address used here must be same as the one used in the Kentucky Online Gateway (KOG) to access</li> </ul>		
1.4 Taxonomy Information	C	<ul> <li>your application later</li> <li>If the application is for a Group or Entity enter the Group/Entity email notification address and not the</li> </ul>		
1.5 Add Group Members	0	individual's providers address		
	C	<ul> <li>Press "Exit" to return to the Dashboard</li> <li>Press "Save &amp; Next" when you are done entering the data and ready to move to next screen</li> </ul>		



### **On-Screen Help Content**

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

Dashboard Application Maintenance Correspondence DMS Review Ac					
1.0 Administrative Information Basic Information- Individual					
1.1 Basic Information       /         1.2 Tax Information       Image: Please enter your basic information below         • Please enter your basic information below       • Name or DBA entered must match all supporting documentation including IRS Verification Letter					
1.3 NPI Information G • The email address used here must be same as the one used in the Kentucky Online Gateway (KOG) to access					
1.4 Taxonomy 11 Sasic Information - Google Chrome - X					
1.5 Add Group V test.webapps.chfsinet.ky.gov/partnerportal/Help/IndividualProvider/BasicInformation.htm					
1.6 Additional life Show					
1.7 Address Infyr					
1.8 Contact Infur Business Name: Business name is required					
1.9 Language Inf 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.					
Teaching Ita Teaching Ita Teachi					
1.13 Telehealth It 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					
1.15 CLIA Inform       2.0 Provider Qualific       Business Structure Type:       Select the Business Structure Type from the dropdown box					
osure of Cw Profit • Non Profit					
4.0 Attestations Fiscal Year End: Select the Fiscal Year End from the dropdown box					
6.0 Provider Group L 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.					
6.0 Account Information					
7.0 Fee Payment Ø					
8.0 Document Unload					



### **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> <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> <li>Enrollment requirements</li> <li>Enrollment policy and procedures</li> </ul>



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.