How to Update Information on a Medicaid File (Maintenance)

Updating information on an existing Medicaid file can be completed by performing Maintenance (MNT) in Partner Portal.

Common Items Requiring Maintenance:

- Updating License
- Updating Address
- Uploading Documents
- Updating Payment Method
- Updating Contact Information
- Updating Specialties Information

Performing Maintenance in Partner Portal

1. From the Partner Portal Dashboard, locate the Maintenance Tab on the menu bar located at the top of the screen.

Maintenance can also be started from the Dashboard by selecting "KY Medicaid Provider IDs" from the accordion menu, locating the Medicaid ID, and clicking "Start".
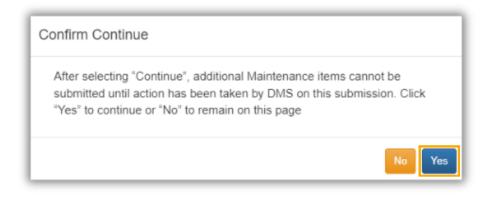
2. Enter the Medicaid ID and click "Search".

3. Review the prepopulated information and select "Maintenance" under the "I Want to Perform" section. Enter the effective date of the Maintenance. Click "Continue".

4. A Confirm Continue pop up box will appear. To continue with the Maintenance, click "Yes". If users receive an error message after clicking "Yes," they may have another Maintenance in progress or are not linked to the Medicaid ID. If this occurs, please call the Contact Center.
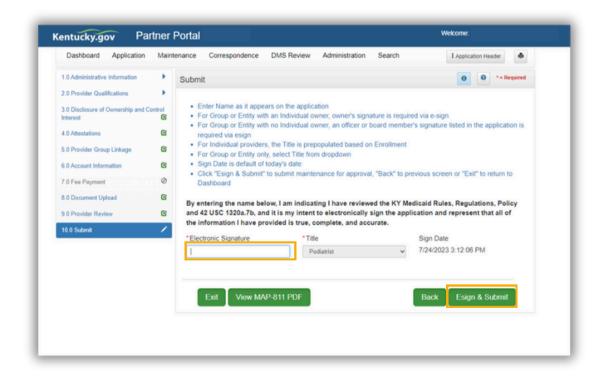

Confirm Continue

After selecting "Continue", additional Maintenance items cannot be submitted until action has been taken by DMS on this submission. Click "Yes" to continue or "No" to remain on this page

No   Yes

5. After Clicking continue, users will be navigated to the 1.1 Basic Information screen where updates can be made.

When performing Maintenance for the first time, users will need to navigate through each screen. For subsequent Maintenance actions, users can navigate directly to their desired screen.

6. If any changes have been made during the Maintenance item, navigate to the 8.0 Document Upload screen to upload required documents.
    - Required documents will be marked with a "Y"
    - For assistance on how to upload required documents, please see the Uploading Documents Job Aid.

7. When all information has been updated, navigate to the 10.0 Submit screen.

8. Review and Agree to the Terms of Agreement and Electronically Sign the Maintenance.
    - Authorized Delegates and Legally Authorized Agents are required to submit additional documentation before submitting to DMS.

For more information on performing Maintenance for a specific task, refer to the Job Aids found on the Training Resources Web Page.