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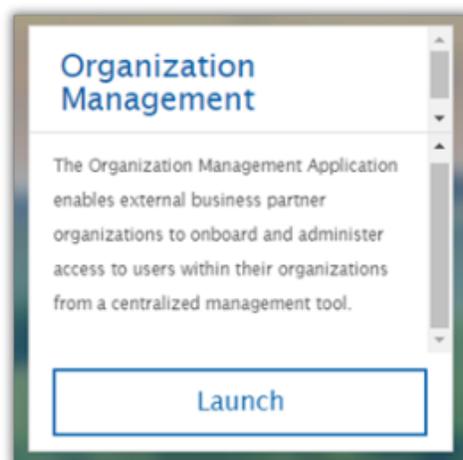
Organization Administrators can send invitations to grant and remove access to users and disable accounts when users leave their organization.

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 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 Kentucky Online Gateway (KOG) 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 KOG My Apps page.

Organization Management

The Organization Management Application enables external business partner organizations to onboard and administer access to users within their organizations from a centralized management tool.

Launch

Organization Administrator

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.

Use the following tabs to manage access:
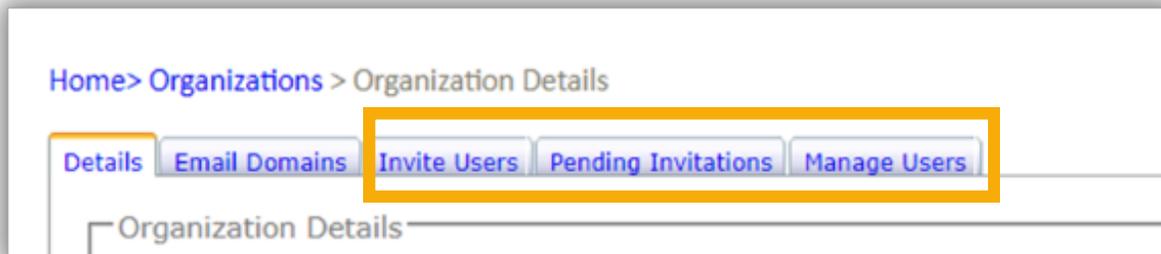
- **Invite Users:** Invite a new user or send an invitation for additional roles to an existing user.

- **Pending Invitations:** Review invitations that have already been sent but have not be accepted or are expired.

- **Manage Users:** Remove access to the organization from a user or remove only certain roles assigned to a user.

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Invite Users: Send Invitations from the Invite users tab.

1. Search for an existing user with an email address.
2. Enter the first name, last name and email address for a new user.
3. 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.

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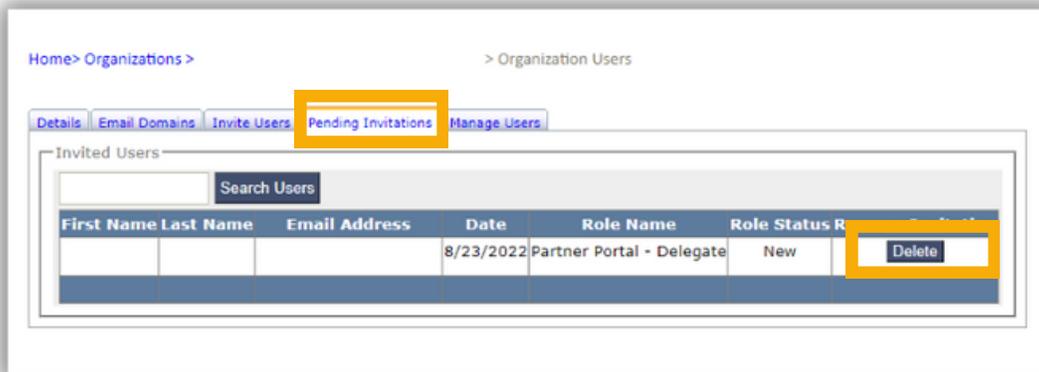
Manage Users: Remove access or roles from a user on the Manage Users tab.

- 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.

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