TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Responding to a Return to Provider

What is a Return to Provider (RTP)?

An application that needs more information before it can be processed.

- Applications can be returned by DMS or systematically.
- Most applications that are returned will require the user to update information entered in Partner Portal.
- Sometimes DMS will ask for clarification by leaving a comment. In this case, the user should reply to the comment(s) to clarify the information.
- It is not required to respond to or to reply to a DMS comment to resubmit the application to DMS.

How does the user know if their application has been returned?

Users will receive Application e-mail notification and Dashboard notification.

On the 1.0 Basic Information Screen, the person named on the communication e-mail should be the application originator and/or the Officer/Owner/Board Member

How does the user know what information to update?

DMS will leave comments; some comments will ask the user to update information on a screen.

- The user will then have to navigate to that screen to update that information.
- DMS may also ask questions to clarify information, in that instance, the user will reply to a DMS comment.
- Detailed steps for correcting and updating information as well as replying to a DMS comment can be found below.

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What happens if the application is automatically returned?

- The application did not pass initial verifications, and the user needs to fix what is in Partner Portal or update the external source that Partner Portal uses to validate the application, such as SSN, CLIA, NPPES, and licensing board.
- It is important to note that in this case, DMS has not reviewed the application. Review the notification text to determine what information needs to be corrected.

Correcting Applications Returned by DMS

Items that have been returned by DMS can be found on the Dashboard.

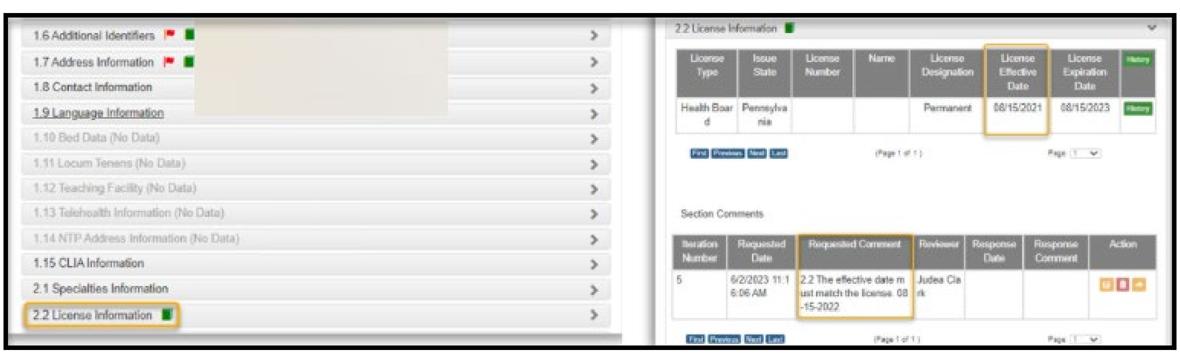
- The item will be in Return to Provider status and can be edited.

Please note that failure to correct an application will result in the user's application being returned to them until the corrections are made.

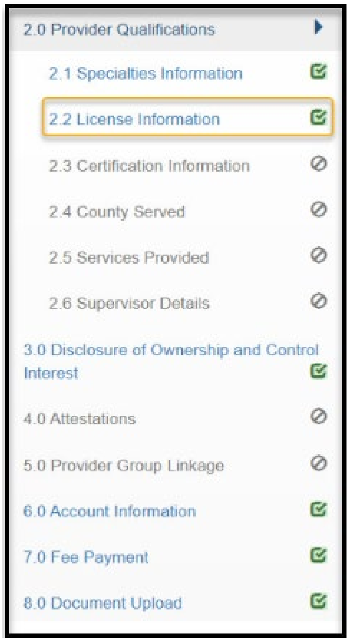
Follow the steps below to correct an application and resubmit it to DMS:

1. Go to Application or Maintenance status, then select Review.

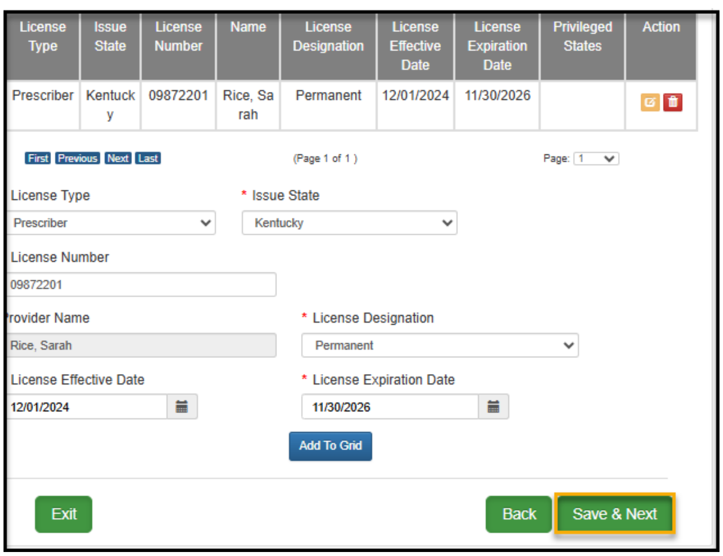
2. On the 9.0 Provider Review Screen, the user will see green boxes next to the sections where DMS left a comment. Click on the section to expand and see DMS Comments.



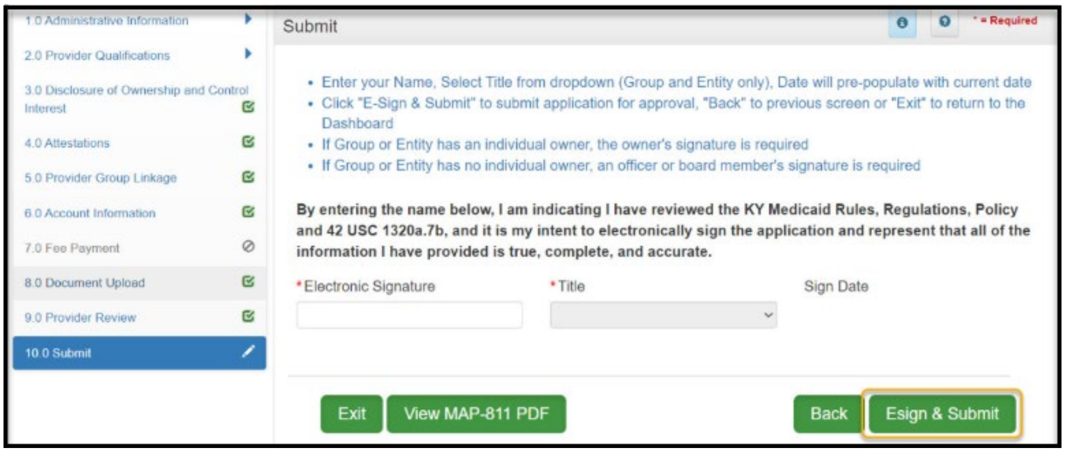
3. After reviewing the comment, make any necessary updates to the user's application per DMS comments using the Navigation Menu to select the screen that needs to be updated.



4. Users will be taken to the screen to be updated. Once all updates are complete, user must select Add to Grid before selecting Save & Next to save all changes and updates.
   - If user leaves a screen without clicking Save & Next, the information will not save.



5. To make additional updates, click on the corresponding section of the Navigation Menu and follow the steps.
    - The user can always navigate back to the 9.0 Provider Review menu to look at DMS comments.
6. Once all updates have been made, navigate to the 10.0 Submit screen and resubmit the application to DMS.
    - If all of DMS' questions are answered, the application will be processed. If DMS requires additional information, they will return the application again.



The following roles can be assigned by an Organization Administrator:

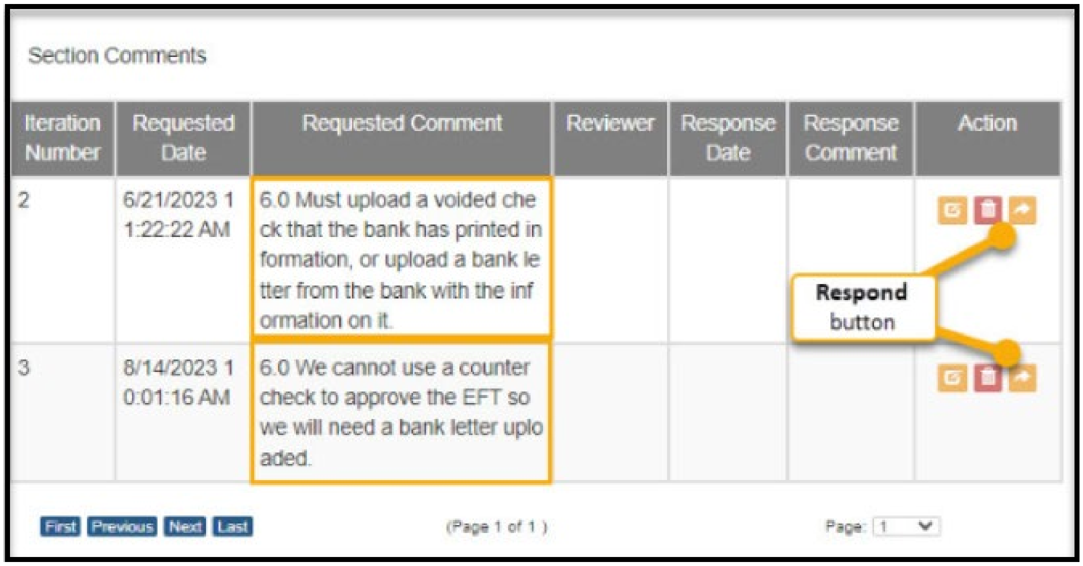
- Credentialing Agent: A user who works on behalf of an Individual Provider, Group or Entity but is not an Officer, Owner, or Board Member.
- CA Admin Manager: A user who manages items created by Credentialing Agents and moves work from one user to another.
- Organization Administrator: A user who manages the access of Credentialing Agent to their Organization's Individual, Group or Entity Medicaid IDs.

Responding to DMS Comments

Sometimes DMS will ask for clarification by leaving a comment. In this case, the user should reply to the comment(s) to clarify the information.

- Responding to a DMS comment does not update the application; rather, the user must update the information on the screen to update the application.

1. To reply to DMS comments, click Respond to open the Comments reply box.



Iteration Number	Requested Date	Requested Comment	Reviewer	Response Date	Response Comment	Action
2	6/21/2023 11:22:22 AM	6.0 Must upload a voided check that the bank has printed information, or upload a bank letter from the bank with the information on it.				
3	8/14/2023 10:01:16 AM	6.0 We cannot use a counter check to approve the EFT so we will need a bank letter uploaded.				

2. Type a response to the DMS comment request for clarification or additional information.
3. Click Add to Grid to save the response.
4. Repeat steps 1-3 to reply to additional DMS comments.
5. Click Save & Next on the 9.0 Provider Review screen to save all comment replies. If the user navigates away from the 9.0 Provider Review screen before clicking Save & Next, all comment replies will be lost.
6. Once all required information has been correctly updated, navigate to 10.0 Submit screen to resubmit the application to DMS by stated deadline.