



Why KY MPPA?

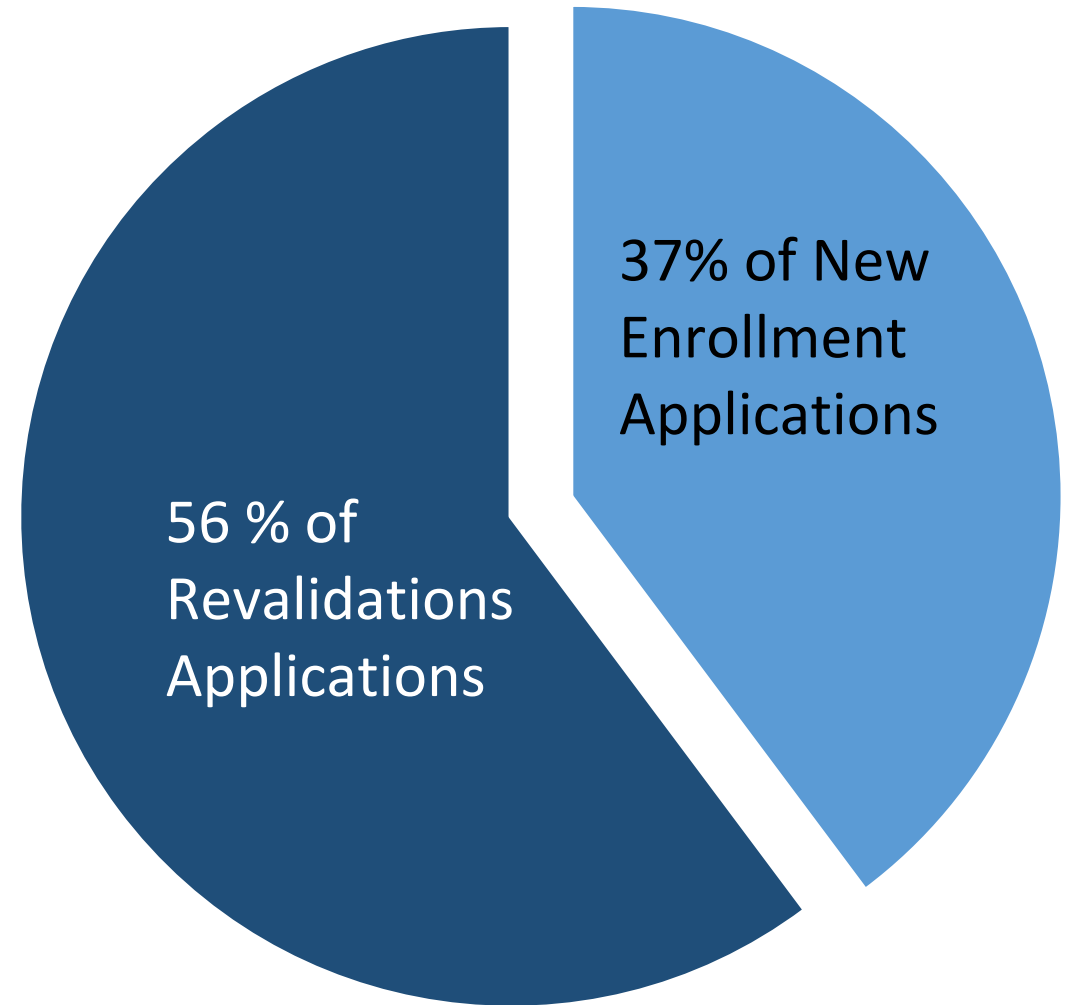
An Introduction to the Kentucky Medicaid Partner Portal Application (KY MPPA) for Providers and Provider Representatives

The Cost of Inefficiency

Currently 37% of new enrollment applications and 56% of revalidations are returned to Providers due to errors.

Correcting errors costs providers, provider organizations, and taxpayers time and money.

- Applications missing signatures
- Legibility issues
- Applications submitted with errors
- Taxonomies submitted by providers different than taxonomies required by groups/MCOs
- Misspelling of provider name
- License name mismatch with Provider name
- Incorrect SSN



How Do We Increase Efficiency?

Current Paper Application Process

- Multiple databases
- Multiple paper files and forms
- Repetitive email communication
- Verification through complicated spreadsheets

Processes are cumbersome, time consuming, inefficient, error-prone and duplicative



New Kentucky Partner Portal Application Process

- Standardized and streamlined, web-based Medicaid provider application, maintenance, and revalidation processes
- Improved coordination and communication between DMS and applicants

Who is KY MPPA Designed For?

Medicaid Applicants & Providers

Individual
Providers



Groups/
Entities



Credentialing
Agents



Department for Medicaid Services Users

DMS Division
of Program
Integrity



DMS Division
for Community
Alternatives



Support for Medicaid Providers and Agents

Provider Enrollment
Contact Center



Partner Portal Medicaid
Waiver (PPMW)
Contact Center



DMS Non-Users

Additional DMS
Employees



How Does it Work? KY MPPA Application Life Cycle

Credentialing agent enters required information in KY MPPA

If returned, application is sent back via KY MPPA to credentialing agent

DMS reviews the application and approves, denies or returns the application through KY MPPA

Provider receives e-mail notification

- Reviews or edits application
- Submits to DMS

Many Providers use Credentialing Agents (CA) or representatives to complete and submit their Medicaid Provider Applications.

Some Providers, however, will submit and approve their own applications.

Essential KY MPPA functions: Kentucky Online Gateway Login

To maintain data security, KY MPPA must be accessed through a Kentucky Online Gateway (KOG) account

1. Existing User Login
2. State Employee/External User Login Selection
3. Click “Create An Account” to start KOG account setup

The screenshot shows the Kentucky Online Gateway login interface. At the top left, it says "Kentucky Online Gateway" and at the top right, "Help English". The main content area is divided into two sections. The left section, titled "Gateway Log In", is enclosed in a red box with a red circle containing the number "1". It contains the text "Login with your Kentucky Online Gateway Account." followed by two input fields: "Username or Email Address" with a "Forgot Username?" link, and "Password" with a "Forgot Password?" link. Below these fields is a "Log In" button. The right section, titled "Don't already have a Kentucky Online Gateway Citizen Account?", features a green "Create An Account" button enclosed in a red box with a red circle containing the number "3". Below this is a yellow "WARNING" box with text regarding site usage and information security. At the bottom of the page, there is a dark grey footer with "Privacy | Disclaimer" on the left, "Copyright ©2013 Commonwealth of Kentucky. All Rights Reserved." in the center, and a "State Employee Gateway Login" link on the right. A red box with a red circle containing the number "2" is positioned around this link, with a red arrow pointing from it to the link. At the bottom right corner, there is a "Kentucky UNBRIDLED SPIRIT" logo.

Essential KY MPPA functions: New Enrollment Application

When beginning a new enrollment application, users have the ability to easily navigate through the screens using the following:

1. Left Navigation Panel
2. Application Header
3. On-screen help
4. Screen-specific instructions and tips
5. Save & Next button (moves the user to the next section)

The screenshot displays the KY MPPA New Enrollment Application interface. The top navigation bar includes 'Dashboard', 'Application', 'Maintenance', 'Correspondence', and 'Administration'. The 'Application' header is highlighted with a red box and a '2' callout. The left navigation panel, highlighted with a red box and a '1' callout, lists sections from 'Administrative Information' to '10.0 Submit'. The '1.1 Basic Information' section is selected. The main content area, titled 'Basic Information- Individual', contains instructions (highlighted with a red box and a '4' callout) and a form. The form fields include: Provider First Name (Samantha), Middle Name, Provider Last Name (Jones), Suffix (Select One), Gender (Female), Date of Birth (02/08/1967), Nationality (American), Doing Business As, Provider Email Address (sjones@yahoo.com), Confirm Provider Email Address (sjones@yahoo.com), and Requested Effective Date (02/01/2017). The 'Application Header' is also highlighted with a red box and a '3' callout. At the bottom, the 'Exit' button and the 'Save & Next' button (highlighted with a red box and a '5' callout) are visible. The Kentucky logo is in the bottom right corner.

Essential KY MPPA functions: Maintenance

During **Maintenance**, the user will be able to see their Provider file and click through to update as necessary.

The screenshot displays the 'Maintenance' section of the KY MPPA system. The navigation menu on the left includes sections 1.0 through 10.0. The 'Maintenance' tab is highlighted in red. The main content area is titled 'Basic Information- Individual' and contains a list of instructions and a form with the following fields:

- Provider First Name:** John
- Middle Name:** (empty)
- Provider Last Name:** Doe
- Suffix:** Select One (dropdown)
- Gender:** Female (dropdown)
- Date of Birth:** 01/04/1997
- Nationality:** American (dropdown)
- Doing Business As:** John Smith
- Provider Email Address:** ja i.sury; ara@gmail.com
- Confirm Provider Email Address:** ja i.sury ara@gmail.com
- Requested Effective Date:** 05/01/2017

Buttons for 'Exit' and 'Save & Next' are visible at the bottom of the form.

Essential KY MPPA functions: Revalidation

Users should verify that the KY Medicaid ID information is complete and accurate prior to submitting a Revalidation. Users will be alerted 60 and 30 days prior to the due date.

Dashboard Application **Maintenance** Correspondence Administration

Maintenance ⓘ ⌂ * = Required

- Requests for Maintenance must be processed by DMS before a new request can be submitted. In the event additional maintenance items needs to be submitted, withdraw a pending request by going to the dashboard
- Choose Voluntary Termination to end participation with Kentucky Medicaid
- Revalidation is only required every five years. Select "Revalidation" to update provider file with Kentucky Medicaid

* Medicaid ID

Provider Name NPI Taxonomy

Primary Physical Adress Revalidation Date

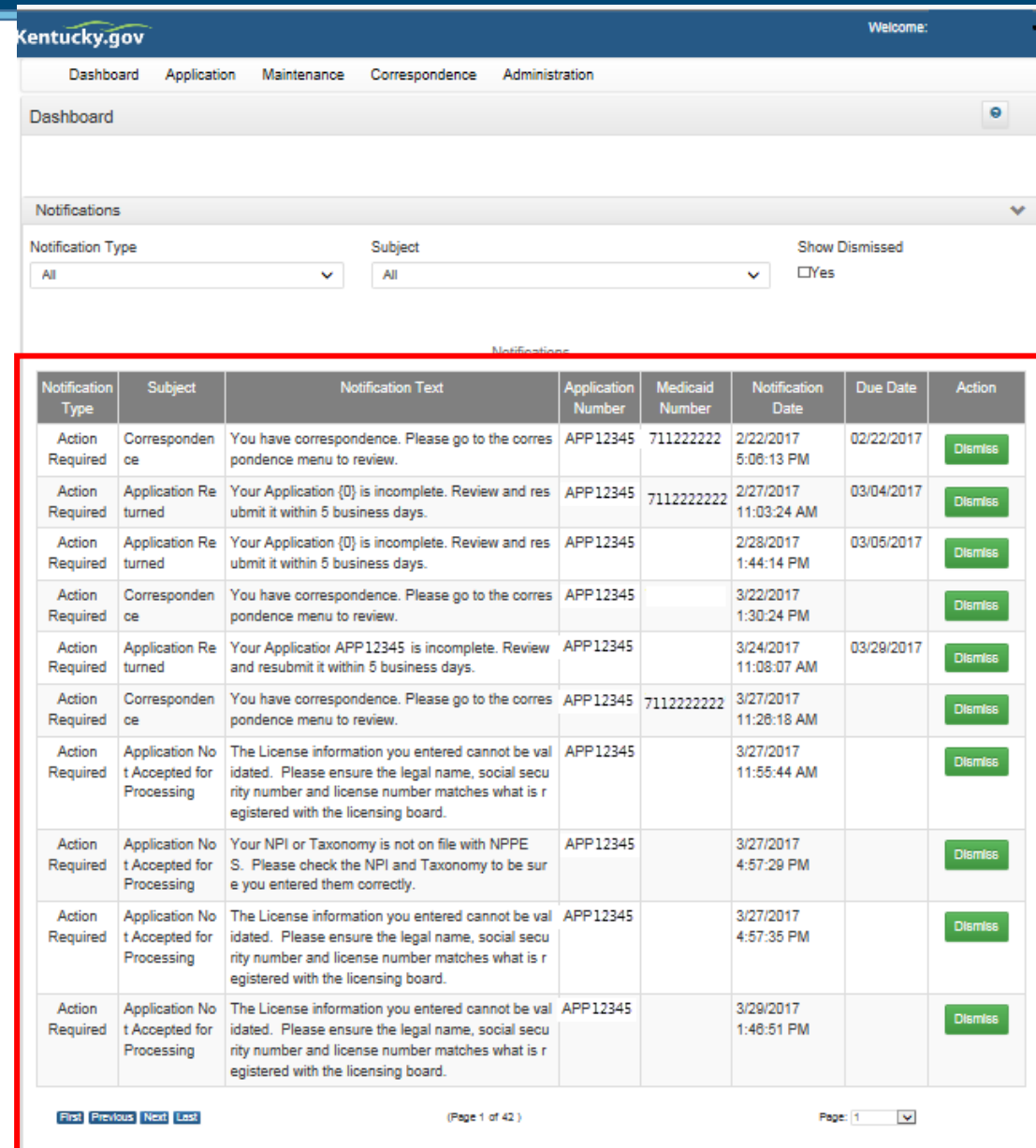
MedicaidID Effective Date MedicaidID End Date

* I Want to Perform:
 Maintenance
 Revalidation
 Voluntary Termination

* Requested Effective Date

Essential KY MPPA functions: Notifications

- Accessing the Notifications section of the Dashboard shows a user items requiring action on an application as well as other Provider file updates.
- The Provider and Credentialing Agent will receive an email letting them know a notification is waiting for them to take action.



Notification Type	Subject	Notification Text	Application Number	Medicaid Number	Notification Date	Due Date	Action
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP12345	711222222	2/22/2017 5:06:13 PM	02/22/2017	Dismiss
Action Required	Application Returned	Your Application {0} is incomplete. Review and resubmit it within 5 business days.	APP12345	711222222	2/27/2017 11:03:24 AM	03/04/2017	Dismiss
Action Required	Application Returned	Your Application {0} is incomplete. Review and resubmit it within 5 business days.	APP12345		2/28/2017 1:44:14 PM	03/05/2017	Dismiss
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP12345		3/22/2017 1:30:24 PM		Dismiss
Action Required	Application Returned	Your Application APP12345 is incomplete. Review and resubmit it within 5 business days.	APP12345		3/24/2017 11:08:07 AM	03/29/2017	Dismiss
Action Required	Correspondence	You have correspondence. Please go to the correspondence menu to review.	APP12345	711222222	3/27/2017 11:26:18 AM		Dismiss
Action Required	Application Not Accepted for Processing	The License information you entered cannot be validated. Please ensure the legal name, social security number and license number matches what is registered with the licensing board.	APP12345		3/27/2017 11:56:44 AM		Dismiss
Action Required	Application Not Accepted for Processing	Your NPI or Taxonomy is not on file with NPPE S. Please check the NPI and Taxonomy to be sure you entered them correctly.	APP12345		3/27/2017 4:57:29 PM		Dismiss
Action Required	Application Not Accepted for Processing	The License information you entered cannot be validated. Please ensure the legal name, social security number and license number matches what is registered with the licensing board.	APP12345		3/27/2017 4:57:35 PM		Dismiss
Action Required	Application Not Accepted for Processing	The License information you entered cannot be validated. Please ensure the legal name, social security number and license number matches what is registered with the licensing board.	APP12345		3/29/2017 1:46:51 PM		Dismiss

Essential KY MPPA functions: Correspondence

The **Correspondence** screen allows users to view letters and other information sent from DMS.

Dashboard Application Maintenance **Correspondence** Administration

Search Correspondence

Correspondence Type
All

Medicaid Provider Number
All

Process Type
All

Application Number
[Empty]

From Date
MM/DD/YYYY

To Date
MM/DD/YYYY

Filter

Medicaid Provider Number	Correspondence Type	Process Type	Application Number	Iteration Number	Correspondence Date
7100443530	MAP-811	New Application	APP19916	1	3/6/2017 9:10:46 AM
7100443560	MAP-811	New Application	APP19928	1	3/7/2017 8:07:03 AM
	MAP-811	New Application	APP19931	1	3/8/2017 9:56:25 AM
	MAP-811	New Application	APP19932	1	3/8/2017 8:31:51 AM
	MAP-811	New Application	APP19972	1	3/9/2017 11:02:53 AM
	MAP-811	New Application	APP19976	1	3/9/2017 1:04:55 PM
	MAP-811	New Application	APP19978	1	3/9/2017 1:48:22 PM
	MAP-811	New Application	APP19984	1	3/9/2017 3:21:08 PM
	MAP-811	New Application	APP19986	1	3/9/2017 4:08:47 PM
	MAP-811	New Application	APP19987	1	3/9/2017 5:00:18 PM

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Exit

KY MPPA Implementation Plan: Support

KY MPPA Contact Center
Phone: 877-838-5085
Website: [KY MPPA Website](#)



Description	Phone	Email
Technical support for: <ul style="list-style-type: none">• KY MPPA technical issues• Remote identity validation• Credentialing Agent management• Access issues	Extension 1	medicaidpartnerportal.info@ky.gov
Program or policy inquiries. Status and help with paper applications	Extension 2	program.integrity@ky.gov

KY MPPA Implementation Plan: Support

Live Training



Instructor-Led Training

- Regional live trainings will be offered. Watch the DMS website for details



Webinars

- Interactive Getting Started webinars will be offered on a weekly basis throughout late Spring/ early Summer 2018

Reference Materials



User Guides

- Step-by-step instructions
- Individual Provider Guide and Group/Entity Guide (DMS Website)



Quick Reference Guides

- Short 1-2 page instructions
- Covers specific functions
- Packaged in Success Packs
- Topic specific, How-To Videos

Online Materials



Web Help

- Page specific help within application



[DMS Website](http://chfs.ky.gov/dms/provEnr/mppa.htm)

- <http://chfs.ky.gov/dms/provEnr/mppa.htm>
- Provider Type Summaries
- Updates from DMS
- Interactive KY MPPA Overview online learning training module

Questions?
