New Provider Services Module

Provider Demonstration
Presented by Deb Braga, PR Field Rep

Training Agenda

- **Verify NPPES**
- **GovIDs**
- **Enrollments**
- **Denied applications**
- **Correspondence History**
- **Account Administration**
- **Updates/Revalidations**
- **Claims/Provider Portal**
- **Manage Affiliations**
- **Available resources**

NPPES NPI Registry

https://npiregistry.cms.hhs.gov/registry/

The first step is to verify your information in the NPPES registry.

- Search the NPI.

- Verify all information shown under the NPI is correct. Name, address, phone number and taxonomy code should all be verified.

- Notate the taxonomy needed for your current application.

https://taxonomy.nucc.org/

Creating your GovID

Creating your GovID

https://mtdphhs-provider.optum.com/

This system is designed for **1 Primary/Authorized Official User to register the Facility or Provider NPI**, when creating their GovID.

This person will submit requests to link additional Users to the system, depending on the function. It is important to have a discussion within your management team to determine who this should be.

- NPI can only be registered to ONE GovID.

- Email address can only be linked to ONE GovID.

Accessing the Portal

https://mtdphhs-provider.optum.com/
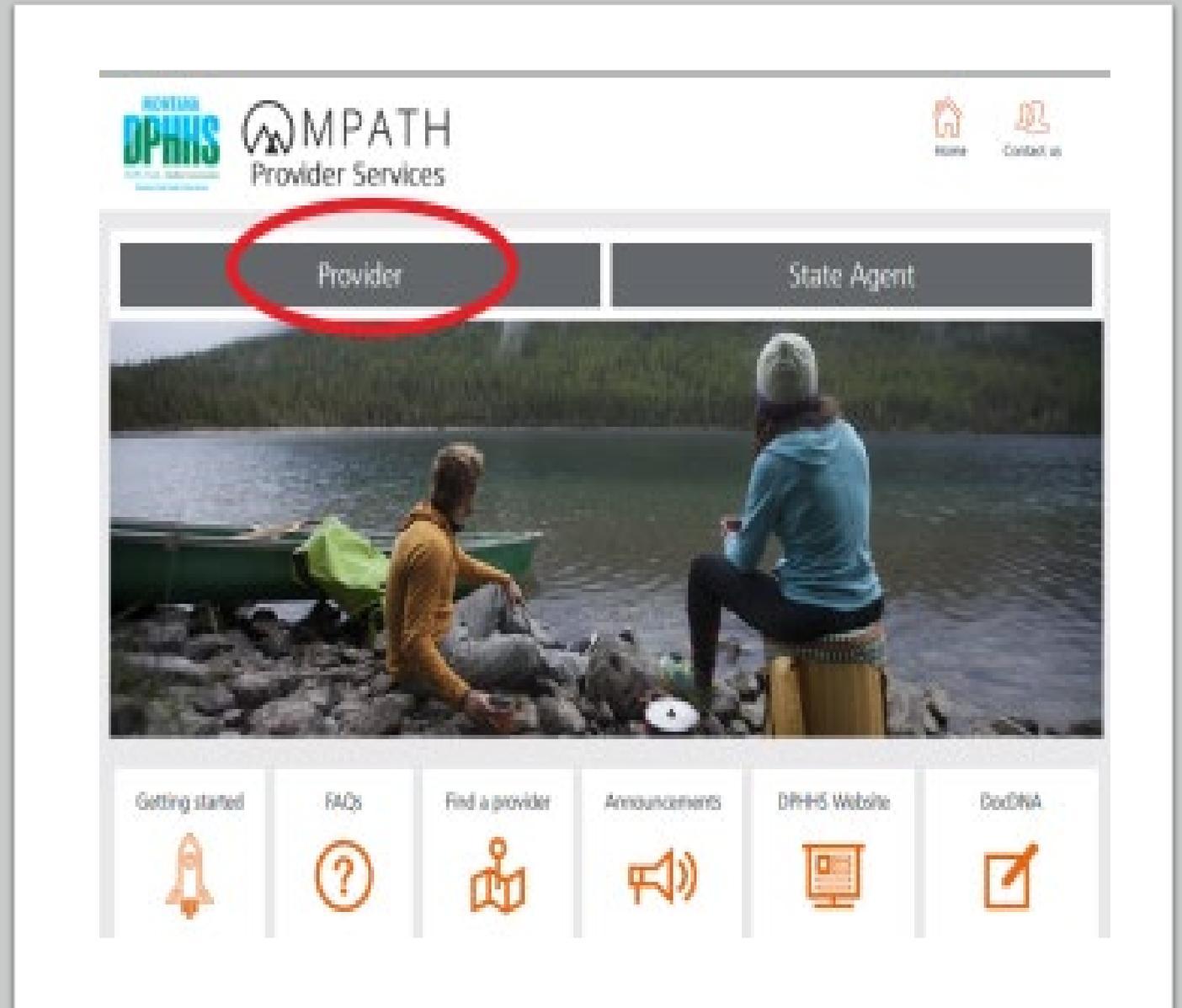
Click **Provider**

MPATH Provider Services

Click **Login and Registration**
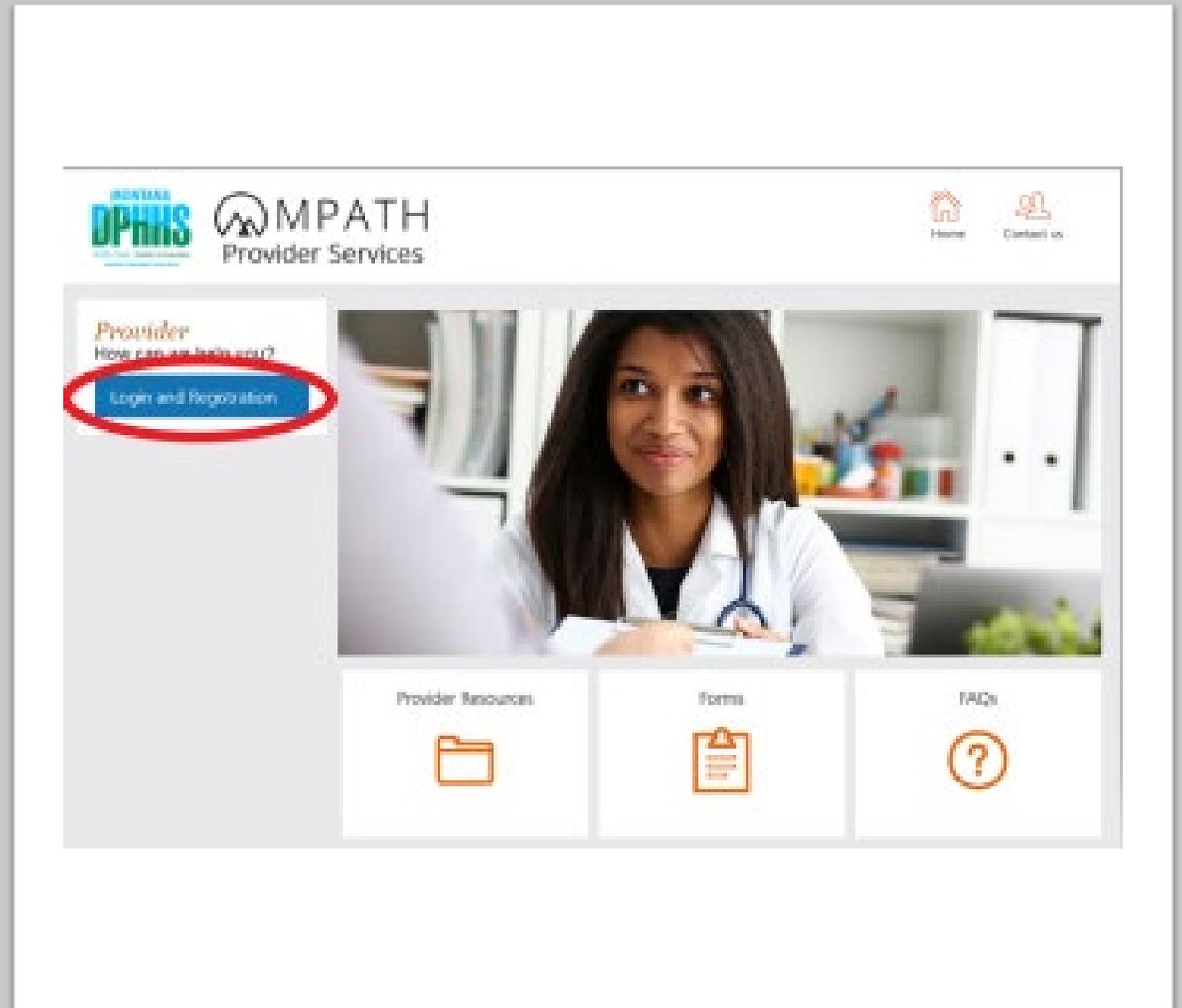
Creating your GovID

Click **Create Optum GovID**

Creating your GovID (cont'd)

Complete all required fields.

- Profile Information
- Sign In Information
- Create Password

Creating your GovID **(cont'd)**

Continue to complete all required fields.

- Language Preferences
- Security Questions and Answers

Click **I Agree**

Complete GovID

Review the information entered is correct.

Click **Box** to accept Terms and Conditions

Click **Submit**

Verify E-mail

Check your e-mail now.

Subject line will read:

Confirm your Optum GovID email address

Next Step: Verify Your Email Address

1. **Check your email inbox** (lag****of@getnada.com) for a message from Optum GovID (noreply@optumgovid.com).

2. Enter the 10-digit activation code.

Still waiting for your activation code? Resend email or update email address

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at the Help Desk location found when selecting the Contact Us icon on the portal's Home Page.

E-mail Verification

Enter the 10-digit code from the email in the Access Code field.

Click **Next**

If you don't receive the email within a few minutes, click resend email.

Next Step: Verify Your Email Address

1. **Check your email inbox** (lag****of@getnada.com) for a message from Optum GovID (noreply@optumgovid.com).

2. Enter the 10-digit activation code.

10-digit activation code

NEXT   Cancel

Still waiting for your activation code? Resend email or update email address

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at the Help Desk location found when selecting the Contact Us icon on the portal's Home Page.

Creating your GovID

Email Address Verified

Click **Continue**

Verify the disclosure screen.

Click **I Agree**

Registering your NPI

Select the role in the drop down.

- Provider or
- Provider Delegate

Both allow the same function access.

Click **Continue**

Registering your NPI

The information on this screen pertains to ONLY the NPI you are using to register.

As you click the radio button for each question, fields will open to enter information.

Click **Continue**

Registering your NPI

Depending on your selection, the required field will now be visible.

Click **Continue**

Final Review

Review the information entered is correct.

Click **Box** to accept Terms and Conditions

Click **Submit**

Provider Home Screen

The system will automatically direct you to the Provider Home screen & your myMenu functions available.

Depending on your role, myMenu functions will differ.

Questions?

Enrollments

Provider Enrollment

Click **Provider Enrollment** under myMenu.

Click **Before you begin** under the Enrollment menu for a copy of the Checklist.

Click **Begin Enrollment** under the Enrollment menu to start the application.
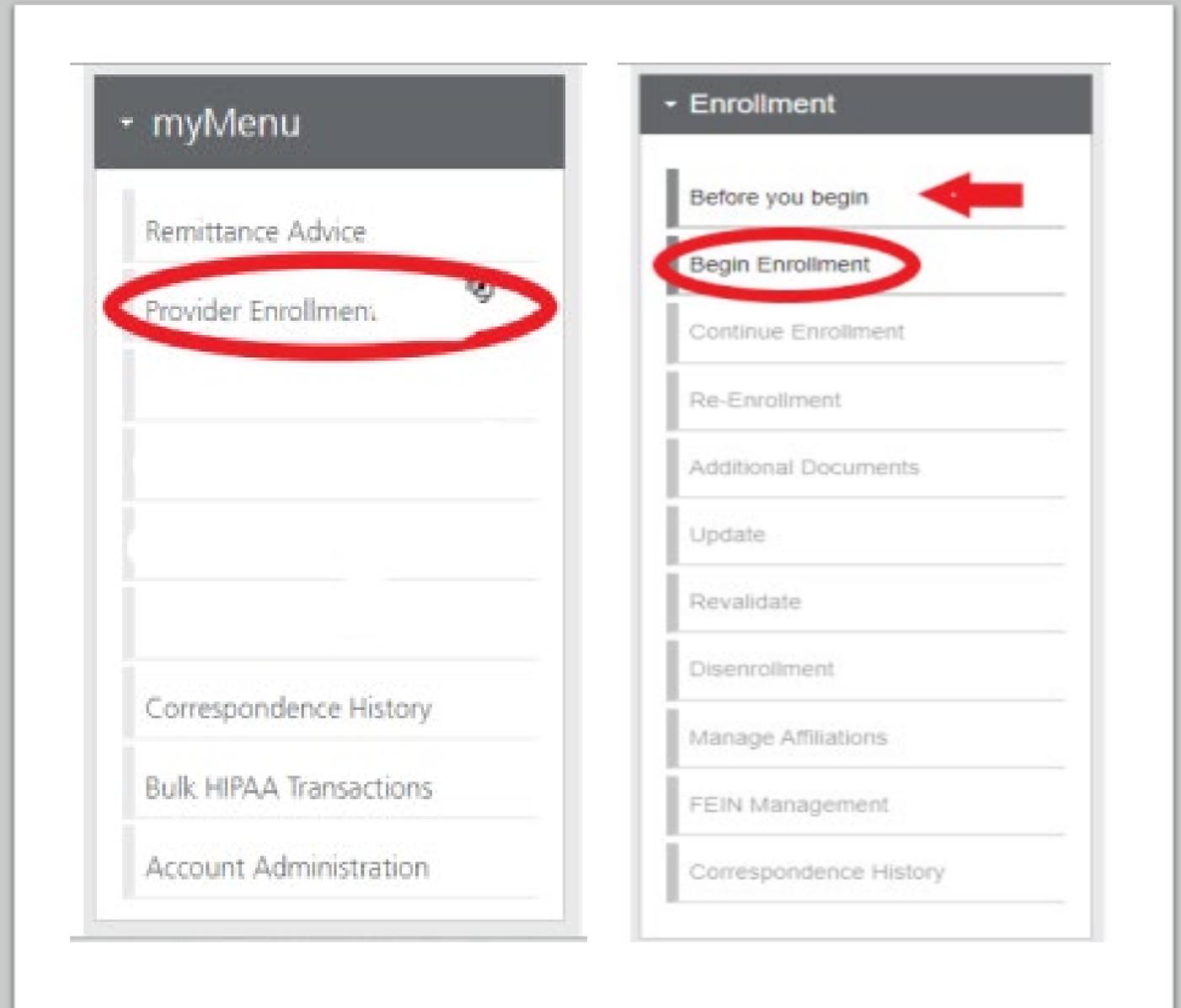
Provider Enrollment

Answer the Pre-Questionaire questions.

Click **Begin Enrollment**

Accept Terms and Conditions on the next scree.

Click **OK**

Pre-Enrollment

Enumeration:

- Individual
- Organization
- Atypical

Enrollment Type:

- Selections will change depending on first selection.

FEIN: Yes or No

Pre-Enrollment

Click the **User Guide** icon in the top right corner for screen by screen/field by field instructions.

Disenrollment/Re-enrollment

In order to submit a new application to change a Tax ID number for example. The current enrollment must be disenrolled first. The provider must be linked.

Use the **Disenrollment** tab under the Enrollment menu.

Once completed, your status will change to complete/approved.

Use the **Re-Enrollment** tab under the Enrollment menu, to submit a new application under the new TIN.

Denied Applications

The Enrollment Team no longer has access to correct errors on applications. If there is an error, even due to a typo, the application will be denied.

The Enrollment Team will reach out if there is missing information or forms for necessary to process the application.

Be sure to check the Correspondence History tab regularly.

Additional Documents

If you are unable to upload a document during the application process, use the **Additional Documents** tab to upload after the fact.
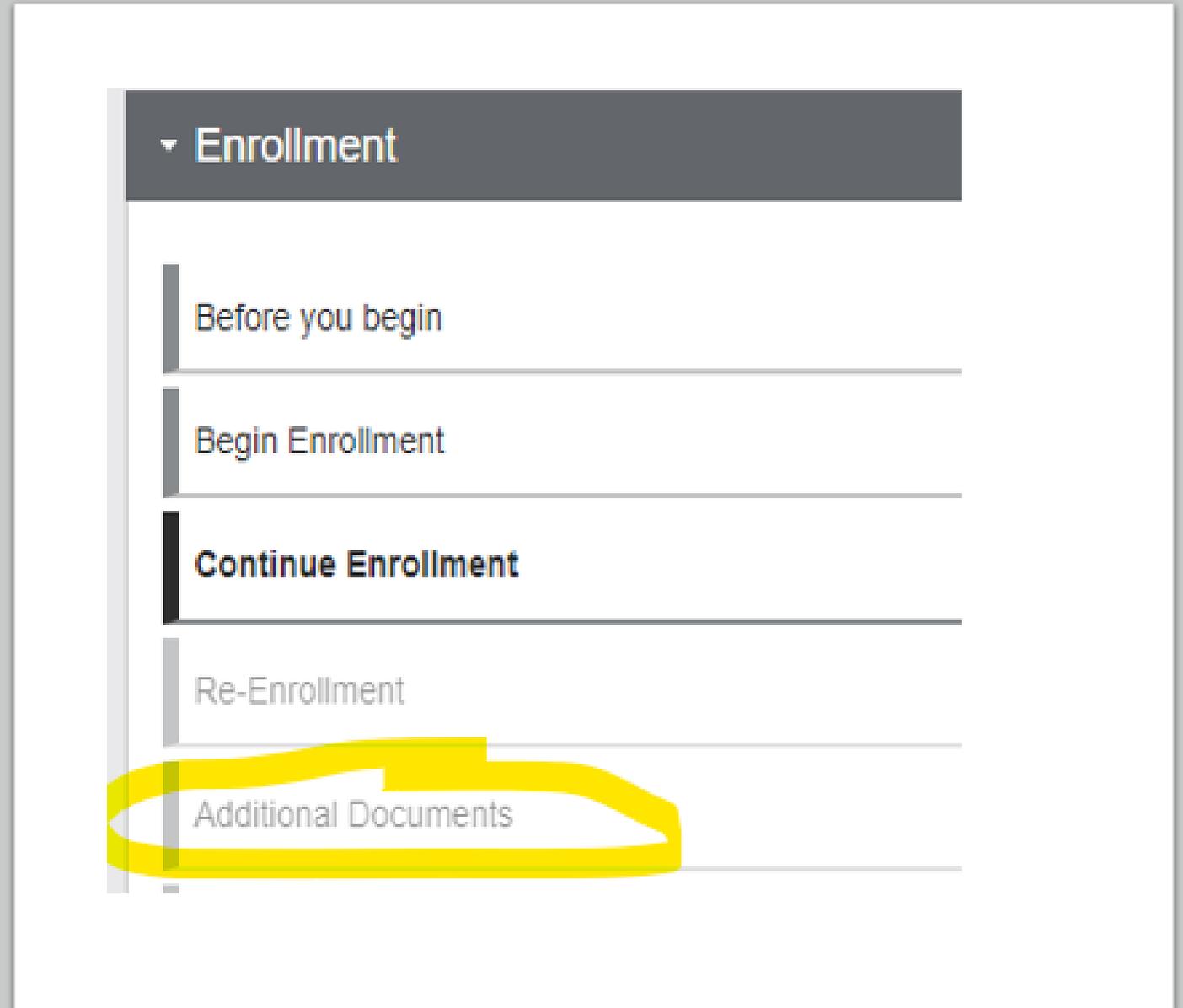
Hospital Privileges

There is a question in the application about whether the provider has hospital privileges.

Please answer "No" to this question.

Linking providers to facilities, including hospitals, is done through the facility NPI using the Affiliations function.

Questions?

Account Administration tab

Account Administration

All 3 Account Administration functions are located on one screen.

Account Admin functions

The *Account Administration tab*, under **myMenu**, is used to add additional portal users & NPIs to your GovID access.

Manage Portal Users the system is designed for **1 Primary/Super User to register the Facility NPI**, when creating their GovID. This person will submit requests to link additional Users to the system, depending on the function.

Manage Billing Providers allows you to bill for (in the Optum Claims Solutions) and/or **see remits** for the linked NPIs. If you use a Clearing House to submit claims and reconcile 835s/remits; this step is not necessary. Optum PID required to add NPI.

Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates**. Link request required.

Add Portal User

Additional portal users are invited through this function.

These users will be assigned a Role and sent an email. The email will contain a link for them to use to establish their GovID.

Depending on the Role, they will have access to the information available to the Primary User.

Add Portal User

Complete all fields with the new user's information.

If you need to send another email to the user, click on the envelope icon in front of their name.

Manage Billing Providers

Add Billing NPIs to this section ONLY if,

- You will be submitting claims through MPATH.

- You need access to the weekly Remittances for this NPI.

This is the Optum assigned Provider ID number. *Not the PID from MT Medicaid.*

Note : Fields marked with an asterisk * are required.

Provider Name or Organization Name?* 　　○ Provider Name 　○ Organization Name

NPI or API?* 　　○ NPI 　○ API

TIN/FEIN:*

Enter Provider ID Number:*

Submit 　Cancel

Manage Enrollment Providers

This will be the most important function for facilities, credentialers & billing agents who oversee multiple facility NPIs and/or multiple providers.

The only way you can view additional NPIs is through this function.

Updates and Revalidations cannot be completed until NPIs are linked here.

Link request form

Link request forms are processed by Optum.

Complete all fields of the form. Sign or eSign.

Upload form and additional spread sheet if applicable.

Questions?

Updates/File Maintenance/Revalidations

Before you Update

In order to see providers on your work bench, they must first be linked via **Manage Enrollment Providers**.

The *Account Administration tab*, under **myMenu**, is used to add additional portal users & NPIs to your GovID access.

Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates**. Link request required.

Search NPI

Click **Provider Enrollment** tab under myMenu.

Search the NPI using the fields shown.

Click **Radio button** for NPI.

Click **Update** under the Enrollment menu.

A new Update line will show at the end of your list.

Click **Pencil** icon.

Provider Fill Updates

This example is for a license update. However, the process is the same of all updates.

Review, update or correct any application information required to ensure all sections of the application show a Green check mark.

In the license section, click **Pencil** Icon.

Change the expiration date to match the new license expiration date.
Click **Save and Continue**.

Upload the license copy using the Blue Upload button in that section.

Go to the Summary section of the application.

Click **Submit**.

Revalidations

Provider must be linked before you can view the provider in your work bench.

Click **Provider Enrollment** tab under myMenu.
Search for the NPI.

Click **Radio** button at the beginning of the enrollment line.

Click the **Revalidate** tab, now visible under the Enrollment menu.

Click **Pencil** icon on the revalidate line, located at the end of your current work bench list.

Review the information and enter/update any missing or incorrect information upload documentation as applicable and Submit.

Questions?

Claims

Claim Submission Menu

Under myMenu, without clicking, place your curser on **Claims**.

A side menu with submission options will appear.

The following slides will describe each function.
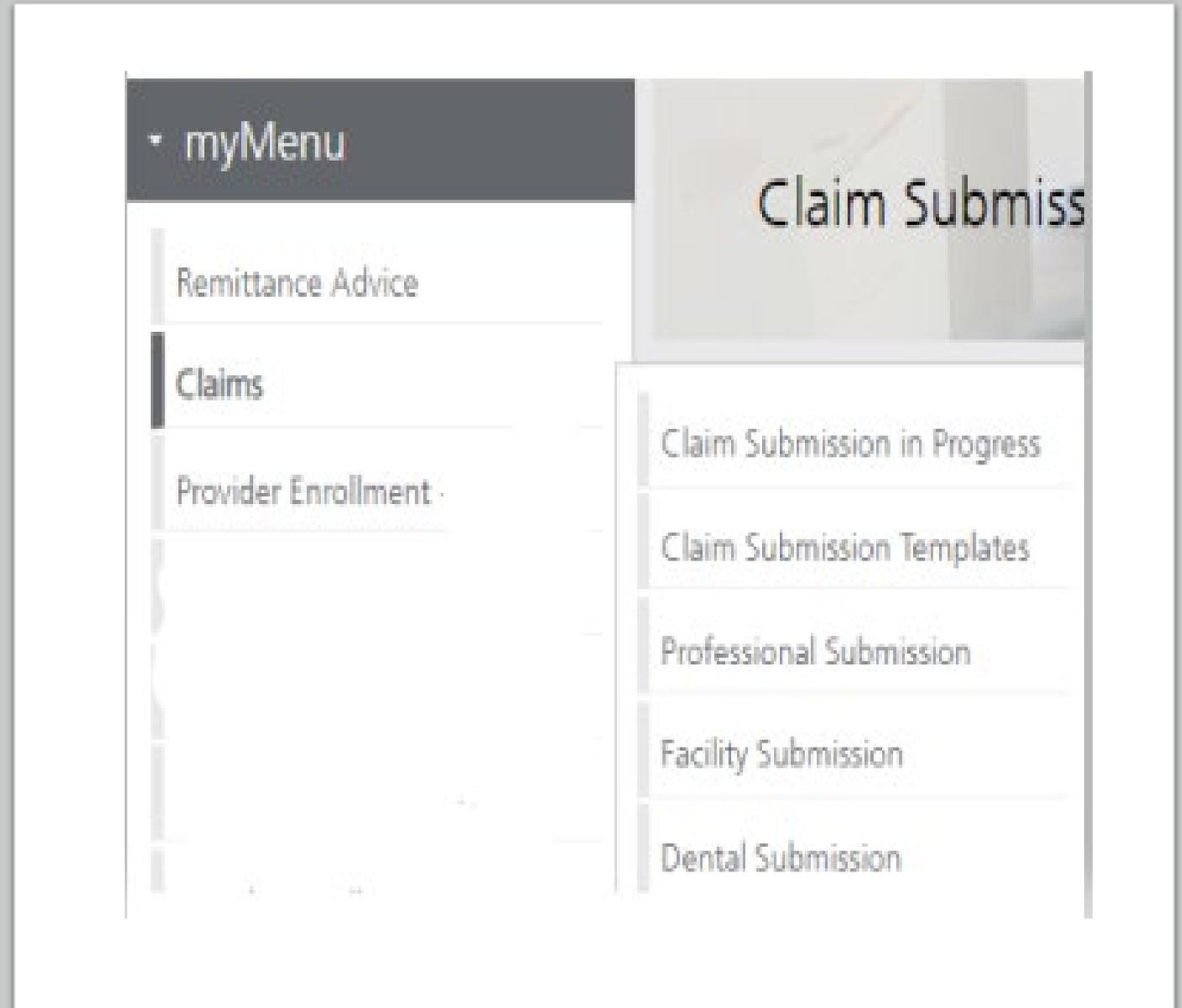
Claims Submission in Progress

This function is for claims started but not submitted.

Example:

You begin to complete the information for claim. You are interrupted and need to exit the system. When you click Save and Exit at the bottom of the current claim screen; your claim moves to this section.

When you return, click Claims Submission in Progress. Click the **Pencil** icon to pick up where you left off on that claim.

Claim Submission Templates

This function is a time saving tool for reoccurring claims.

Example:
You see the same member for the same service on a consistent basis. You can create a template for that member with all the claim information except the date of service, and maybe the units & billed amount.

When it is time to submit their claim; select the **Claims Submission Templates** tab. Then click on the template name. Now you only need to select the billing provider NPI, enter the missing information on the Claim Information screen and submit your claim.

Creating a Template

To create a template, click the **blue button** for the claim form required.

Creating a Template

Enter the member's MT Medicaid ID number.

Click **Search**.

When the member information populates, verify and click **Save and Continue**.

Creating a Template

Complete the fields that will not change.

For instance, the diagnosis code, place of service, CPT code, modifier & diagnosis point fields will most likely not change for reoccurring visits.

Creating a Template

Answer all the questions at the bottom of the screen.

Click **Save and Continue**.

Creating a Template

The last step is to name the template. Then click **Save**.

Your template is now visible.

To edit a template, click on the **Pencil** icon.

To delete a template, click on the **Garbage can** icon.

Creating a one-time claim

To create a one-time claim, click the submission tab for the claim type required.

Complete all fields containing a red asterisk. (*)
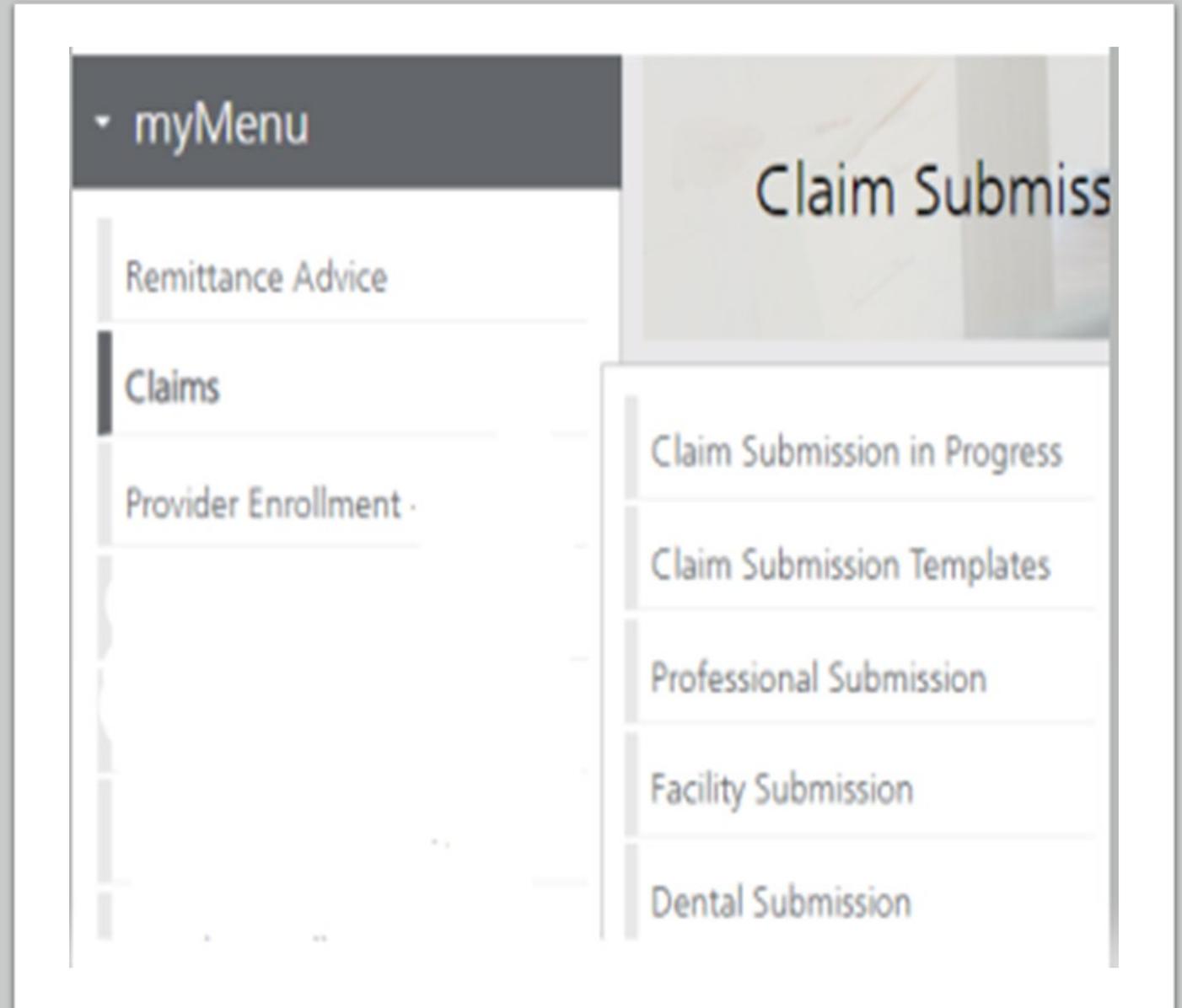
Provider Portal

Provider Portal

The new Provider Services portal contains the same information and functions as the Montana Access to Health (MATH) portal.

- Verify Member eligibility **(Beginning 2/1/22)**
  - Built in limits (such as annual dental limits)

- Verify claim status

- Verify weekly remittance advices (eSOR reports)

Member Eligibility Search

To verify member information, use the Member Search function at the top of the screen.

Enter member's MT Medicaid ID number.

Click **Go**.

Not available till 2/1/2022

Provider Portal – Claims Inquiry

Provider Portal – Claims Inquiry

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Provider Portal – Remits

Provider Portal – Remits

Provider Portal – Remits

Electronic Claim Adjustments

To Correct a claim - Create a new claim with the corrected information.
To Void a claim – Create a new claim with the original claim information.

Professional Claims (CMS-1500) & Dental Claims
Answer YES, to the first question at the bottom of the claim entry screen. The next two fields are now visible.

Select either **Replacement of prior claim** or **Void of prior claim** from the Medicaid Resubmission drop down.

Enter the Paid ICN of the claim being adjusted in the Original Reference Number field.

Electronic Claim Adjustments

Is this a void or replacement of a previously submitted claim:*   ⦿ Yes ◯ No

Select the Medicaid Resubmission Code:*   [Select ▾]

Enter the Original Reference Number:*   [   ]

Electronic Claim Adjustments

To Correct a claim - Create a new claim with the corrected information.
To Void a claim – Create a new claim with the original claim information.

Institutional Claims (UB-04)

When recreating the claim, change the last digit of the Type of Bill code to either **7 for replacement** or **8 for void**.

The Original Reference Number filed is now visible. Enter the Paid ICN of the claim being adjusted in the Original Reference Number field.

Electronic Claim Adjustments

Type of Bill:*
0117

Inpatient or Outpatient:*
Select

Statement Period From:*

Statement Period Through:*

Admission Date:

Admission Hour:
Select

Admission Type: *

Source of Admission:*

Discharge Hour:
Select

Member Discharge Status:*

Original Reference Number:*

Questions?

Managing Affiliations

Manage Affiliations

This function is **NOT** required for facilities or billing providers submitting claims through any other avenue than the MPATH system.

Example:

Clearing Houses, Billing Agencies, or direct billing software.

This function adds Rendering providers to the drop-down list, in the MPATH claims entry system.

Manage Affiliations

Click **Provider Enrollment** tab under myMenu.

Click **Radio button** on the Enrollment line of the facility.

The **Manage Affiliations** tab is now visible under the Enrollment Menu.

Click **Manage Affiliations** tab.
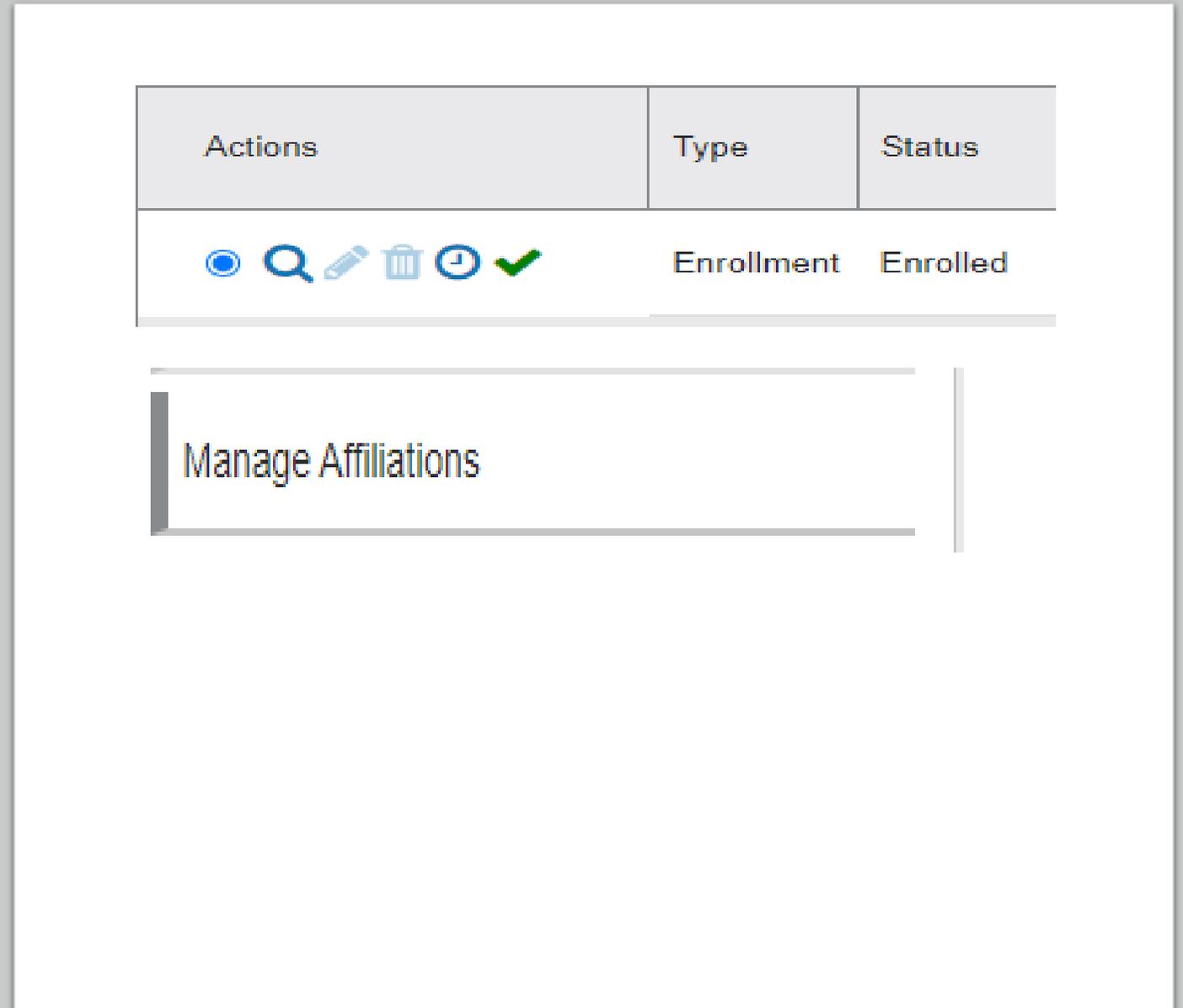
Manage Affiliations

Rendering providers must be enrolled to add as an affiliation.

Complete the search fields.

Click **Search**.

Follow the instructions on the screen.

Affiliations initiated by the facility do not require approval.

Manage Affiliations

User Guide

Search for Providers | Pending Approval | Requested Affiliations | Existing Affiliations

Search for Provider

Help

To build an affiliation, search for the provider you want to affiliate by entering the first name, last name, or NPI. If no information displays the provider isn't an active enrolled provider and the application will display a 'no affiliation found' message. Based upon your search criteria multiple providers may display, if this is the case, select the provider you want to participate by selecting the radio button next to the provider's name. For authentication and security, please enter the last four (4) digits of the provider's Social Security Number and enter the effective date of the affiliation. When completed select the add and continue button at the bottom of the screen and the request will move to the pending approval tab.

First Name ⓘ | Last Name ⓘ | NPI/Atypical ID ⓘ

Search ⓘ

Items per page 10 ▼   0 of 0 |< < > >|

Save and Exit | Cancel | Add and Continue

Manage Affiliations

Pending Approval tab will show any providers you have submitted to be affiliated.

Requested Affiliations are providers who are requesting affiliation.

Completed affiliations can be searched under the **Existing Affiliations** tab.
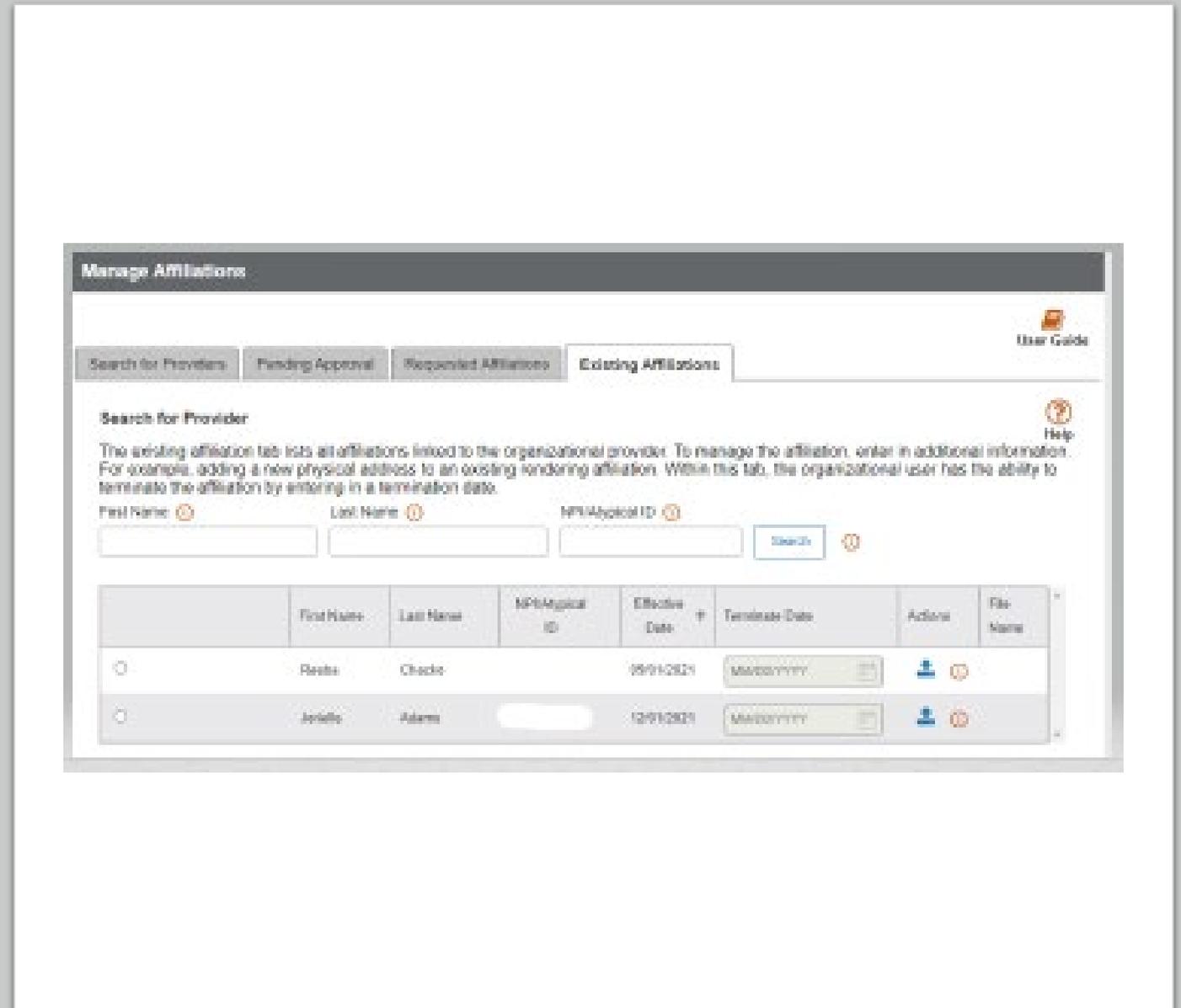
Questions?

If You Have Questions…

Need Help?

At the top of each screen is a **User Guide** icon.

When you click on the icon, the user guide will open to the section matching the screen you are on.

User Guide

On-line Resources

https://medicaidprovider.mt.gov

- Provider Enrollment tab

- Provider Services Module User Guides

- FAQs Section under Site Index

Provider Relations Contact Information

Provider Relations Call Center:

- (800) 624-3958   Opt. 7, Opt. 4
- Live Agents
    - Monday through Friday
    - 8 AM to 5 PM Mountain Time
    - MTPRHelpdesk@conduent.com

Field Representative:

- Deb Braga   (406) 457-9553   Deborah.braga@conduent.com

Email Assistance MTPRHelpdesk@condunent.com

When emailing the help desk, please provide the following so we can research & submit a help ticket to our Tech Team.

GovID:
Name:
Email registered:
NPI attempting/registered:
Phone number:
A screen shot of the error:

Please allow 2 - 5 business days for a response.

Questions?

Conclusion