

MPATH Provider Services Portal Enrollment

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PR Interim Field Rep

Training Agenda

- **Verify NPPES**
- **GovIDs**
- **Enrollments**
- **Denied applications**
- **Correspondence History**
- **Account Administration**
- **Updates/Revalidations**
- **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.

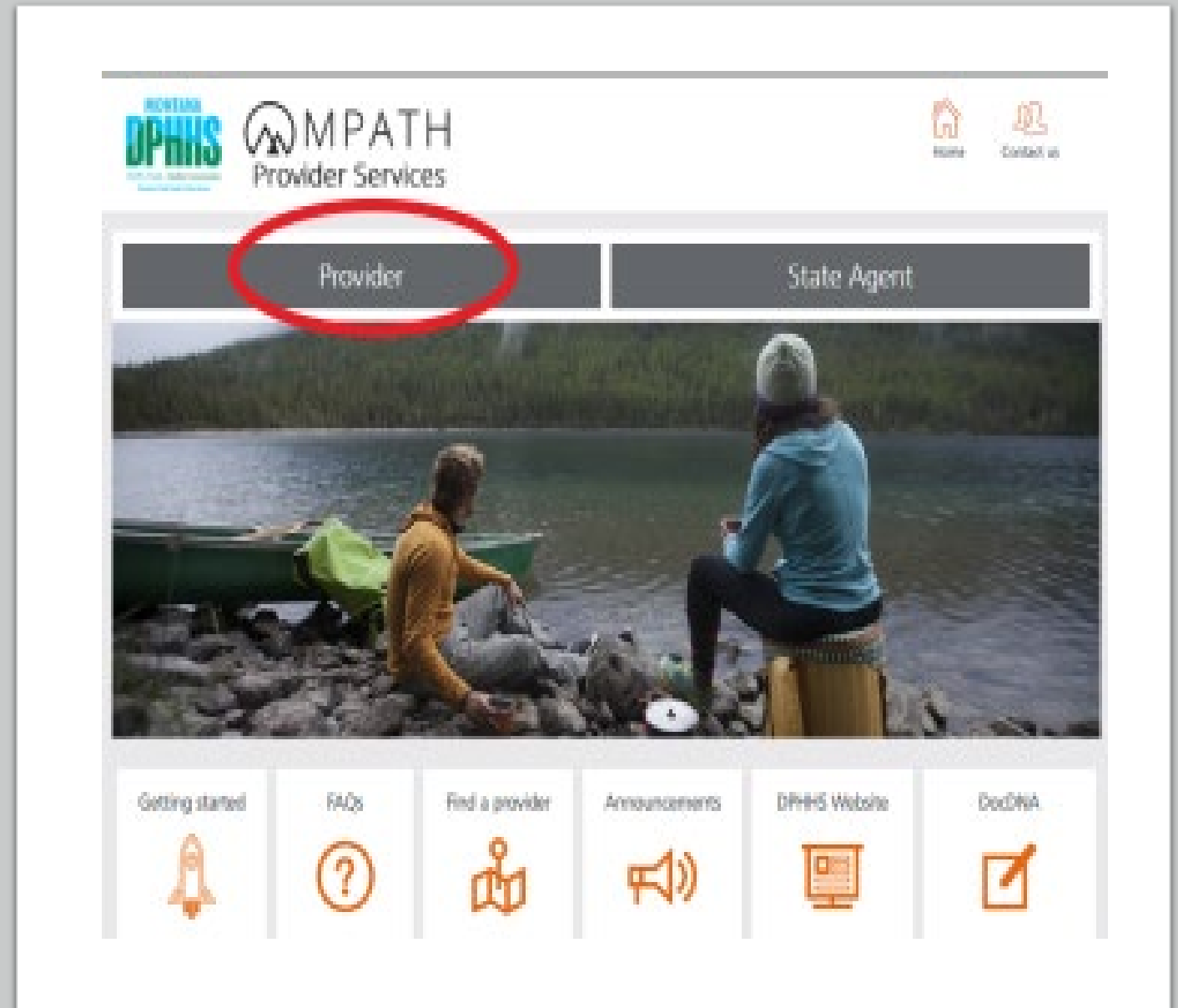
This person will submit requests to link additional Users to the system, depending on the function. It is important to have a discussion within your management team to determine who this should be.

- NPI can only be registered to ONE GovID.
- Email address can only be linked to ONE GovID.

Accessing the Portal

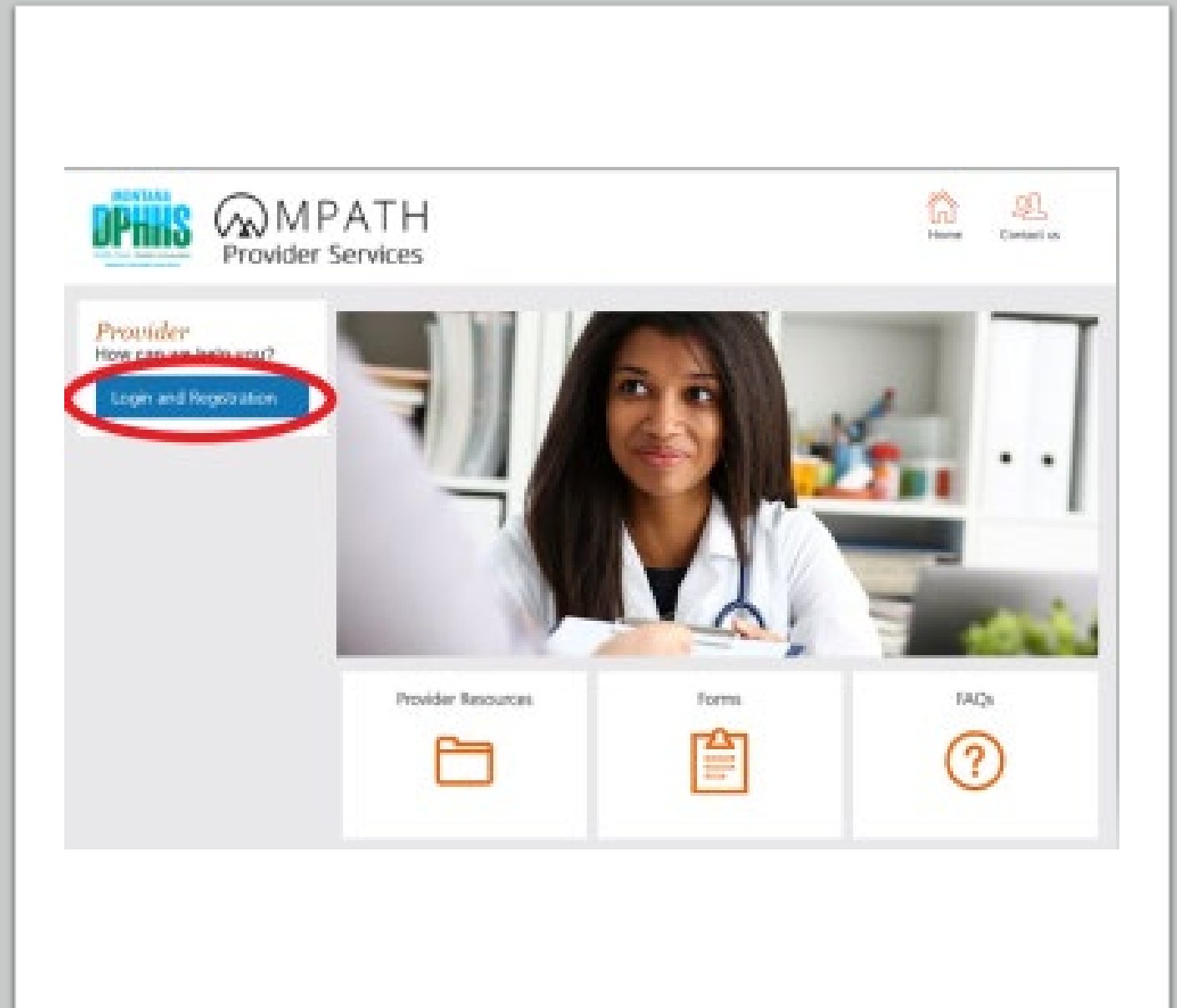
<https://mtdphhs-provider.optum.com/>

Click **Provider**



MPATH Provider Services

Click **Login and Registration**



Creating your GovID

Click **Create Optum GovID**

Sign In With Your Optum GovID

Optum GovID or email address

Password

SIGN IN

[Forgot Optum GovID](#) | [Forgot Password](#)

Warning! This system contains U.S. Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.

If you'd like assistance, contact support at MTPRHelpdesk@conduent.com

Additional options:

- [Create Optum GovID](#)
- [Manage your Optum GovID](#)
- [What is Optum GovID?](#)


Creating your GovID (cont'd)

Complete all required fields.

- Profile Information
- Sign In Information
- Create Password

Create Optum GovID

Optum GovID securely manages your account so that you can use one Optum GovID and password to sign in to all integrated applications.

 Already have Optum GovID? [Sign in now](#)

Profile Information

First name


Last name

Date of birth

mm-dd-yyyy


Sign In Information

Your email address

Create Optum GovID
 


Your Optum GovID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents

Create password
 

Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

Type password again
 

Creating your GovID (cont'd)

Continue to complete all required fields.

- Language Preferences
- Security Questions and Answers

Click **I Agree**

Language Preferences

Select the language in which you want to receive communications from Optum GovID. This can be changed at any point from Manage my Optum GovID.

Preferred language

☒ English ☐ Español

Security Questions and Answers

Security question 1

--Select--

Security answer 1

Security question 2

--Select--

Security answer 2

Security question 3

--Select--

Security answer 3

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the Optum GovID service. If you do not agree, click Cancel and do not use any aspect of the Optum GovID service.

I AGREE

[Cancel](#)


If you'd like assistance, contact support at MTPRHelpdesk@conduent.com

Complete GovID

Review the information entered is correct.

Click **Box** to accept Terms and Conditions

Click **Submit**



Details

Review

Review

First Name:	Summer
Last Name:	Collins
Email:	noia@gatnada.com
DOB:	01/01/1960
Last 4 digits of SSN:	1234

☐ By submitting your registration information, you indicate that you have read and accept our [Terms and Conditions](#) and [Privacy Policy](#).

Submit

Previous

Cancel

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**

Email Address Verified



Your Optum GovID is ready to use. Click the Continue button below to finish.

CONTINUE

Share My Optum GovID

Using your Optum GovID to sign in to Adaptive Portals means that Adaptive Portals uses your Optum GovID account information to verify your access. We share this information with Adaptive Portals :

- Optum GovID
- Name
- Date of birth
- Email address

By clicking I Agree,

- You give Optum GovID permission to share your account information with Adaptive Portals;
- You acknowledge that your account information is being provided to Adaptive Portals and it is subject to the Adaptive Portals privacy policy; and
- You acknowledge that the Adaptive Portals privacy policy may be different from the Optum GovID privacy policy.

I AGREE

[Decline](#)

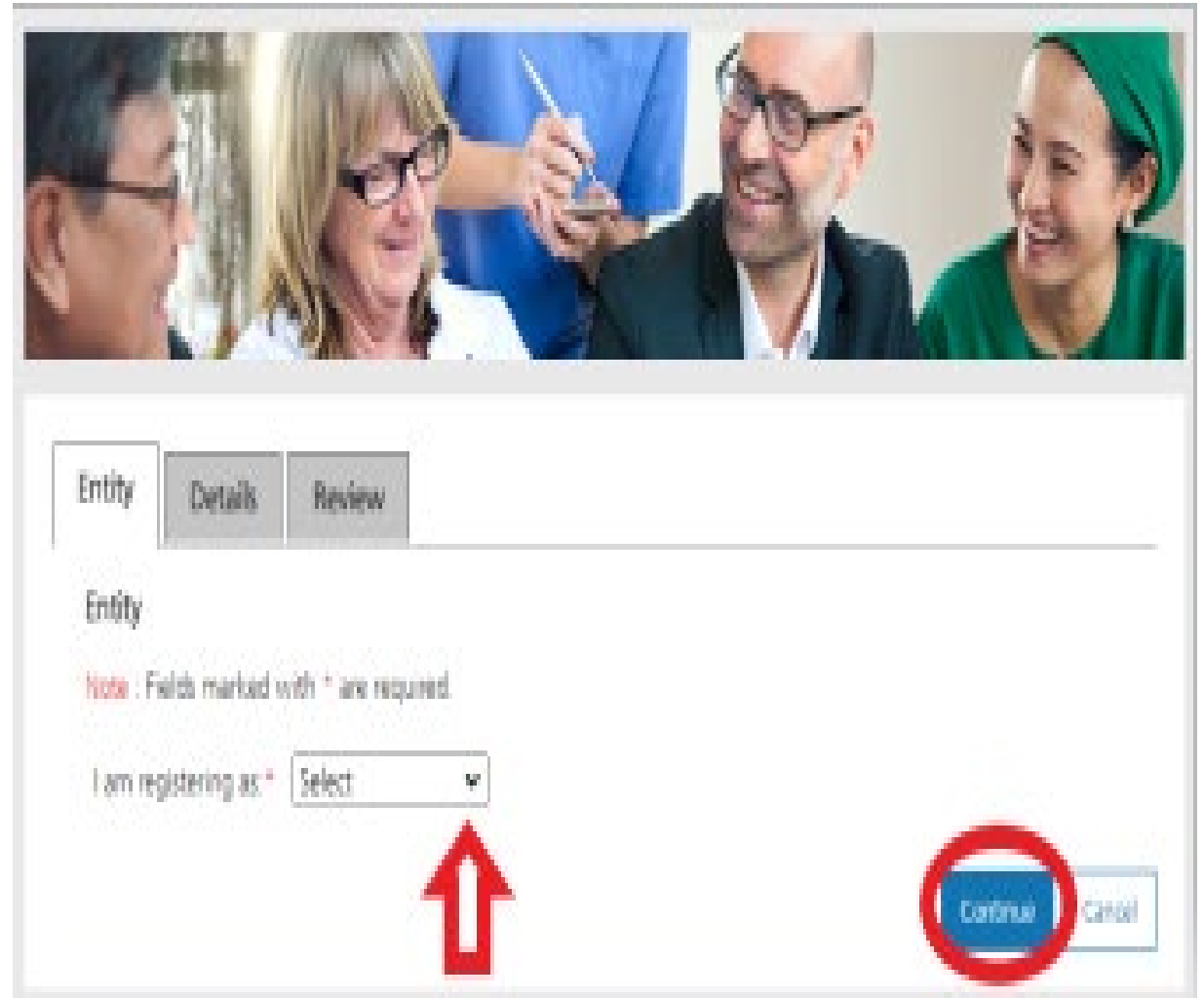
Registering your NPI

Select the role in the drop down.

- Provider or
- Provider Delegate

Both allow the same function access.

Click **Continue**



Entity Details Review

Entity

Note: Fields marked with * are required.

I am registering as * Select ▼

Continue Cancel

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**

The screenshot shows a web form titled "Details for Provider Account" with three tabs: "Entity", "Details", and "Review". The "Details" tab is active. A red note at the top states: "Note: Fields marked with * are required. Select Yes, if NPI is enrolled or has been enrolled within the last 3 years." Below this, a question asks: "Are you currently an active enrolled provider with the state of Montana?*" with radio buttons for "yes" and "no". A red arrow points to the "yes" radio button. Under the "User:" section, there are input fields for "First Name:" (containing "Daisy"), "Last Name:" (containing "Duke"), and "Email:" (containing "agakavof@getnada.com"). Under the "Provider:" section, there are several questions with radio buttons: "Are you registering as an Individual Provider?*" (Yes/No), "Provider Name or Organization Name?*" (Provider Name/Organization Name), "NPI or API?*" (NPI - National Provider Identifier, API - Atypical Provider Identifier, Atypical Provider without assigned API), and "Billing or Non-Billing Provider?*" (Billing/Non-Billing). A large red arrow points to the right side of the form. At the bottom right, there are three buttons: "Continue" (highlighted in blue), "Previous", and "Cancel". A red note at the bottom states: "Note: For Organizations, additional NPIs/APIs can be added after registration."

Registering your NPI

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

Click **Continue**

Provider:

Are you registering as an Individual Provider? ☐ Yes ☒ No

Provider Name or Organization Name? ☐ Provider Name ☒ Organization Name

Organization Name

NPI or API? ☒ NPI - National Provider Identifier
☐ API - Atypical Provider Identifier
☐ Atypical Provider without assigned API

NPI

Billing or Non-Billing Provider? ☒ Billing ☐ Non-Billing

TIN/FBN

Note: For Organizations, additional NPIs/APIs can be added after registration.


Continue Previous Cancel

Final Review

Review the information entered is correct.

Click **Box** to accept Terms and Conditions

Click **Submit**



Entity Details **Review**

Review for Provider Account

First Name: Daisy
Last Name: Duke
Email: lagakavof@getnada.com

Individual Provider? No
Organization Name:
NPI:
TIN/FEIN:

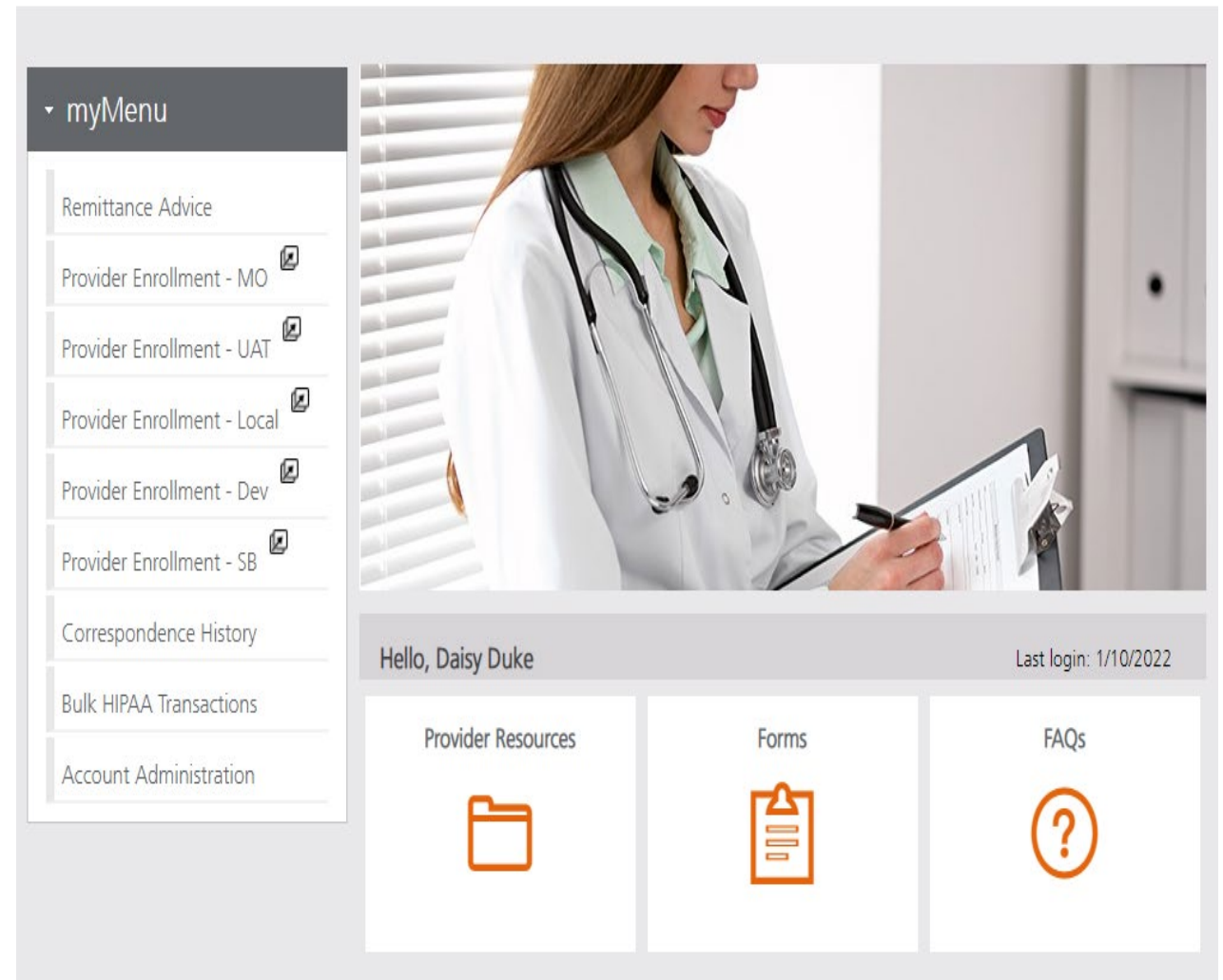
☐ By submitting your registration information, you indicate that you have read and accept our [Terms and Conditions](#) and [Privacy Policy](#).

Submit Previous Cancel

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?

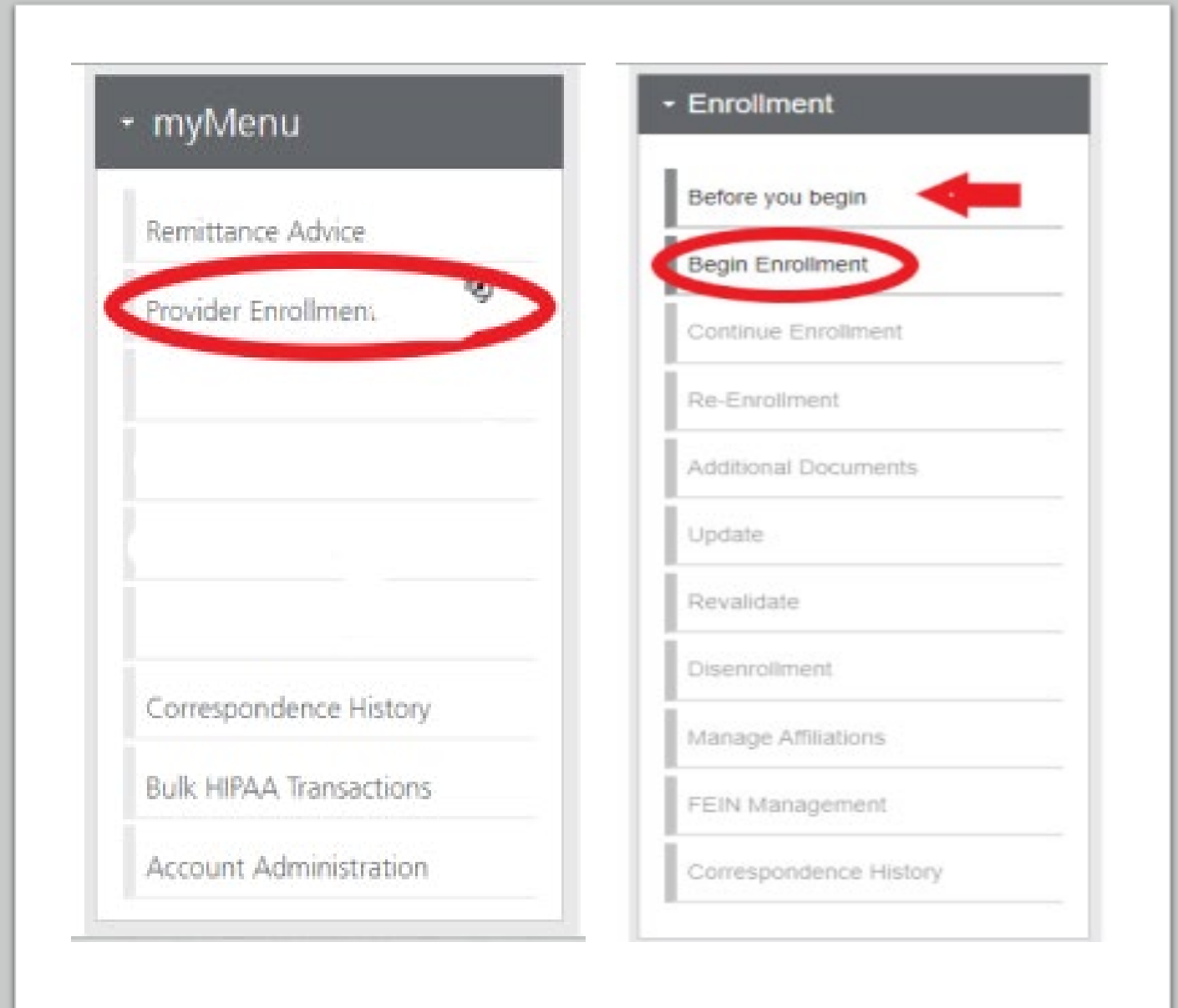
Enrollments

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-Questionnaire questions.

Click **Begin Enrollment**

Accept Terms and Conditions on the next screen.

Click **OK**

The image displays two screenshots from a provider enrollment interface. The top screenshot, titled "Pre-Questionnaire", contains two questions with radio button options. The first question, "Do you have a National Provider Identifier (NPI)?", has the "Yes" option selected and circled in red. The second question, "Are you physically located in the State of Montana?", also has the "Yes" option selected and circled in red. Below the questions is a "Thank you" message and a "Begin Enrollment" button, which is circled in red. The bottom screenshot shows a document viewer with two pages, both marked with a large "DRAFT" watermark. At the bottom of this screen is a checkbox labeled "Accept Terms and Conditions", which is checked and circled in red, along with "Close" and "OK" buttons, with the "OK" button also circled in red.

Pre-Enrollment

Enumeration:

- Individual
- Organization
- Atypical

Enrollment Type:

- Selections will change depending on first selection.

FEIN: Yes or No

Pre-Enrollment

Enumeration: * Enrollment Type: *

Select One Select One

Pre-Enrollment

Enumeration: * Enrollment Type: * Do you have an FEIN Number?: *

Individual Individual Provider (So Select One

Pre-Enrollment

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



Pre-Enrollment

Enumeration: * ⓘ

Enrollment Type: * ⓘ

Do you have an FEIN Number?: * ⓘ

Individual

Individual Provider (So

No

NPI: * ⓘ

Confirm NPI: * ⓘ

SSN/ITIN: * ⓘ

Confirm SSN/ITIN: * ⓘ

Search

Confirm

Cancel

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.

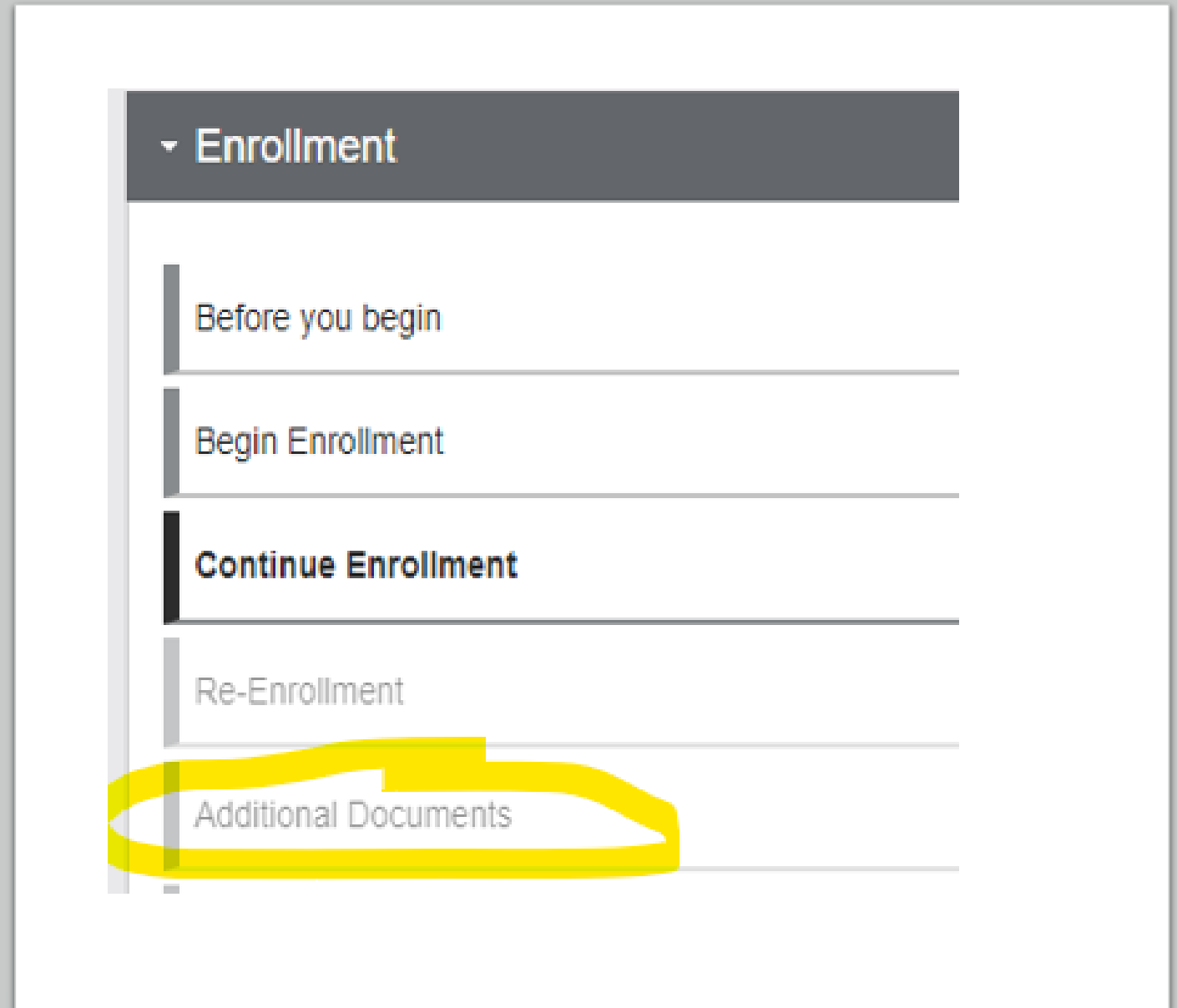
Use the **Disenrollment** tab under the Enrollment menu.

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.

Additional Documents

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



Questions?

Account Administration Tab

Account Administration

All 3 Account Administration functions are located on one screen.

Manage Portal Users

[? Help](#)

A maximum of 200 users will be displayed. Adjust your search criteria in the left navigation to refine your results.

Filter your results:

ACTIONS	LOGIN NAME	FIRST NAME	LAST NAME	EMAIL	STATUS
---------	------------	------------	-----------	-------	--------

No matching users found.

Show 10 entries

Showing 0 to 0 of 0 entries

[1](#) [2](#) [3](#) [4](#) [5](#)


Add User Account

Manage Billing Providers

[? Help](#)

Filter your results:

ACTIONS	BILLING PROVIDER NAME	NP/API ID
---------	-----------------------	-----------

	Farmingdale Primary Care PC	1073820965
	Braga, Deb	9260371104

Show 10 entries

Showing 1 to 2 of 2 accounts

[1](#) [2](#) [3](#) [4](#) [5](#)

Add Billing Provider

Manage Provider Enrollment Accounts

[? Help](#)

Complete request form

Filter your results:

ACTION	ATTACHMENT	DATE	Status
--------	------------	------	--------

No matching transactions found.

Show 10 entries

Showing 0 to 0 of 0 entries

[1](#) [2](#) [3](#) [4](#) [5](#)

Upload Request

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 MPATH 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. MPATH PID required to add NPI.

Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates on your workbench**. 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.

The screenshot displays a web form for adding a portal user. At the top, there are three tabs: 'Role' (active), 'Provider Information', and 'Review'. Below the tabs, the 'Role' section is visible. It includes a note: 'Note : Fields marked with * are required.' Below this, there is a label 'Select role: *' followed by a dropdown menu currently showing 'Select'. To the right of the dropdown, a list of roles is displayed: 'Delegated Admin', 'Member Eligibility', 'Claims', and 'Enrollment'. At the bottom right of the form, there are two buttons: 'Continue' (highlighted with a red circle) and 'Cancel'.

Add Portal User

Role

Provider Information

Review

Provider Information

Assign NPI(s) / API to User

Select one or multiple NPIs / API to assign to the user.

NPI's / API: *

Available NPIs will show here.

Note : Fields marked with * are required.

User Information

First Name: *

Last Name: *

Email: *





Birth Date (MM/DD/YYYY): *

Last 4 digits of SSN: *

ContinuePreviousCancel

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.

ACTIONS	LOGIN NAME	FIRST NAME	LAST NAME
   	ocProvider.mprodtest70 54.sso	MPATH	PRODTEST

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 MPATH 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: *

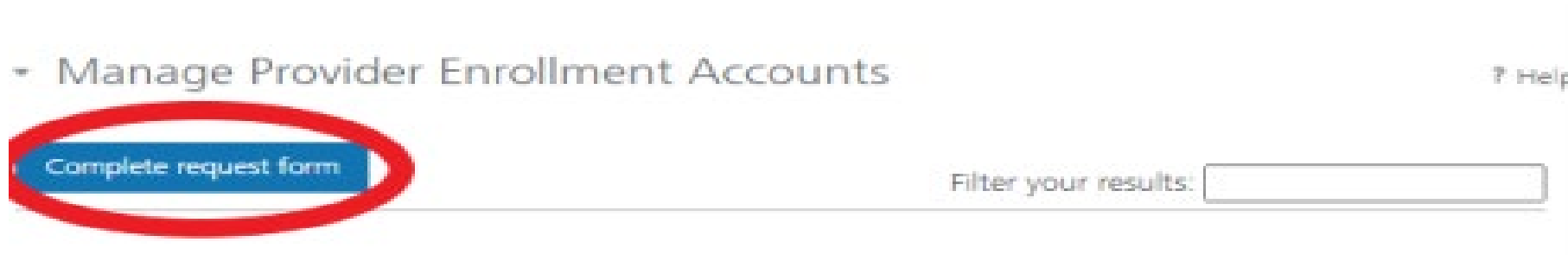
Enter Provider ID Number: *

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 on your workbench 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.

**Montana Access to MPATH Provider Services Module
Enrollment Account Link Request**

The MPATH Provider Services Module uses a unique Organization ID to allow linkage of provider enrollment records for viewing and management. To have your enrollment account linked to a specific Organization ID, you must submit an Enrollment Account Link Request.

Each National Provider Identifier (NPI), or Atypical Provider Identifier (API) used in enrollment into Montana Healthcare programs may create their own user account for enrolling or completing maintenance updates to their provider enrollment information. Upon creation of a user account, an Organization ID is assigned. If a provider wants to link their user account to another organization ID, or add a provider to their organization ID, it is required to have your organization IDs linked.

Complete the information below. Please allow up to 10 days for Provider Relations to process the request.

Authorizing Provider Name:

Authorizing NPI/API:

For additional NPI/APIs you want linked, please check the box below and upload the supplemental page with your request.

Requested NPI/API:

Requested Provider Name:

Additional NPI/APIs requested (on separate excel form): ☐

If you need to link more than one NPI. Attach a spread sheet.

Contact Name for questions when processing request (Required).

Name: Title:

Phone Number: Email:

Comments (Optional):

I attest that I am the authorized individual who is submitting this Enrollment Account Link Request.

Authorization Name:

Authorization Title:

Date:

The current form has a Docusign line.

ACTION	ATTACHMENT	DATE	Status
No matching transactions found.			
Show <input type="text" value="10"/> entries		Showing 0 to 0 of 0 entries	
<input type="button" value="Upload Request"/>			

Questions?

Updates/File Maintenance

Before you Update

In order to see providers on your workbench, 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.

The screenshot displays the 'Enrollment Workbench' interface. At the top, there is a search bar with a dropdown menu labeled 'Select "Search By" Column' (set to 'Select One') and a text input field for 'Search Criteria' (containing 'Search'). Below the search bar is a table with the following columns: Actions, Type, Status, Submission Date, Confirmation #, Tax ID, NPI/Atypical ID, Provider ID, and Provider Name. The table contains one row with the following data: Actions (pencil, trash, clock, checkmark icons), Type (Enrollment), Status (Enrolled), Submission Date (12-09-2021), Confirmation # (20086035), Tax ID (XX-XXX1234), NPI/Atypical ID (0002089504), Provider ID (200002447), and Provider Name (Deb Braga). Below the table, there is a section labeled 'Update' with a pencil icon. At the bottom of the table, there is a new row with the following data: Actions (pencil icon circled in red), Type (Update), Status (InProgress), Submission Date (20087591), Confirmation # (XX-XXX1234), NPI/Atypical ID (0002089504), Provider ID (200002447), and Provider Name (Deb Braga). The 'Update' button is highlighted with a yellow box.

Actions	Type	Status	Submission Date	Confirmation #	Tax ID	NPI/Atypical ID	Provider ID	Provider Name
   	Enrollment	Enrolled	12-09-2021	20086035	XX-XXX1234	0002089504	200002447	Deb Braga
	Update	InProgress	20087591	XX-XXX1234	0002089504	200002447	Deb Braga	

Provider File Maintenance 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.
- Complete the steps in the Enrollment Unit (EU) section to approve the license applies to the correct EU.
- Go to the Summary section of the application.
- Click **Submit**.

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.

Actions	Type	Status
     	Enrollment	Enrolled
Manage Affiliations		

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.

The screenshot displays the 'Manage Affiliations' web application interface. At the top, a dark header bar contains the title 'Manage Affiliations'. Below this, a navigation bar features four tabs: 'Search for Providers' (which is active), 'Pending Approval', 'Requested Affiliations', and 'Existing Affiliations'. In the top right corner of the page, there is a 'User Guide' link accompanied by a document icon. The main content area is titled 'Search for Provider' and includes a 'Help' icon (a question mark in a circle). A detailed instruction block explains the search process: '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.' Below the instructions are three input fields labeled 'First Name', 'Last Name', and 'NPI/Atypical ID', each with an information icon. To the right of these fields is a blue 'Search' button with an information icon. Below the input fields, there is a pagination section showing 'Items per page 10' and '0 of 0', along with navigation arrows. At the bottom right of the form, there are three buttons: 'Save and Exit', 'Cancel', and '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.

The screenshot displays the 'Manage Affiliations' web application. At the top, there are four tabs: 'Search for Providers', 'Pending Approval', 'Requested Affiliations', and 'Existing Affiliations'. The 'Existing Affiliations' tab is currently selected. Below the tabs, there is a 'Search for Provider' section with input fields for 'First Name', 'Last Name', and 'NPI/Aboloid ID', followed by a 'Search' button. A 'Help' icon is also present. Below the search section, a table lists existing affiliations. The table has columns for 'First Name', 'Last Name', 'NPI/Aboloid ID', 'Effective Date', 'Termination Date', 'Actions', and 'File Name'. Two rows of data are visible: one for 'Reeba Chade' with an effective date of 08/01/2021, and another for 'Jorilla Adams' with an effective date of 12/01/2021. Each row includes a radio button in the first column and a set of action icons (a person icon and a red circle with a slash) in the 'Actions' column.

	First Name	Last Name	NPI/Aboloid ID	Effective Date	Termination Date	Actions	File Name
<input type="radio"/>	Reeba	Chade		08/01/2021	MM/DD/YYYY		
<input type="radio"/>	Jorilla	Adams		12/01/2021	MM/DD/YYYY		

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.



On-line Resources

[Provider Information Website](https://medicaidprovider.mt.gov)
<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

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?