

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**

NPES NPI Registry

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

The first step is to verify your information in the NPES 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.

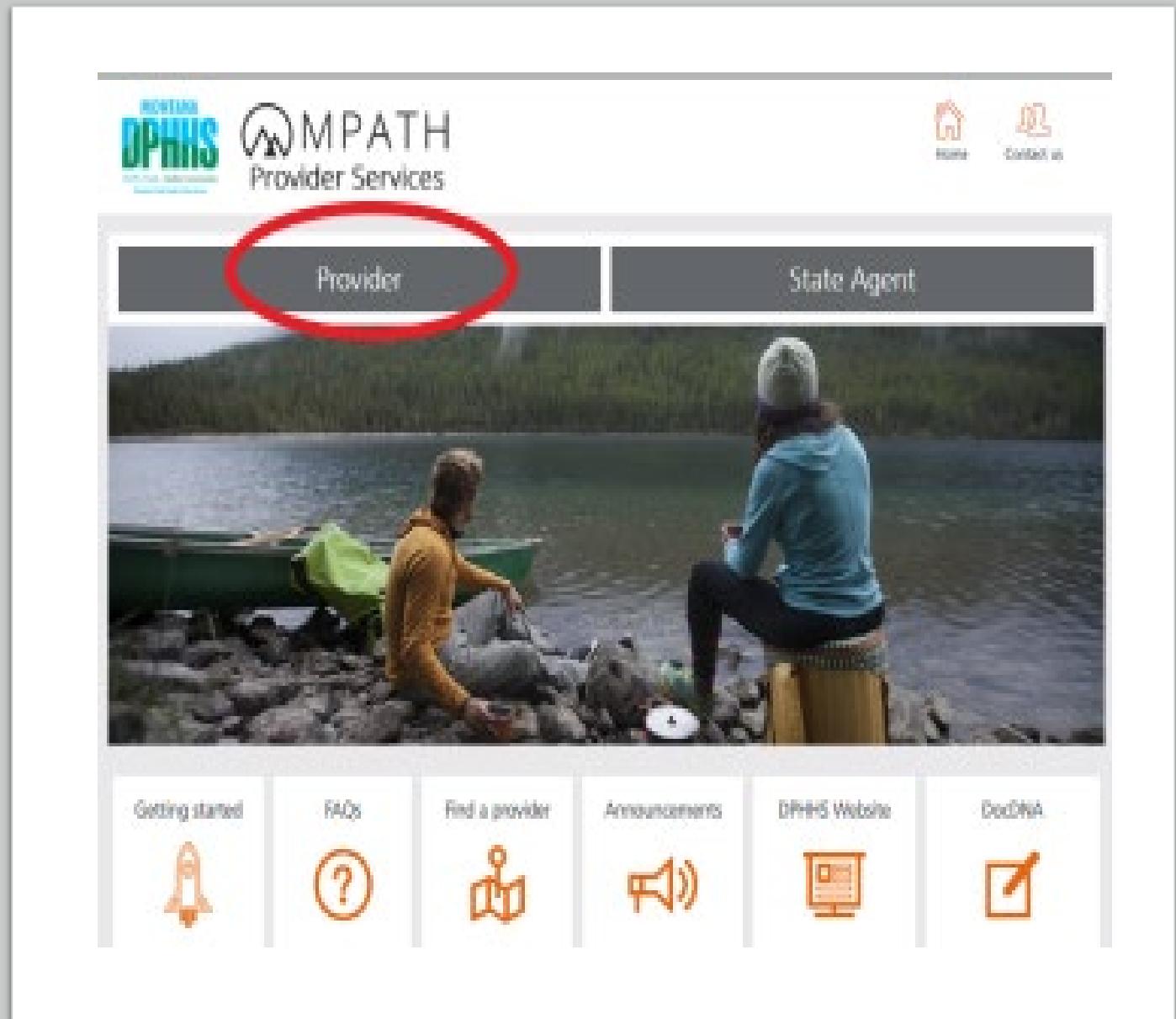
This person will submit requests to link additional Users to the system, depending on the function. It is important to have a discussion within your management team to determine who this should be.

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

Accessing the Portal

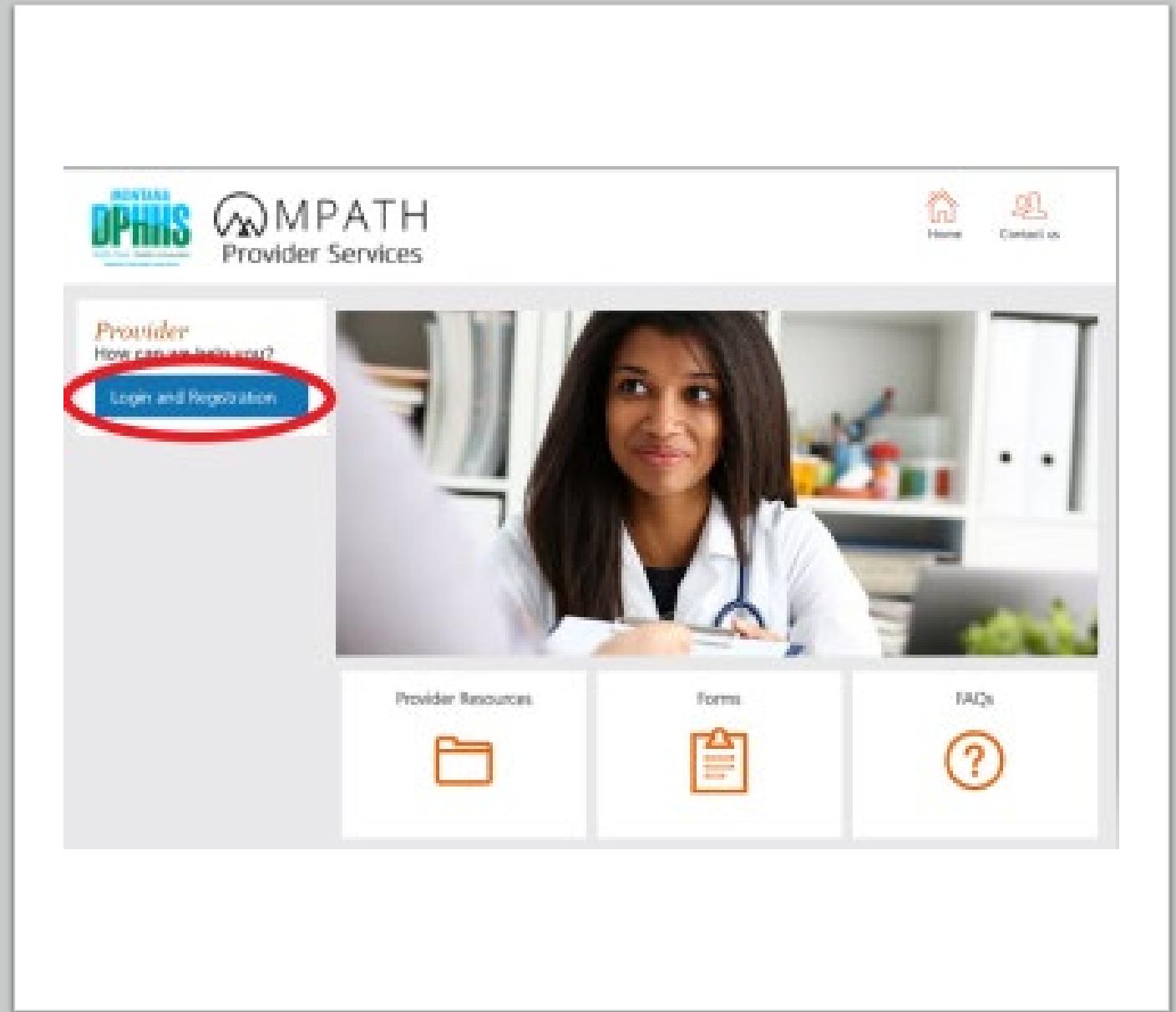
<https://mtdpahhs-provider.optum.com/>

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

Additional options:

[Create Optum GovID](#)

[Manage your Optum GovID](#)

[What is Optum GovID?](#)

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

Creating your GovID (cont'd)

Complete all required fields.

- Profile Information
- Sign In Information
- Create Password

The screenshot shows a registration form titled 'Create Optum GovID'. At the top, a green button with a white 'i' icon and the text 'Already have Optum GovID? Sign in now' is visible. The form is divided into two main sections: 'Profile Information' and 'Sign In Information'.

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
[Text input field with a 'P' icon]

Security question 2
--Select--

Security answer 2
[Text input field with a 'P' icon]

Security question 3
--Select--

Security answer 3
[Text input field with a 'P' icon]

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:	nois@govtada.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

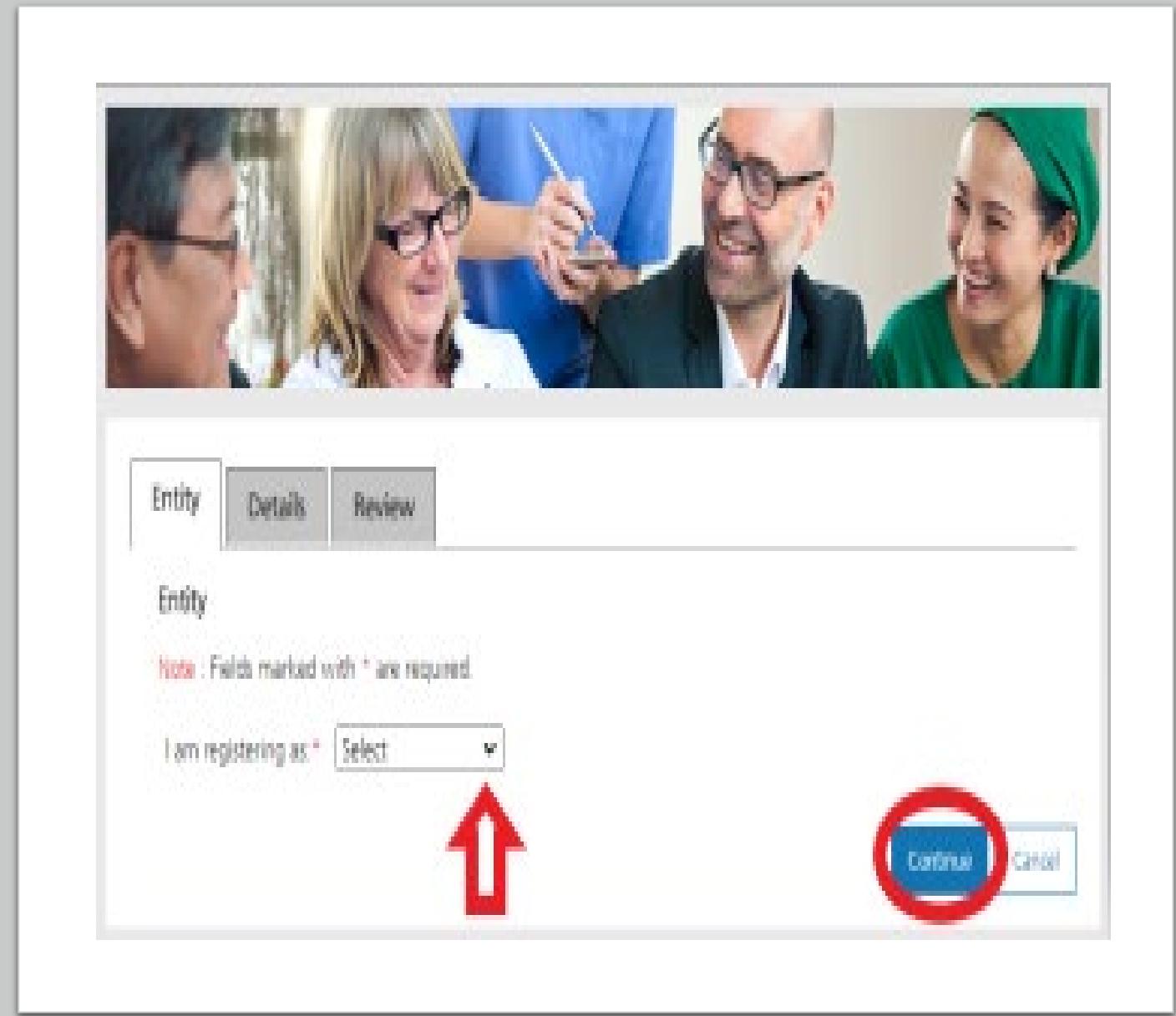
Registering your NPI

Select the role in the drop down.

- Provider or
- Provider Delegate

Both allow the same function access.

Click **Continue**



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 the 'Details' tab of a NPI registration form. At the top, there are three tabs: 'Entity', 'Details', and 'Review'. Below the tabs, a note states: 'Details for Provider Account. Note: Fields marked with * are required.' A question asks, 'Select Yes, if NPI is enrolled or has been enrolled within the last 3 years.' Below this, another question asks, 'Are you currently an active enrolled provider with the state of Montana?' with 'Yes' and 'No' radio buttons. A red arrow points to the 'Yes' button. The 'User' section contains fields for First Name (Daisy), Last Name (Duke), and Email (lagakavor@gemnada.com). The 'Provider' section contains questions: 'Are you registering as an Individual Provider?' (Yes/No), 'Provider Name or Organization Name?' (radio buttons for 'Provider Name' and 'Organization Name'), 'NPI or API?' (radio buttons for 'NPI - National Provider Identifier', 'API - Atypical Provider Identifier', and 'Atypical Provider without assigned API'), and 'Billing or Non-Billing Provider?' (radio buttons for 'Billing' and 'Non-Billing'). A red arrow points to the 'Organization Name' radio button in the provider name section. At the bottom, a note says, 'Note: For Organizations, additional NPI/APIs can be added after registration.' At the very bottom are 'Continue', 'Previous', and 'Cancel' buttons.

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

TIN/FBN?*

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

Continue

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:

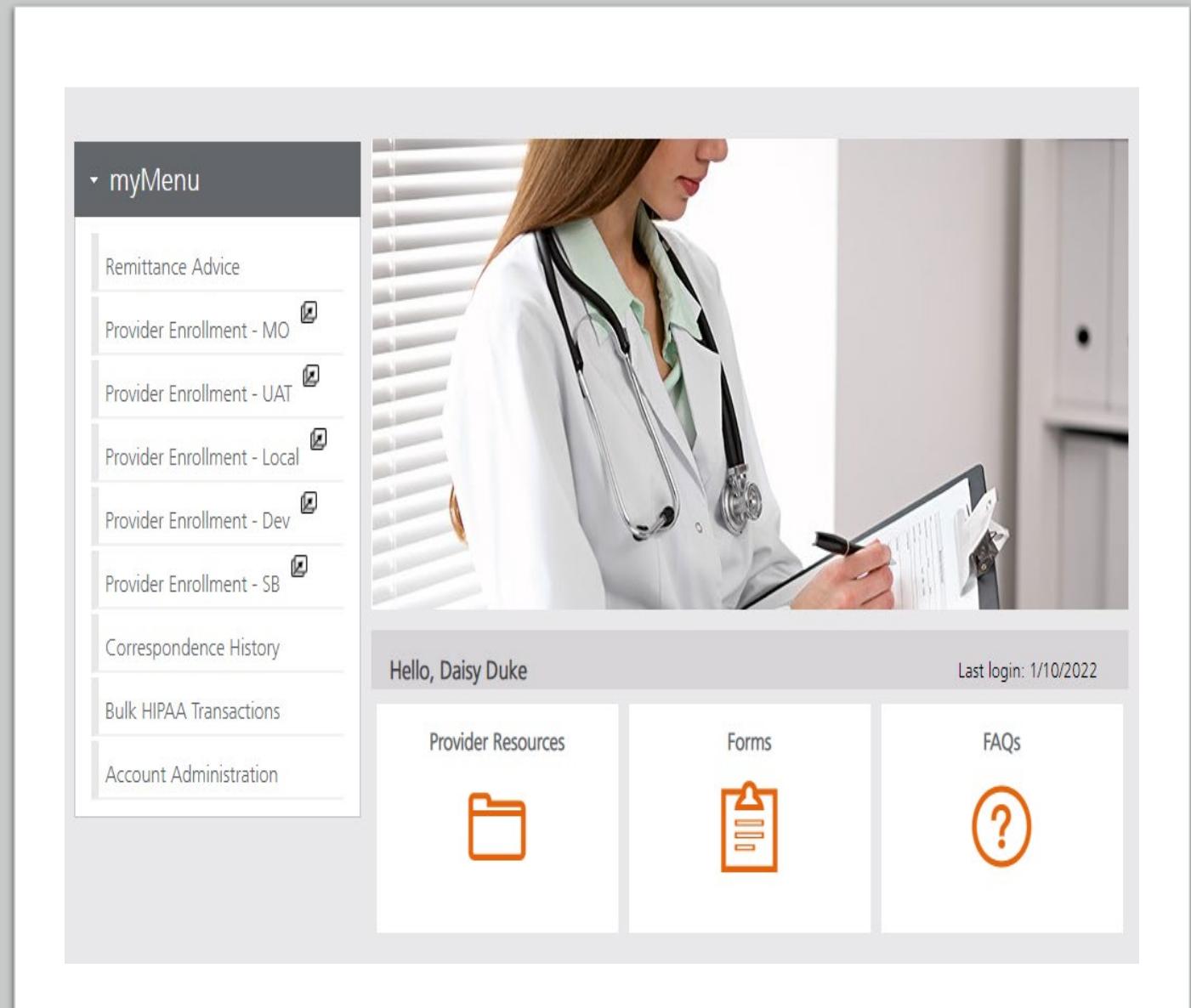
By submitting your registration information, you indicate that you have read and accept our [Terms and Conditions](#) and [Privacy Policy](#).

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?

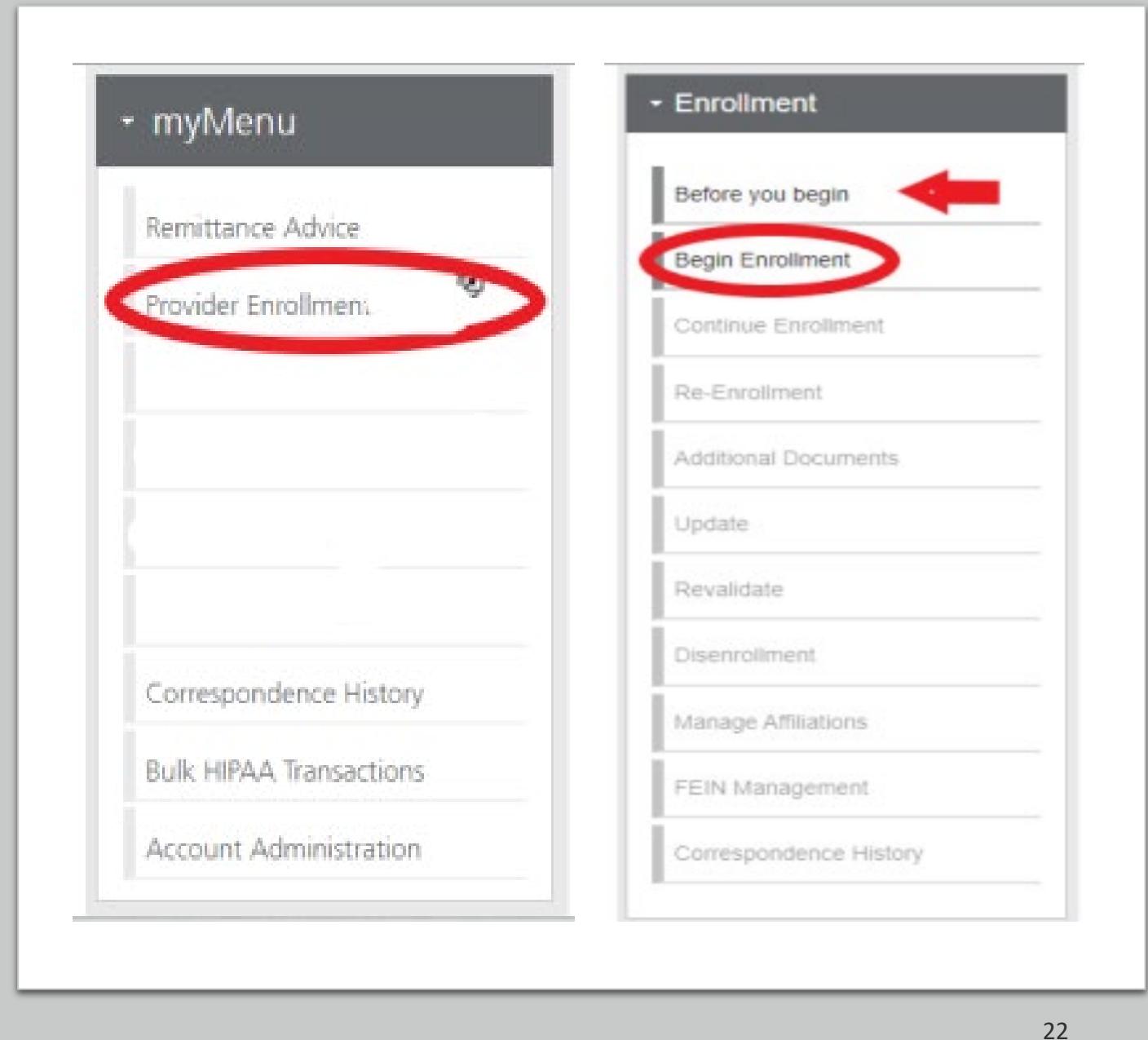
Enrollments

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.



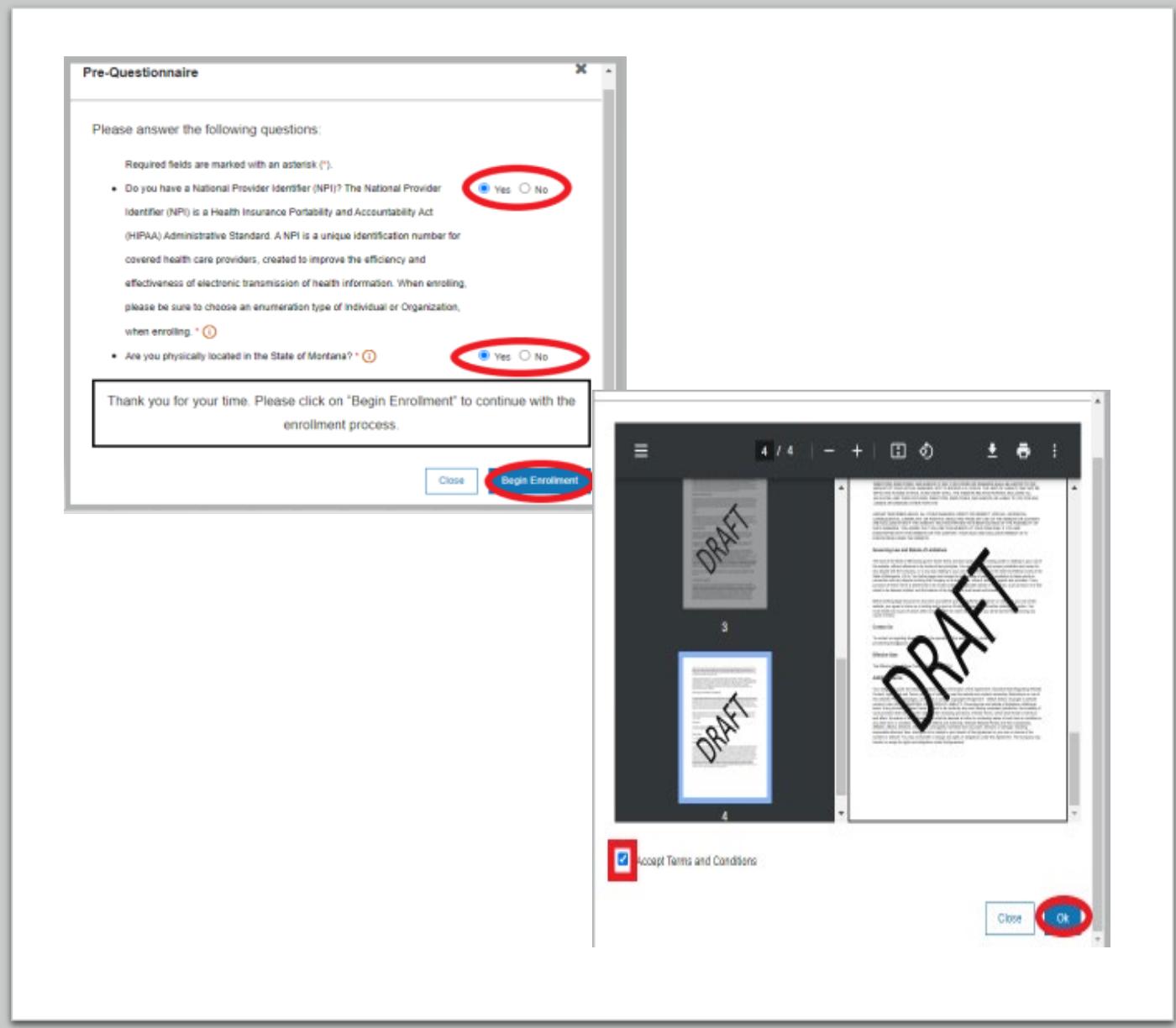
Provider Enrollment

Answer the Pre-Questionnaire questions.

Click **Begin Enrollment**

Accept Terms and Conditions on the next screen.

Click **OK**



Pre-Enrollment

Enumeration:

- Individual
- Organization
- Atypical

Enrollment Type:

- Selections will change depending on first selection.

FEIN: Yes or No

Pre-Enrollment X

Enumeration: * ⓘ Enrollment Type: * ⓘ

Select One ▼ Select One ▼

Pre-Enrollment X

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 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.

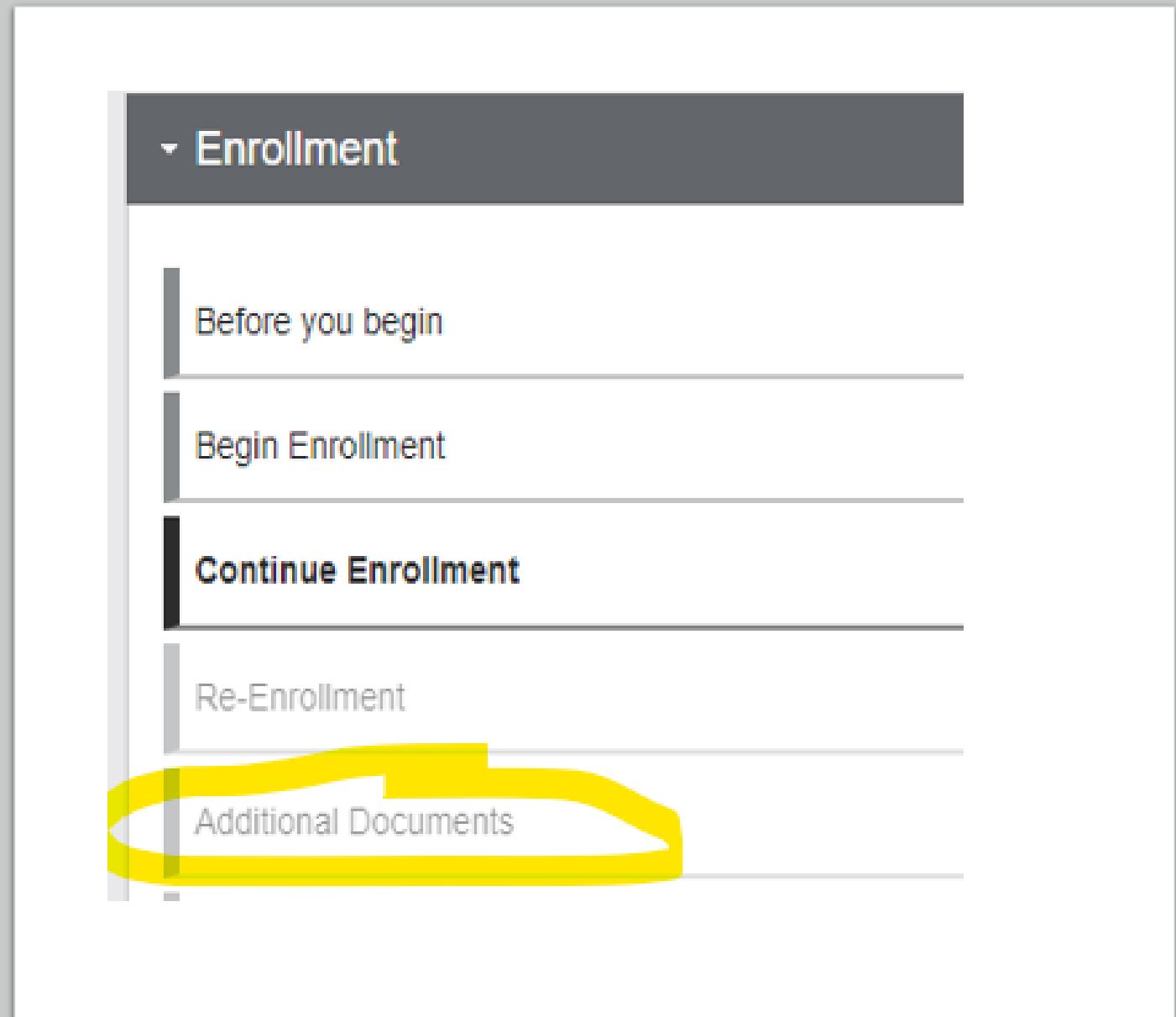
Use the **Disenrollment** tab under the Enrollment menu.

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.

The screenshot displays the 'Account Administration' interface with three main sections:

- Manage Portal Users:** A table with columns for ACTIONS, LOGIN NAME, FIRST NAME, LAST NAME, EMAIL, and STATUS. A message states "No matching users found." with "Showing 0 to 0 of 0 entries". A blue "Add User Account" button is present.
- Manage Billing Providers:** A table with columns for ACTIONS, BILLING PROVIDER NAME, and NPI/API ID. It shows two entries: "Farmingdale Primary Care PC" with NPI 1073820965 and "Braga, Deb" with NPI 9260371104. A message states "Showing 1 to 2 of 2 accounts". A blue "Add Billing Provider" button is present.
- Manage Provider Enrollment Accounts:** A table with columns for ACTION, ATTACHMENT, DATE, and Status. A message states "No matching transactions found." with "Showing 0 to 0 of 0 entries". A blue "Complete request form" button is present, along with a "Upload Request" button.

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.

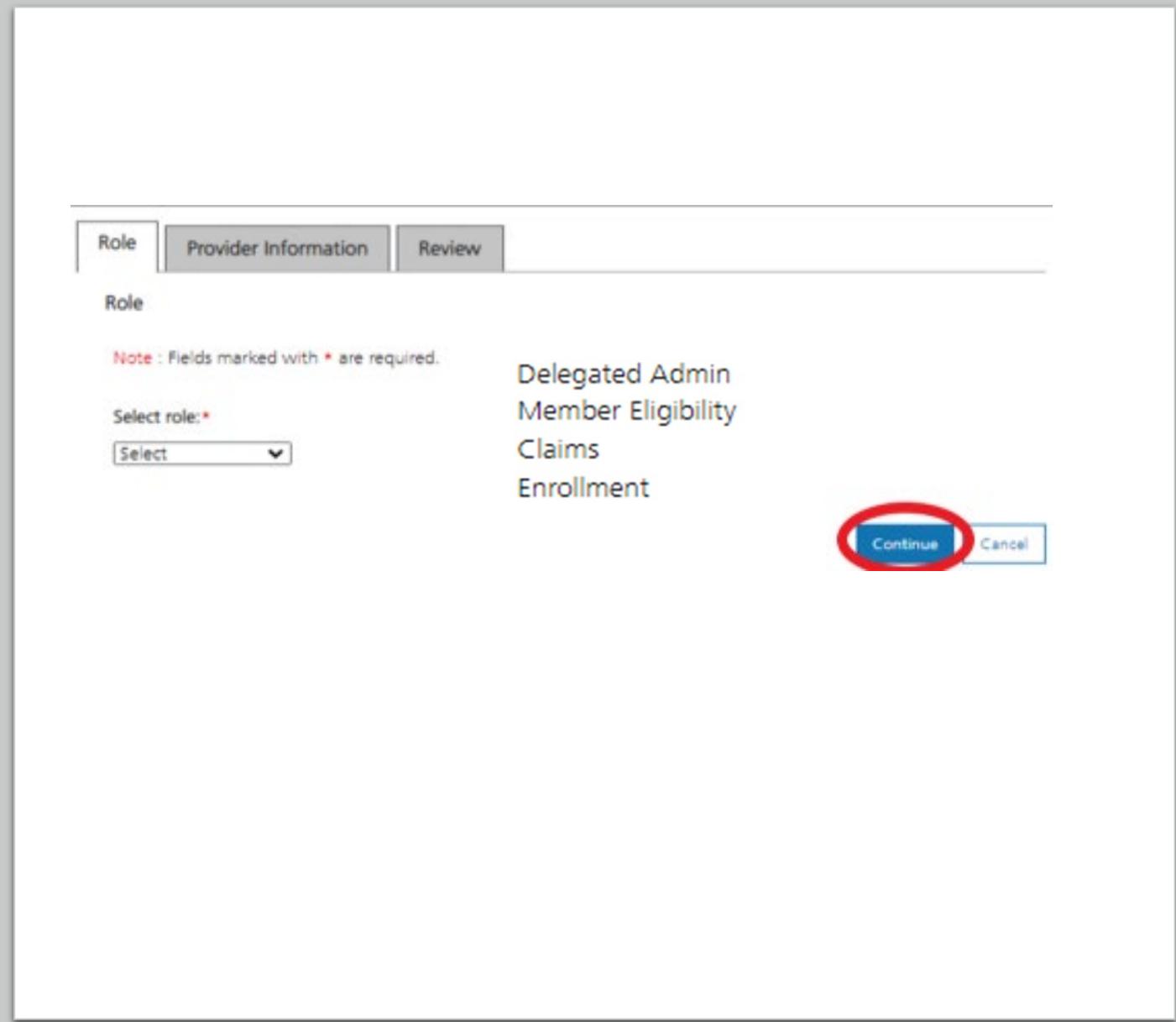
Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates on your workbench**. Link request required.

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 shows a user interface for adding a portal user. At the top, there are three tabs: 'Role' (which is selected and highlighted in white), 'Provider Information', and 'Review'. Below the tabs, the word 'Role' is displayed. A note in red text states: 'Note : Fields marked with * are required.' A dropdown menu is open, showing the placeholder 'Select' and an arrow indicating it can be expanded. To the right of the dropdown, there is a list of role categories: 'Delegated Admin', 'Member Eligibility', 'Claims', and 'Enrollment'. At the bottom right of the interface, there are two buttons: a blue 'Continue' button with white text, which is circled in red, and a white 'Cancel' button with black text.

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:*

 Continue Previous Cancel

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	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.

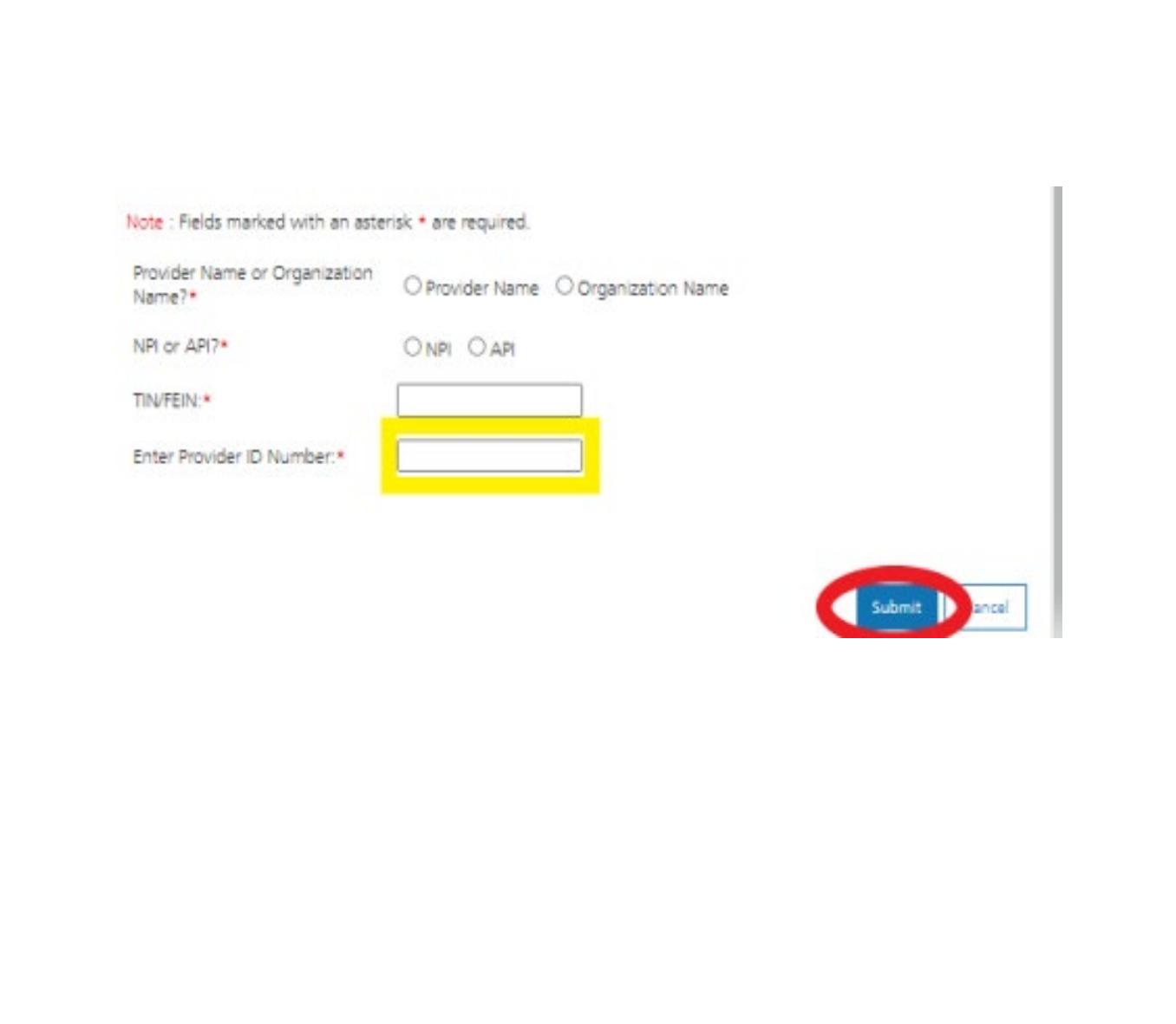
Provider Name or Organization Name?* Provider Name Organization Name

NPI or API?* NPI API

TIN/FEIN:*

Enter Provider ID Number:*



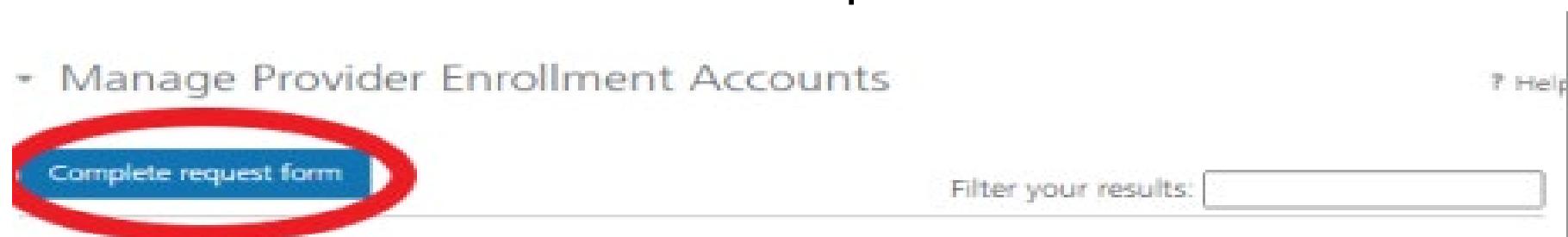


Manage Enrollment Providers

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: Name of the person or facility registered to GovID
Authorizing NPI/API: NPI used to register the Primary GovID

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

Requested NPI/API: Name of the person or facility you want to link.
Requested Provider Name: NPI you want to link.
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: Person completing form Title:
Phone Number: Email:

Comments (Optional): All fields must be completed. The contact & authorizing person can be the same.

I attest that I am the authorized individual who is submitting this Enrollment Account Link Request.
Authorization Name: Person authorizing the request.
Authorization Title:
Date:

The current form has a DocuSign line.

ACTION	ATTACHMENT	DATE	Status
No matching transactions found.			

Show 10 entries Showing 0 to 0 of 0 entries | < < > > |

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 shows the 'Enrollment Workbench' interface. At the top, there is a search bar with a dropdown labeled 'Select One' and a text input field with the placeholder 'Search'. Below the search bar is a table with the following data:

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

Below the table, a button labeled 'Update' is visible. A red circle highlights the 'Edit' icon in the 'Actions' column of the second row. A yellow box highlights the 'Update' button. The second row represents a new update entry with the following data:

Actions	Type	Status	Submission Date	Confirmation #	Tax ID	NPI/Atypical ID	Provider ID	Provider Name
		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.

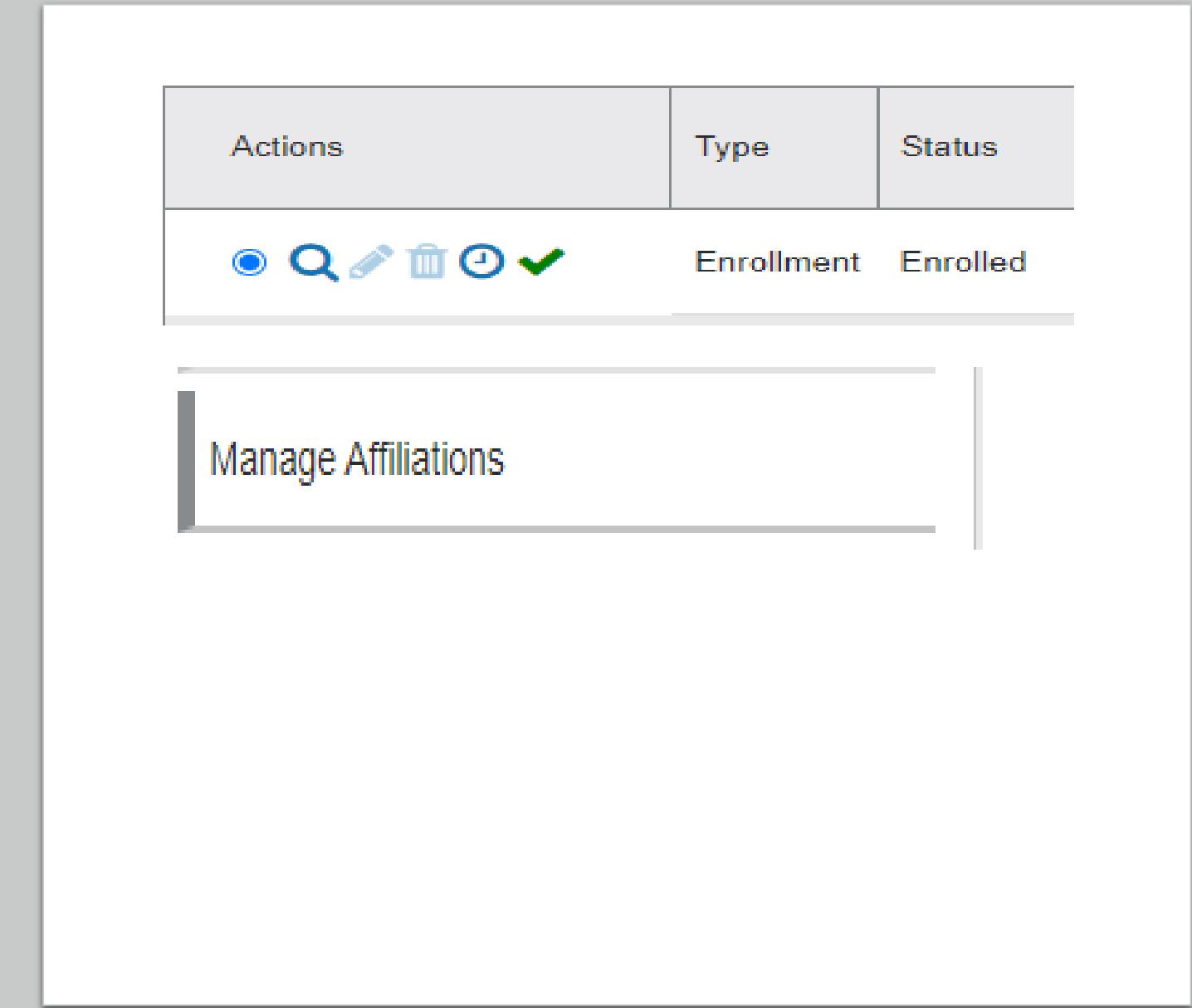
Manage Affiliations

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.



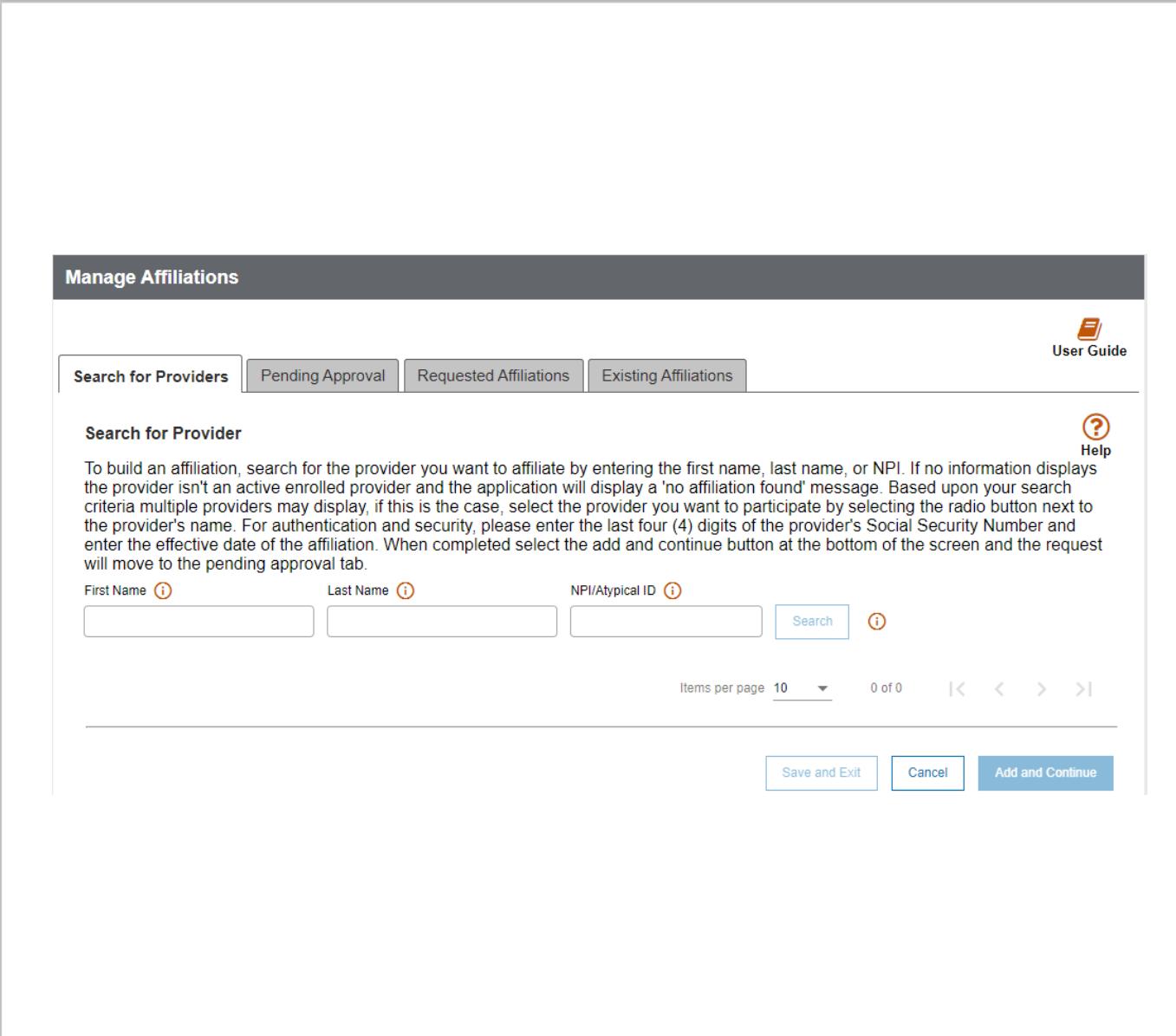
Manage Affiliations

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.



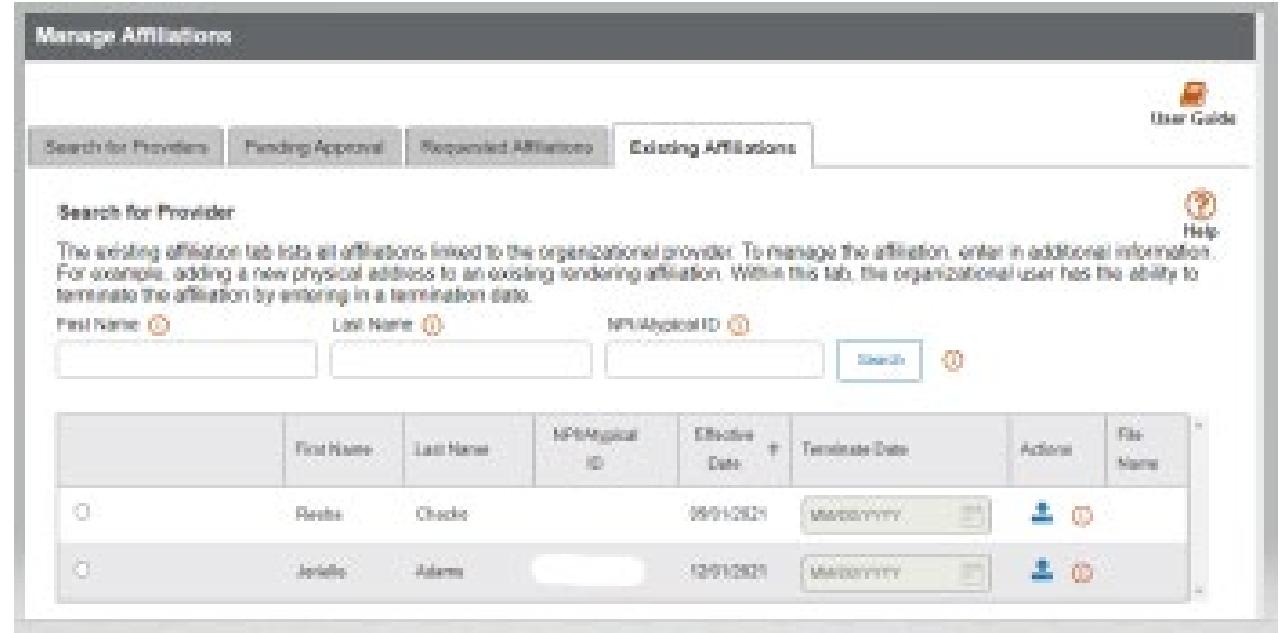
The screenshot shows a web-based application titled "Manage Affiliations". At the top, there is a navigation bar with tabs: "Search for Providers" (which is selected and highlighted in white), "Pending Approval", "Requested Affiliations", and "Existing Affiliations". To the right of the tabs are links for "User Guide" (with a book icon) and "Help" (with a question mark icon). The main content area is titled "Search for Provider". It contains instructions for building an affiliation by searching for a provider's name or NPI. It also includes three input fields: "First Name" (with an orange information icon), "Last Name" (with an orange information icon), and "NPI/Atypical ID" (with an orange information icon). Below these fields is a "Search" button. Further down, there are buttons for "Save and Exit", "Cancel", and a prominent blue "Add and Continue" button. At the bottom of the page, there are links for "Items per page" (set to 10), "0 of 0", and navigation arrows (back, forward, last, first).

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 shows a software application window titled "Manage Affiliations". At the top, there is a navigation bar with four tabs: "Search for Providers", "Pending Approval", "Requested Affiliations", and "Existing Affiliations". The "Existing Affiliations" tab is currently selected, indicated by a blue border. In the center of the screen, there is a search section labeled "Search for Provider" with fields for "First Name", "Last Name", and "NPI/Angie's ID". Below this is a table displaying two rows of affiliation data. Each row contains columns for "First Name", "Last Name", "NPI/Angie's ID", "Effective Date", "Termination Date", "Actions", and "File Name". The first row shows "Reba" and "Check" with an effective date of "09/01/2024" and a termination date of "09/01/2025". The second row shows "Jordan" and "Adams" with an effective date of "12/01/2023" and a termination date of "12/01/2024". Each row has a "Edit" icon (pencil) and a "Delete" icon (trash can) in the "Actions" column.

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

Provider Information Website
<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?