

Bi-weekly Provider Enrollment

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Before You Begin

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.

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/>

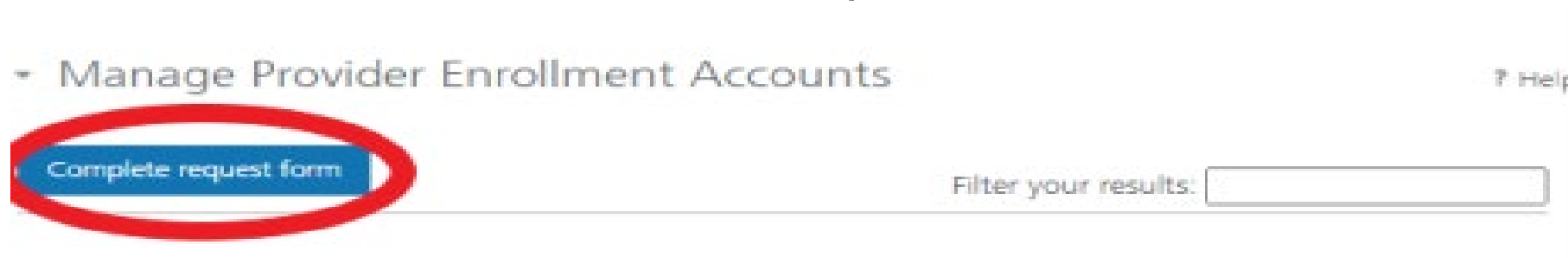
Linking NPIs to your Workbench

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 entries Showing 0 to 0 of 0 entries [|<](#) [<](#) [>](#) [|>](#)

[Upload Request](#)

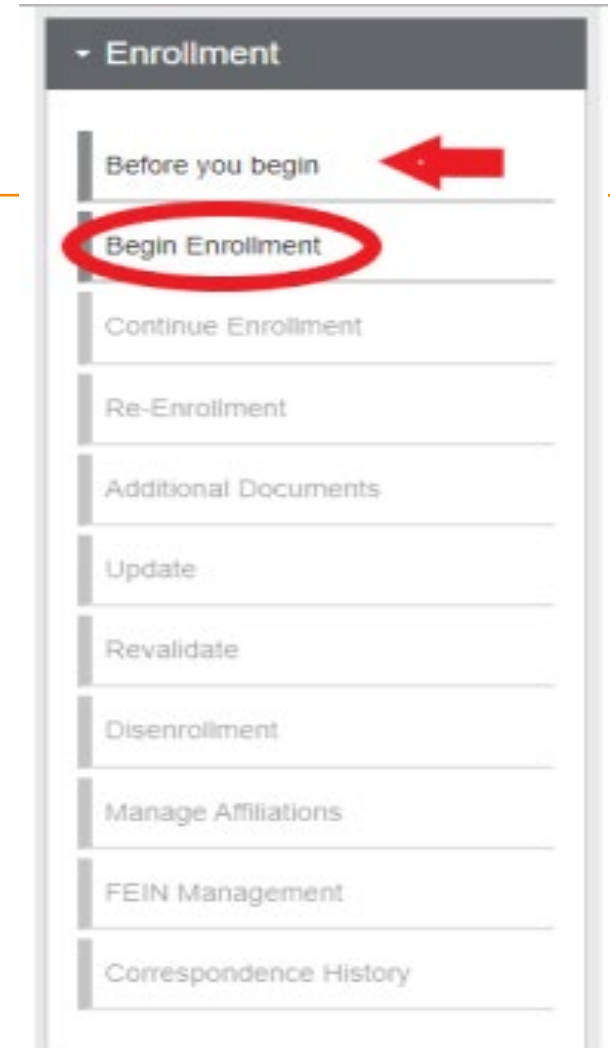
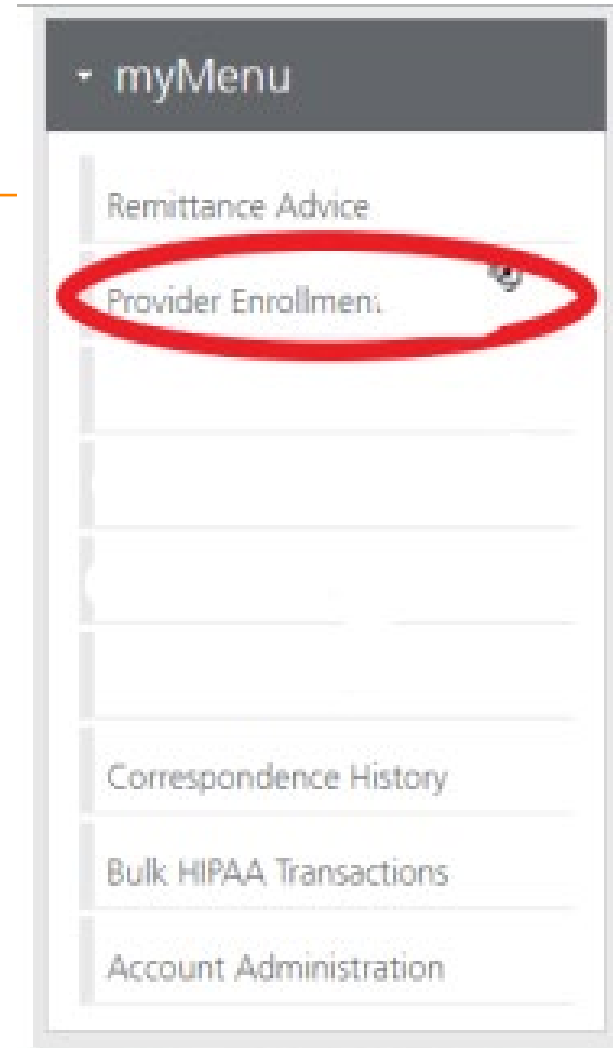
Enrollment

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.



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 ▼

Disenrollment/Re-enrollment

If the NPI you are enrolling was previously disenrolled, you will need to do a re-enrollment.

If you need to change a Tax ID number, the current enrollment must be disenrolled and reenrolled.

If you need to change an individual provider from a sole proprietor to a rendering, the NPI must be disenrolled and re-enrolled.

Use the **Disenrollment** tab under the Enrollment menu. Once approved, you can use the **Re-Enrollment** tab under the Enrollment menu, to submit a new application under the new TIN.

Revalidation

When an Enrollment Unit is due for Revalidation, a letter will be mailed.

On the workbench, you will be able to select the Revalidate button on a selected NPI if revalidation is needed,

You will also be able to see the letter under Correspondence history.

The screenshot displays the 'Enrollment Workbench' interface for 'Hi Test Conduent'. On the left, a navigation menu lists several options: 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', 'Additional Documents', 'Update', 'Revalidate', 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History'. The 'Revalidate' option is highlighted with a red rectangular box, and 'Correspondence History' is highlighted with a green rectangular box. At the bottom of the menu is a 'My Menu' button. On the right side, the main content area shows a table with the following data:

Actions	Type	Enrollment Status
	Enrollment	Submitted
	Enrollment	Enrolled

Updates

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.

Enrollment Workbench

User Guide

Show Legend

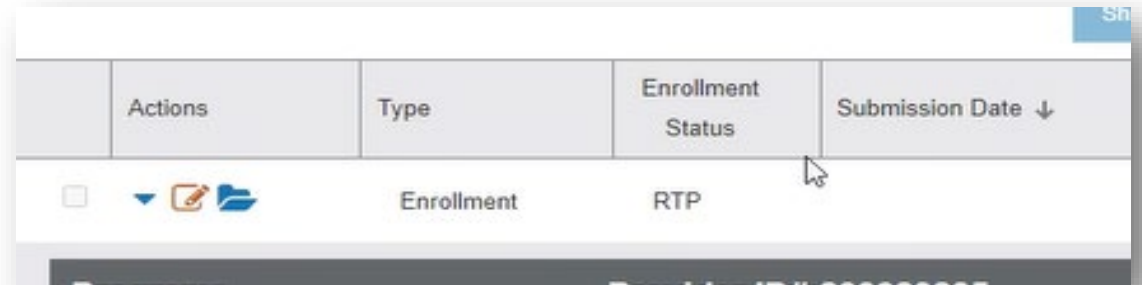
Select "Search By" Column: Select One Search Criteria: Search Search Clear

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								

  	Update	InProgress		20087591	XX-XXX1234	0002089504	200002447	Deb Braga
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Return To Provider - RTP

- The enrollment specialist needs more information
- in order to process the application, they will return it back to the provider.
- You will need to go into that application to update or correct whatever is needed.
- Please make sure to hit the Submit button when complete.



A screenshot of a web application interface showing a table with the following columns: Actions, Type, Enrollment Status, and Submission Date. The 'Submission Date' column has a downward arrow indicating it is sorted. A single row is visible with the values 'Enrollment' and 'RTP' under the 'Type' and 'Enrollment Status' columns respectively. A mouse cursor is hovering over the 'Enrollment Status' cell. The 'Actions' column contains a checkbox, a dropdown arrow, and two icons (a pencil and a document).

Actions	Type	Enrollment Status	Submission Date ↓
<input type="checkbox"/> ▼ ✎ 📄	Enrollment	RTP	

Additional Documents

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

The screenshot displays a web application interface. On the left, a vertical menu titled 'Enrollment' contains several options: 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', 'Additional Documents' (highlighted with a red box), 'Update', 'Revalidate', 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History'. At the bottom of this menu is 'My Menu'. On the right, the header shows 'Hi Test Conduent' and 'Enrollment Workbench'. Below this is a table with three columns: 'Actions', 'Type', and 'Enrollment Status'. The table contains two rows of data.

Actions	Type	Enrollment Status
	Enrollment	Submitted
	Enrollment	Enrolled

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

Online Resources

Provider Information Website:

<https://medicaidprovider.mt.gov>

- [Provider Enrollment Page](#)
- [Claims Page](#)
- Provider Services Module User Guides
- [Claim Jumper Newsletters](#)
- Previous training presentations and videos

Provider Relations Contact Information

Provider Relations Call Center:

(800) 624-3958

Monday through Friday 8am to 5pm MST

General, Claims, TPL, and EDI questions:

MTPRHelpdesk@conduent.com

Enrollment Questions and documents:

MTEnrollment@conduent.com

Note: the Conduent helpdesks cannot accept secured emails.

Email Assistance

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?

Thank you for the care and support of
Montana Healthcare Programs
members that you provide.