



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.

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/>

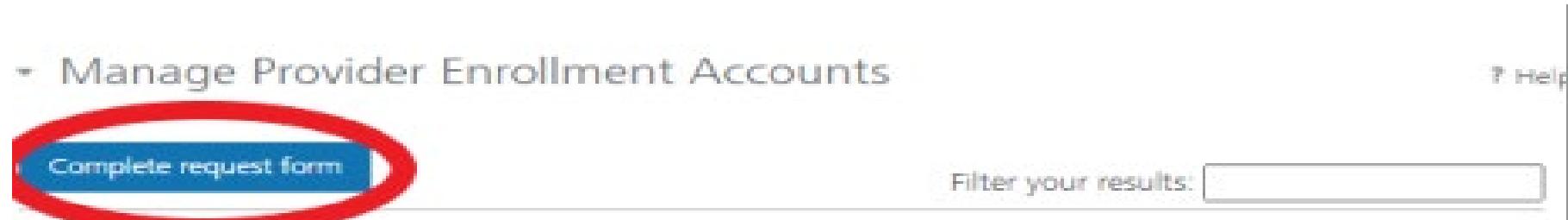
Linking NPIs to your Workbench

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: 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

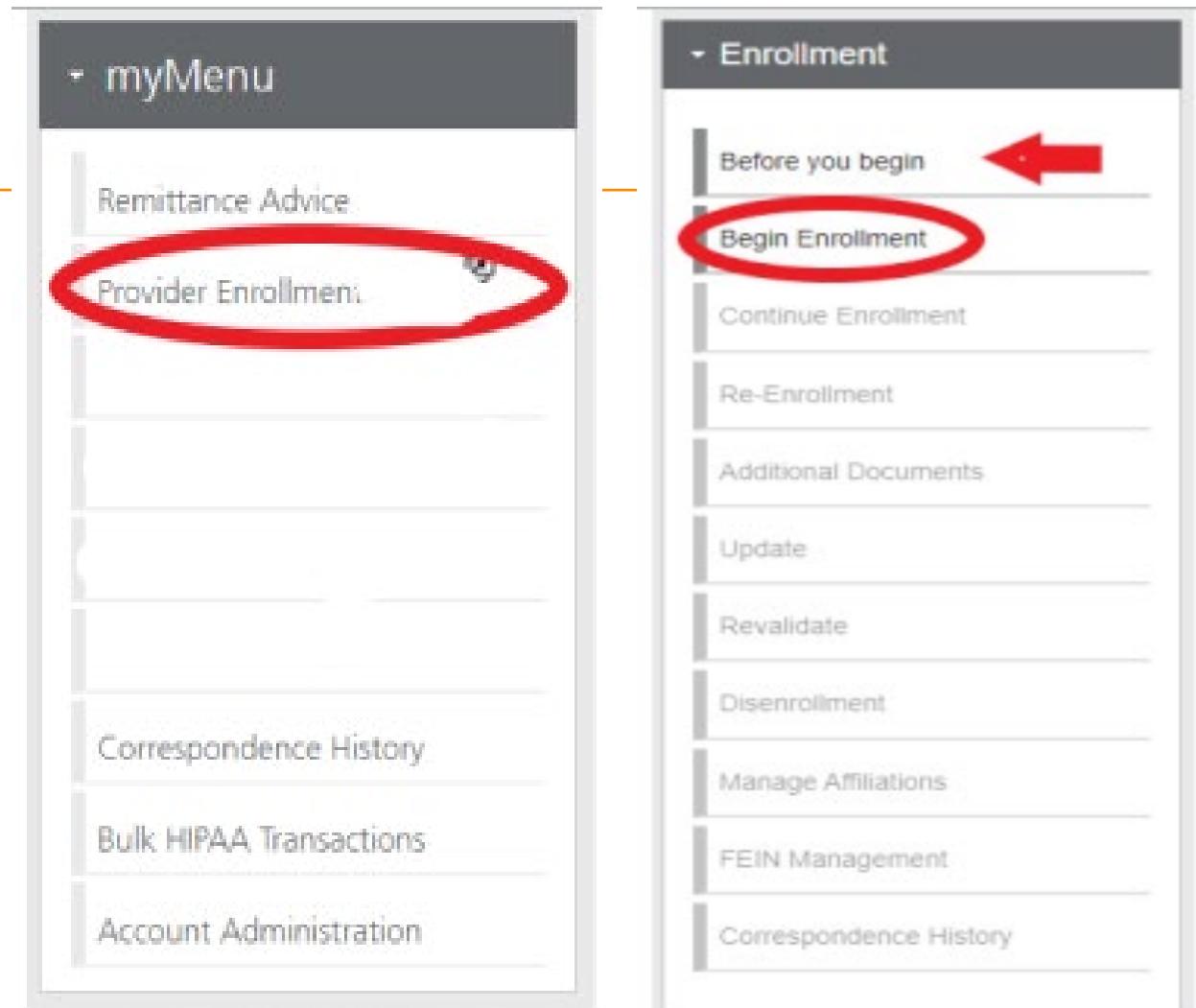
Enrollment

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

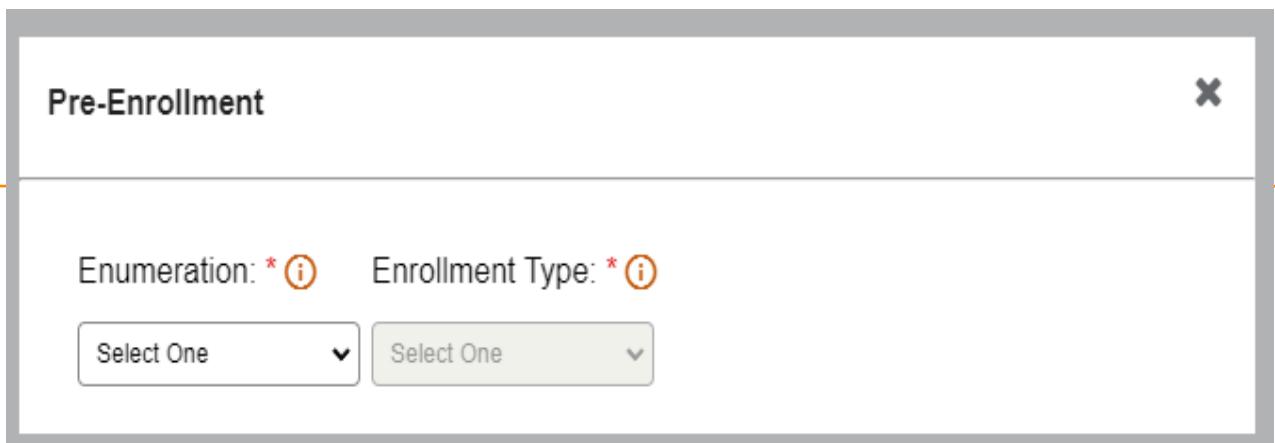
Enrollment Type:

- Selections will change depending on first selection.

Pre-Enrollment X

Enumeration: * ⓘ Enrollment Type: * ⓘ

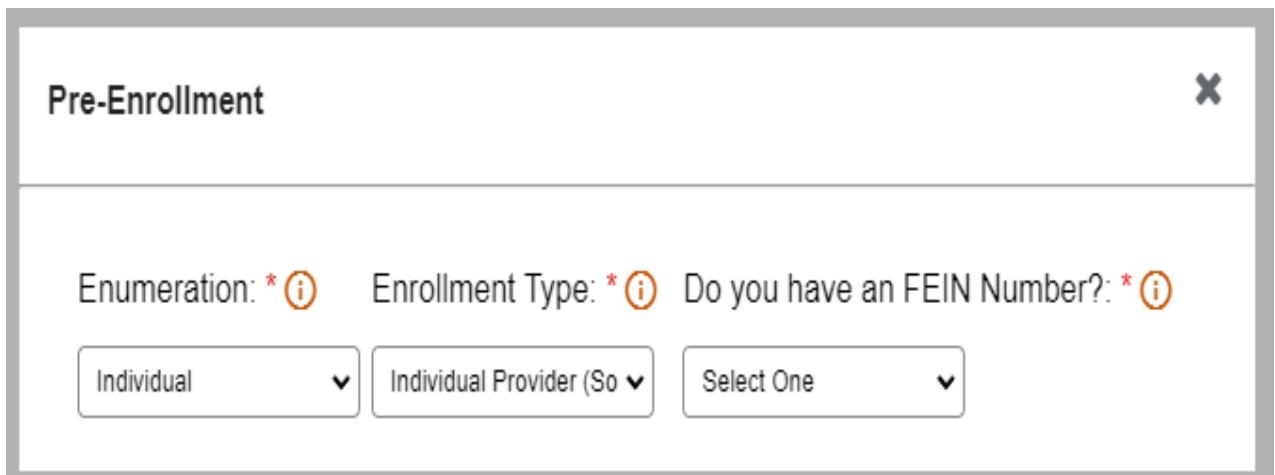
Select One ▼ Select One ▼



Pre-Enrollment X

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

Individual ▼ Individual Provider (So ▼) Select One ▼



FEIN: Yes or No

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.

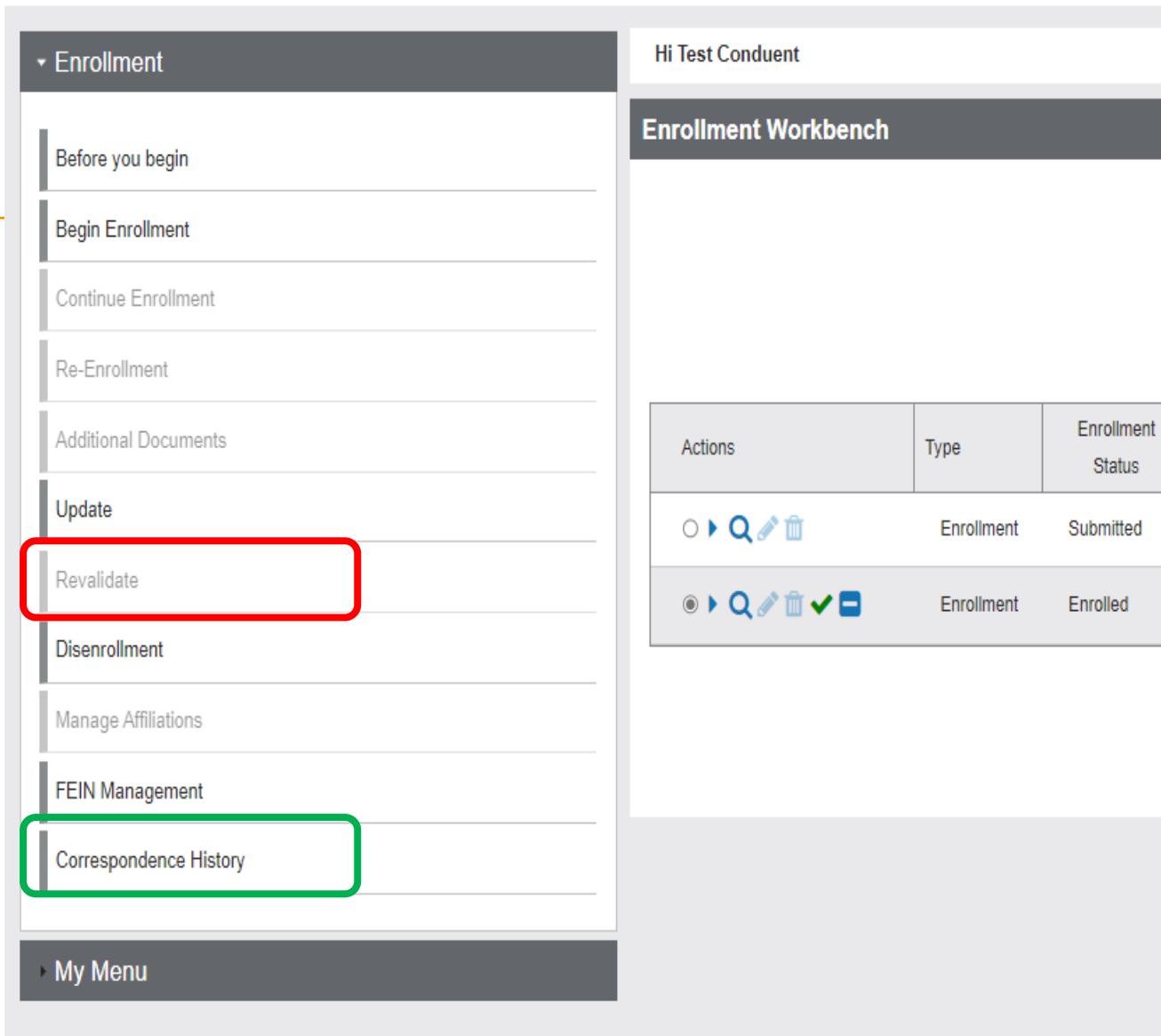
Use the **Disenrollment** tab under the Enrollment menu. Once approved, you can use the **Re-Enrollment** tab under the Enrollment menu, to submit a new application under the new TIN.

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 shows the 'Enrollment Workbench' interface. At the top, a message 'Hi Test Conduent' is displayed. The main menu on the left includes 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', 'Additional Documents', 'Update' (with 'Revalidate' highlighted by a red box), 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History' (highlighted by a green box). The 'My Menu' option is at the bottom of the list. To the right, a table lists two enrollment entries: one for 'Enrollment' with 'Submitted' status and another for 'Enrollment' with 'Enrolled' status. The table columns are 'Actions', 'Type', and 'Enrollment Status'.

Actions	Type	Enrollment Status
<input type="radio"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	Enrollment	Submitted
<input checked="" type="radio"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input checked="" type="checkbox"/> <input type="button" value="Enroll"/>	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.



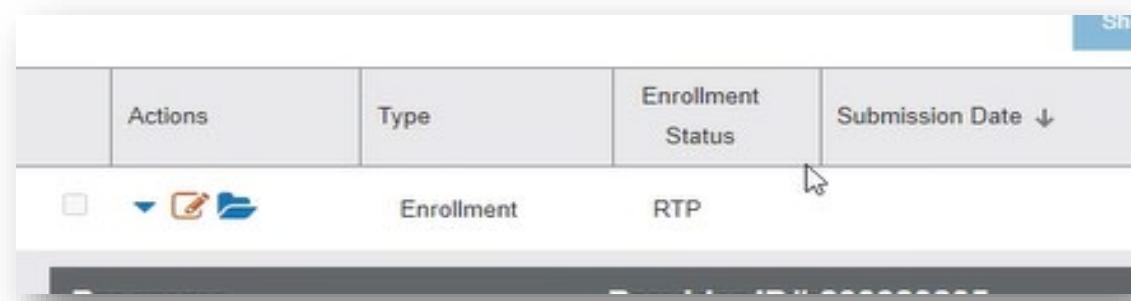
Actions	Type	Status	Submission Date	Confirmation #	Tax ID	NPI/Atypical ID	Provider ID	Provider Name
	Enrollment	Enrolled	12-09-2021	20086035	XX-XXX1234	0002089504	200002447	Deb Braga



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

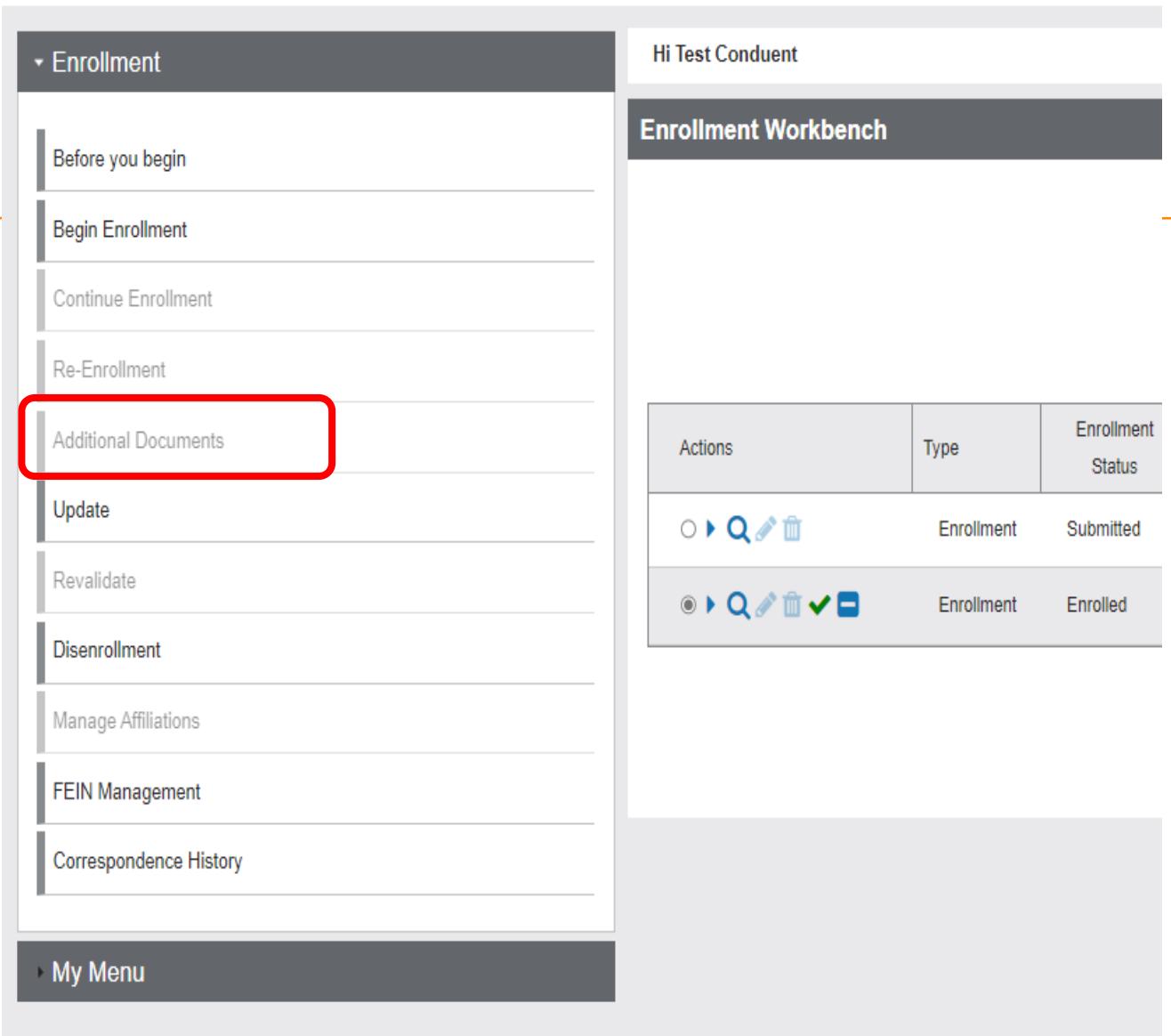
- The enrollment specialist needs more information
- in order to process the application, they will return it back to the provider.
- You will need to go into that application to update or correct whatever is needed.
- Please make sure to hit the Submit button when complete.



	Actions	Type	Enrollment Status	Submission Date ↓
	<input type="checkbox"/> <input type="checkbox"/> <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 shows the 'Enrollment Workbench' interface. At the top, a header bar displays 'Hi Test Conduent' and the title 'Enrollment Workbench'. The main content area is titled 'Enrollment' and contains a list of options: 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', 'Additional Documents' (which is highlighted with a red box), 'Update', 'Revalidate', 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History'. Below this list is a 'My Menu' bar. To the right, there is a table showing enrollment status:

Actions	Type	Enrollment Status
<input type="radio"/> <input type="button" value="Q"/> <input type="button" value="P"/> <input type="button" value="D"/>	Enrollment	Submitted
<input checked="" type="radio"/> <input type="button" value="Q"/> <input type="button" value="P"/> <input type="button" value="D"/> <input checked="" type="button" value="V"/> <input type="button" value="B"/>	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.