Bi-weekly Provider Enrollment

Presented by Amanda Boyd
Provider Enrollment Supervisor

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.
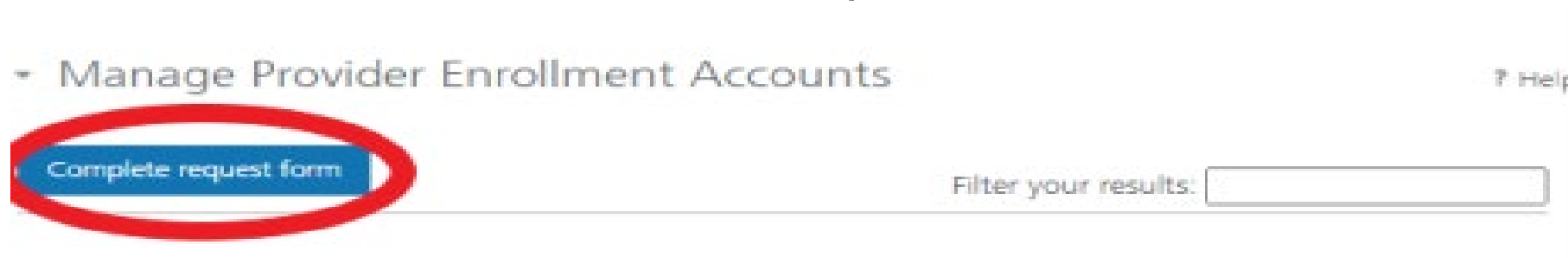
Link request form

Link request forms are processed by Optum.

Complete all fields of the form. Sign or eSign.

Upload form and additional spread sheet if applicable.
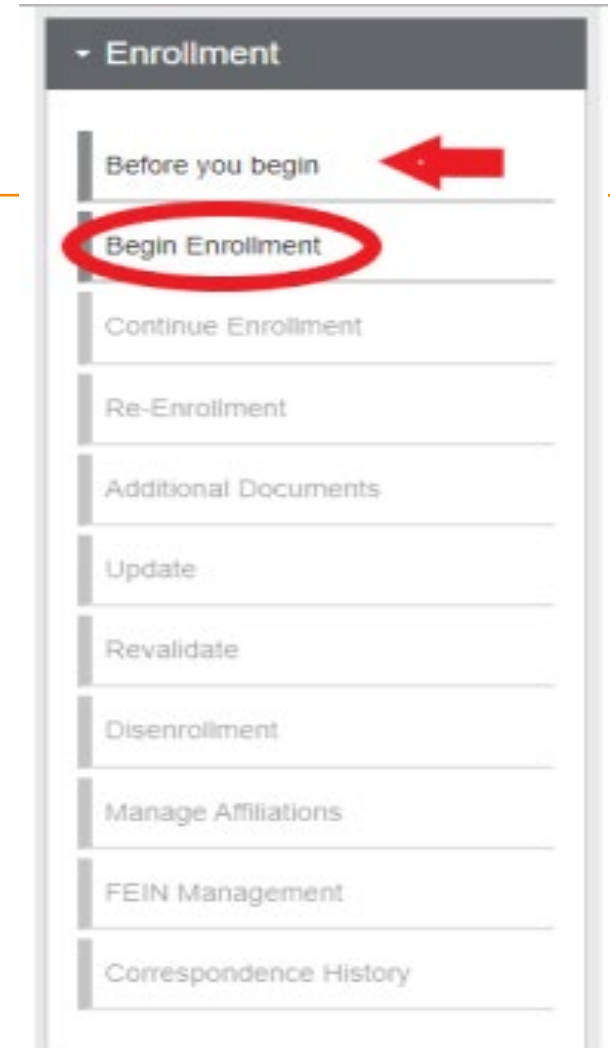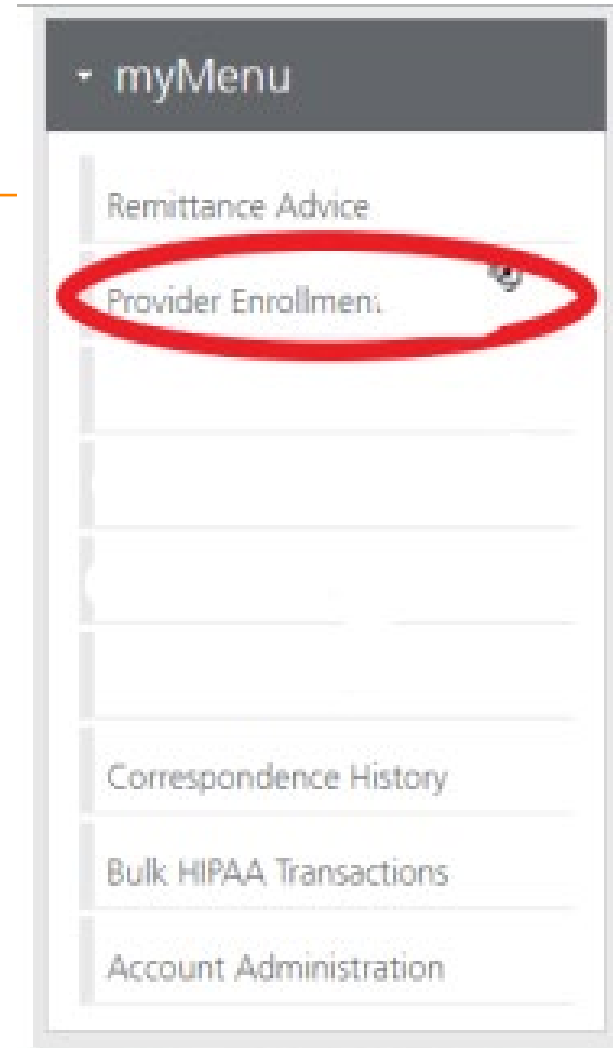
Enrollment

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

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.

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.
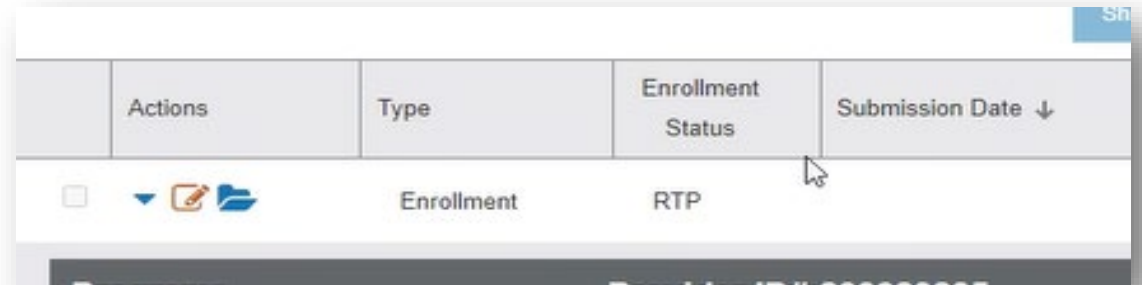
Return To Provider - RTP

- 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.

Additional Documents

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

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.