Tenancy Support
Part 1: Enrollment

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Provider Relations Manager

NPIs

What is an NPI?

[NPI: What You Need to Know (cms.gov)](cms.gov)

- This link describes what an NPI is and who needs one.

Type 1 NPI

- Healthcare providers who are individuals, including physicians, dentists, and all sole proprietors. An individual is eligible for only one NPI.

Type 2 NPI

- Healthcare providers which are organizations, including physician groups, hospitals, nursing homes, and the corporation formed when an individual incorporates themselves.

- HEART enrollment requires a Type 2 organization NPI.

NPPES NPI Registry

Application link: https://nppes.cms.hhs.gov/#/

Instructions:
- The easiest way to apply for an NPI is to visit the NPPES website using the link above and create an account. From there, you will need a User Id and Password to create and manage NPIs.

Once you receive your NPI, which could take 10 days, you will need to wait 2-3 weeks to submit your enrollment application in the MPATH portal.
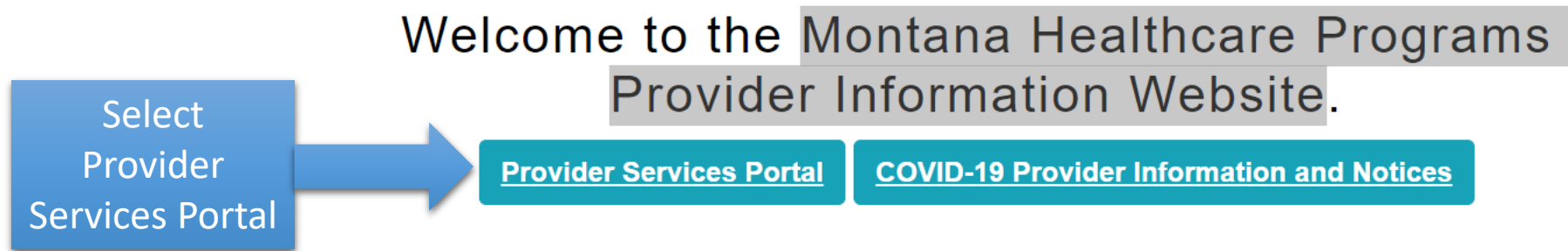
Taxonomy

There is only one taxonomy available for Tenancy Support program enrollment.

251B00000X – Case Management

Registering for the MPATH Portal

Accessing the Self-Service Portal

To begin, access the Provider Self Service portal by navigating to the Montana Healthcare Programs Provider Information Website https://medicaidprovider.mt.gov

Welcome to the Montana Healthcare Programs Provider Information Website.

Select Provider Services Portal

Provider Services Portal

COVID-19 Provider Information and Notices

You can also access the Self Service portal directly at:

https://mtdphhs-provider.optum.com/tpa-ap-web/?navDeepDive=MT_publicHomeDefaultContentMenu

Accessing the Self-Service Portal

Select Provider

Login and Registration

First time users will need to Register to use the portal

Login and Registration

Sign In With Your Optum GovID

Optum GovID or email address

Password

SIGN IN

Forgot Optum GovID | Forgot Password

Additional options:

Create Optum GovID

Manage your Optum GovID

What is Optum GovID? ↗

Begin by Selecting "Create Optum GovID"

As a security enhancement, we are removing Security questions as an account recovery and authentication method. Users will have the option to use other available methods.

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 MTPRHelpdesk@conduent.com

Login and Registration

After completing your profile information select "Agree"

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

Login and Registration

An activation code will be sent to your email

OPTUM | GovID

Access Code Notification

You requested a one-time access code to log into your member account. Please enter the following access code within the next 10 minutes, and click Next:

Your One-Time Access Code: **5114378**

This is an automated email. Please do not reply to this message. If you have any questions, please contact Optum GovID IT Help Desk.

Thank you,
Optum GovID

Next Step: Verify Your Email Address

1. **Check your email inbox** (sam********th@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
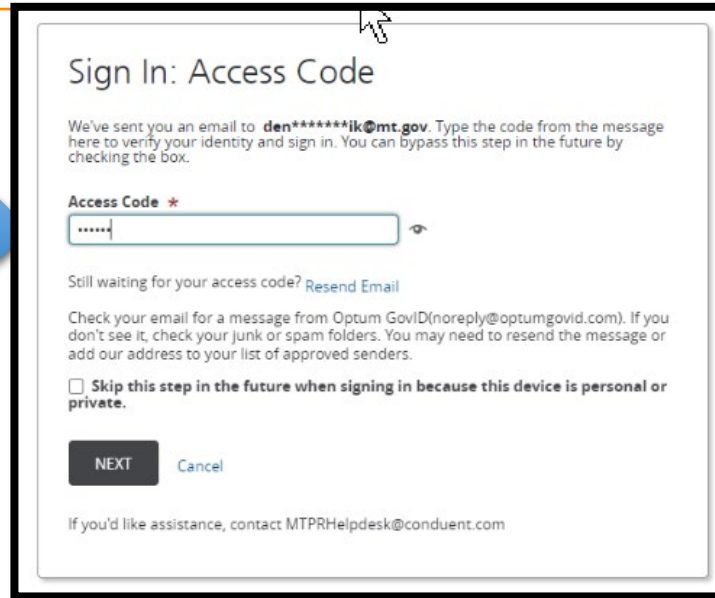
If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

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.

Copy the 10-digit activation code in the email and select "Enter the 10-digit activation code".

Login and Registration

Enter the 10-digit activation code and select "Next"

Sign In: Access Code

We've sent you an email to **den*******ik@mt.gov**. Type the code from the message here to verify your identity and sign in. You can bypass this step in the future by checking the box.

Access Code ✱

Still waiting for your access code? Resend Email

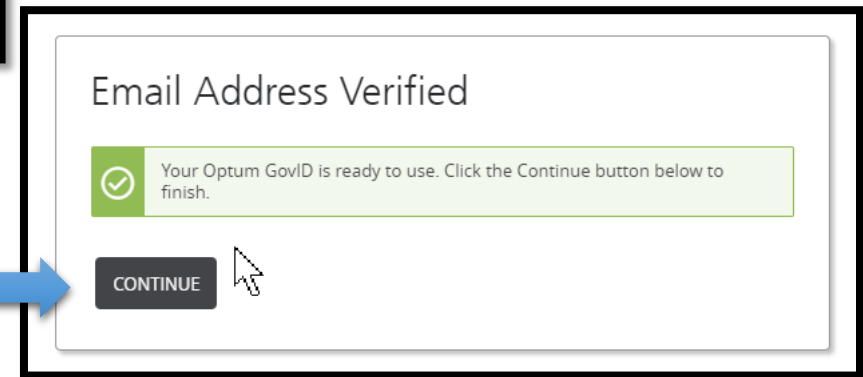Check your email for a message from Optum GovID(noreply@optumgovid.com). If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your list of approved senders.

☐ **Skip this step in the future when signing in because this device is personal or private.**

NEXT   Cancel

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

Select "Continue"

Email Address Verified

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

CONTINUE

Login and Registration

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

Select "Agree"

Manage Your Optum Gov ID

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

| Update Profile | Sign In Info | Verification Options |

Optum GovID
samanthasmith@getnada.com

Change Password

Current Password

New 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

Confirm New Password

SAVE   Cancel

If you'd like assistance, contact the Help Desk location found when selecting the Contact Us Icon on the portal's Home Page.

Select the Sign in tab to change password

Be sure to choose Notification Options and select "Save"

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

| Update Profile | Sign In Info | Verification Options |

First name
Samantha

Middle name (optional)

Last name
Smith

Suffix (optional)

Prefix (optional)

Date of birth
01-01-2001
mm-dd-yyyy

Home address (optional)

City (optional)

State (optional)
Select

ZIP code (optional)

Language Preferences

Select the language in which you want to receive communications from Optum GovID.

Preferred language
◉ English   ○ Español

Notification Options

Select the notifications you want to receive at your primary email address and by text if you added a phone number to your account.

Failed Login
☐ Email   ☐ Text Message

Successful Login
☐ Email   ☐ Text Message

Account Recovery Attempt
☑ Email   ☐ Text Message

Locked Account
☑ Email   ☐ Text Message

SAVE   Cancel

If you'd like assistance, contact the Help Desk location found when selecting the Contact Us Icon on the portal's Home Page.

Manage Your Optum Gov ID

On the Verification Options tab enter your phone number to receive text messages or calls with your verification code in addition to email.

Manage Your Optum GovID

You can elect to verify your mobile number or select "Not now"

The system will navigate users back to the Manage Your Optum GovID.
Select "Return to Adaptive Portals"

Manage Your Optum GovID

✓ You've successfully saved the changes you made to your Optum GovID.

We noticed you added a new mobile number. You can verify it now or we'll ask you to verify it the next time you sign in.

When you verify your mobile phone number, you are opting to receive a text message with a one-time verification code from Optum GovID. Message and data rates may apply.

CONTINUE   Not now

Return to Adaptive Portals

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

Update Profile   Sign In Info   Verification Options

Optum GovID
samanthasmith@getnada.com

Email address
samanthasmith@getnada.com
Email address is verified.

Secondary email address (optional)

Registration

On the Entity Tab choose either Provider or Provider Delegate and select "Continue"

Registration

Complete required fields and select "Continue"

Registration

Post Registration

Congratulations you are registered!
On the left you will have the following options:

- Provider Enrollment
- Provider Directory
- Account Administration

Account Administration Tab

Account Administration

All 3 Account Administration functions are located on one screen.

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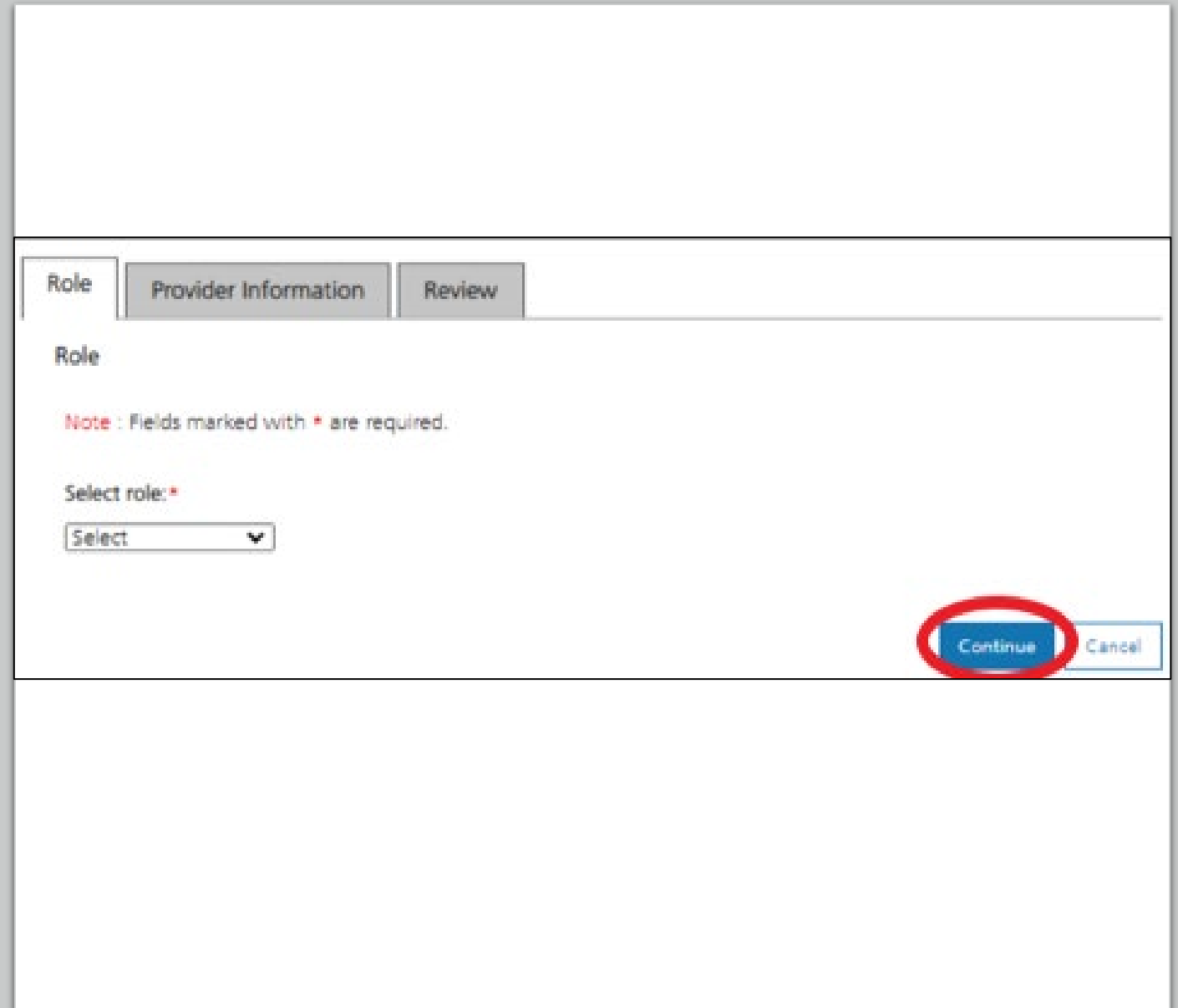
Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates on your workbench**. Link request required.

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.

Add Portal User

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.

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: *

Submit   Cancel

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.
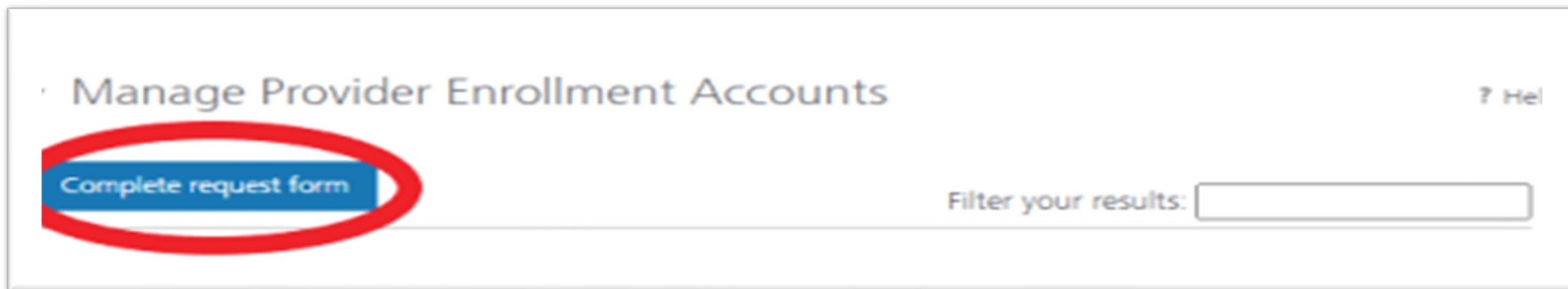
Link request form

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.

Do Not Enter Below. For State Use Only
Date Received: _____ Review/Status: _____
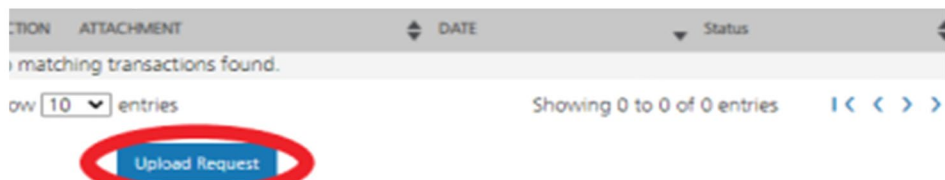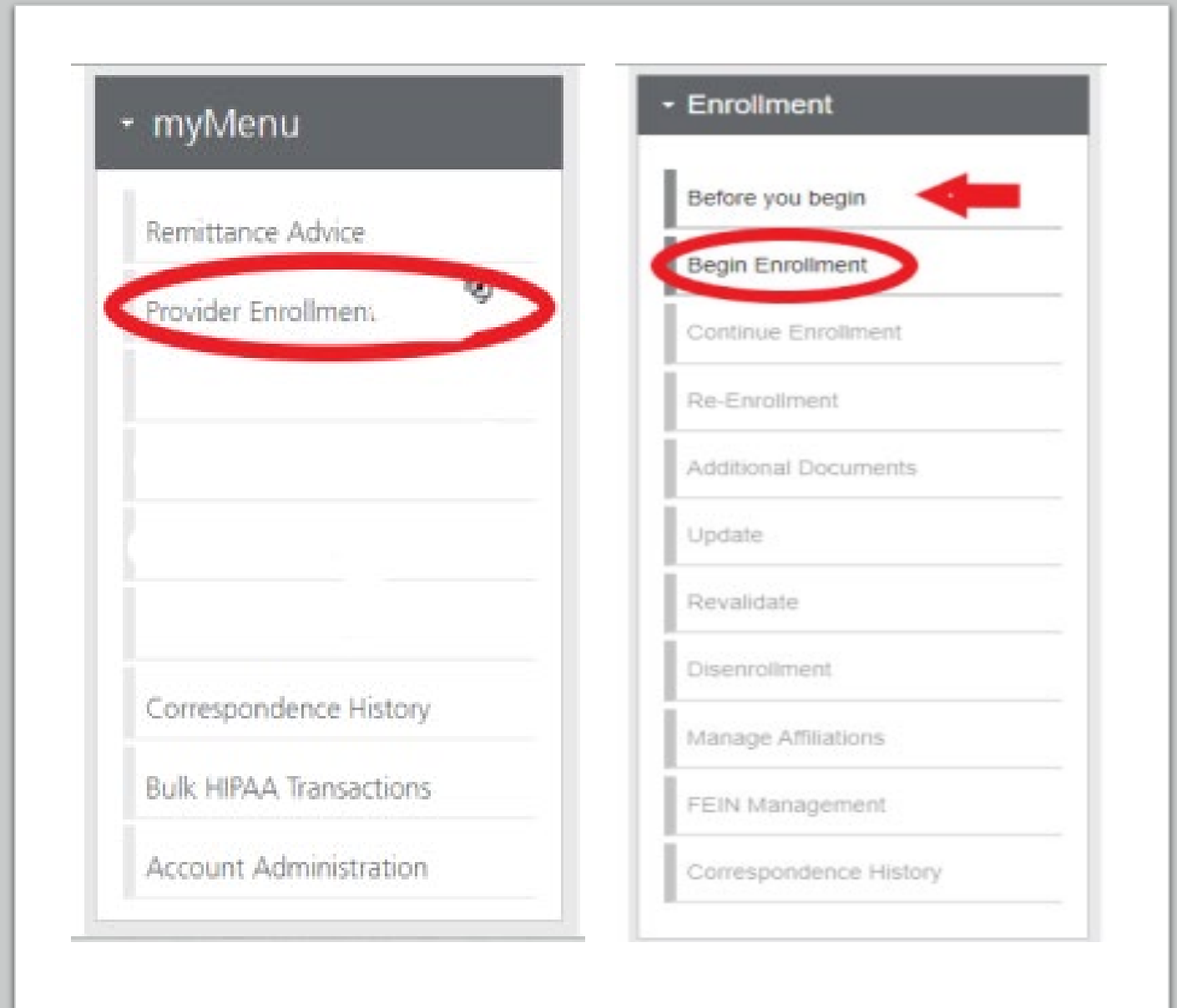
Questions?

New Enrollments

Provider Enrollment

Click **Provider Enrollment** under myMenu.

Click **Before you begin** under the Enrollment menu for a copy of the Checklist.

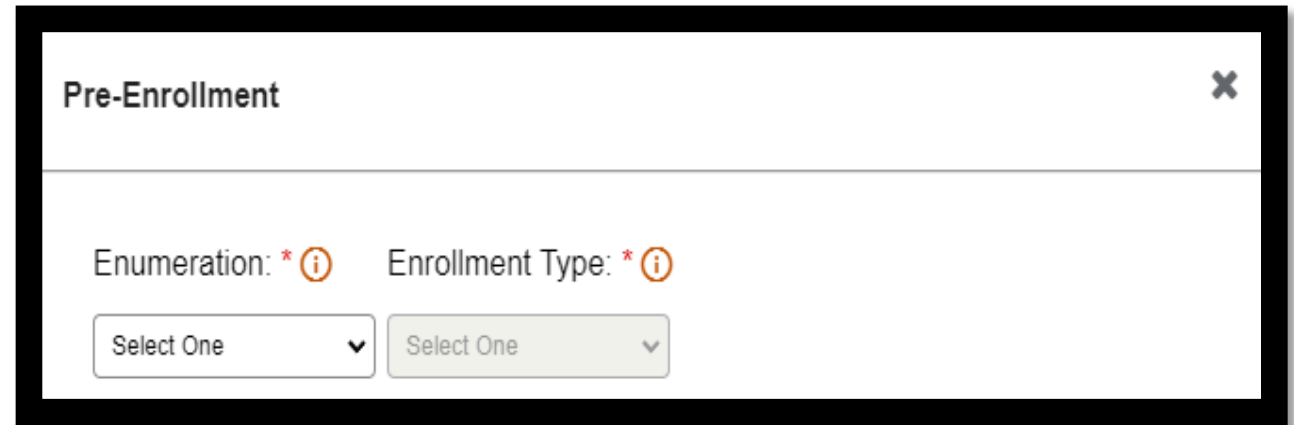Click **Begin Enrollment** under the Enrollment menu to start the application.

Pre-Enrollment Facility
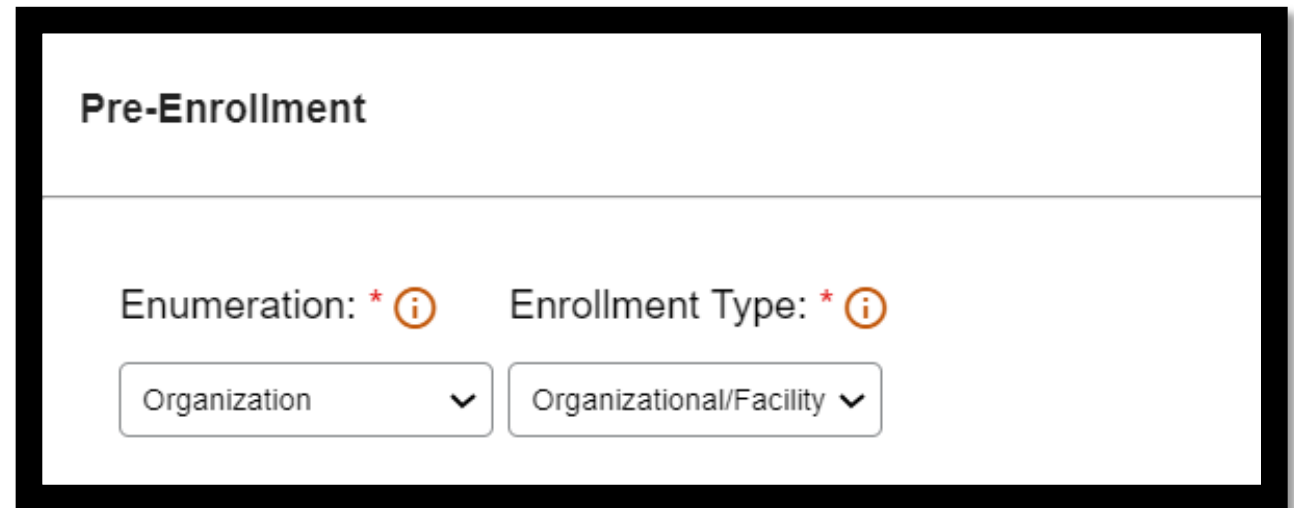
Enumeration:

- Atypical

Enrollment Type:

- Organization

Type of Provider - Agency

Under Type of Provider, select Agencies and enter your effective date:

Specialty

Select add.

Select your provider type.

Then select the taxonomy 251B00000X.

Program

Under Waiver Programs, select Tenancy Support and enter your effective date again.

Additional Documents

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

Already Enrolled NPIs

Updates

Search the NPI using the fields shown.

Select the radio button for NPI.

Click the Update button on the left menu.

A new Update line will show at the end of your list and click pencil icon.

Revalidation

When an Enrollment Unit under the NPI 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.

Specialty

If you do not have the approved taxonomy already and you the Agencies Type of provider, you can simply follow the steps to add another specialty.
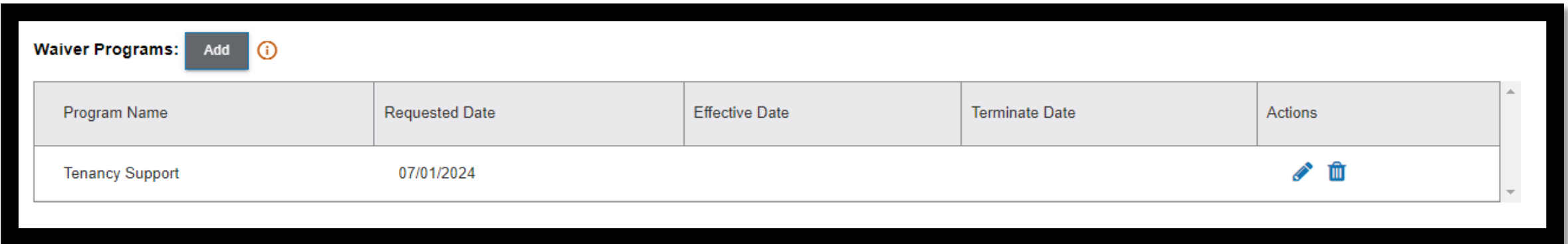
Select add.

Then select the taxonomy and enter your effective date again.

Specialties:* Add ⓘ						
Type of Provider	Specialty	Taxonomy	Primary	Effective Date	Terminate Date	Actions
Agencies	Case Management	251B00000X	◉	07/01/2024		✏️ 🗑️

Program

Under your existing NPI, if you already have the approved taxonomy, you will only need to add the program.

Under Waiver Programs, select Tenancy Support and enter your effective date again.

Sub-Parts

Under your existing NPI, if you need to add the approved taxonomy but do not already have the Agencies provider type, follow these steps.

Under the specialties section, answer the question asking about sub-parts yes.

This will make the Type of Provider section option to add available again and you can then follow the steps to select the type of provider you need to add.

Do you have Subparts of the organization sharing this NPI, which are a different Provider Type than the Primary one selected? * ⓘ

◉ Yes   ○ No

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.

Online Resources

Provider Information Website:

https://medicaidprovider.mt.gov

- Provider Enrollment 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 or PHI.

Email Assistance MTPRHelpdesk@conduent.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?

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