



Monthly Provider Enrollment

Presented by Loma Romero
Field Representative

★ Roll Call

Please share in chat:

- Your Name
- Credentialing company
- Who you are representing



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/>

Before You Begin

The ***Account Administration tab***, under **myMenu**, is used to add additional portal users & NPIs to your GovID access.

To see providers on your workbench, they must first be linked by submitted a link request via **Manage Enrollment Providers**.

Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates**.

Account Administration Tab

Account Administration

All 3 Account Administration functions are located on one screen.

- Manage Portal Users
- Manage Billing Providers
- Manage Provider Enrollment Accounts

Manage Portal Users

A maximum of 200 users will be displayed. Adjust your search criteria in the left navigation to refine your results.

Filter your results:

ACTIONS	LOGIN NAME	FIRST NAME	LAST NAME	EMAIL	STATUS
No matching users found.					

Show 10 entries

Showing 0 to 0 of 0 entries

Add User Account

Manage Billing Providers

Filter your results:

ACTIONS	BILLING PROVIDER NAME	NPI/API ID

Show 10 entries

Showing 1 to 2 of 2 accounts

Add Billing Provider

Manage Provider Enrollment Accounts

Complete request form

Filter your results:

ACTION	ATTACHMENT	DATE	Status
No matching transactions found.			

Show 10 entries

Showing 0 to 0 of 0 entries

Upload Request

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

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.

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: *

This is the MPATH assigned Provider ID number. Not the PID from MT Medicaid.

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.

Manage Provider Enrollment Accounts

Complete LINK Request Form Complete UNLINK Request Form Filter your results:

ACTION	ATTACHMENT	DATE	STATUS
No matching transactions found.			

Show entries Showing 0 to 0 of 0 entries [1](#) [<](#) [<](#) [>](#) [>1](#)

[Upload Request](#)

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

Account Admin Tab Questions?

Manage Affiliations

Manage Affiliations 1

This action is **required** if you are a facility that employs rendering providers and wants to bill on the Provider Services Portal.

The person completing this action will need the facility NPI on their Enrollment workbench.

Add an Affiliation

Click the **Provider Enrollment** tab under myMenu.

Click the **Radio button** on the Enrollment line of the facility.

Click the **Manage Affiliations** tab, now visible under the Enrollment Menu.

Actions	Type	Status
	Enrollment	Enrolled

[Manage Affiliations](#)

Add an Affiliation 2

Search for Providers tab.

Enter Provider's NPI or name.

Click Search.

Click the Radio button on the provider line now visible.

User Guide 

Search for Provider

To build an affiliation, search for the provider you want to affiliate by entering the first name, last name, or NPI. If no information displays the provider isn't an active enrolled provider and the application will display a 'no affiliation found' message. Based upon your search criteria multiple providers may display, if this is the case, select the provider you want to participate by selecting the radio button next to the provider's name. For authentication and security, please enter the last four (4) digits of the provider's Social Security Number and enter the effective date of the affiliation. When completed select the add and continue button at the bottom of the screen and the request will move to the pending approval tab.

First Name 	Last Name 	NPI/Atypical ID 
<input type="text"/>	<input type="text"/>	<input type="text" value="1083670285"/>

Search 

	First Name	Last Name	NPI/Atypical ID	Effective Date 	Last 4 digits of SSN/ITIN 	Actions	File Name
<input checked="" type="radio"/>	HEATHER	THOMAS-CLARK	1083670285	<input type="text" value="MM/DD/YYYY"/> 	<input type="text"/>	 	

Assigned Locations 

	Address Line	
<input type="checkbox"/> 	1111 BAKER AVE	

Items per page: 10  1 - 1 of 1    

Add an Affiliation 3

Enter **Effective Date & last 4 digits of the provider's SS#**.

Click the **box** under Assigned Locations for each location the provider will be practicing. Then click the **Pencil** icon.

In the Pop-up box, enter **Effective Date** again. Click **Save**.

Click **Add and Continue**.

	First Name	Last Name	NPI/Atypical ID	Effective Date	Last 4 digits of SSN/ITIN	Actions	File Name
•	ROBERT	NITSCHL	1598719064	05/12/2022	•		

Assigned Locations

	Address Line	
	1111 BAKER AVE	

1111 BAKER AVE

Select	Program Name	Effective Date*	Termination Date
	Montana Medicaid (HMK Plus)	05/12/2022	MM/DD/YYYY

Items per page: 10 1 - 1 of 1

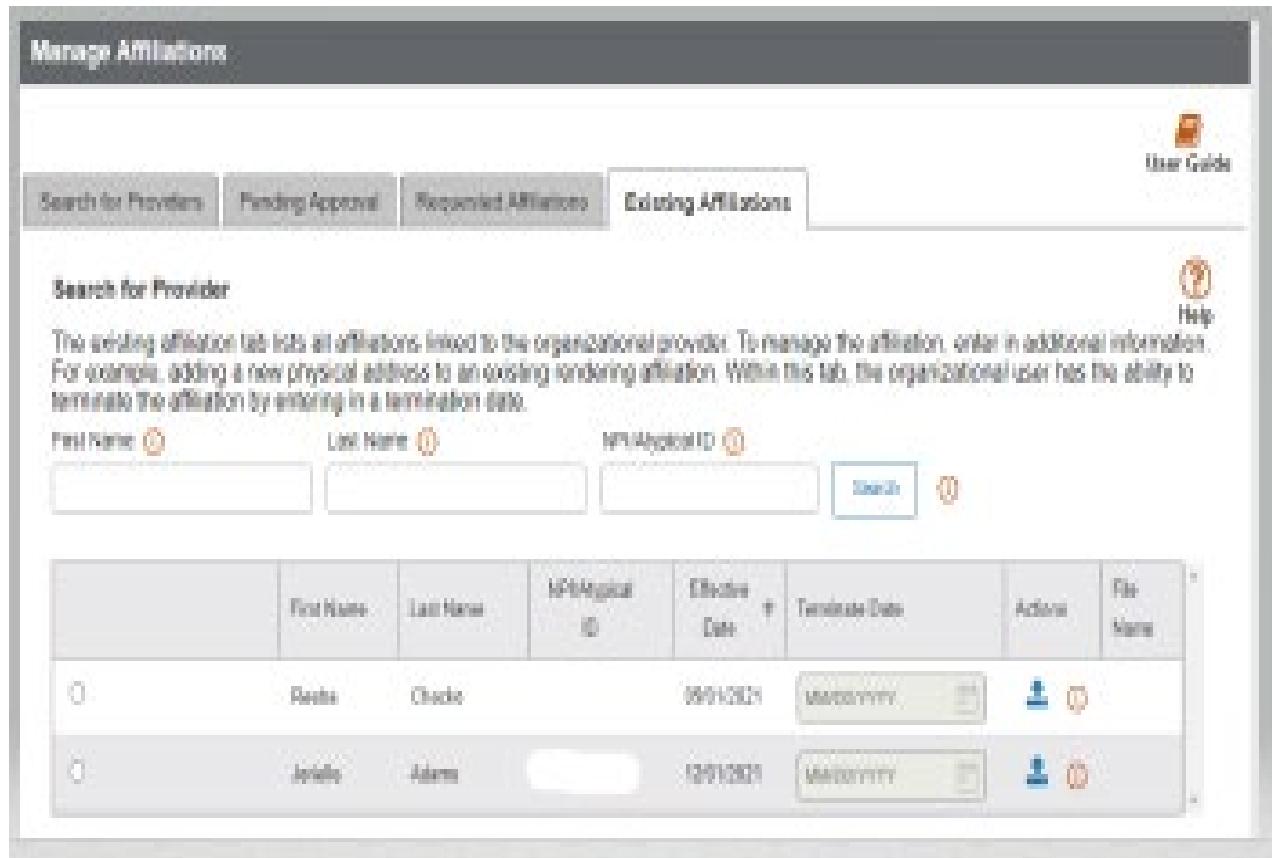
Save Cancel

Manage Existing Affiliations

Pending Approval tab will show any providers you (facility) have submitted to be affiliated.

Requested Affiliations are providers who are requesting affiliation.

Approved 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 tabs: "Search for Provider", "Pending Approval", "Requested Affiliations", and "Existing Affiliations". The "Existing Affiliations" tab is currently selected, indicated by a blue border. In the top right corner, there are "User Guide" and "Help" buttons. Below the tabs, there is a search section titled "Search for Provider" with fields for "First Name", "Last Name", and "NPI/执业ID", each with a magnifying glass icon. There is also a "Search" button and a "Print" icon. The main area displays a table of existing affiliations. The table has columns: First Name, Last Name, NPI/执业ID, Effective Date, Termination Date, Actions, and File Name. Two rows of data are visible. The first row shows "Rebekah" and "Check" in the First Name and Last Name columns, "100-00000000" in the NPI/执业ID column, "09/01/2021" in the Effective Date column, and "12/31/2021" in the Termination Date column. The second row shows "Jenifer" and "Adams" in the First Name and Last Name columns, "100-00000001" in the NPI/执业ID column, "10/01/2021" in the Effective Date column, and "11/30/2021" in the Termination Date column. Each row has an "Actions" column with a blue person icon and an orange person icon, and a "File Name" column.

Ending Affiliations

Click the **Existing Providers** tab.

Click the **Search** button.

This will bring up a list of the providers affiliated to this NPI.

Click the **Radio button** for the provider you wish to terminate.

Search for Providers Pending Approval Requested Affiliations Existing Affiliations User Guide Help

Search for Provider

The existing affiliation tab lists all affiliations linked to the organizational provider. To manage the affiliation, enter in additional information. For example, adding a new physical address to an existing rendering affiliation. Within this tab, the organizational user has the ability to terminate the affiliation by entering in a termination date.

First Name Last Name NPI/Atypical ID Search

	First Name	Last Name	NPI/Atypical ID	Effective Date ↑	Terminate Date	Actions	File Name
<input type="radio"/>	KATHRYN	NEFF	1710945829	<input type="text"/> MM/DD/YYYY <input type="button"/>	<input type="button"/> <input type="button"/>		
<input type="radio"/>	DANIEL	MUNZING	1700844966	<input type="text"/> MM/DD/YYYY <input type="button"/>	<input type="button"/> <input type="button"/>		
<input type="radio"/>	HIKMAT	MAALIKI	1295897650	<input type="text"/> MM/DD/YYYY <input type="button"/>	<input type="button"/> <input type="button"/>		
<input type="radio"/>	JOHN	KALBFLEISCH	1609824283	<input type="text"/> MM/DD/YYYY <input type="button"/>	<input type="button"/> <input type="button"/>		
<input type="radio"/>	ANITA	BEACH	1922064401	<input type="text"/> MM/DD/YYYY <input type="button"/>	<input type="button"/> <input type="button"/>		
<input type="radio"/>	SUZANNE	DANIELL	1811966526	<input type="text"/> MM/DD/YYYY <input type="button"/>	<input type="button"/> <input type="button"/>		
<input type="radio"/>	JON	MILLER	1841267192	<input type="text"/> MM/DD/YYYY <input type="button"/>	<input type="button"/> <input type="button"/>		

ANITA BEACH 1922064401 MM/DD/YYYY

Ending Affiliations Cont.

The **Assign Locations** box is now visible.

Click the **radio button** under **Deactivate**.
Enter the **termination date**.

Click the **Save and Continue** button.

The provider will remain on your Affiliations list. However, it will not appear in the claims drop down.

Address Line	Active	Deactivate	Effective Date	Terminate Date	
1111 BAKER AVE	<input type="radio"/>	<input checked="" type="radio"/>	01/01/2006	05/11/2022	

Questions about managing
affiliations?

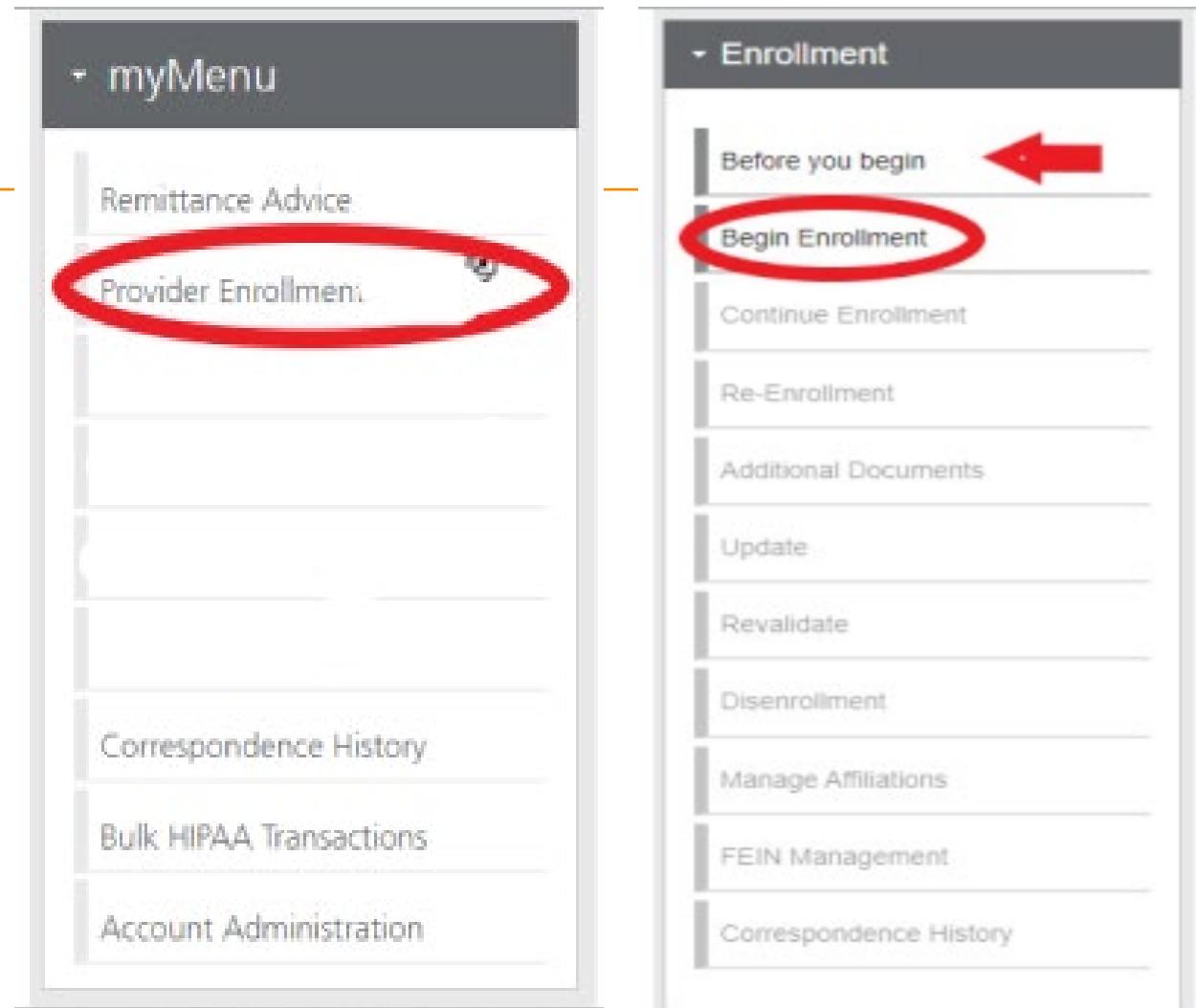
Enrollment

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.



The Before You Begin Item

The screenshot shows a user interface for provider enrollment. On the left, a sidebar menu under the heading 'Enrollment' includes options: 'Before you begin' (selected), 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', and 'Additional Documents'. The main content area starts with a greeting 'Hi Conduent Test'. Below it is a large dark grey box containing the heading 'Before you begin'. Underneath this is another dark grey box with the heading 'Checklist'. In the center of the page, the text 'Provider Enrollment Checklist' is displayed in bold. Below it, a message says 'Click this link to download the checklist which is required to continue with the provider enrollment process' followed by a blue-outlined link labeled 'Checklist'. At the bottom of the main content area is a dark grey box with the heading 'FAQ'.

Pre-Enrollment

Enumeration:

- Individual
- Organization
- Atypical

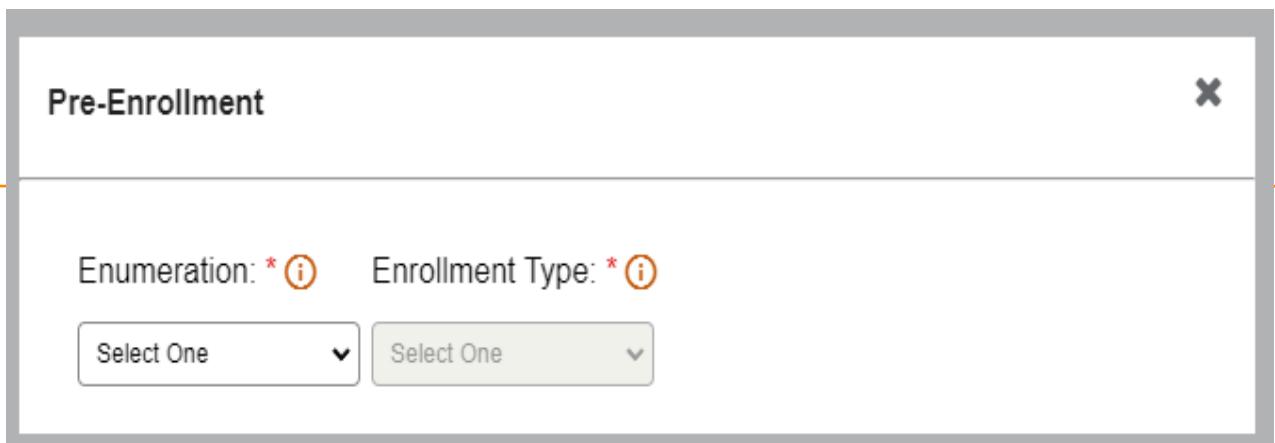
Enrollment Type:

- Selections will change depending on first selection.

Pre-Enrollment X

Enumeration: * ⓘ Enrollment Type: * ⓘ

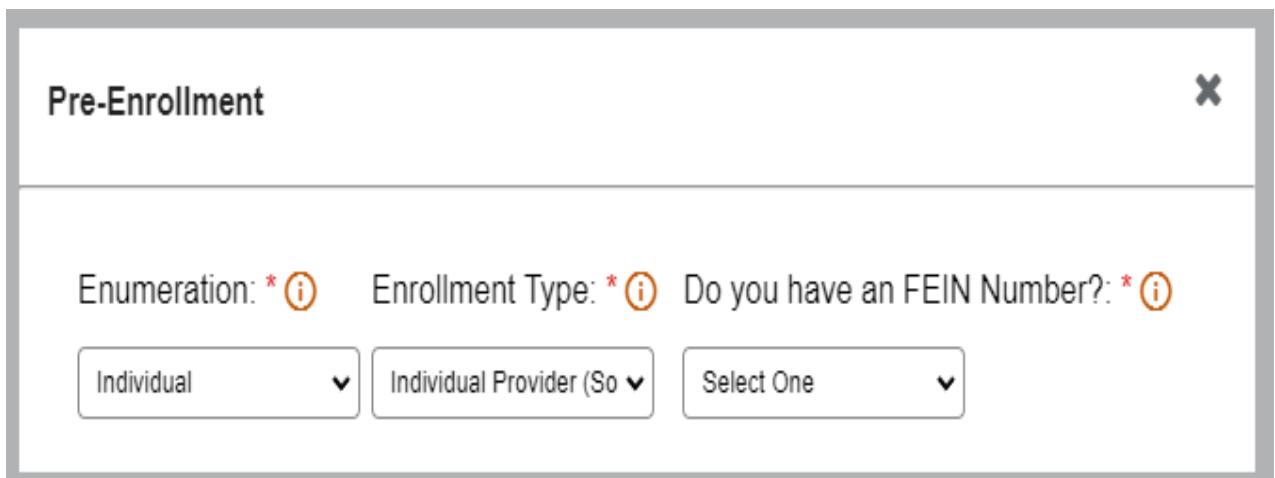
Select One ▼ Select One ▼



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

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.

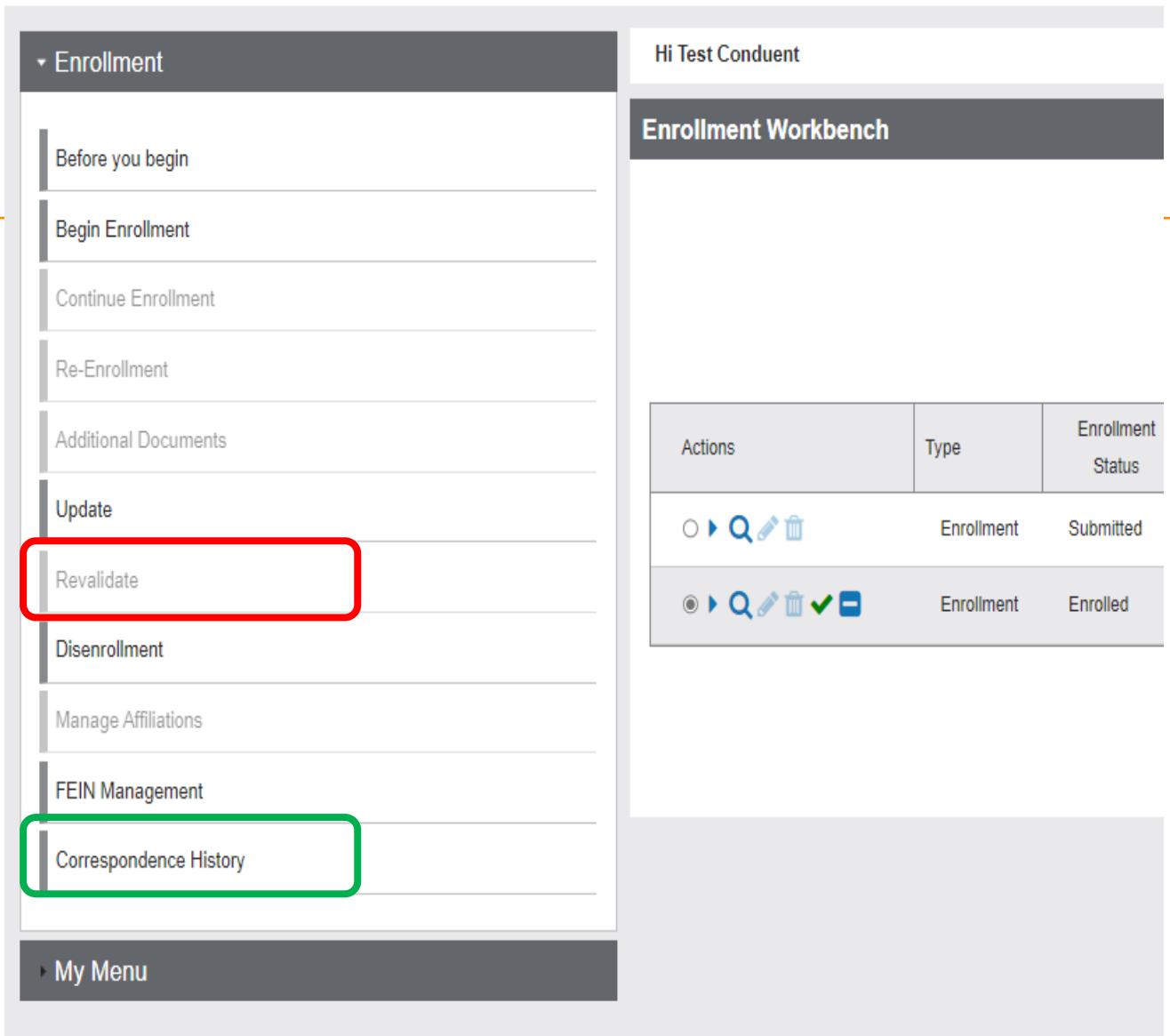
Use the **Re-Enrollment** tab under the Enrollment menu, to submit a new application under the new TIN.

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.

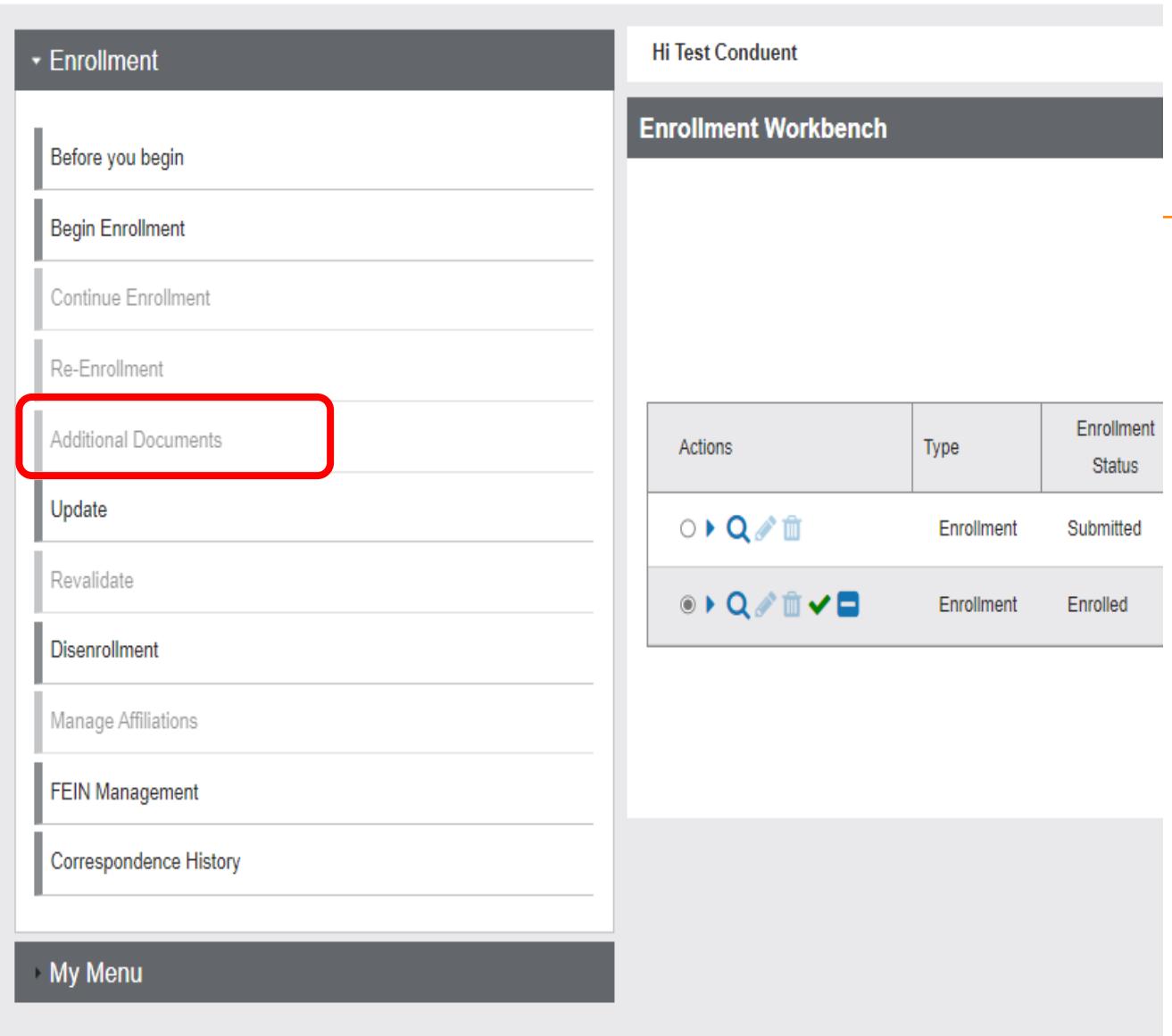


The screenshot shows the 'Enrollment Workbench' interface. The top navigation bar includes 'Enrollment' (with a dropdown arrow), 'Hi Test Conduent', and 'Enrollment Workbench'. The main content area is titled 'Enrollment' and contains the following sections: 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', 'Additional Documents', 'Update', 'Revalidate' (which is highlighted with a red box), 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History' (which is highlighted with a green box). Below this is a 'My Menu' section. To the right, there is a table with columns 'Actions', 'Type', and 'Enrollment Status'. It shows two rows: one for 'Enrollment' status 'Submitted' and another for 'Enrollment' status 'Enrolled'. Each row includes icons for search, edit, delete, and a checkmark.

Actions	Type	Enrollment Status
<input type="radio"/>	Enrollment	Submitted
<input checked="" type="radio"/>	Enrollment	Enrolled

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 of the main content area, there is a table showing 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 type="checkbox"/> <input type="button" value="Check"/>	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
--	--------	------------	----------	------------	------------	-----------	-----------

Questions on Enrollment?

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.