

# Monthly Provider Enrollment

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Provider Relations Manager

# NPPES NPI Registry

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<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/>

# Before You Begin

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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.

The screenshot displays a web interface for account administration, organized into three distinct sections. Each section includes a title, a help link, a search filter, a table of data, and a 'Show' dropdown menu. The first section, 'Manage Portal Users', shows a table with columns for Actions, Login Name, First Name, Last Name, Email, and Status, but it contains no data. The second section, 'Manage Billing Providers', shows a table with columns for Actions, Billing Provider Name, and NPI/API ID, containing one entry for 'Farmingdale Primary Care PC' with NPI/API ID '1073820965' and 'Braga, Deb' with NPI/API ID '9260371104'. The third section, 'Manage Provider Enrollment Accounts', shows a table with columns for Action, Attachment, Date, and Status, but it contains no data. Each section also features a blue button for adding or uploading items.

### Manage Portal Users Help

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 Help

Filter your results:

ACTIONS	BILLING PROVIDER NAME	NPI/API ID
	Farmingdale Primary Care PC	1073820965
	Braga, Deb	9260371104

Show 10 entries Showing 1 to 2 of 2 accounts |< < > >|

[Add Billing Provider](#)

### Manage Provider Enrollment Accounts Help

[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

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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 54.sso	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.

**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: \*



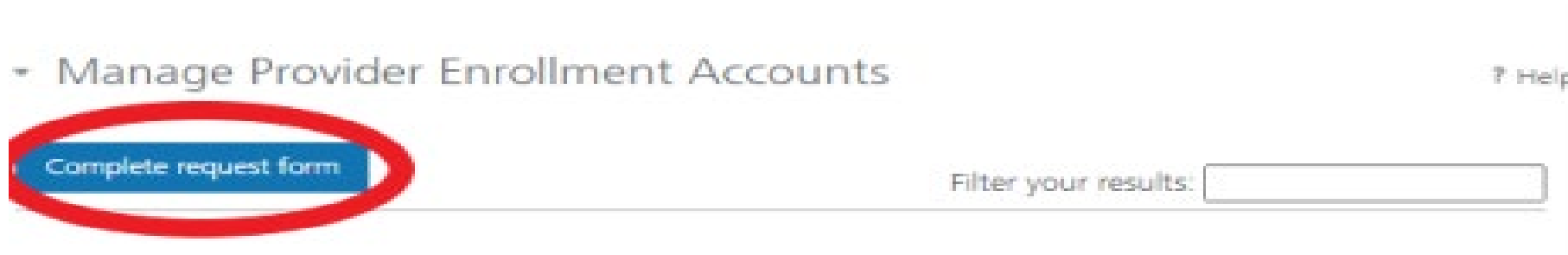
# Manage Enrollment Providers

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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](#)

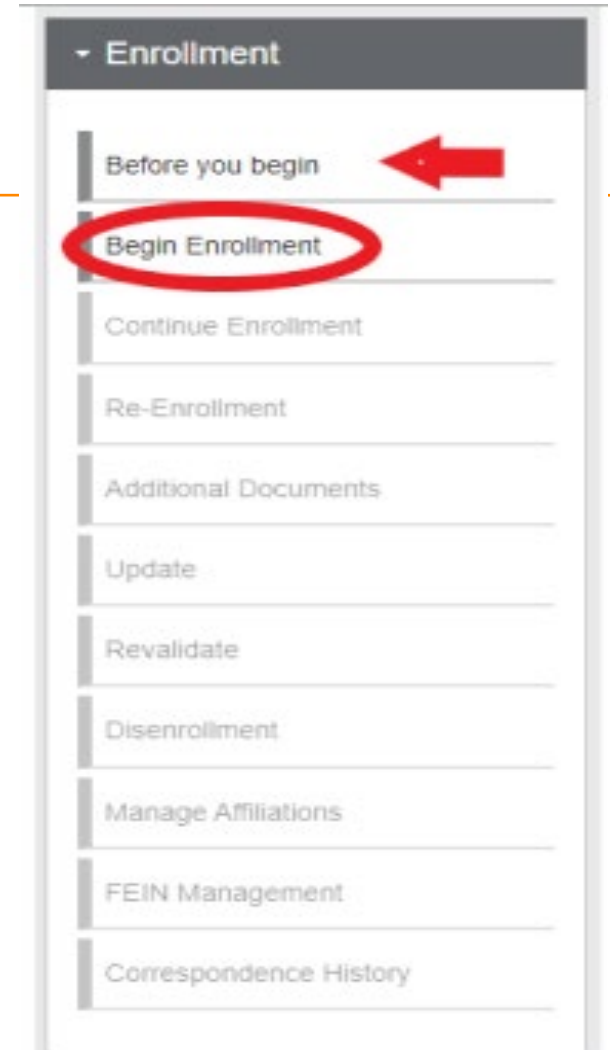
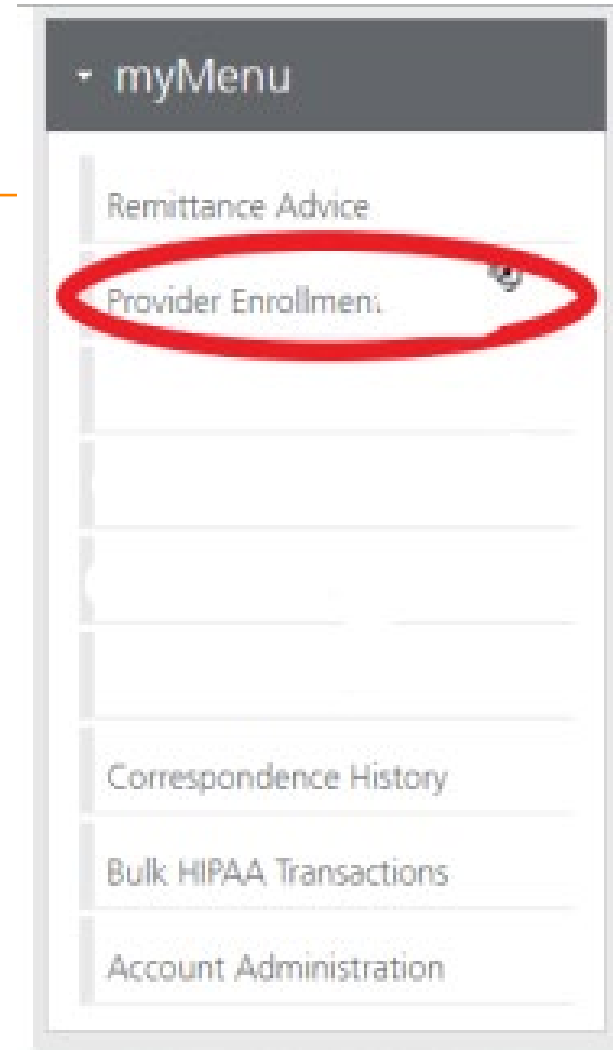
# Enrollment

# 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 ✕

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Enumeration: \* ⓘ Enrollment Type: \* ⓘ

Select One ▼ Select One ▼

Pre-Enrollment ✕

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

Individual ▼ Individual Provider (So ▼ Select One ▼

# Disenrollment/Re-enrollment

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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 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' (highlighted with a red box), 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History' (highlighted with a green box). At the bottom of the menu is 'My Menu'. The main area on the right shows a table with columns for 'Actions', 'Type', and 'Enrollment Status'. The table contains two rows: one for 'Submitted' and one for 'Enrolled'.

Actions	Type	Enrollment Status
	Enrollment	Submitted
	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 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'. Below this menu is a 'My Menu' section. On the right, the header shows 'Hi Test Conduent' and 'Enrollment Workbench'. Below the header 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



# 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

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
<b>Update</b>								

  	<span style="border: 1px solid yellow;">Update</span>	InProgress		20087591	XX-XXX1234	0002089504	200002447	Deb Braga
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# Questions

# Need Help?

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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

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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

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Provider Relations Call Center:

(800) 624-3958

Monday through Friday 8am to 5pm MST

General, Claims, TPL, and EDI questions:

[MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com)

Enrollment Questions and documents:

[MTEnrollment@conduent.com](mailto:MTEnrollment@conduent.com)

Note: the Conduent helpdesks cannot accept secured emails.

# Email Assistance

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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.