

Monthly Provider Enrollment

Presented by Loma Romero
Field Representative



Roll Call

Please share in chat:

- Your Name
- Credentialing company
- Who you are representing



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/>

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

[? 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

1 < > >>

Add User Account

Manage Billing Providers

[? Help](#)

Filter your results:

ACTIONS	BILLING PROVIDER NAME	NPVAPI ID
---------	-----------------------	-----------



Farmingdale Primary Care PC

1073820965

Braga, Deb

9260371104

Show 10 entries

Showing 1 to 2 of 2 accounts

1 < > >>

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

1 < > >>

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 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

- 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

? Help

Complete LINK Request Form

Complete UNLINK Request Form

Filter your results:

ACTION ATTACHMENT

DATE

STATUS

No matching transactions found.

Show 10 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:

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 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.

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

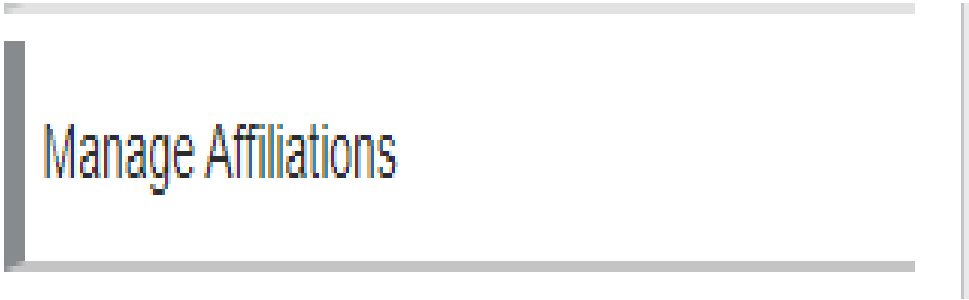
Add an Affiliation

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



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.

Search for Providers

Pending Approval

Requested Affiliations

Existing Affiliations

User Guide

?

Help

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

Search

HEATHER

THOMAS-CLARK

1083670285

MM/DD/YYYY

Assigned Locations

Address Line

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	NITSCHHELM	1598719064	05/12/2022 		 	

Assigned Locations 

	Address Line	
☒ 	1111 BAKER AVE	

Items per page: 10 1 - 1 of 1

1111 BAKER AVE 

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

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 displays the 'Manage Affiliations' interface. At the top, there's a header 'Manage Affiliations' and a 'User Guide' link. Below the header, there are four tabs: 'Search for Providers', 'Pending Approval', 'Requested Affiliations', and 'Existing Affiliations'. The 'Existing Affiliations' tab is currently selected. Below the tabs, there's a 'Search for Provider' section with a text input field and a 'Search' button. To the right of the search section is a 'Help' icon. Below the search section, there's a table with the following columns: 'First Name', 'Last Name', 'NPI/Physical ID', 'Effective Date', 'Termination Date', 'Actions', and 'File Name'. The table contains two rows of data. The first row shows 'Reels', 'Chloe', '10/01/2021', '10/01/2021', and '10/01/2021'. The second row shows 'Jewels', 'Adam', '12/01/2021', '12/01/2021', and '12/01/2021'. Each row has a 'Person' icon and a 'Help' icon in the 'Actions' column.

	First Name	Last Name	NPI/Physical ID	Effective Date	Termination Date	Actions	File Name
0	Reels	Chloe		10/01/2021	10/01/2021	Person Help	
0	Jewels	Adam		12/01/2021	12/01/2021	Person Help	

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 ProvidersPending ApprovalRequested AffiliationsExisting Affiliations

User Guide

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
☐	KATHRYN	NEFF	1710945829		MM/DD/YYYY	ⓘ	
☐	DANIEL	MUNZING	1700844966		MM/DD/YYYY	ⓘ	
☐	HIKMAT	MAALIKI	1295897650		MM/DD/YYYY	ⓘ	
☐	JOHN	KALBFLEISCH	1609824283		MM/DD/YYYY	ⓘ	
☐	ANITA	BEACH	1922064401		MM/DD/YYYY	ⓘ	
☐	SUZANNE	DANIELL	1811966526		MM/DD/YYYY	ⓘ	
☐	JON	MILLER	1841267192		MM/DD/YYYY	ⓘ	

ANITABEACH1922064401

ⓘ

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.

Assign Locations ⓘ

Address Line	Active	Deactivate	Effective Date	Terminate Date	
1111 BAKER AVE	☐	☒	01/01/2006	05/11/2022	

Questions about managing
affiliations?

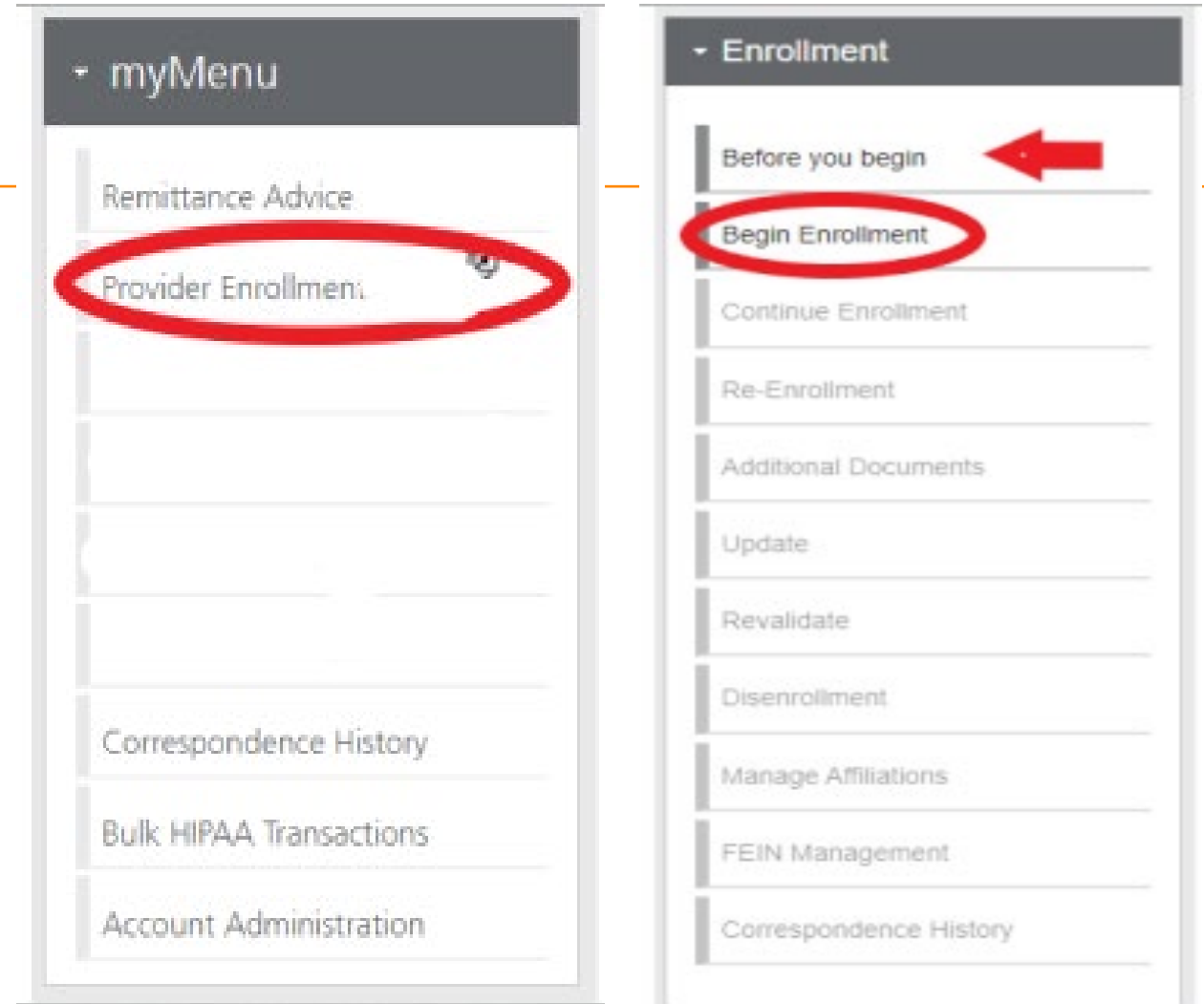
Enrollment

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 displays a web application interface for enrollment. On the left is a vertical sidebar with a dark grey header containing a dropdown arrow and the text 'Enrollment'. Below this header are five menu items: 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', and 'Additional Documents'. The main content area on the right has a light grey background. At the top of this area is a white header with the text 'Hi Conduent Test'. Below the header is a dark grey bar with the text 'Before you begin'. Underneath this is another dark grey bar with a dropdown arrow and the text 'Checklist'. The main content area below this has a white background and contains the text 'Provider Enrollment Checklist' in bold. Below this text is a paragraph: 'Click this link to download the checklist which is required to continue with the provider enrollment process'. The word 'Checklist' in this paragraph is a blue hyperlink. At the bottom of the main content area is a dark grey bar with a right-pointing arrow and the text 'FAQ'.

▾ Enrollment

Before you begin

Begin Enrollment

Continue Enrollment

Re-Enrollment

Additional Documents

Hi Conduent Test

Before you begin

▾ Checklist

Provider Enrollment Checklist

Click this link to download the checklist which is required to continue with the provider enrollment process [Checklist](#)

▸ FAQ

Pre-Enrollment

Enumeration:

- Individual
- Organization
- Atypical

Enrollment Type:

- Selections will change depending on first selection.

FEIN: Yes or No

Pre-Enrollment

Enumeration: * Enrollment Type: *

Select One

Select One

Pre-Enrollment

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

Individual

Individual Provider (So

Select One

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 displays the 'Enrollment Workbench' interface. On the left, a sidebar menu under the 'Enrollment' header 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 sidebar is a 'My Menu' button. The main content area on the right is titled 'Hi Test Conduent' and 'Enrollment Workbench'. It features a table with two rows of enrollment data.

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.

Enrollment

Before you begin

Begin Enrollment

Continue Enrollment

Re-Enrollment

Additional Documents

Update

Revalidate

Disenrollment

Manage Affiliations

FEIN Management

Correspondence History

My Menu

Hi Test Conduent

Enrollment Workbench

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.

The screenshot displays the 'Enrollment Workbench' interface. At the top, there is a search bar with a dropdown menu labeled 'Select "Search By" Column' (set to 'Select One') and a text input field for 'Search Criteria' (containing 'Search'). Below the search bar is a table with the following columns: Actions, Type, Status, Submission Date, Confirmation #, Tax ID, NPI/Atypical ID, Provider ID, and Provider Name. The table contains one row with the following data: Actions (a set of icons including a radio button, search, delete, and refresh), Type (Enrollment), Status (Enrolled), Submission Date (12-09-2021), Confirmation # (20086035), Tax ID (XX-XXX1234), NPI/Atypical ID (0002089504), Provider ID (200002447), and Provider Name (Deb Braga). Below the table, there is a section labeled 'Update' with a pencil icon circled in red and a yellow box around the 'Update' button. The table also shows a new 'Update' line at the bottom with the following data: Actions (a set of icons including a radio button, search, delete, and refresh), Type (Update), Status (InProgress), Submission Date (20087591), Confirmation # (XX-XXX1234), NPI/Atypical ID (0002089504), Provider ID (200002447), and Provider Name (Deb Braga).

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.