Monthly Provider Enrollment

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Field Representatives

Conduent
Government Healthcare Solutions

August 2026

Roll Call

Please share in chat:

- Your Name
- 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/

Sign in to the Provider Services Portal

- Go to the MT Medicaid Website.

TIP: save this website as a favorite. Also, save ICAP as a favorite.

https://medicaidprovider.mt.gov/

- Click the Provider Services Portal Link. It will take you to the ICAP Login

ICAP Portal

https://portal.mt.healthinteractive.net/icapPortal/

Sign in to the Provider Services Portal Continued

- Sign into the ICAP Portal

TIP: your Username is your email you are registered with on the Provider Services Portal.

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**.

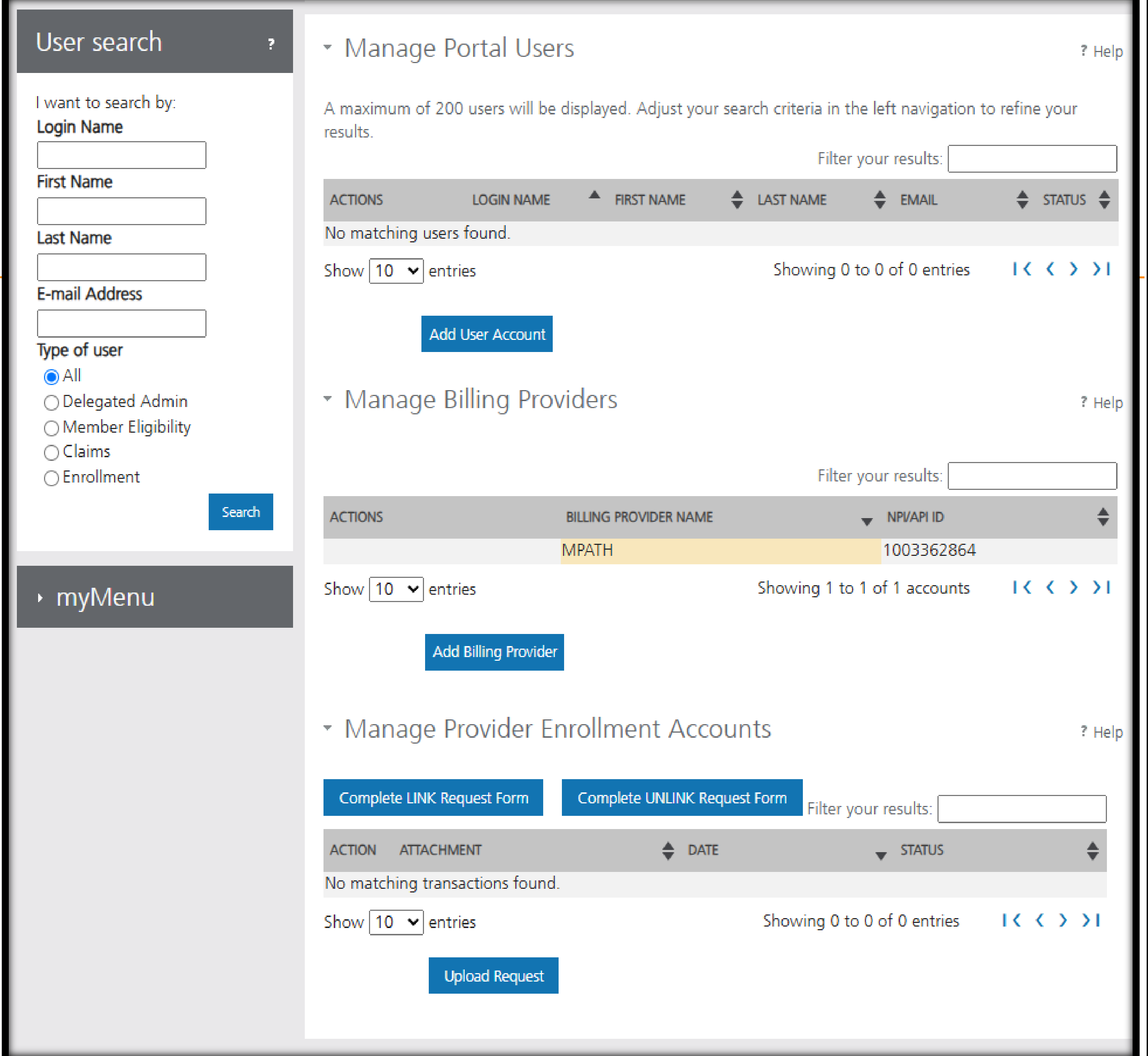
Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates**.

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



Account Admin functions

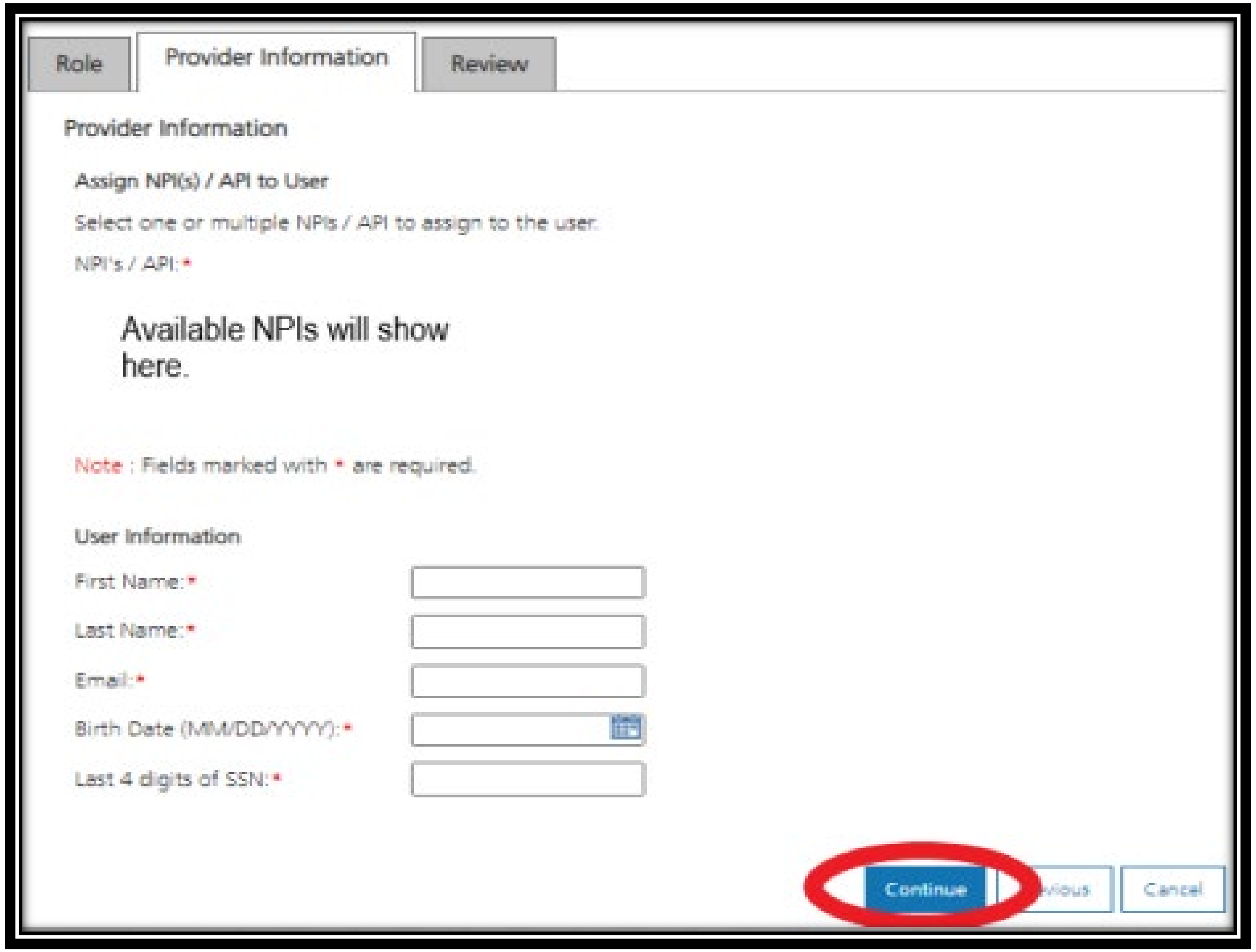
The ***Account Administration tab***, under **myMenu**, is used to add additional portal users & NPIs to your MPATH access.

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 for additional Users with Role of **Delgated Admin., Claims, and Enrollment**

Manage Billing Providers allows you to bill for (in the MPATH Claims Solutions) and/or **see remits** for the linked NPIs. <u>If you use a Clearing House to submit claims and reconcile 835s/remits; this step is not necessary.</u> MPATH PID required to add NPI.

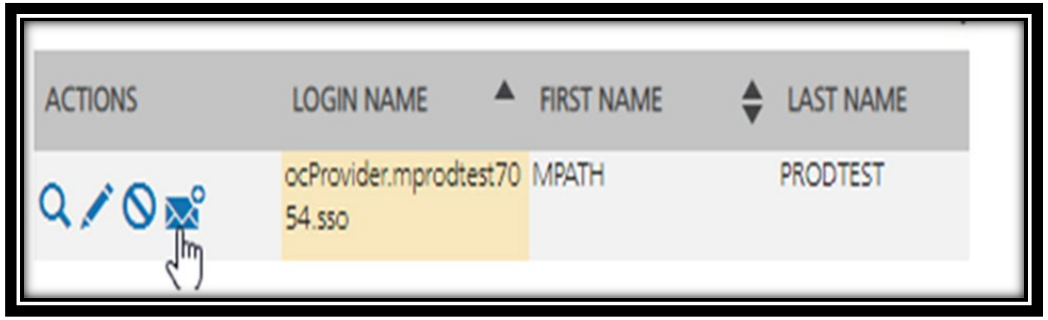
Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates on your workbench**. Link request required.

Add Portal User (Manage 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.

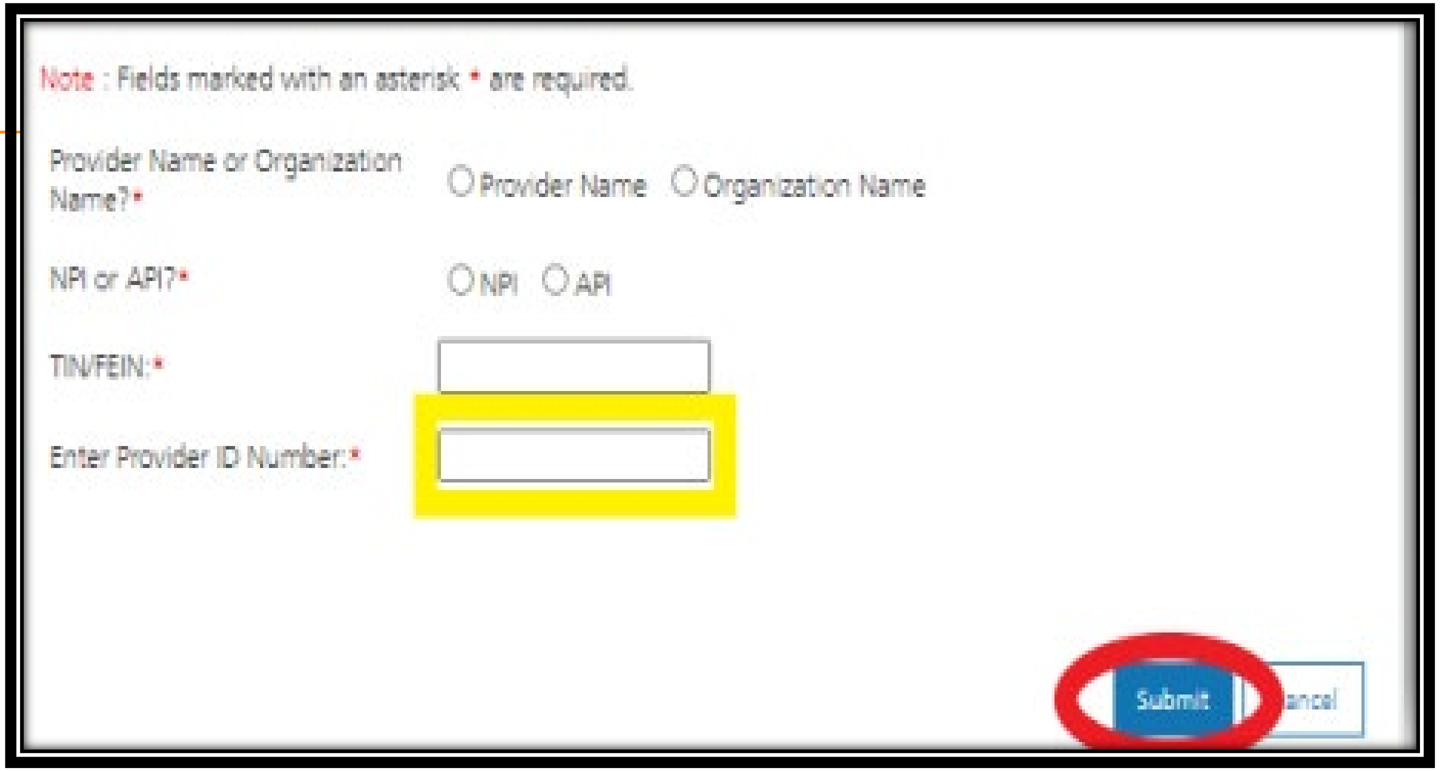


Manage Billing Providers

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.

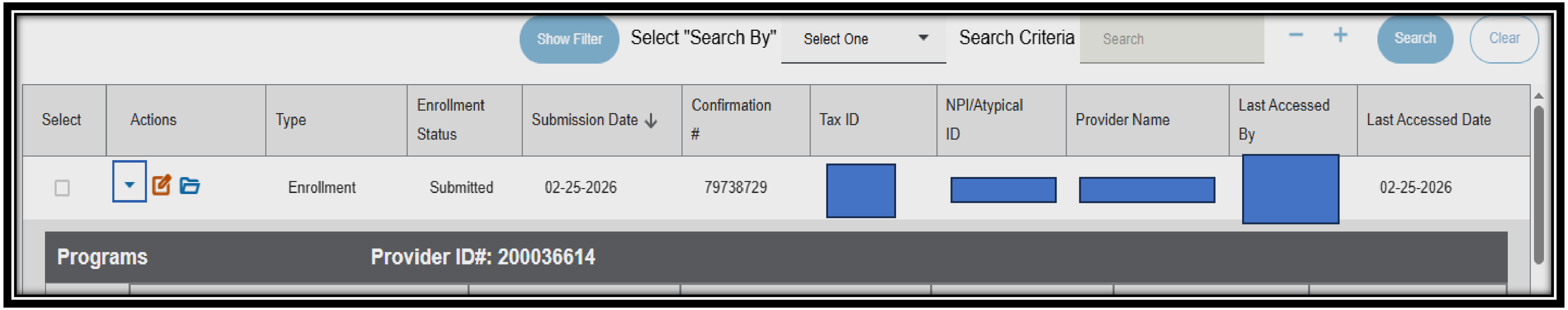
This is the MPATH assigned Provider ID number. *Not the PID from MT Medicaid.*



Manage Billing Providers Cont.

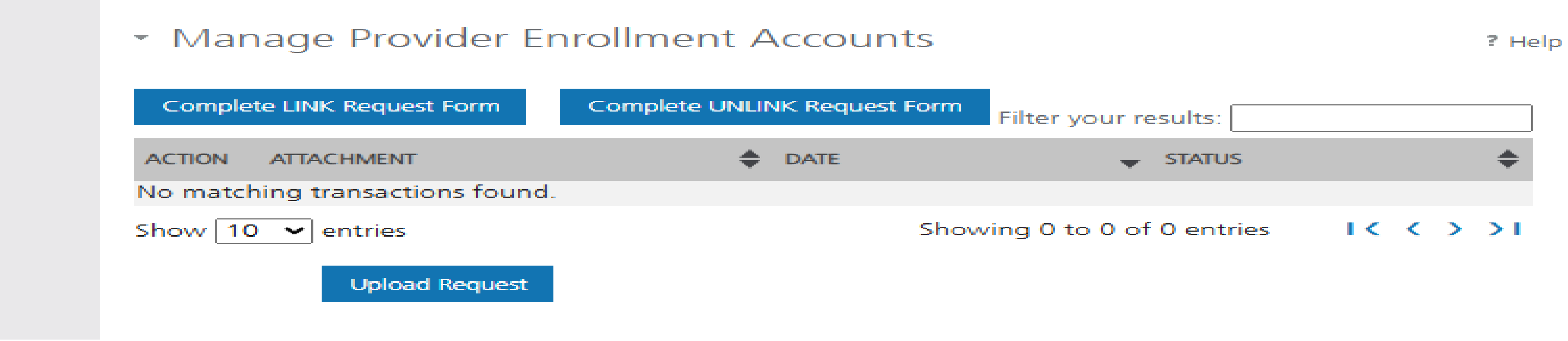
To find Provider ID

- Go to Provider Enrollment Workbench
- Click on blue arrow
- Provider ID# will show in gray box



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.



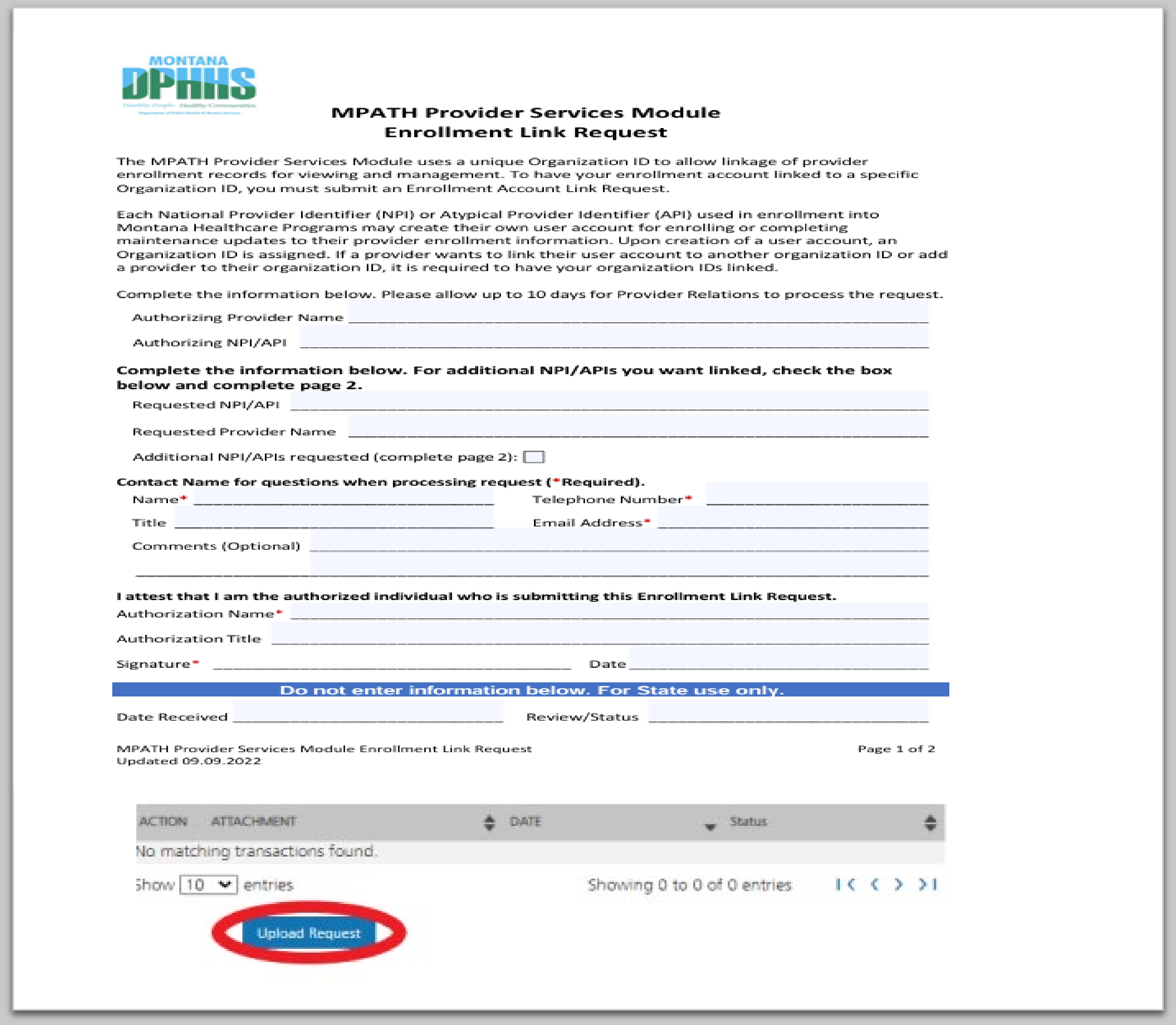
Manage Provider Enrollment Accounts (Link request form)

Link request forms are processed by Optum.

Complete all fields of the form. Sign or eSign.

Upload form and additional spread sheet if applicable.

TIP: The Authorizing NPI is the primary NPI that the Authorized Official registered with.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MPATH Provider Services Module
Enrollment 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 ______

Complete the information below. For additional NPI/APIs you want linked, check the box below and complete page 2.

Requested NPI/API ______

Requested Provider Name ______

Additional NPI/APIs requested (complete page 2): ☐

Contact Name for questions when processing request (*Required).

Name* ______ Telephone Number* ______

Title ______ Email Address* ______

Comments (Optional) ______

I attest that I am the authorized individual who is submitting this Enrollment Link Request.

Authorization Name* ______

Authorization Title ______

Signature* ______ Date ______

Do not enter information below. For State use only.

Date Received ______ Review/Status ______

MPATH Provider Services Module Enrollment Link Request
Updated 09.09.2022 Page 1 of 2

ACTION	ATTACHMENT	DATE	Status
No matching transactions found.			

Show 10 entries Showing 0 to 0 of 0 entries

Upload Request

Questions about the Account Administration Tab?

Manage Affiliations

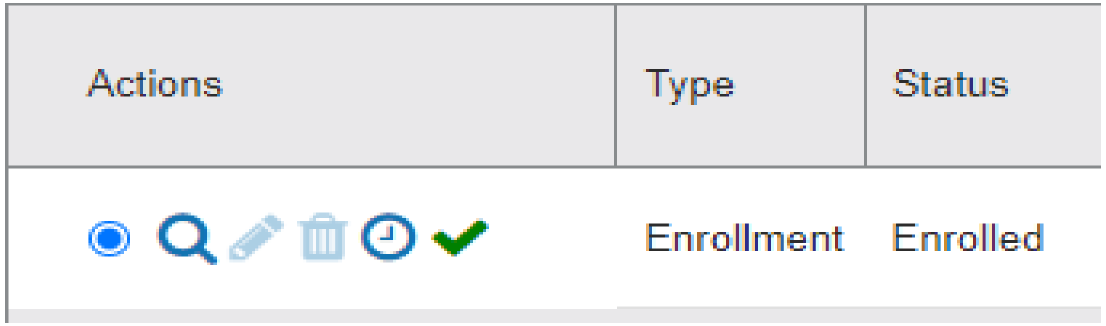
Manage Affiliations

Affiliations is an official or close connection to a group or company. This action is **required** if you are a facility that employs rendering providers and wants to bill.

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

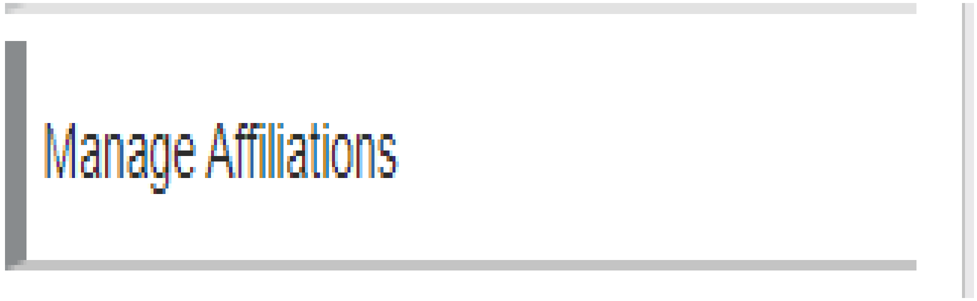
Add an Affiliation

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.



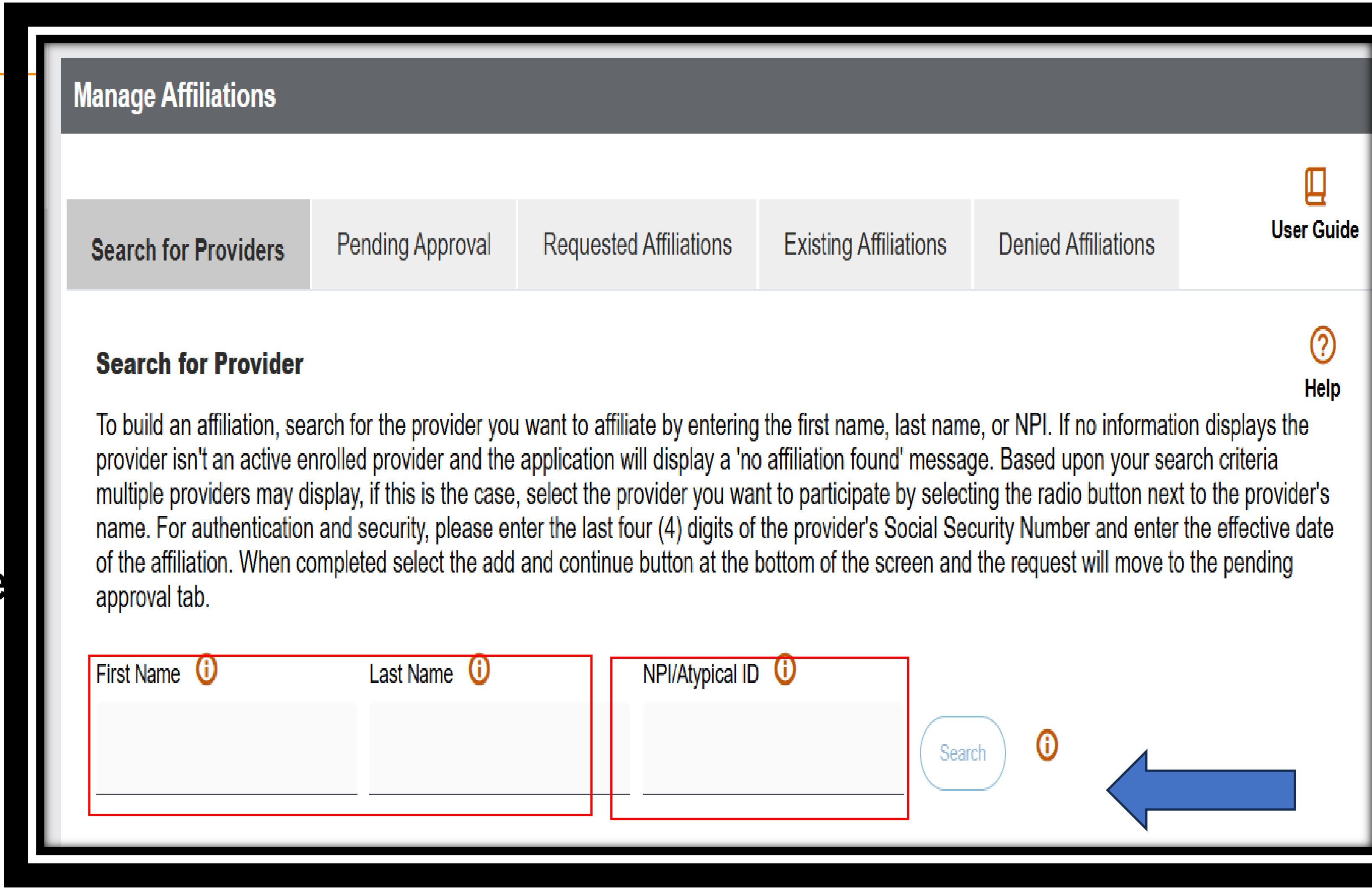
Add an Affiliation continued

Search for Providers tab.

Enter **Provider's NPI or name**.

Click Search.

Click the **Radio button** on the provider line, now the Assign Locations are visible.



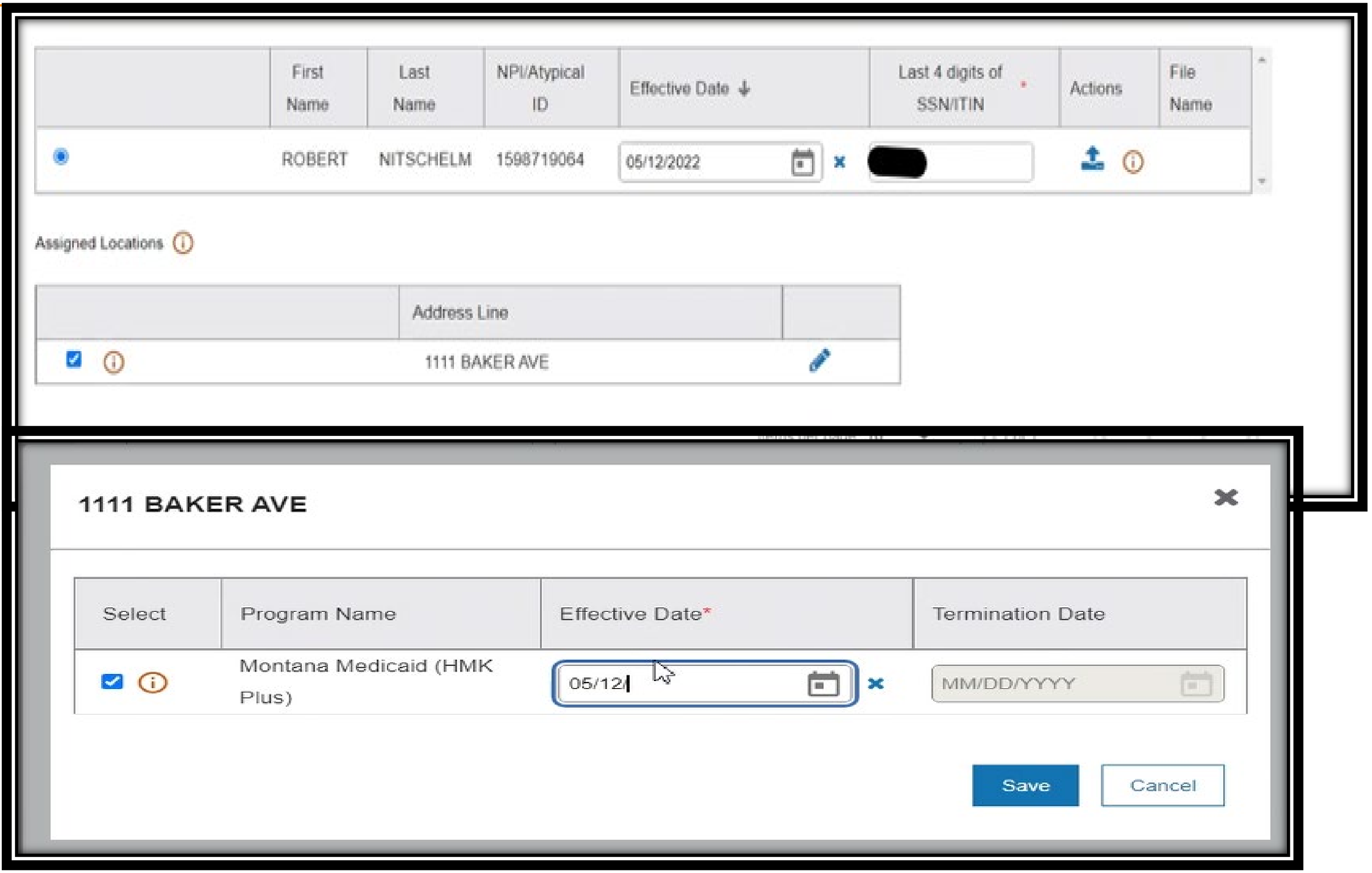
Add an Affiliation 3

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.**

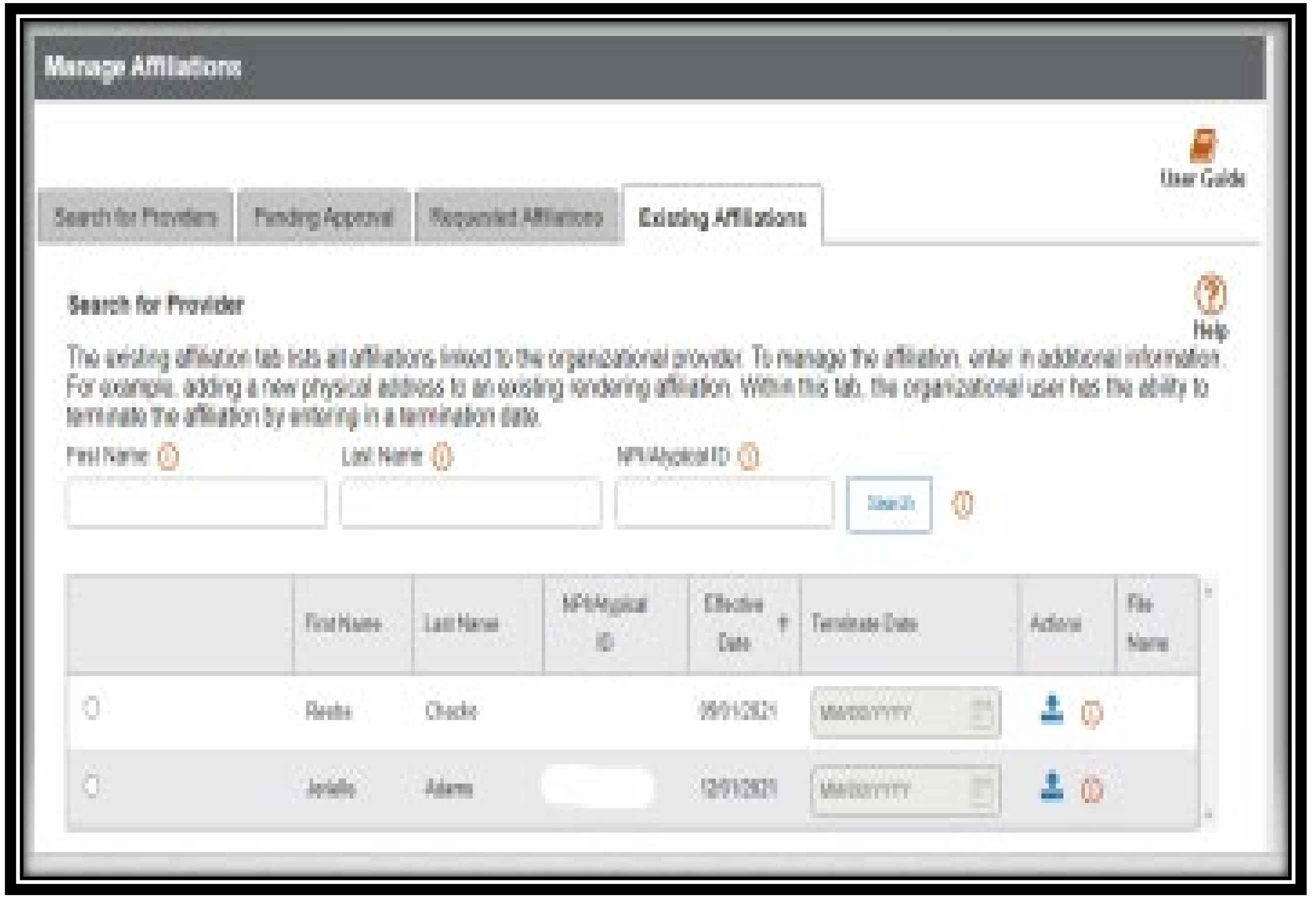


Manage Existing Affiliations

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

Requested Affiliations are providers who are requesting affiliation.

Approved affiliations can be searched under the **Existing Affiliations** tab.



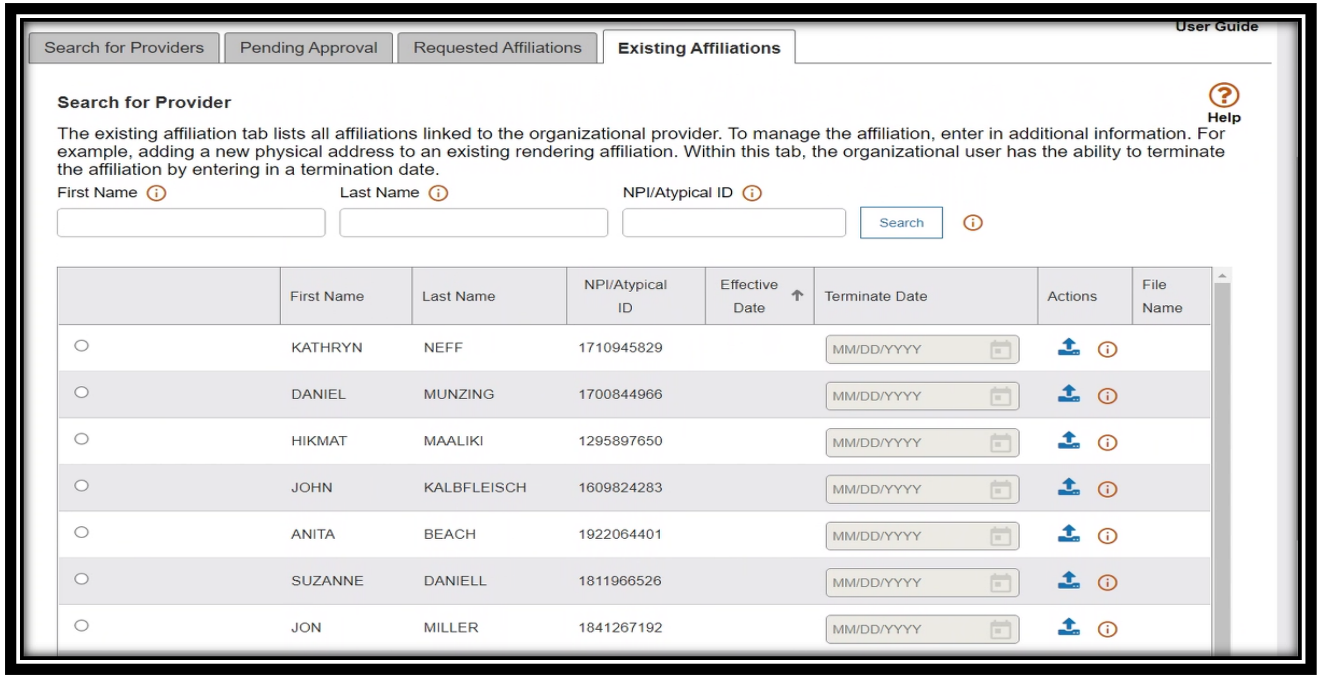
Ending Affiliations

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 end the affliation with your facility.

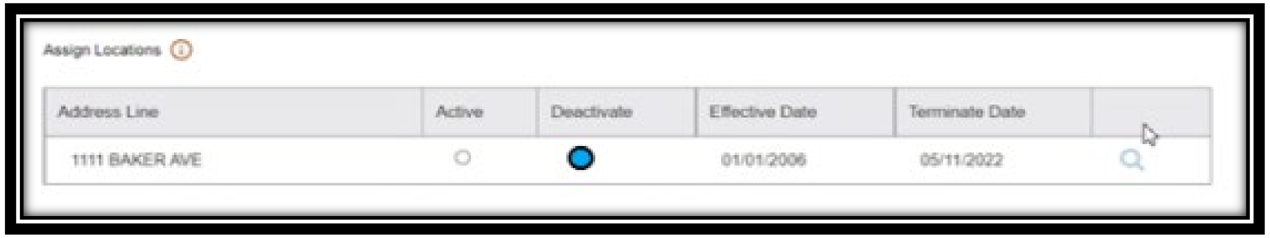


Ending Affiliations Cont.

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.

Questions about managing affiliations?

Enrollment

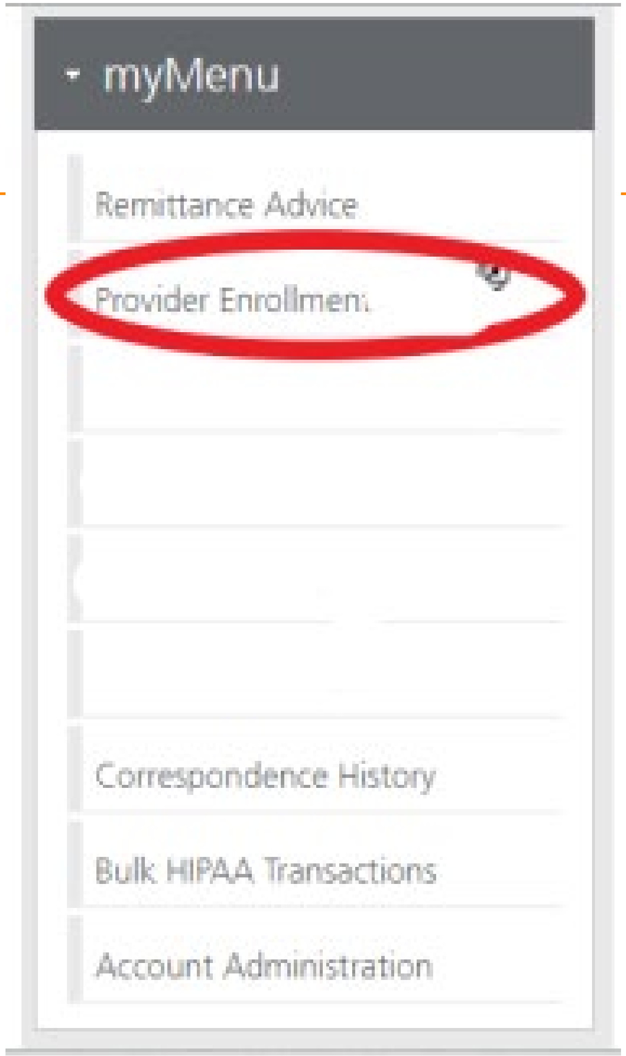
CONDUENT

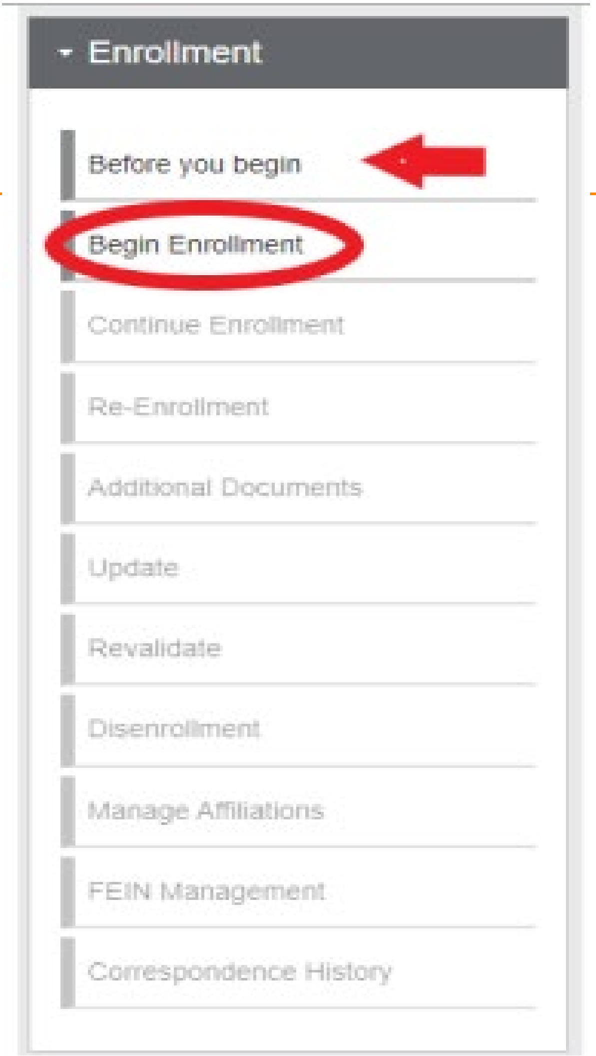
Provider Enrollment

Click **Provider Enrollment** under myMenu.

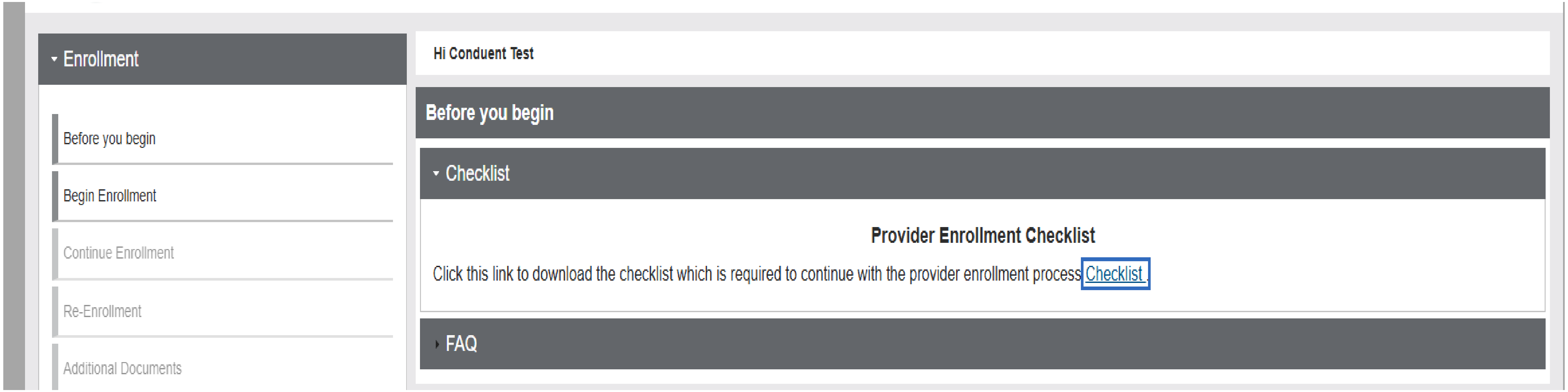
Click **Before you begin** under the Enrollment menu for a copy of the Checklist.

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





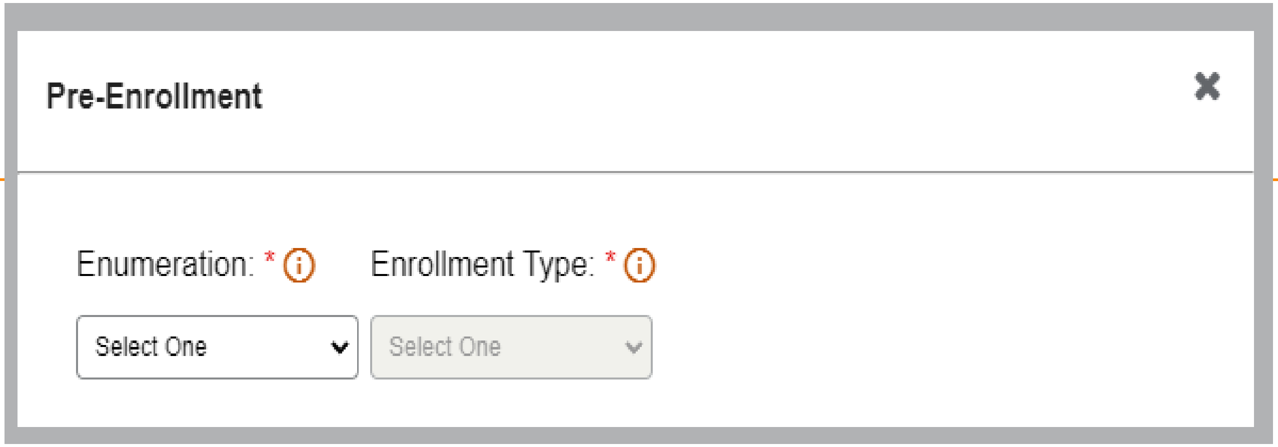
The Before You Begin Item



Pre-Enrollment

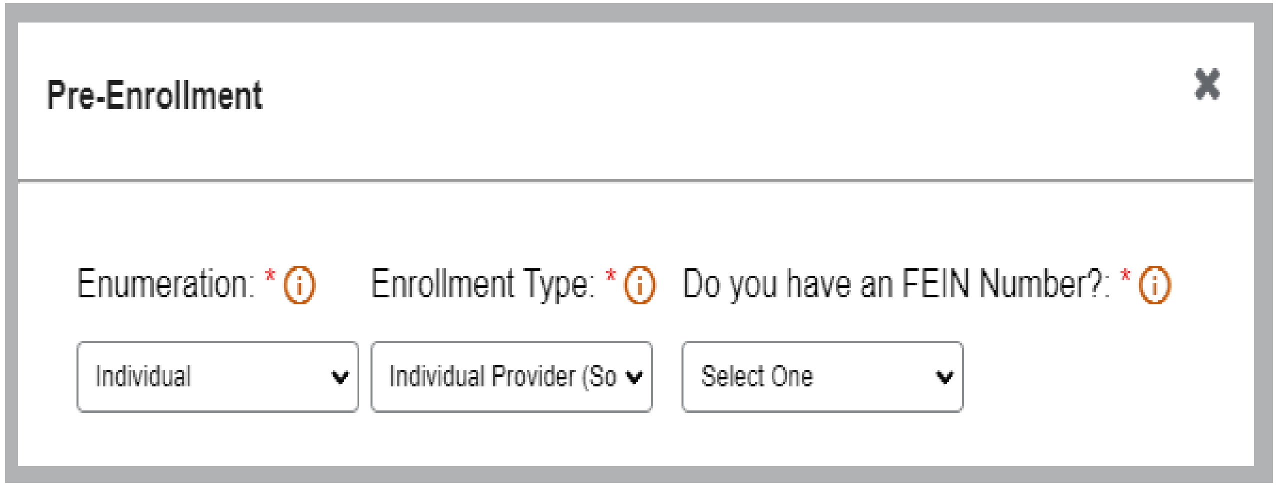
Enumeration:

- Individual
- Organization
- Atypical



Enrollment Type:

- Selections will change depending on first selection.



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 to your Enrollment workbench.

Use the **Disenrollment** tab under the Enrollment menu.

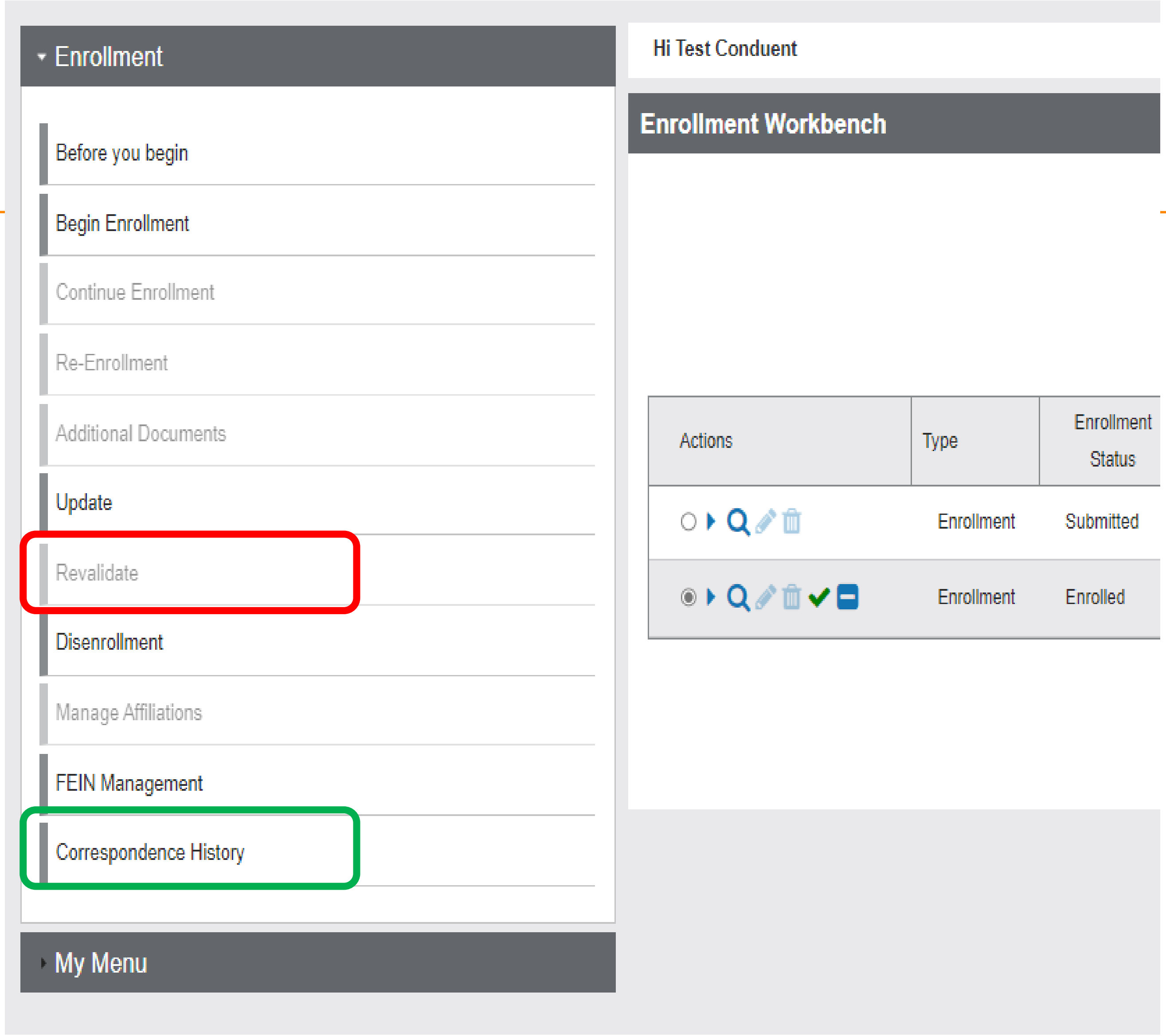
Once the disenrollment is submitted: Click the Radio Button and choose the **Re-Enrollment** tab under the Enrollment menu, to submit a new application under the new TIN.

Revalidation

When an Enrollment Unit is due for Revalidation, a letter will be mailed.

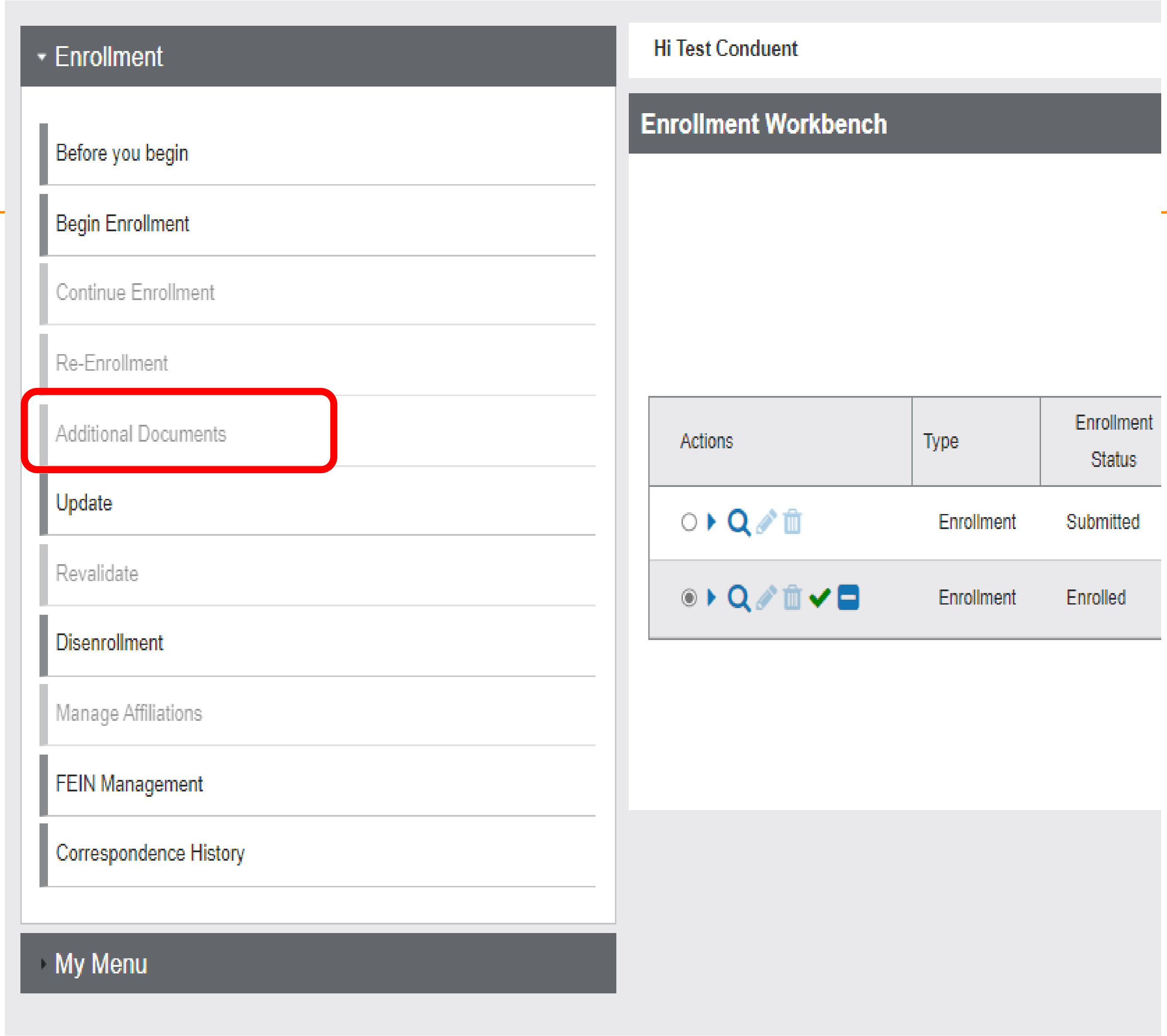
On the workbench, you will be able to select the Revalidate button on a selected NPI if revalidation is needed,

You will also be able to see the letter under Correspondence history.



Additional Documents

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



Questions about starting the enrollment, disenrollment, reenrollment?

License Update

Updates

Click **Provider Enrollment** tab under myMenu.

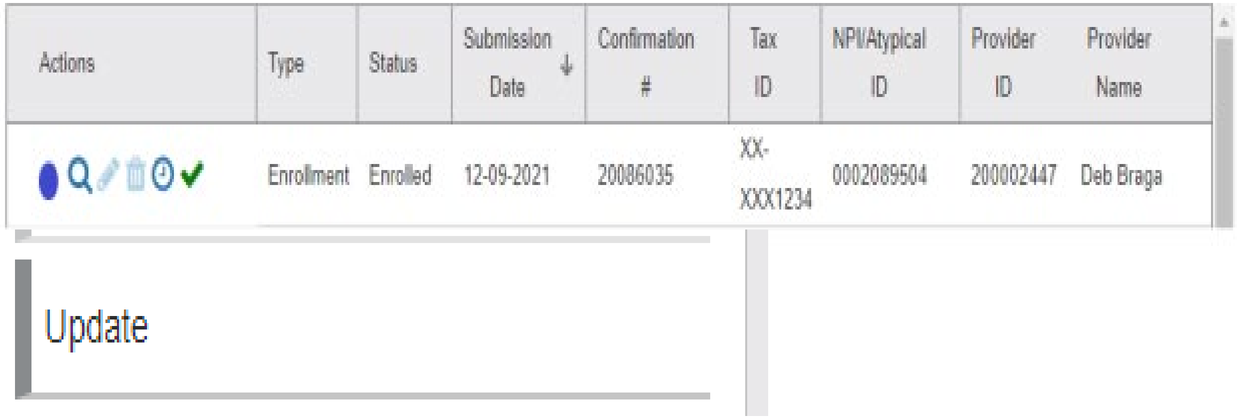
Search the NPI using the fields shown.

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 to complete update.



Questions about updates?

Live Demonstration

Need Help with MPATH?

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
- 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, 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.

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.