

Monthly Provider Enrollment

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Field Representatives



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.

<https://medicaidprovider.mt.gov/>

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

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



[ICAP Portal](https://portal.mt.healthinteractive.net/icapPortal/)

<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.

A screenshot of the Montana Healthcare Programs login page. The background is a scenic image of mountains and a lake. On the left, the text "WELCOME TO Montana Healthcare Programs" is displayed above the Montana DPHHS logo and the text "DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES". Below this, it says "Montana's Medicaid Enterprise Systems (MES)". On the right, there is a login box titled "ACCESS YOUR ACCOUNT". It contains two input fields: "Username" and "Password", each with a question mark icon to its right. Below the fields is a blue "Log In" button. At the bottom of the login box, there are three links: "Forgot Password?", "Create New Account", and "State Employee Log in".

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

User search ?

I want to search by:

Login Name

First Name

Last Name

E-mail Address

Type of user

☒ All

☐ Delegated Admin

☐ Member Eligibility

☐ Claims

☐ Enrollment

Search

myMenu

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

[I](#) [<](#) [>](#) [I](#)

Add User Account

Manage Billing Providers ? Help

Filter your results:

ACTIONS

BILLING PROVIDER NAME

NPI/API ID

MPATH

1003362864

Show 10 entries

Showing 1 to 1 of 1 accounts

[I](#) [<](#) [>](#) [I](#)

Add Billing Provider

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

[I](#) [<](#) [>](#) [I](#)

Upload Request

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. 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 (Manage 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 Billing Providers Cont.

To find Provider ID

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

The screenshot displays the 'Provider Enrollment Workbench' interface. At the top, there is a search bar with a 'Show Filter' button, a 'Select "Search By"' dropdown, a 'Select One' dropdown, and a 'Search Criteria' input field. Below the search bar is a table with the following columns: Select, Actions, Type, Enrollment Status, Submission Date, Confirmation #, Tax ID, NPI/Atypical ID, Provider Name, Last Accessed By, and Last Accessed Date. The table contains one row of data. The 'Tax ID' and 'Last Accessed By' cells are highlighted with blue boxes. Below the table, there is a gray box labeled 'Programs' with the text 'Provider ID#: 200036614'.

Select	Actions	Type	Enrollment Status	Submission Date ↓	Confirmation #	Tax ID	NPI/Atypical ID	Provider Name	Last Accessed By	Last Accessed Date
☐	  	Enrollment	Submitted	02-25-2026	79738729					02-25-2026

Programs Provider ID#: 200036614

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

[Upload Request](#)

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.

The screenshot displays the 'MPATH Provider Services Module Enrollment Link Request' form. At the top left is the Montana DPHHS logo. The title 'MPATH Provider Services Module Enrollment Link Request' is centered. Below the title, a paragraph explains that the module uses a unique Organization ID for linkage and that an Enrollment Account Link Request must be submitted. Another paragraph states that each National Provider Identifier (NPI) or Atypical Provider Identifier (API) used in enrollment into Montana Healthcare Programs may create their own user account, and upon creation, an Organization ID is assigned. It notes that 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 their organization IDs linked. A note instructs to complete the information below and allows up to 10 days for Provider Relations to process the request. The form includes fields for 'Authorizing Provider Name', 'Authorizing NPI/API', 'Requested NPI/API', 'Requested Provider Name', and a checkbox for 'Additional NPI/APIs requested (complete page 2)'. A section for 'Contact Name for questions when processing request (*Required)' includes fields for 'Name*', 'Telephone Number*', 'Title', 'Email Address*', and 'Comments (Optional)'. Below this is an attestation section: 'I attest that I am the authorized individual who is submitting this Enrollment Link Request.' with fields for 'Authorization Name*', 'Authorization Title', 'Signature*', and 'Date'. A blue bar indicates 'Do not enter information below. For State use only.' followed by fields for 'Date Received' and 'Review/Status'. At the bottom, it says 'MPATH Provider Services Module Enrollment Link Request Updated 09.09.2022' and 'Page 1 of 2'. A table with columns 'ACTION', 'ATTACHMENT', 'DATE', and 'Status' is shown, with the message 'No matching transactions found.' and a 'Show 10 entries' dropdown. A red circle highlights the 'Upload Request' button at the bottom center.

MONTANA DPHHS
Healthy People. Healthy Communities.
Department of Health & Human Services

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.

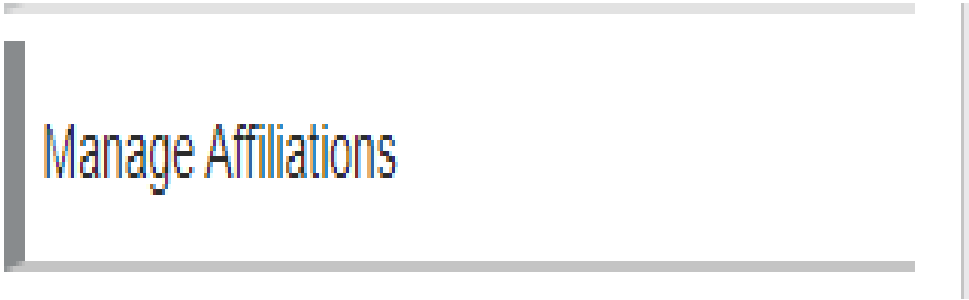
Add an Affiliation

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.

Actions	Type	Status
☒     	Enrollment	Enrolled



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.

The screenshot displays the 'Manage Affiliations' interface. At the top, there is a dark grey header with the title 'Manage Affiliations'. Below the header, a row of five tabs is visible: 'Search for Providers' (highlighted in grey), 'Pending Approval', 'Requested Affiliations', 'Existing Affiliations', and 'Denied Affiliations'. In the top right corner, there is a 'User Guide' link with a document icon. The main content area is titled 'Search for Provider' and includes a detailed instruction paragraph: '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.' Below the text, there are three input fields: 'First Name' and 'Last Name' are grouped together in a red box, and 'NPI/Atypical ID' is in another red box. Each field has an information icon (i) to its right. To the right of these fields is a blue 'Search' button and another information icon (i). A large blue arrow points from the right towards the 'Search' button. In the top right corner of the main content area, there is a 'Help' link with a question mark icon.

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**.

The screenshot displays a web interface for adding an affiliation. The top section shows a table with provider details: First Name (ROBERT), Last Name (NITSCHHELM), NPI/Atypical ID (1598719064), Effective Date (05/12/2022), Last 4 digits of SSN/ITIN (redacted), Actions, and File Name. Below this, the 'Assigned Locations' section shows a table with one location: 1111 BAKER AVE. A pop-up box titled '1111 BAKER AVE' is open, showing a table for adding an affiliation. The table has columns for Select, Program Name, Effective Date*, and Termination Date. The 'Select' column has a checked checkbox and an information icon. The 'Program Name' is 'Montana Medicaid (HMK Plus)'. The 'Effective Date*' is '05/12/2022'. The 'Termination Date' is 'MM/DD/YYYY'. At the bottom of the pop-up are 'Save' and 'Cancel' buttons.

	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	

1111 BAKER AVE

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

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.

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', '10012021', '10/01/2021', '10/01/2021', and '10/01/2021'. The second row shows 'Jovels', 'Adam', '10012021', '10/01/2021', '10/01/2021', and '10/01/2021'. 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	10012021	10/01/2021	10/01/2021	Person Help	
0	Jovels	Adam	10012021	10/01/2021	10/01/2021	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 end the affiliation with your facility.

Search for ProvidersPending ApprovalRequested AffiliationsExisting AffiliationsUser 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	ⓘ	

ANITA

BEACH

1922064401

ⓘ

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	☐	☒	01/01/2006	05/11/2022

Questions about managing
affiliations?

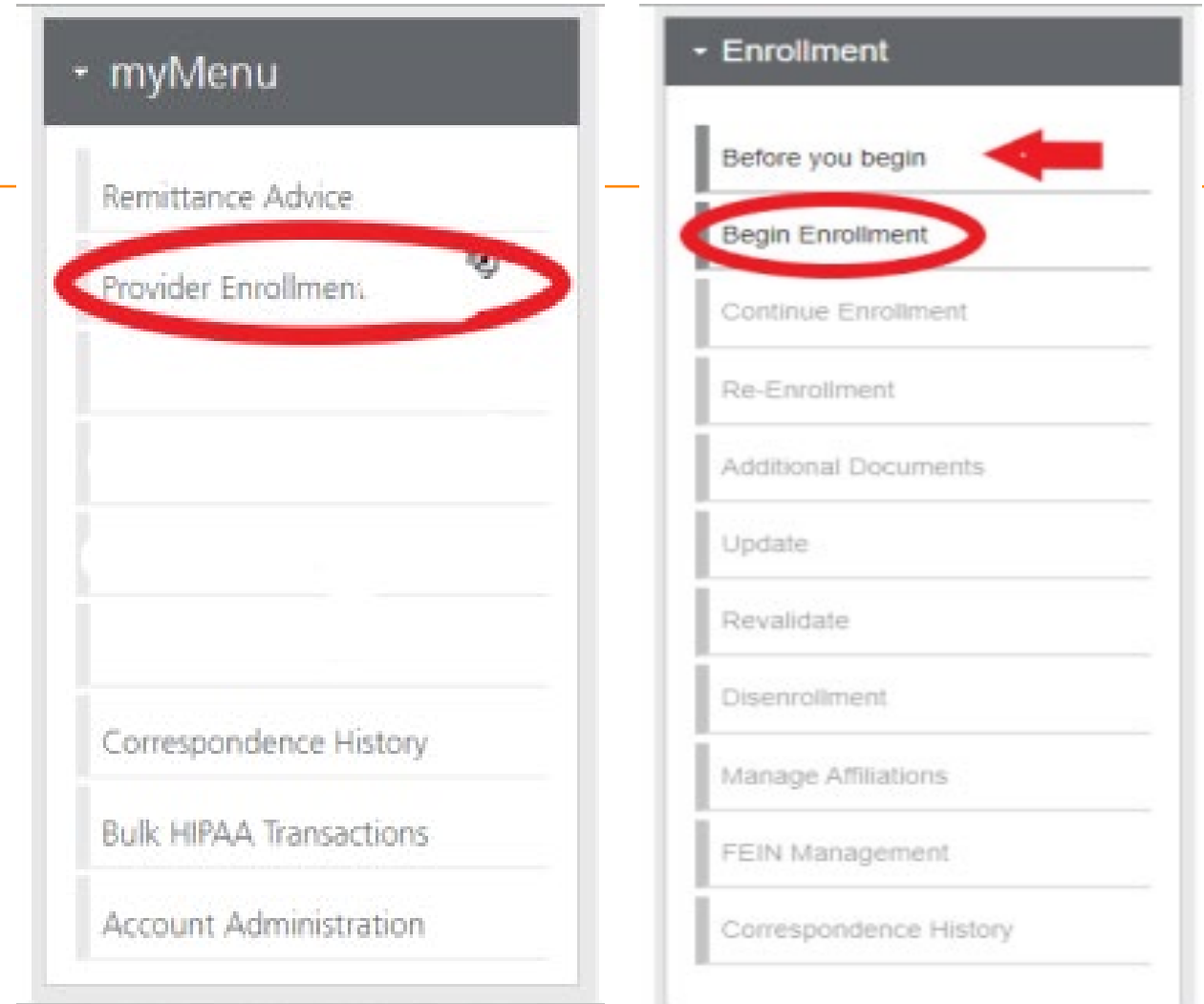
Enrollment

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, each preceded by a vertical bar: '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' in white. Underneath this is another dark grey bar with a dropdown arrow and the text 'Checklist'. The main content area below this bar is white 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 enclosed in a blue rectangular box. At the bottom of the main content area is a dark grey bar with a right-pointing arrow and the text 'FAQ' in white.

▼ 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 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.

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

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.

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 (pencil, trash, clock, checkmark icons), 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. At the bottom, there is a new row in the table with the following data: Actions (pencil icon circled in red), 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	

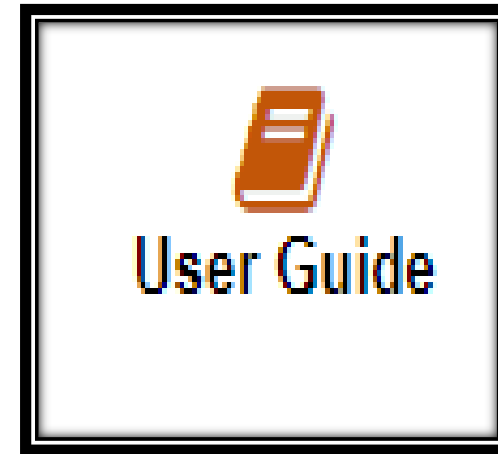
Questions about updates?

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.