

### Monthly Provider Enrollment



Conduent Government Healthcare Solutions April 2025



#### **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.

<ul> <li>Manage Portal User</li> </ul>	rs			? Help
A maximum of 200 users will be results.	displayed. Adjust your sea	arch criteria in the le	eft navigation t	o refine your
		Filter you	r results:	
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Manage Billing Prov	/iders			? Help
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#### **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. <u>If you use a Clearing House to submit claims</u> 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	
Provid	er Information		
Assign	NPI(s) / API to User		
Select	one or multiple NPIs / API to	assign to the	user.
NPI's /	API:*		
A h	Available NPIs will she here.	ow	
Note :	Fields marked with * are rea	quired.	
User li	nformation		
First N	lame:*		
Last N	lame:*		
Email:			
Birth (	Date (MM/DD/YYYY):*		僧

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.



Cancel



#### 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.

Provider Name or Organization Name?*	O Provider Name O Organization Name	
NPI or API7*	ONPI OAPI	
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.



## 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.

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Montana Access to MPATH Provider Services Module





#### Enrollment

11

## 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.



Pre-Enrollment	×
Enumeration: * (i) Enrollment Type: * (i) Do you have an FEIN Number?: * (i) Individual v Individual Provider (So v Select One v	)

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.



# Additional Documents

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



#### **Updates**

# Enrollment Workbench

### 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	Туре	Status	Submission Date	Confirmation #	Tax ID	NPI/Atypical ID	Provider ID	Provider Name
Q∥∎©✔	Enroliment	Enrolled	12-09-2021	20086035	XX- XXX1234	0002089504	200002447	Deb Braga
Update								
Opuale								





#### Questions

#### **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.





#### **Online Resources**

**Provider Information Website:** 

https://medicaidprovider.mt.gov

- Provider Enrollment Page
- <u>Claims Page</u>
- Provider Services Module User Guides
- <u>Claim Jumper Newsletters</u>
- 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.





#### Thank you for the care and support of Montana Healthcare Programs members that you provide.