

# MPATH Provider Services Portal Enrollment

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# Before You Begin

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In order to see providers on your workbench, they must first be linked via **Manage Enrollment Providers**.

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

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

# 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/>

# 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 [|<](#) [<](#) [>](#) [|>](#)

[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

Additional portal users are invited through this function.

These users will be assigned a Role and sent an email. The email will contain a link for them to use to establish their GovID.

Depending on the Role, they will have access to the information available to the Primary User.

The screenshot shows a web interface for adding a portal user. At the top, there are three tabs: 'Role', 'Provider Information', and 'Review'. The 'Role' tab is currently selected. Below the tabs, the text 'Role' is displayed. A note in red text states: 'Note : Fields marked with \* are required.' Below this, there is a label 'Select role: \*' followed by a dropdown menu with the word 'Select' and a downward arrow. To the right of the dropdown, a list of roles is shown: 'Delegated Admin', 'Member Eligibility', 'Claims', and 'Enrollment'. At the bottom right of the form, there are two buttons: 'Continue' (highlighted with a red circle) and 'Cancel'.

# 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: \*



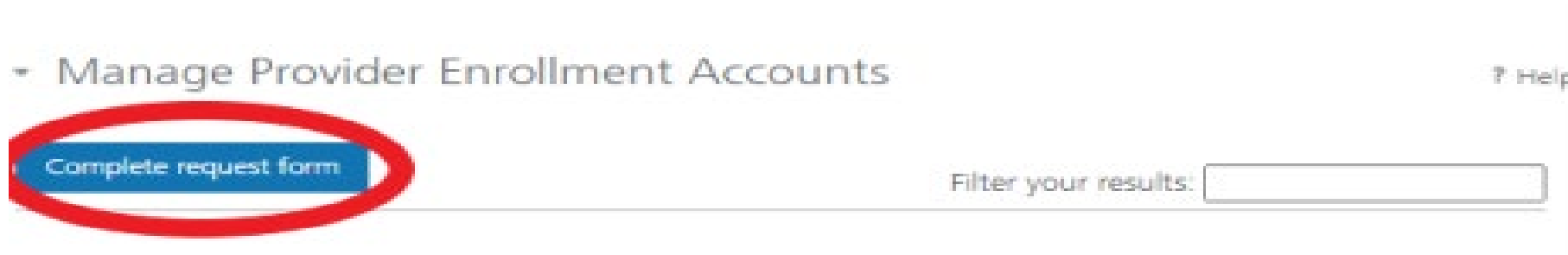
# Manage Enrollment Providers

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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 <input type="text" value="10"/> entries		Showing 0 to 0 of 0 entries	
<a href="#">Upload Request</a>			

Questions?

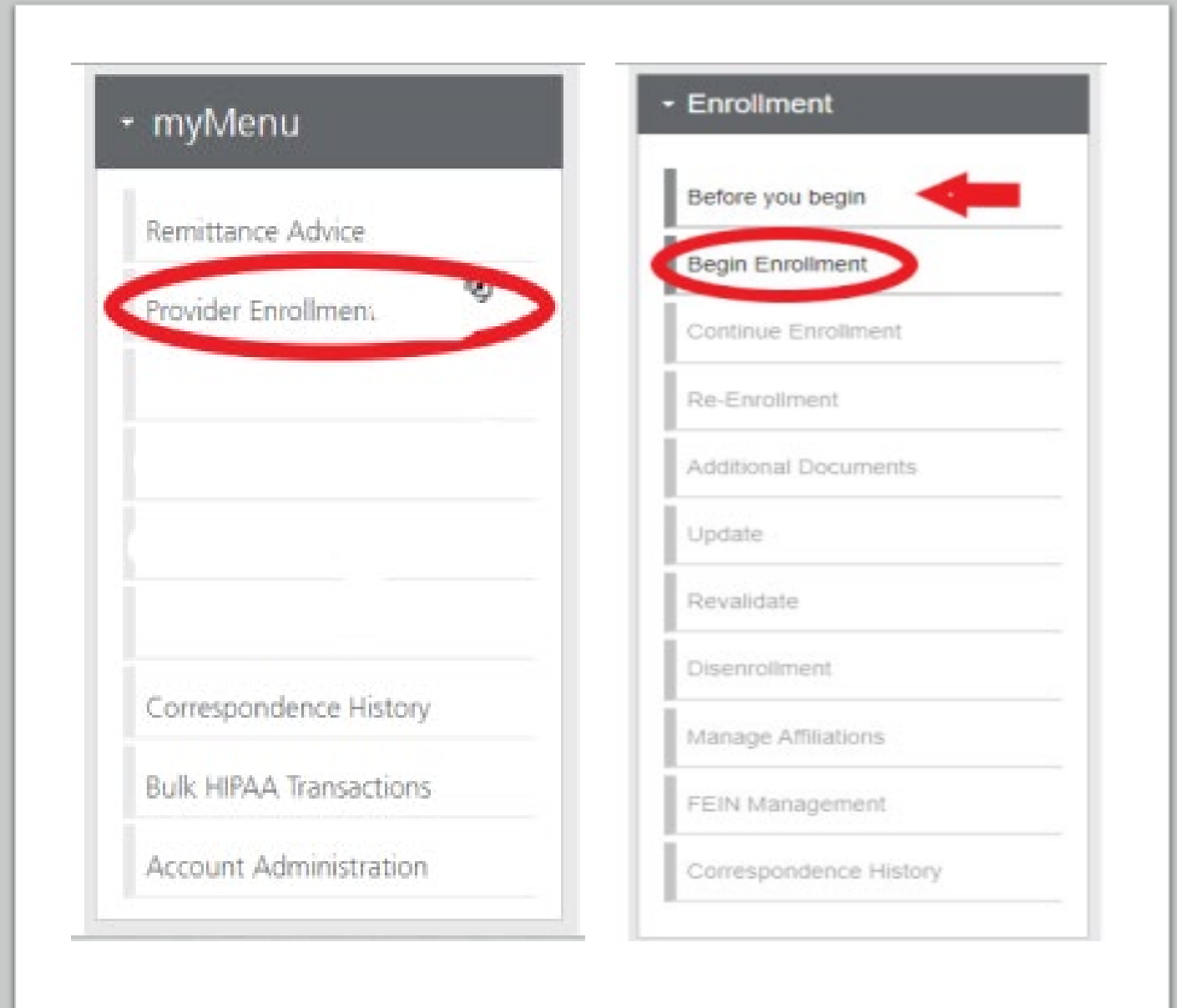
# Enrollments

# 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

The image displays two screenshots of a 'Pre-Enrollment' form, illustrating how the available options for the 'Enrollment Type' dropdown menu change based on the selection made in the 'Enumeration' dropdown.

**Top Screenshot:** The 'Enumeration' dropdown is set to 'Select One' and the 'Enrollment Type' dropdown is also set to 'Select One'. Both fields have a red asterisk and an information icon to their right.

**Bottom Screenshot:** The 'Enumeration' dropdown is set to 'Individual'. The 'Enrollment Type' dropdown is now set to 'Individual Provider (So'. The 'Do you have an FEIN Number?' dropdown is set to 'Select One'. All three fields have a red asterisk and an information icon to their right.

# 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 dark grey sidebar contains a menu with the following items: 'Enrollment' (expanded), 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', 'Additional Documents' (highlighted with a red rounded rectangle), 'Update', 'Revalidate', 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History'. At the bottom of the sidebar is 'My Menu'. The main content area is titled 'Hi Test Conduent' and 'Enrollment Workbench'. Below this is a table with three columns: 'Actions', 'Type', and 'Enrollment Status'. The table contains two rows of data.

Actions	Type	Enrollment Status
	Enrollment	Submitted
<input checked="" type="radio"/>	Enrollment	Enrolled



# 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

# 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:  Search Criteria:

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								

   	Update	InProgress		20087591	XX-XXX1234	0002089504	200002447	Deb Braga
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Questions?

# Managing Affiliations

# Manage Affiliations

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This function is **NOT** required for facilities or billing providers submitting claims through any other avenue than the MPATH system.

Example:

Clearing Houses, Billing Agencies, or direct billing software.

This function adds Rendering providers to the drop-down list, in the MPATH claims entry system.

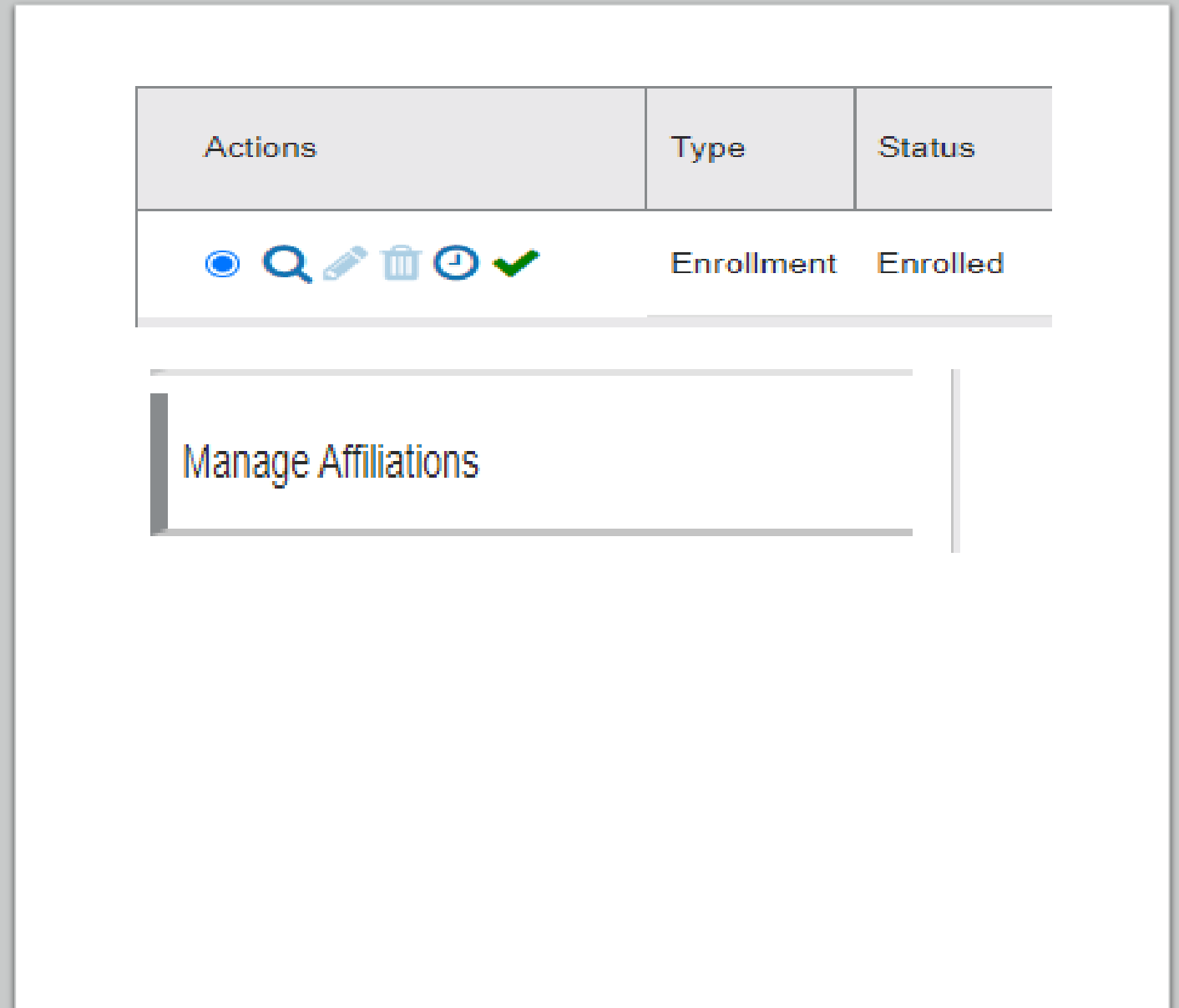
# Manage Affiliations

Click **Provider Enrollment** tab under myMenu.

Click **Radio button** on the Enrollment line of the facility.

The **Manage Affiliations** tab is now visible under the Enrollment Menu.

Click **Manage Affiliations** tab.



# Manage Affiliations

Rendering providers must be enrolled to add as an affiliation.

Complete the search fields.  
Click **Search**.

Follow the instructions on the screen.

Affiliations initiated by the facility do not require approval.

The screenshot shows the 'Manage Affiliations' web interface. At the top, there is a dark header with the title 'Manage Affiliations'. Below the header, there are four tabs: 'Search for Providers' (which is active), 'Pending Approval', 'Requested Affiliations', and 'Existing 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 'Help' icon. Below the title, there is a paragraph of instructions: '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 instructions, there are three input fields: 'First Name', 'Last Name', and 'NPI/Atypical ID', each with an information icon. To the right of these fields is a 'Search' button with an information icon. Below the input fields, there is a pagination control showing 'Items per page 10' and '0 of 0' with navigation arrows. At the bottom right of the form, there are three buttons: 'Save and Exit', 'Cancel', and 'Add and Continue'.



# Manage Affiliations

**Pending Approval** tab will show any providers you have submitted to be affiliated.

**Requested Affiliations** are providers who are requesting affiliation.

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

The screenshot shows the 'Manage Affiliations' interface. At the top, 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 is a 'Search for Provider' section with three input fields for 'First Name', 'Last Name', and 'NPI/Aboloid ID', followed by a 'Search' button. A 'User Guide' link is visible in the top right corner. Below the search section, there is a table with the following columns: 'First Name', 'Last Name', 'NPI/Aboloid ID', 'Effective Date', 'Terminate Date', 'Actions', and 'File Name'. The table contains two rows of data:

	First Name	Last Name	NPI/Aboloid ID	Effective Date	Terminate Date	Actions	File Name
<input type="radio"/>	Reels	Chade		06/01/2024	06/30/2024		
<input type="radio"/>	Jerold	Adams		12/01/2024	12/31/2024		

Questions?

# If you have 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 [MTPRHelpdesk@condunent.com](mailto:MTPRHelpdesk@condunent.com)

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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.