

Tenancy Support

Part 1: Enrollment

Presented by Jennifer Stirling
Provider Relations Manager

NPIs

What is an NPI?

[NPI: What You Need to Know \(cms.gov\)](#)

- This link describes what an NPI is and who needs one.

Type 1 NPI

- Healthcare providers who are individuals, including physicians, dentists, and all sole proprietors. An individual is eligible for only one NPI.

Type 2 NPI

- Healthcare providers which are organizations, including physician groups, hospitals, nursing homes, and the corporation formed when an individual incorporates themselves.
- HEART enrollment requires a Type 2 organization NPI.

NPPES NPI Registry

Application link: <https://nppes.cms.hhs.gov/#/>

Instructions:

- The easiest way to apply for an NPI is to visit the NPPES website using the link above and create an account. From there, you will need a User Id and Password to create and manage NPIs.

Once you receive your NPI, which could take 10 days, you will need to wait 2-3 weeks to submit your enrollment application in the MPATH portal.

Taxonomy

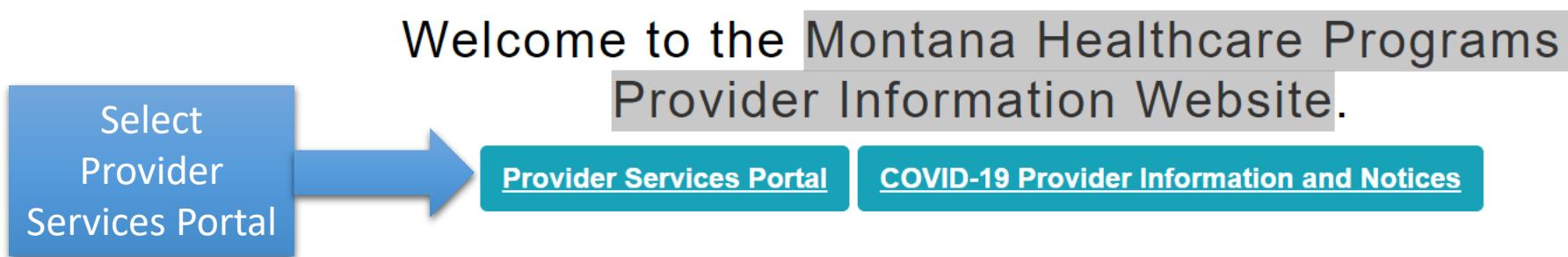
There is only one taxonomy available for Tenancy Support program enrollment.

251B00000X – Case Management

Registering for the MPATH Portal

Accessing the Self-Service Portal

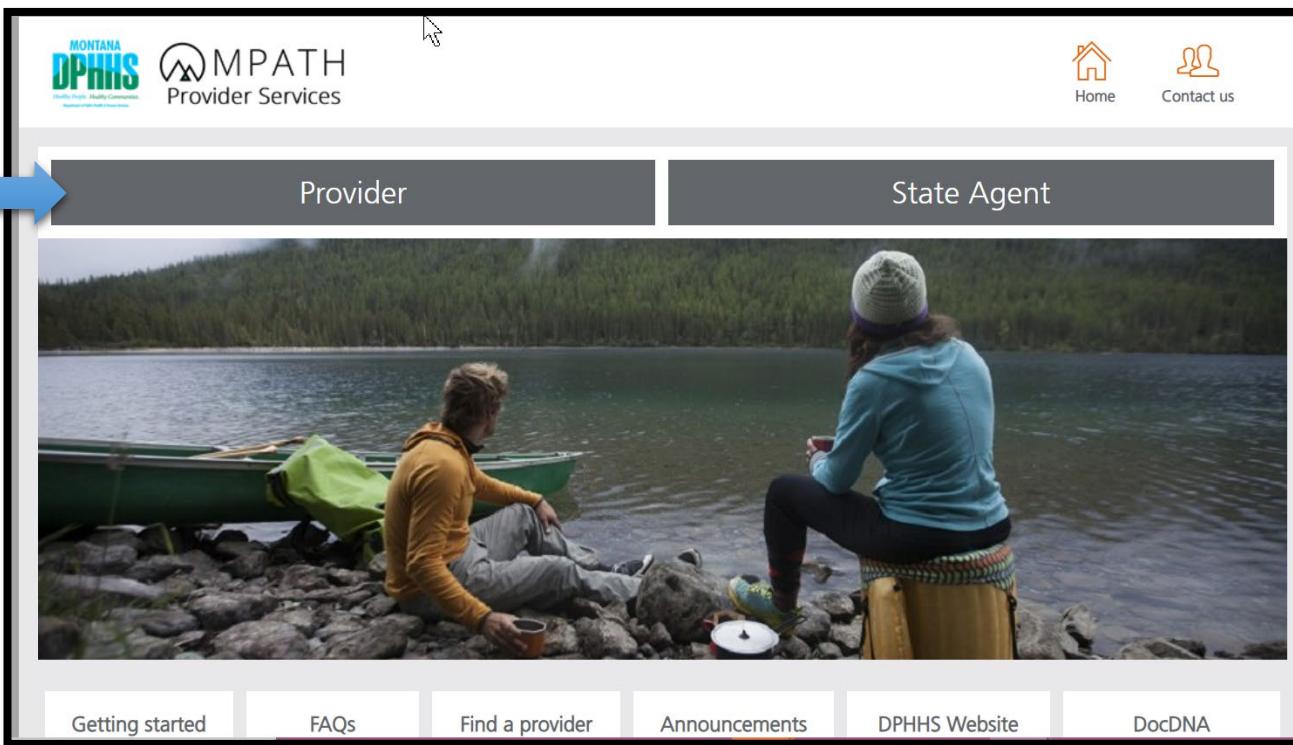
To begin, access the Provider Self Service portal by navigating to the Montana Healthcare Programs Provider Information Website <https://medicaidprovider.mt.gov>



You can also access the Self Service portal directly at:

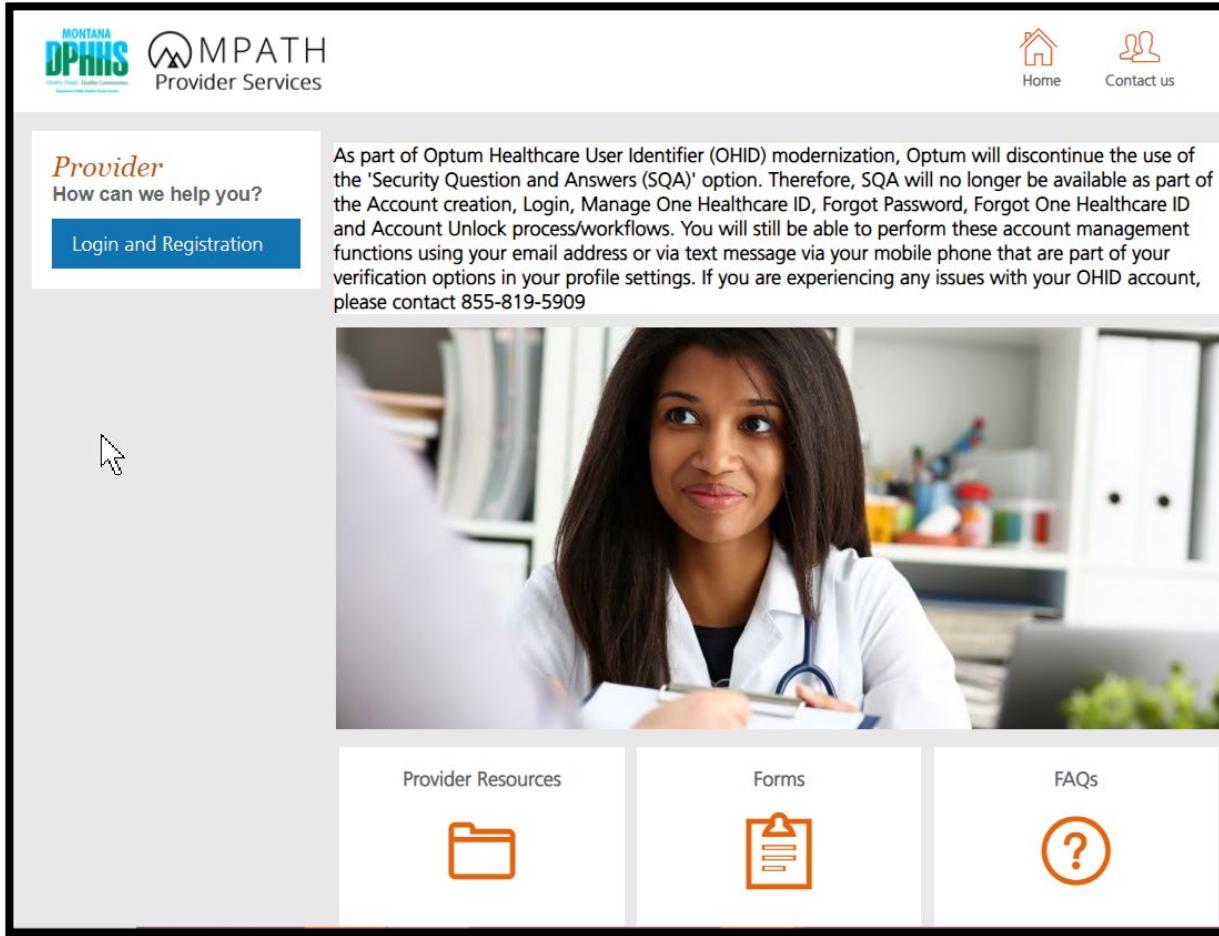
https://mtdphhs-provider.optum.com/tpa-ap-web/?navDeepDive=MT_publicHomeDefaultContentMenu

Accessing the Self-Service Portal



Login and Registration

First time users
will need to
Register to use
the portal



The screenshot shows the homepage of the MPATH Provider Services website. At the top, the Montana DPHHS logo and the MPATH Provider Services logo are visible. In the top right corner, there are links for "Home" (with a house icon) and "Contact us" (with a person icon). The main content area has a heading "Provider" and a sub-heading "How can we help you?". A blue button labeled "Login and Registration" is present. To the right of this, a text block informs users about the discontinuation of the 'Security Question and Answers (SQA)' option due to OHID modernization. It provides contact information: 855-819-5909. Below this text is a large photograph of a female healthcare provider, a Black woman with long dark hair, wearing a white lab coat and a stethoscope, smiling. At the bottom of the page, there are three buttons: "Provider Resources" with a folder icon, "Forms" with a clipboard icon, and "FAQs" with a question mark icon.

Login and Registration

Sign In With Your Optum GovID

Optum GovID or email address

Password

[Create Optum GovID](#)

[Manage your Optum GovID](#)

[What is Optum GovID?](#)

SIGN IN

[Forgot Optum GovID](#) | [Forgot Password](#)

As a security enhancement, we are removing Security questions as an account recovery and authentication method. Users will have the option to use other available methods.

Warning! This system contains U.S Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.

If you'd like assistance, contact MTPRHelpdesk@conduent.com

Begin by Selecting
“Create Optum GovID”

Login and Registration

After completing your profile information select “Agree”

Create Optum GovID

Optum GovID securely manages your account so that you can use one Optum GovID and password to sign in to all integrated applications.



Already have Optum GovID? [Sign in now](#)

Profile Information

First name

Last name

Date of birth

mm-dd-yyyy

Sign In Information

Your email address

Create Optum GovID



Your Optum GovID must have:

6 to 50 characters

At least one letter

No spaces

No letters with accents

Create password



Your password must have:

Between 8 and 100 characters

At least 1 uppercase letter

At least 1 lowercase letter

At least 1 number

At least 1 special character

Type password again



Login and Registration

An activation code will be sent to your email



Access Code Notification

You requested a one-time access code to log into your member account. Please enter the following access code within the next 10 minutes, and click Next:

Your One-Time Access Code: **5114378**

This is an automated email. Please do not reply to this message. If you have any questions, please contact Optum GovID IT Help Desk.

Thank you,
Optum GovID

Next Step: Verify Your Email Address

1. Check your email inbox (sam*****th@getnada.com) for a message from Optum GovID (noreply@optumgovid.com).
2. Enter the 10-digit activation code.

Still waiting for your activation code? [Resend email](#) or [update email address](#)

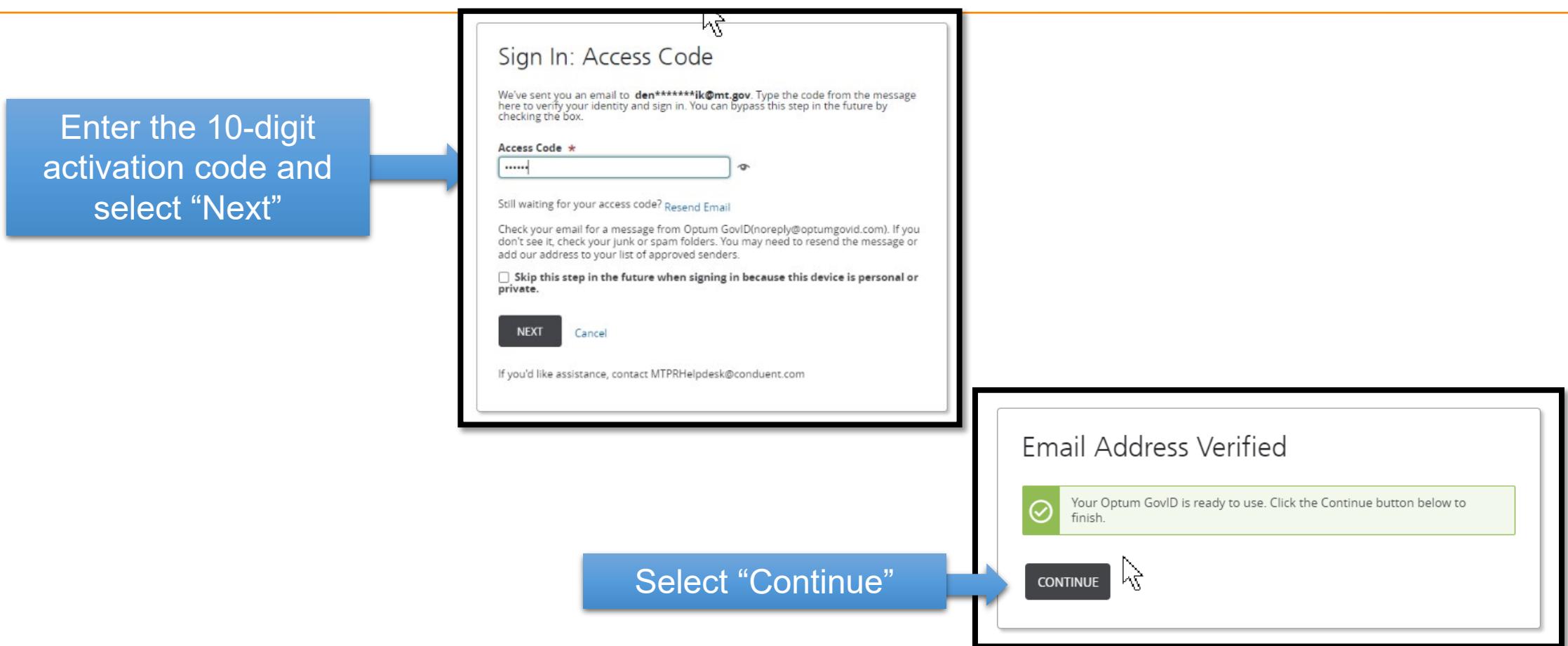
If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at the Help Desk location found when selecting the Contact Us icon on the portal's Home Page.

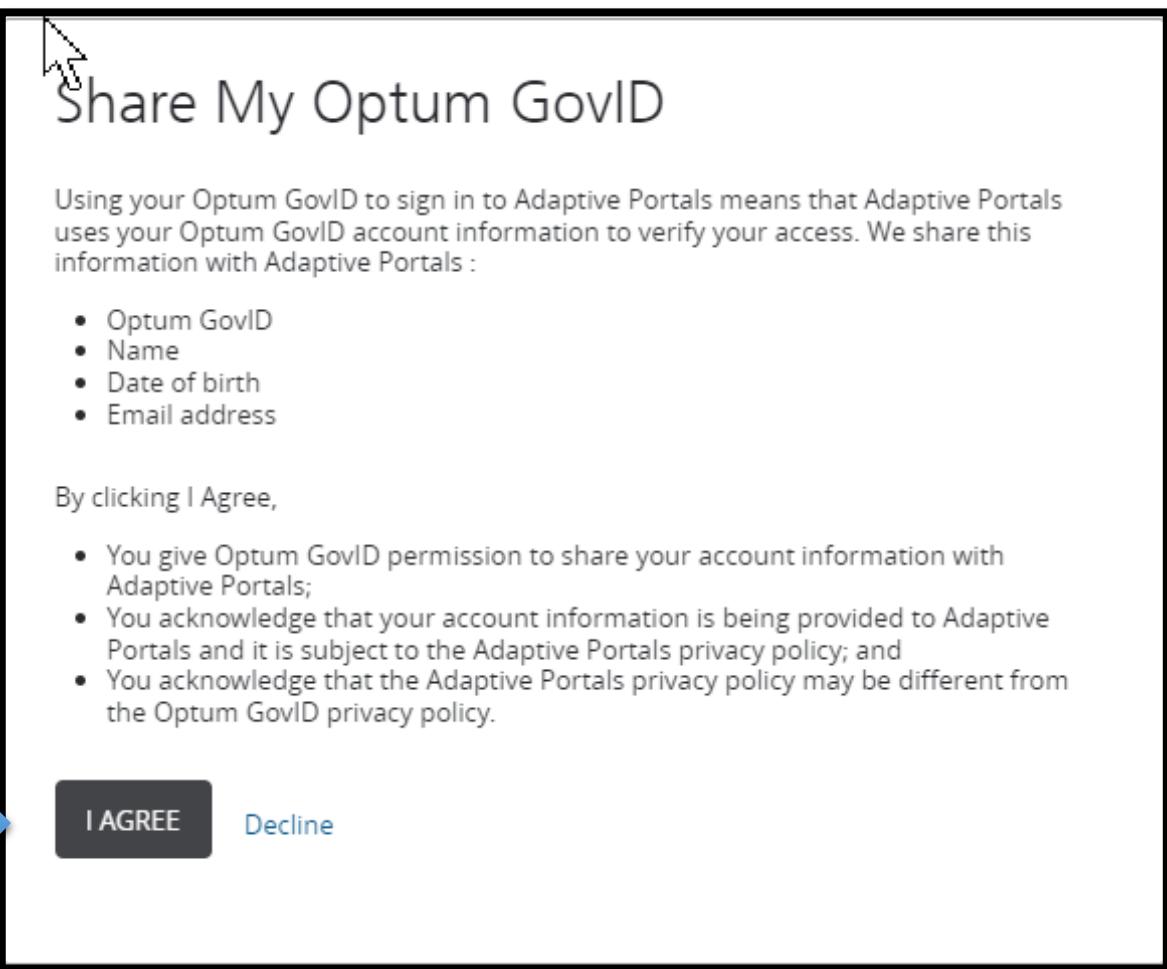
Copy the 10-digit activation code in the email and select “Enter the 10-digit activation code”.



Login and Registration



Login and Registration



Share My Optum GovID

Using your Optum GovID to sign in to Adaptive Portals means that Adaptive Portals uses your Optum GovID account information to verify your access. We share this information with Adaptive Portals :

- Optum GovID
- Name
- Date of birth
- Email address

By clicking I Agree,

- You give Optum GovID permission to share your account information with Adaptive Portals;
- You acknowledge that your account information is being provided to Adaptive Portals and it is subject to the Adaptive Portals privacy policy; and
- You acknowledge that the Adaptive Portals privacy policy may be different from the Optum GovID privacy policy.

I AGREE **Decline**

Select “Agree” →

Manage Your Optum Gov ID

Return to Adaptive Portals

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

Update Profile Sign In Info Verification Options

Optum GovID
samanthasmith@getnada.com

Change Password

Current Password

New Password

Your password must have:
Between 8 and 100 characters
At least 1 uppercase letter
At least 1 lowercase letter
At least 1 number
At least 1 special character

Confirm New Password

SAVE **Cancel**

If you'd like assistance, contact the Help Desk location found when selecting the Contact Us icon on the portal's Home Page.

Select the Sign in tab to change password

Be sure to choose Notification Options and select “Save”

Return to Adaptive Portals

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

Update Profile Sign In Info Verification Options

First name
Samantha

Middle name (optional)

Last name
Smith

Suffix (optional)

Prefix (optional)

Date of birth
01-01-2001
mm-dd-yyyy

Home address (optional)

City (optional)

State (optional)
Select

ZIP code (optional)

Language Preferences

Select the language in which you want to receive communications from Optum GovID.

Preferred language
 English Español

Notification Options

Select the notifications you want to receive at your primary email address and by text if you added a phone number to your account.

Failed Login
 Email Text Message

Successful Login
 Email Text Message

Account Recovery Attempt
 Email Text Message

Locked Account
 Email Text Message

SAVE **Cancel**

If you'd like assistance, contact the Help Desk location found when selecting the Contact Us icon on the portal's Home Page.

Manage Your Optum Gov ID

On the Verification Options tab enter your phone number to receive text messages or calls with your verification code in addition to email.

[Return to Adaptive Portals](#)

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your identity.

Update Profile Sign In Info **Verification Options**

Optum GovID
samanthasmith@getnada.com

Email address
samanthasmith@getnada.com
Email address is verified.

Secondary email address (optional)

Phone number (optional)
406-402-4022
555-555-5555

Phone communication method
 Text messages only
 Phone calls only
 Both text messages and phone calls

Security questions
Security questions can be used if you need to recover your account.
[Add or change security questions](#)

SAVE **Cancel**

If you'd like assistance, contact the Help Desk location found when selecting the Contact Us icon on the portal's Home Page.

Manage Your Optum GovID

You can elect to verify your mobile number or select “Not now”

Manage Your Optum GovID

 You've successfully saved the changes you made to your Optum GovID.

We noticed you added a new mobile number. You can verify it now or we'll ask you to verify it the next time you sign in.

When you verify your mobile phone number, you are opting to receive a text message with a one-time verification code from Optum GovID. Message and data rates may apply.

[CONTINUE](#) [Not now](#) 

The system will navigate users back to the Manage Your Optum GovID. Select “Return to Adaptive Portals”

Return to Adaptive Portals

Manage Your Optum GovID

Keep your profile up-to-date, change your Optum GovID or password, and manage the options for verifying your Identity.

[Update Profile](#) [Sign In Info](#) [Verification Options](#)

Optum GovID
samanthasmith@getnada.com

Email address
 Email address is verified.

Secondary email address (optional)

Registration

On the Entity Tab
choose either Provider
or Provider Delegate
and select “Continue”

MONTANA DPHHS
Healthy People. Healthy Communities
Department of Public Health & Senior Services

MPATH
Provider Services

Home Contact us

Entity Details Review

Entity

Note : Fields marked with * are required.

I am registering as:*

- Select
- Provider**
- Provider Delegate

Continue Cancel

[Privacy](#)

©2024 Optum, Inc. All rights reserved.

Registration

Complete required fields and select “Continue”

Entity Details Review

Details

Important: If registering with an Organization/Group NPI or API, you will become the Owner/Administrator for that organization/group. If this is incorrect, do not proceed with this provider portal registration process. For additional details, [click here](#) to view the Organization and Group User Guide.

Note: Fields marked with * are required.

Is the Provider associated to your account enrolled with the state of Montana?* Yes No

User:

First Name:

Last Name:

Email:

Provider:

Are you registering as an Individual Provider?* Yes No

Provider Name or Organization Name?* Provider Name Organization Name

NPI or API?* NPI - National Provider Identifier API - Atypical Provider Identifier

NPI:

Billing or Non-Billing Provider?* Billing Non-Billing

TIN/FEIN:

Note: For Organizations, additional NPIs/APIs can be added after registration.

Continue **Previous** **Cancel**

Registration

Entity Details Review

Review

First Name: Samantha
Last Name: Smith
Email: samanthasmith@getnada.com

Individual Provider? Yes
Provider First Name: Michelle
Provider Last Name: Ballard
NPI: 1669569273
TIN/FEIN: 166956927

 By submitting your registration information, you indicate that you have read and accept our [Terms and Conditions](#) and [Privacy Policy](#).

Review the information, select the checkbox and “Submit”

Submit Previous Cancel

Post Registration

Congratulations you are registered!
On the left you will have the following options:

- Provider Enrollment
- Provider Directory
- Account Administration



Account Administration Tab

Account Administration

All 3 Account Administration functions are located on one screen.

Manage Portal Users

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

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

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

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.

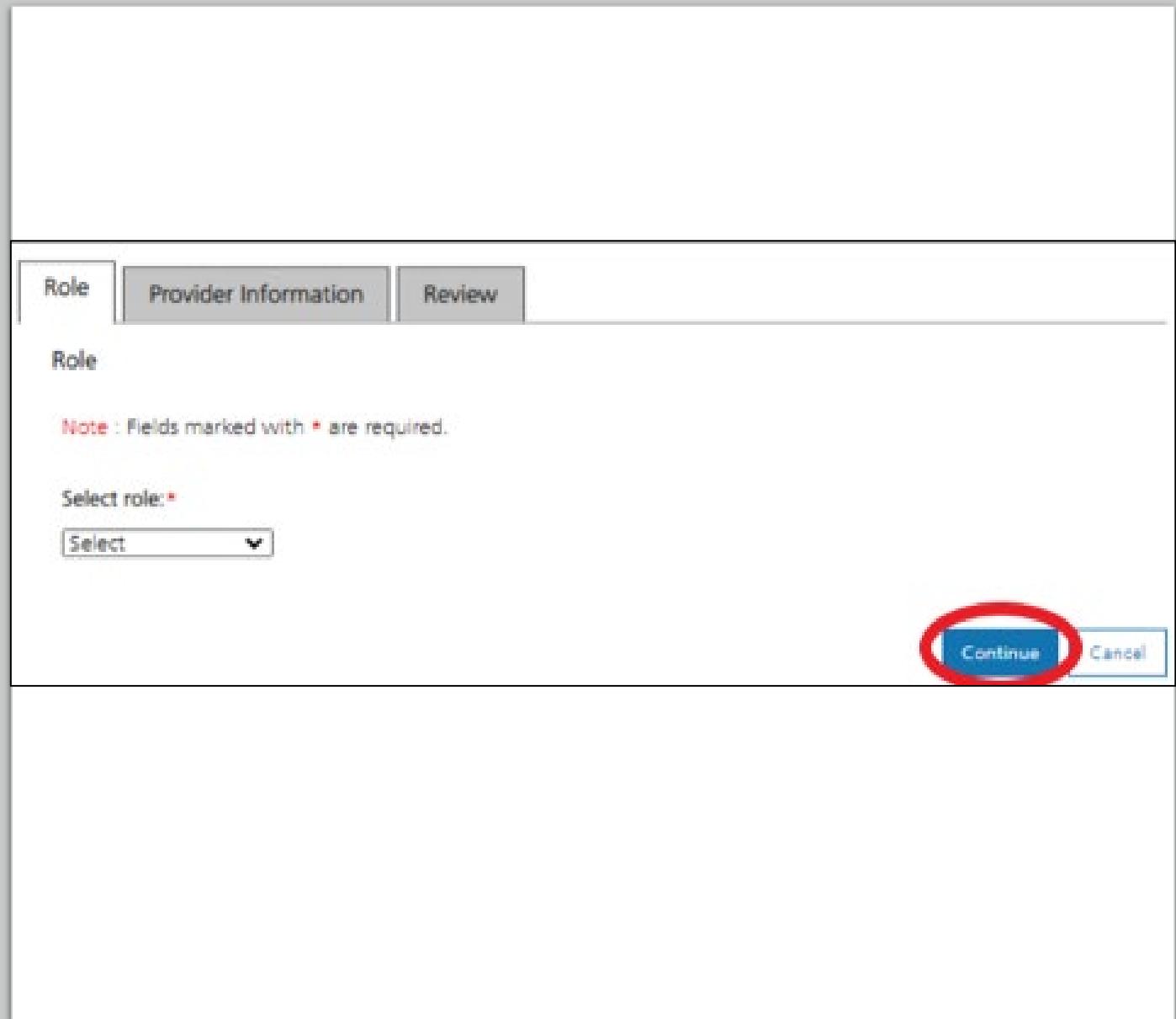
Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates on your workbench**. Link request required.

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.

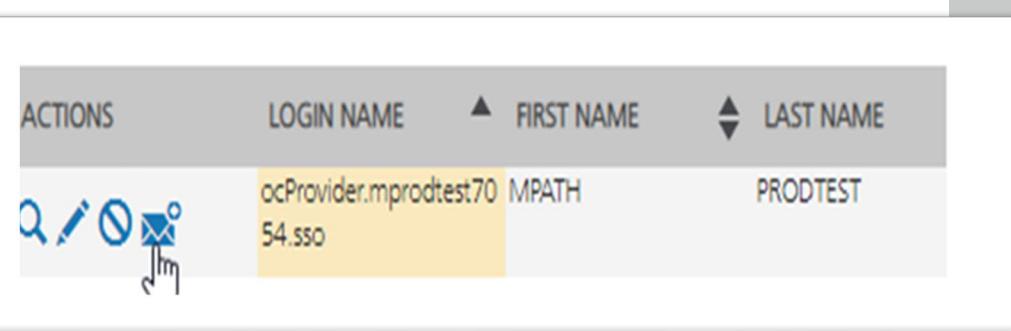


The screenshot shows a user interface for adding a portal user. At the top, there are three tabs: 'Role' (which is selected and highlighted in blue), 'Provider Information', and 'Review'. Below the tabs, the word 'Role' is displayed. A note in red text states: 'Note: Fields marked with * are required.' Under the note, there is a label 'Select role:' followed by a dropdown menu with the text 'Select' and a dropdown arrow. In the bottom right corner of the interface, there are two buttons: a blue 'Continue' button and a light blue 'Cancel' button. The 'Continue' button is circled in red.

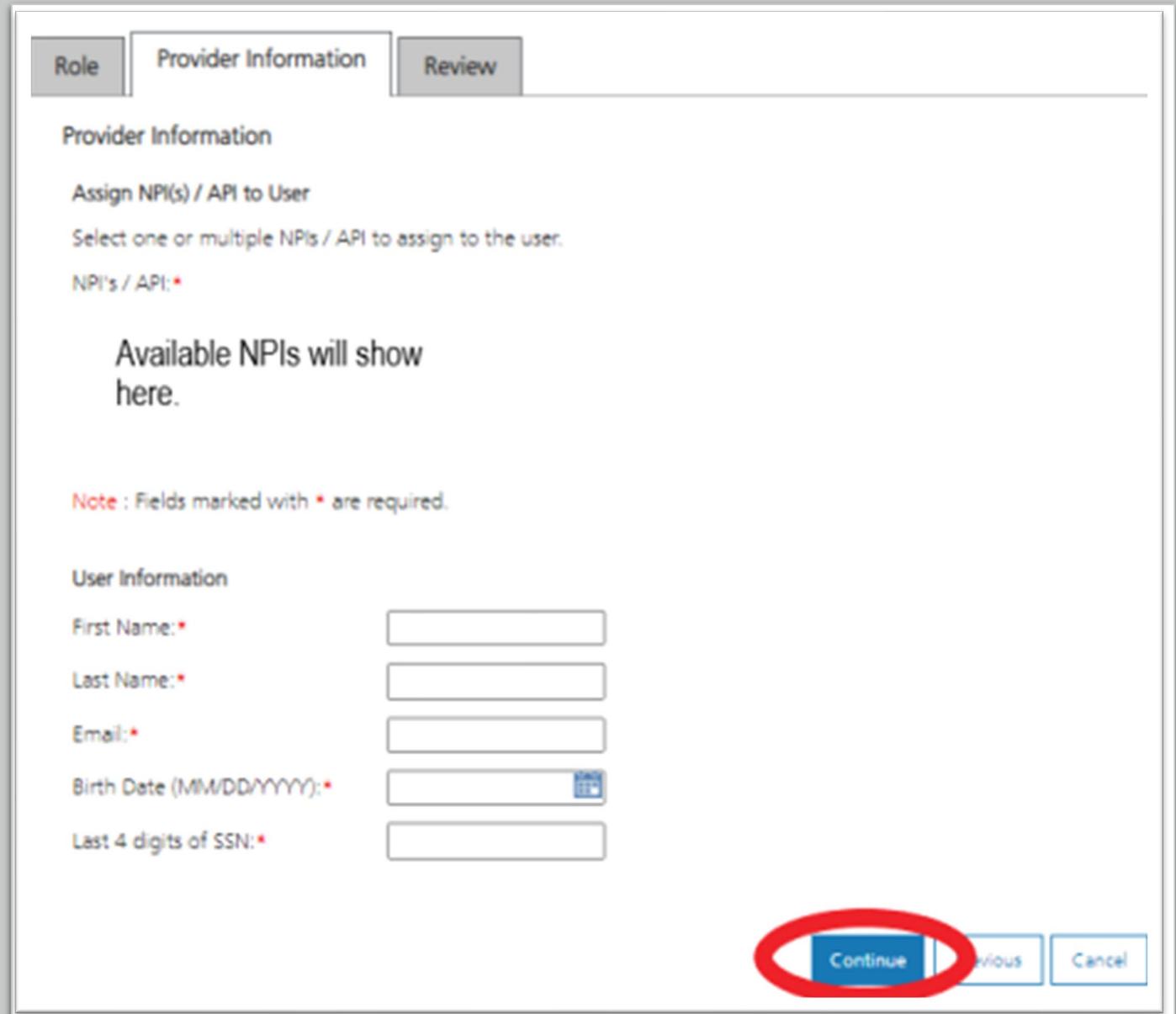
Add Portal User

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.



A screenshot of a user list table. The table has columns: ACTIONS, LOGIN NAME, FIRST NAME, and LAST NAME. A user row is highlighted with a yellow background. The user's LOGIN NAME is 'ocProvider.mprodtest70', FIRST NAME is 'MPATH', and LAST NAME is 'PRODTEST'. The ACTIONS column for this user contains icons for search, edit, delete, and email. The email icon is highlighted with a yellow box.



The screenshot shows the 'Provider Information' step of a user creation wizard. The top navigation bar includes 'Role', 'Provider Information' (which is selected and highlighted in grey), and 'Review'. The main content area is titled 'Provider Information' and 'Assign NPI(s) / API to User'. It instructs the user to 'Select one or multiple NPIs / API to assign to the user.' A field labeled 'NPI's / API: *' is shown with a note: 'Available NPIs will show here.' Below this, a note states: 'Note : Fields marked with * are required.' The 'User Information' section contains fields for First Name, Last Name, Email, Birth Date (with a calendar icon), and Last 4 digits of SSN. At the bottom right, there are 'Continue', 'Previous', and 'Cancel' buttons, with the 'Continue' button being circled in red.

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

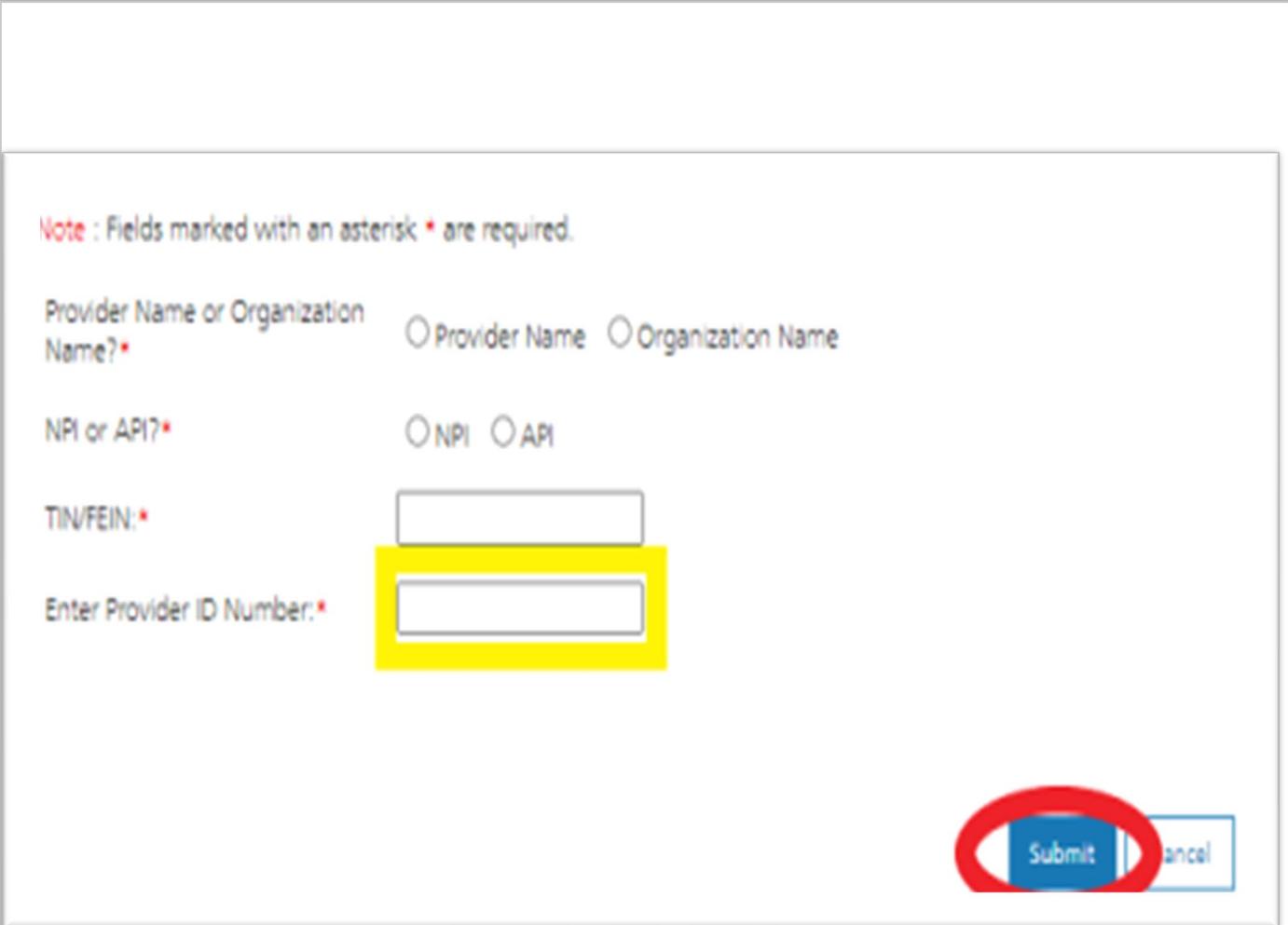
NPI or API?*

NPI API

TIN/FEIN:*

Enter Provider ID Number:*

Submit **Cancel**

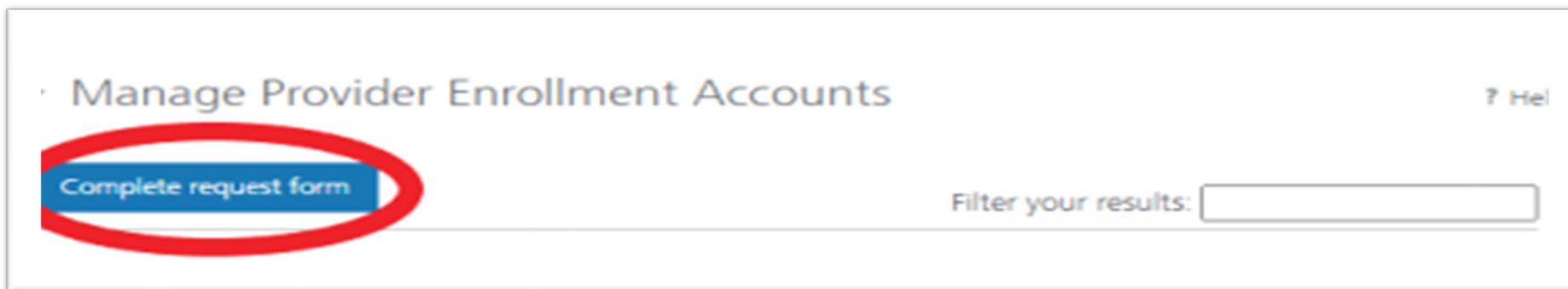


Manage Enrollment Providers

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.

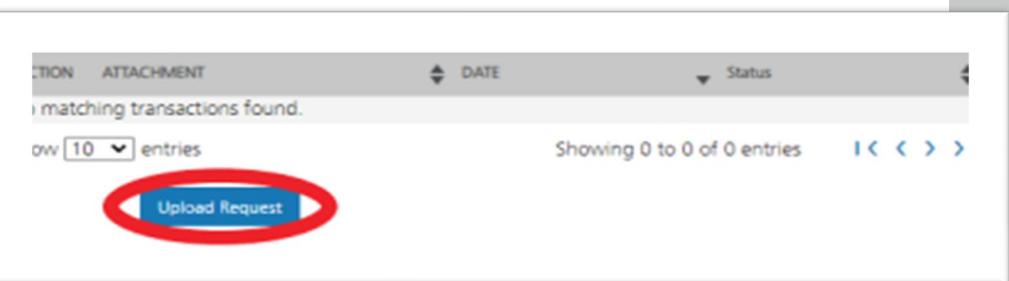


Link request form

Link request forms are processed by Optum.

Complete all fields of the form. Sign or eSign.

Upload form and additional spread sheet if applicable.



ATTACHMENT DATE Status

0 matching transactions found.

Showing 0 to 0 of 0 entries < < > >

10 entries

Upload Request

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.

Do Not Enter Below. For State Use Only
Date Received: Review/Status:

Questions?

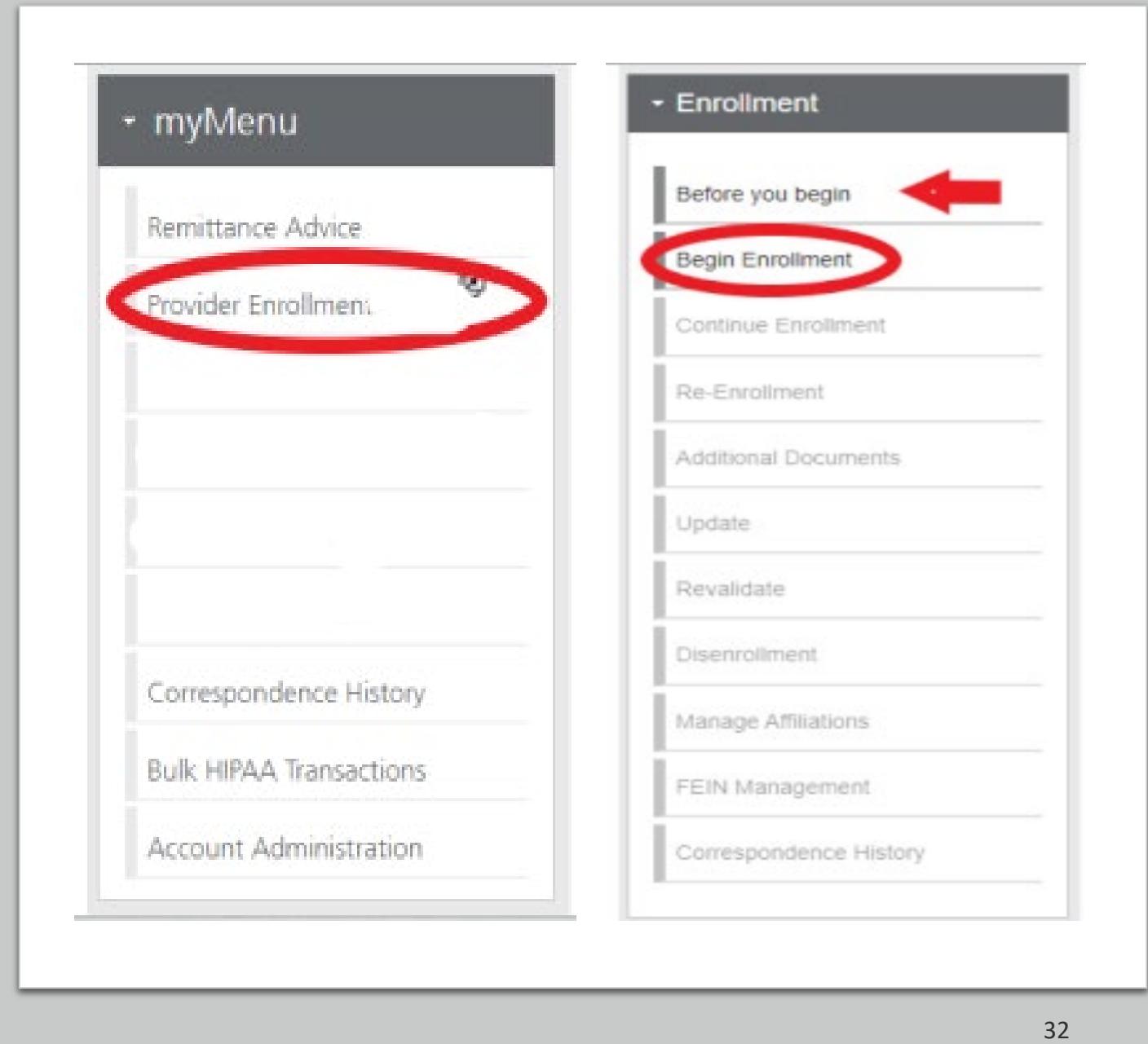
New Enrollments

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 Facility

Enumeration:

- Atypical

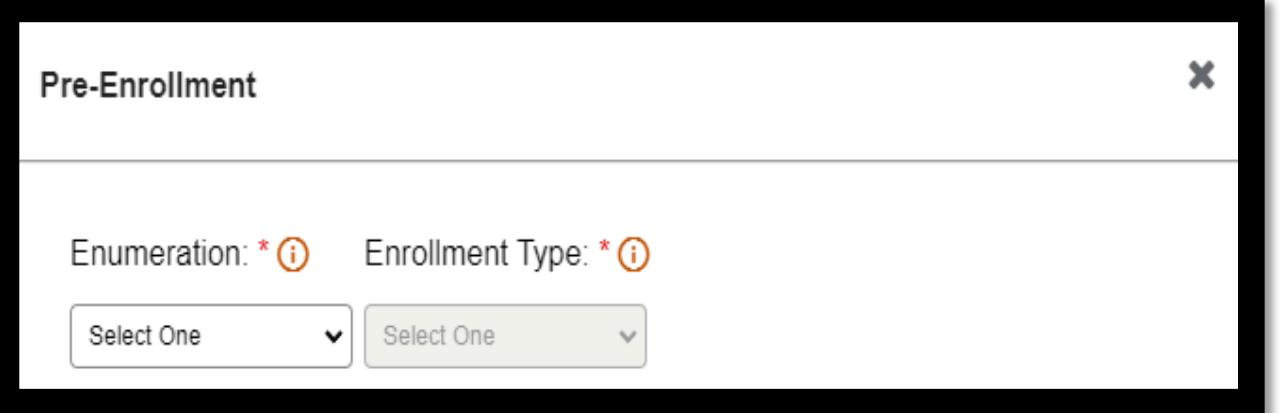
Enrollment Type:

- Organization

Pre-Enrollment

Enumeration: * ⓘ Enrollment Type: * ⓘ

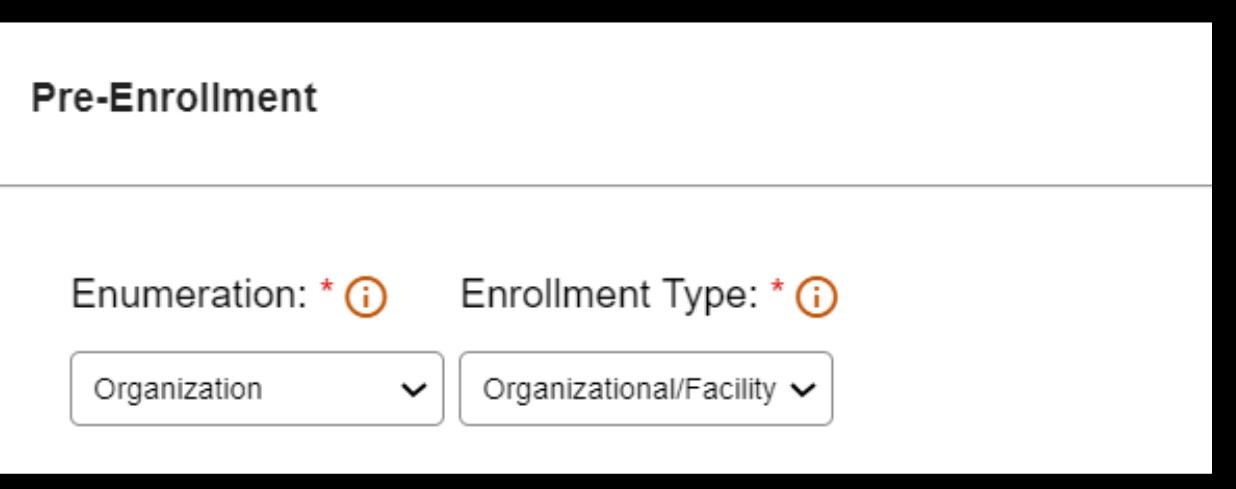
Select One Select One



Pre-Enrollment

Enumeration: * ⓘ Enrollment Type: * ⓘ

Organization Organizational/Facility



Type of Provider - Agency

Under Type of Provider, select Agencies and enter your effective date:

Type of Provider: [*]	Add	Info	
Type of Provider	Effective Date	Terminate Date	Actions
Agencies	07/01/2024		 

Specialty

Select add.

Select your provider type.

Then select the taxonomy 251B00000X.

Specialties:*		Add	Info			
Type of Provider	Specialty	Taxonomy	Primary	Effective Date	Terminate Date	Actions
Agencies	Case Management	251B00000X	<input type="radio"/>	07/01/2024		 

Program

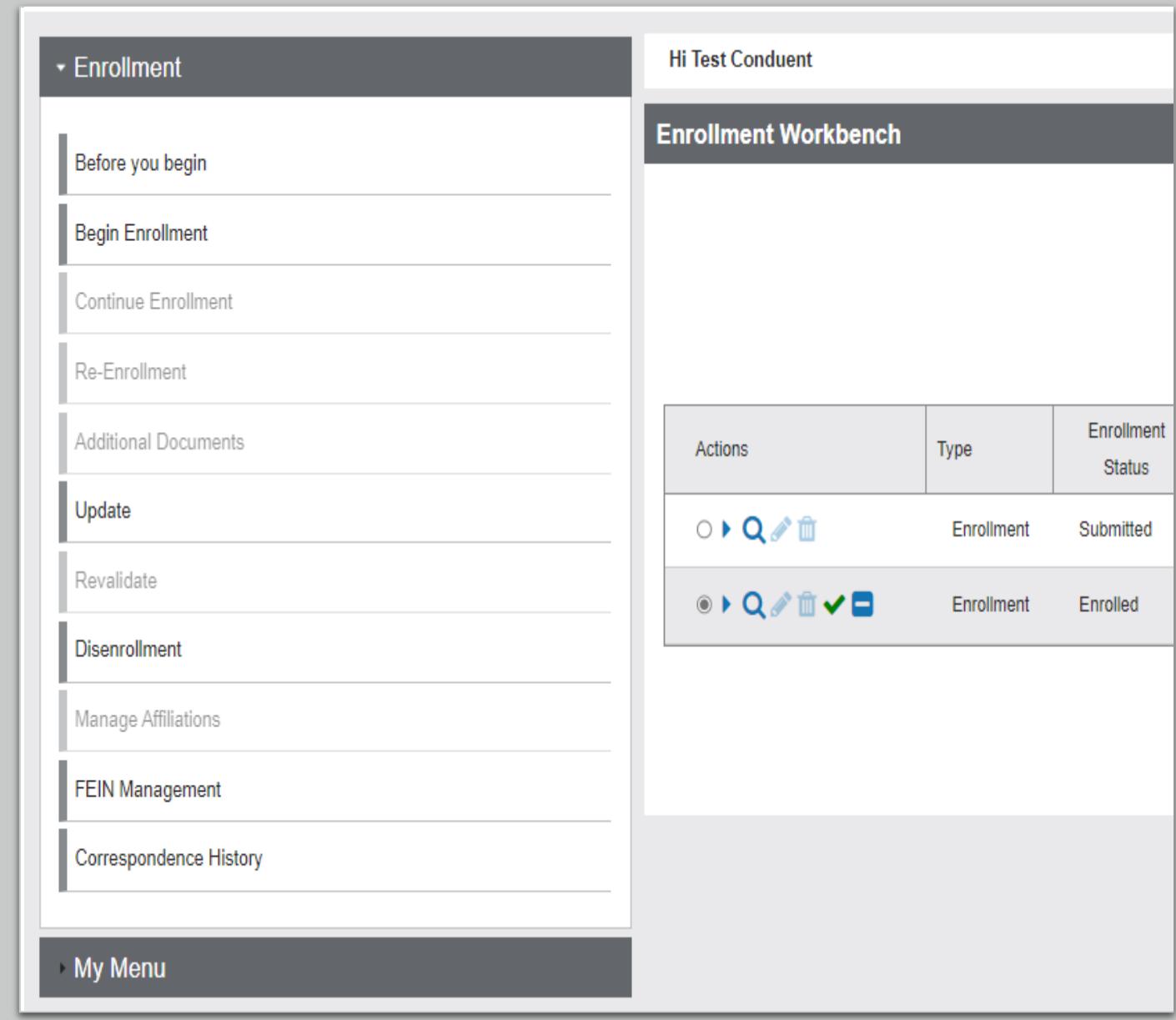
Under Waiver Programs, select Tenancy Support and enter your effective date again.



Program Name	Requested Date	Effective Date	Terminate Date	Actions
Tenancy Support	07/01/2024			 

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 shows the 'Enrollment' section of the 'Enrollment Workbench' interface. The left sidebar lists various enrollment-related tasks: Before you begin, Begin Enrollment, Continue Enrollment, Re-Enrollment, Additional Documents, Update, Revalidate, Disenrollment, Manage Affiliations, FEIN Management, and Correspondence History. The 'Additional Documents' option is highlighted. The main area displays a table of enrollment entries:

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

Already Enrolled NPIs

Updates

Search the NPI using the fields shown.

Select the radio button for NPI.

Click the Update button on the left menu.

A new Update line will show at the end of your list and click pencil icon.

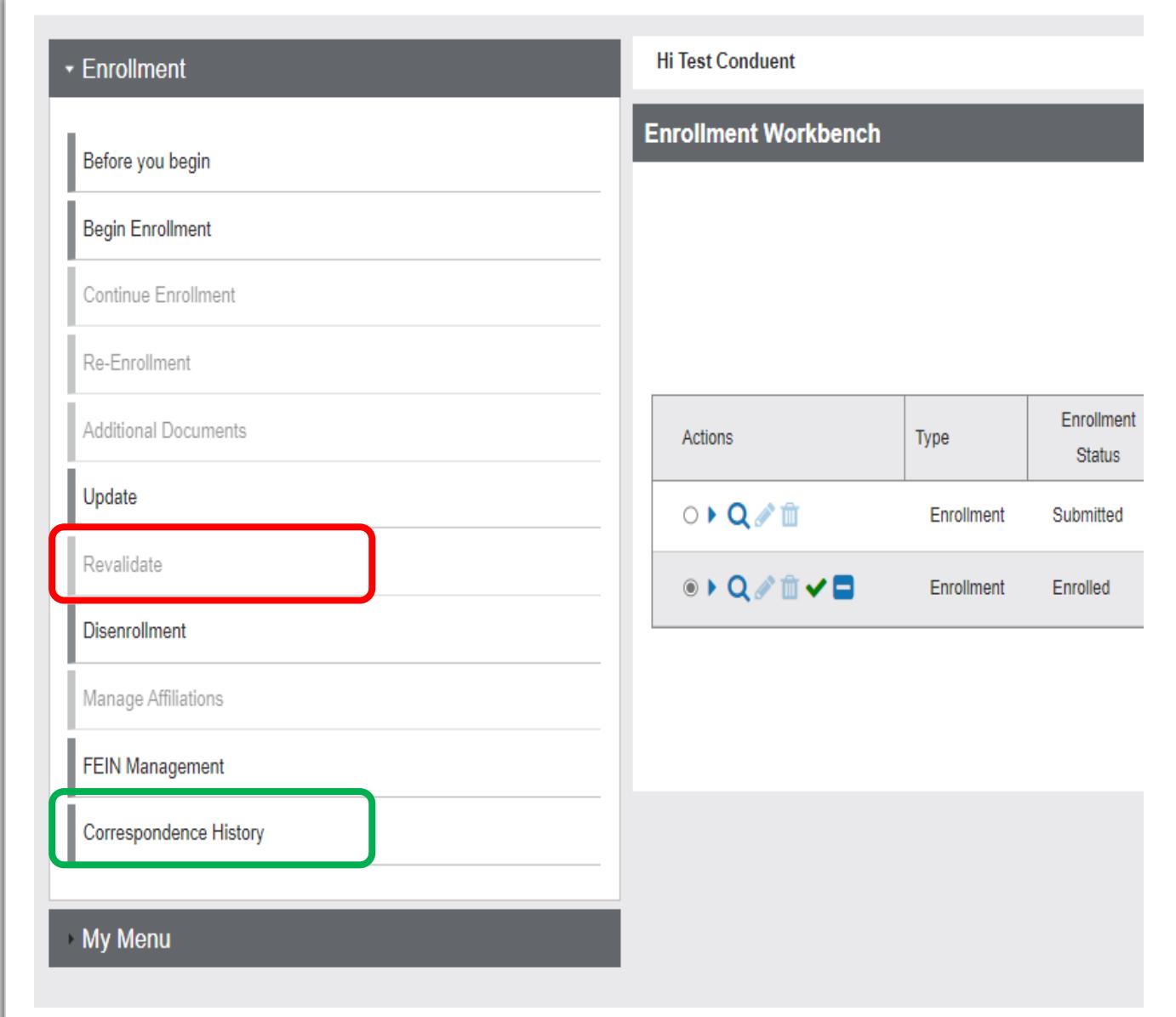
Actions	Type	Status	Submission Date	Confirmation #	Tax ID	NPI/Atypical ID	Provider ID	Provider Name
	Enrollment	Enrolled	12-09-2021	20086035	XX-XXX1234	0002089504	200002447	Deb Braga
		InProgress		20087591	XX-XXX1234	0002089504	200002447	Deb Braga

Revalidation

When an Enrollment Unit under the NPI 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 shows the 'Enrollment Workbench' interface. At the top, a header bar displays 'Hi Test Conduent' and the title 'Enrollment Workbench'. The main content area is divided into two sections: a left sidebar and a right table. The sidebar, titled 'Enrollment', contains the following items: 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', 'Additional Documents', 'Update' (with 'Revalidate' highlighted by a red box), 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History' (highlighted by a green box). The right section contains a table with three columns: 'Actions', 'Type', and 'Enrollment Status'. It lists two rows: the first row has 'Enrollment' in 'Type' and 'Submitted' in 'Status'; the second row has 'Enrollment' in 'Type' and 'Enrolled' in 'Status'. Each row includes a set of icons for actions: a magnifying glass, a pencil, a trash can, and a checkmark.

Actions	Type	Enrollment Status
	Enrollment	Submitted
	Enrollment	Enrolled

Specialty

If you do not have the approved taxonomy already and you the Agencies Type of provider, you can simply follow the steps to add another specialty.

Select add.

Then select the taxonomy and enter your effective date again.

Specialties:*		Add	ⓘ			
Type of Provider	Specialty	Taxonomy	Primary	Effective Date	Terminate Date	Actions
Agencies	Case Management	251B00000X	<input type="radio"/>	07/01/2024		 

Program

Under your existing NPI, if you already have the approved taxonomy, you will only need to add the program.

Under Waiver Programs, select Tenancy Support and enter your effective date again.



Program Name	Requested Date	Effective Date	Terminate Date	Actions
Tenancy Support	07/01/2024			 

Sub-Parts

Under your existing NPI, if you need to add the approved taxonomy but do not already have the Agencies provider type, follow these steps.

Under the specialties section, answer the question asking about sub-parts yes.

This will make the Type of Provider section option to add available again and you can then follow the steps to select the type of provider you need to add.

Do you have Subparts of the organization sharing this NPI, which are a different Provider Type than the Primary one selected? * 

Yes No

Questions?

If you have 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.



User Guide

Online Resources

Provider Information Website:

<https://medicaidprovider.mt.gov>

- [Provider Enrollment 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 or PHI.

Email Assistance MTPRHelpdesk@conduent.com

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!