Monthly Provider Enrollment

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Field Representative

Conduent
Government Healthcare Solutions
December 2025

Roll Call

Please share in chat:

- Your Name
- Credentialing 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/

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**.

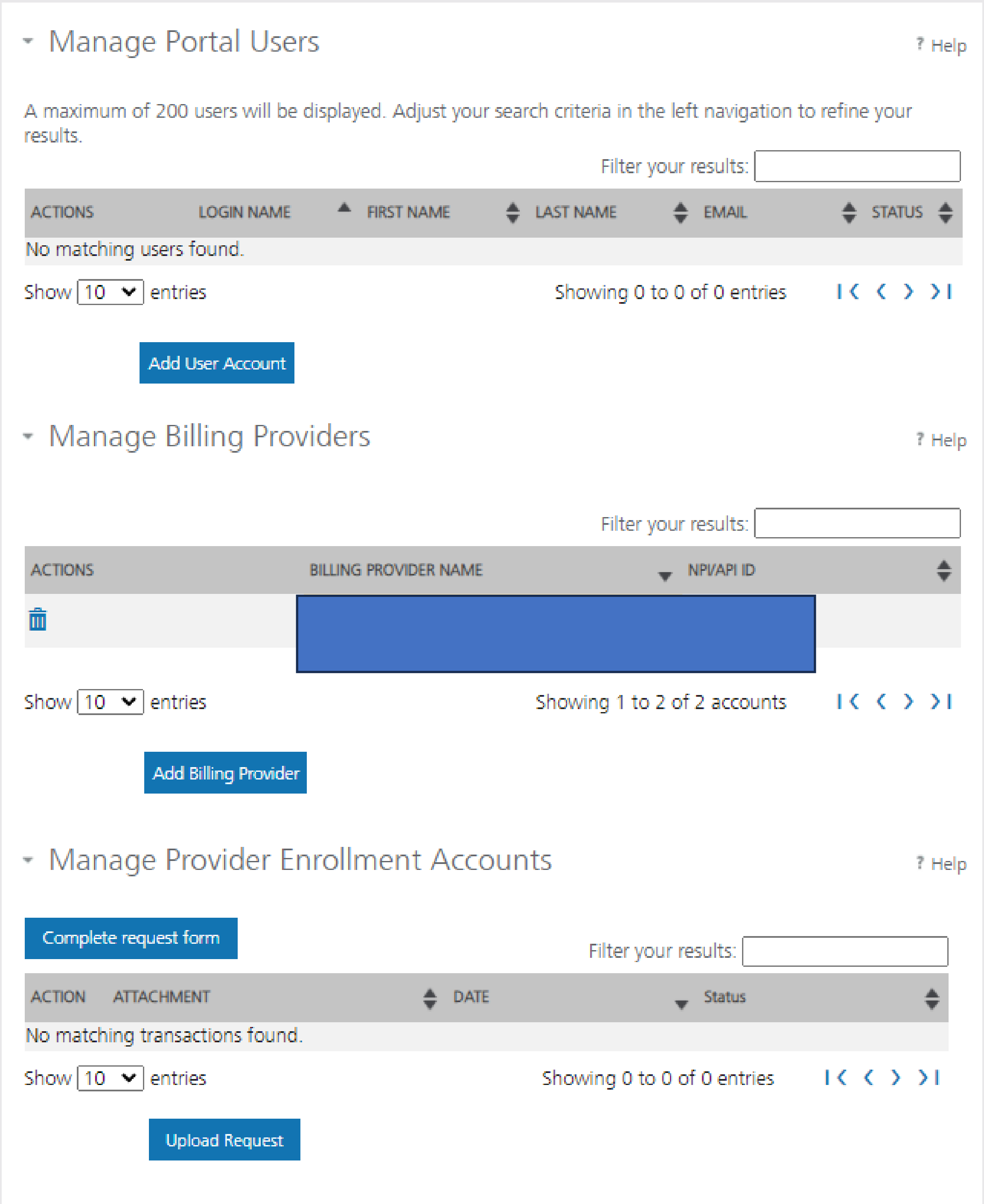
Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates**.

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

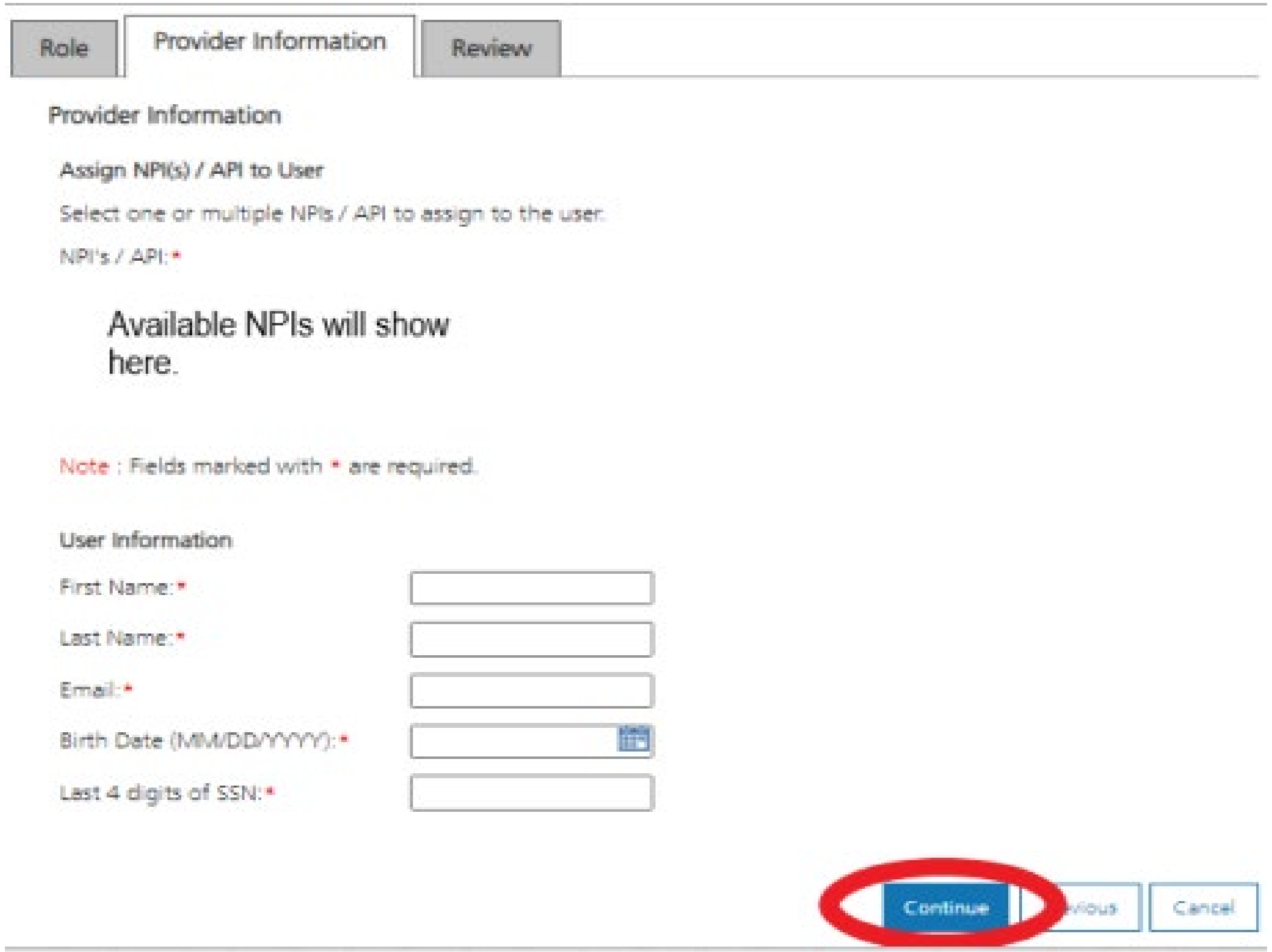
The ***Account Administration tab***, under **myMenu**, is used to add additional portal users & NPIs to your GovID access.

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 and reconcile 835s/remits; this step is not necessary.</u> MPATH PID required to add NPI.

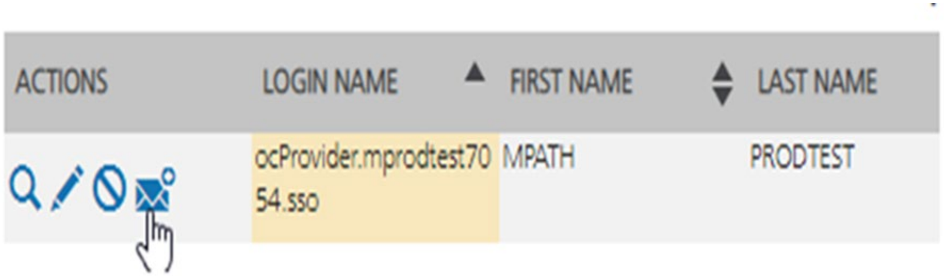
Manage Enrollment Providers allows you to maintain the NPIs and **complete file updates on your workbench**. Link request required.

Add Portal User



Complete all fields with the new user's information.

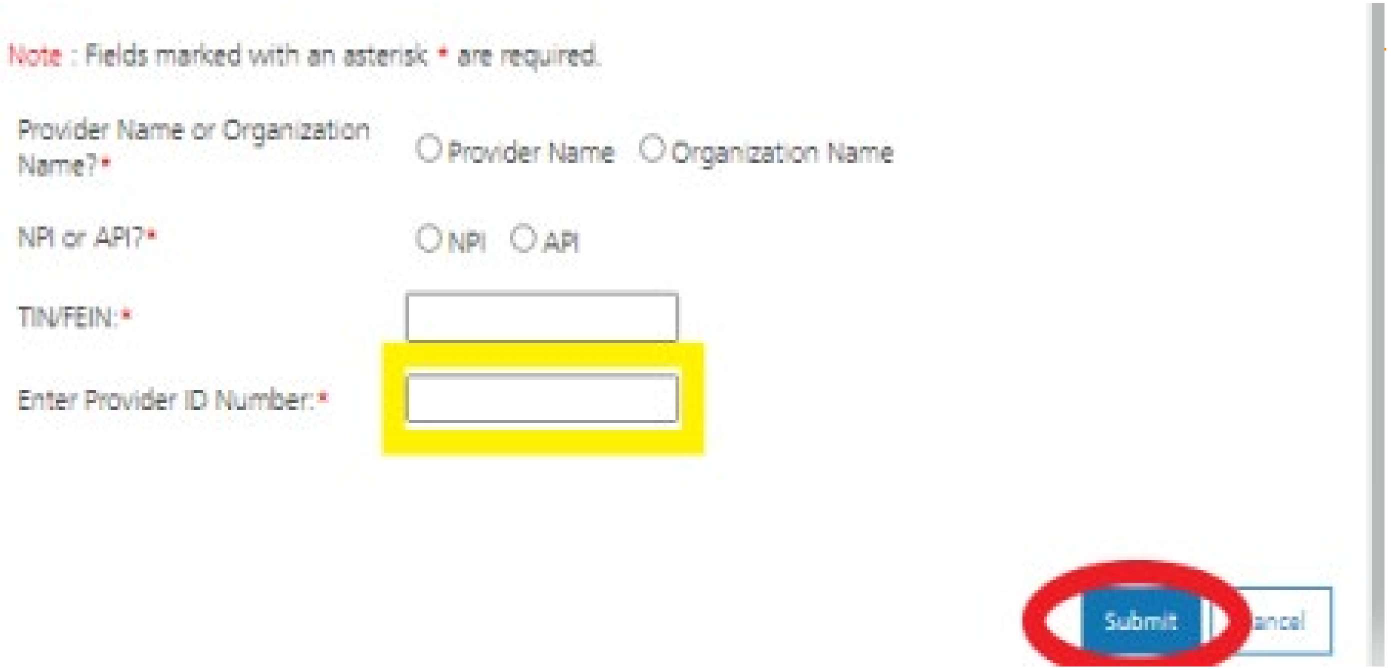
If you need to send another email to the user, click on the envelope icon in front of their name.



Manage Billing Providers

Add Billing NPIs to this section ONLY if,

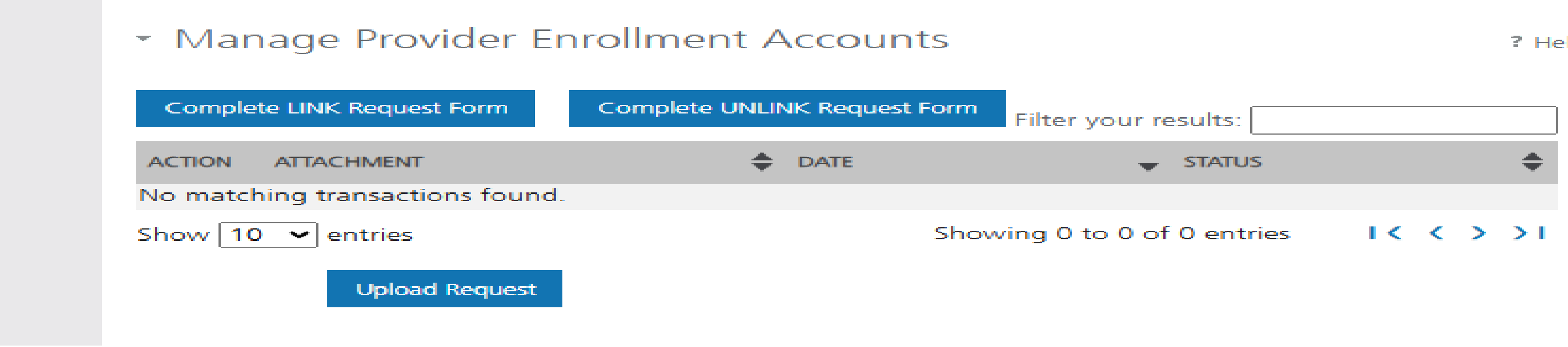
- You will be submitting claims through MPATH.
- You need access to the weekly Remittances for this NPI.



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

Manage 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.

Account Admin Tab Questions?

Manage Affiliations

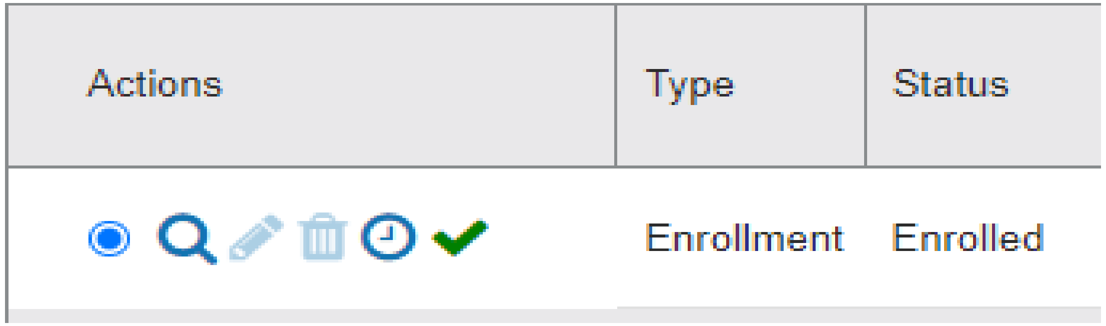
Manage Affiliations 1

This action is **required** if you are a facility that employs rendering providers and wants to bill on the Provider Services Portal.

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

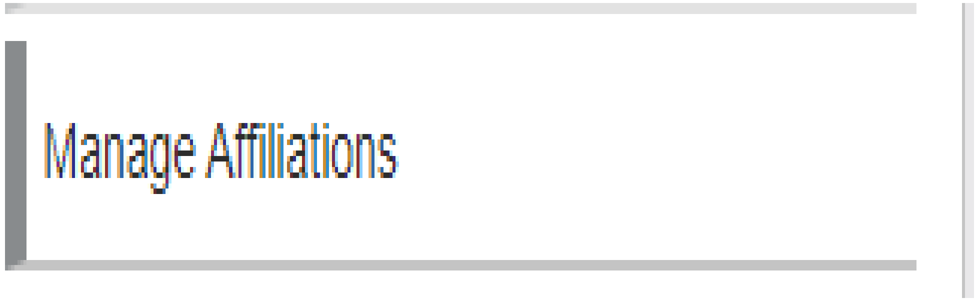
Add an Affiliation

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.



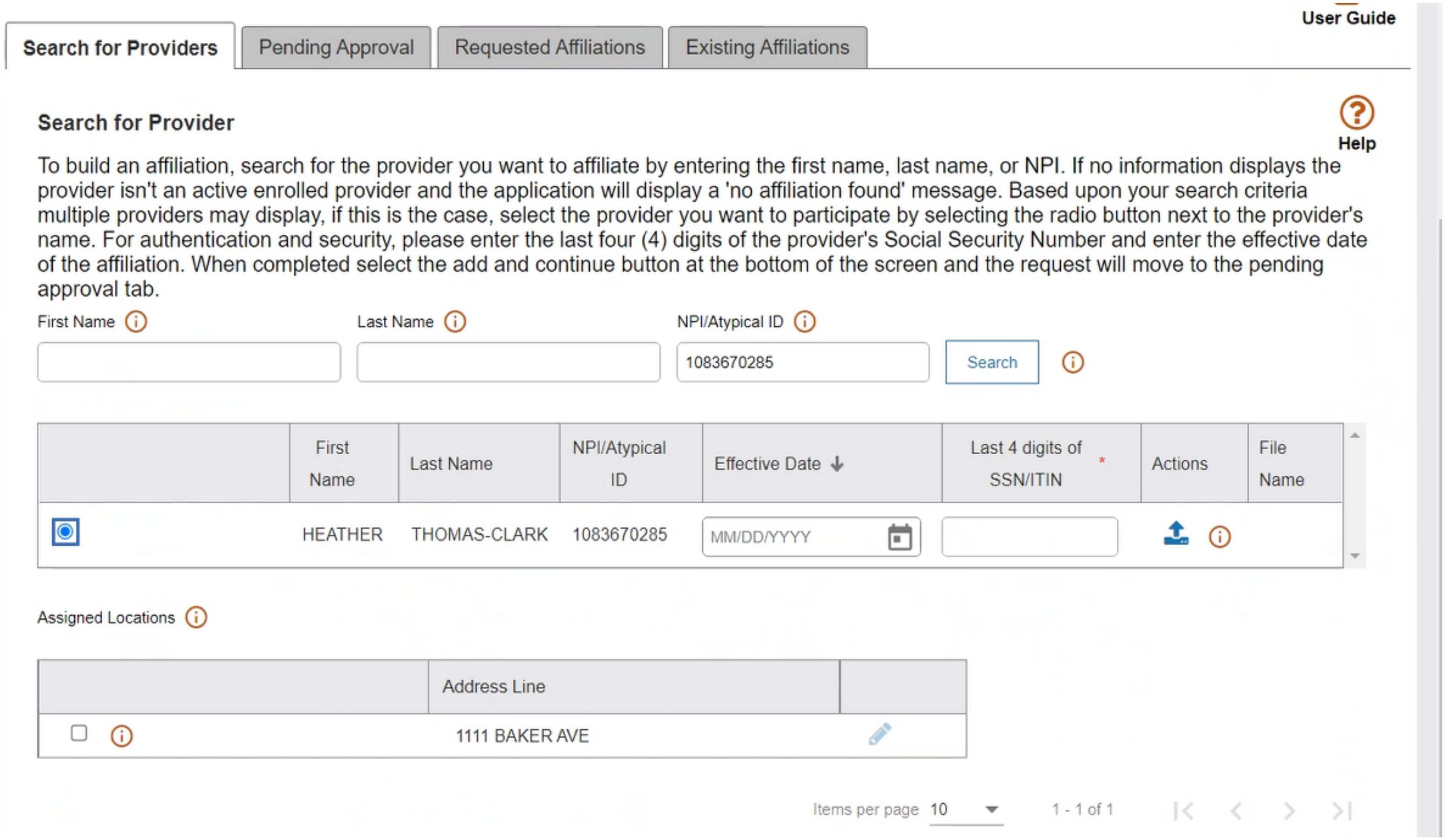
Add an Affiliation 2

Search for Providers tab.

Enter **Provider’s NPI or name**.

Click Search.

Click the **Radio button** on the provider line now visible.



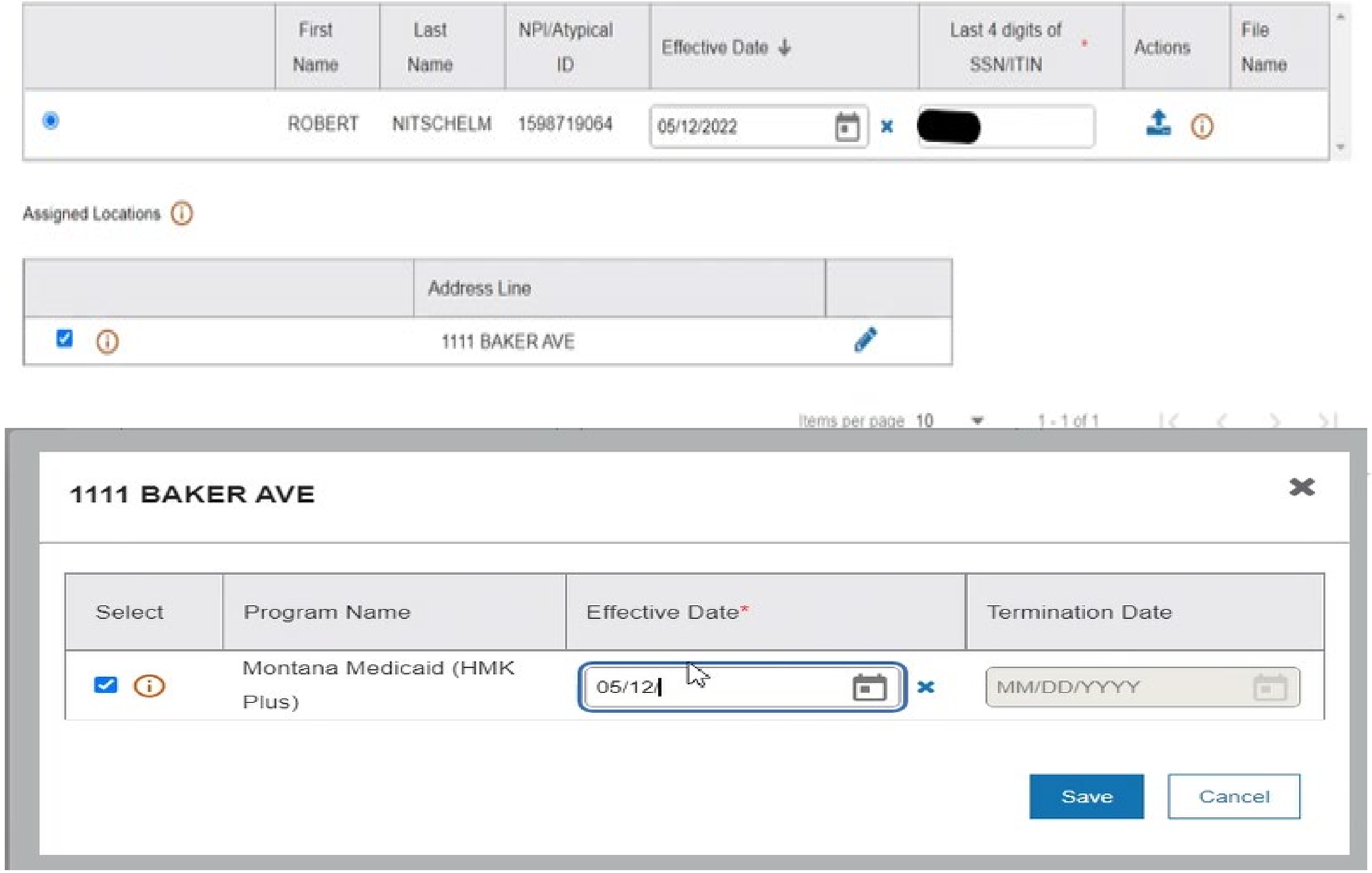
Add an Affiliation 3

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.**

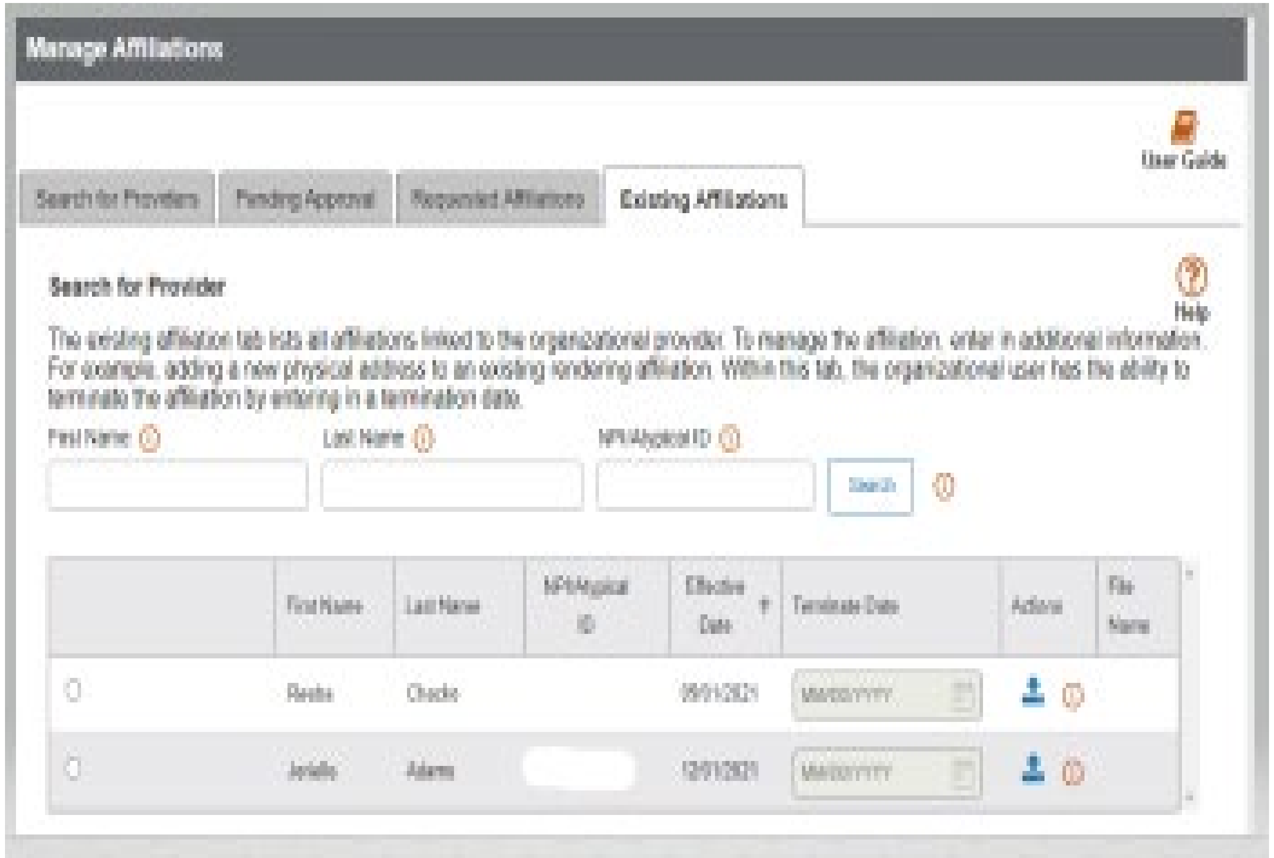


Manage Existing Affiliations

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

Requested Affiliations are providers who are requesting affiliation.

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



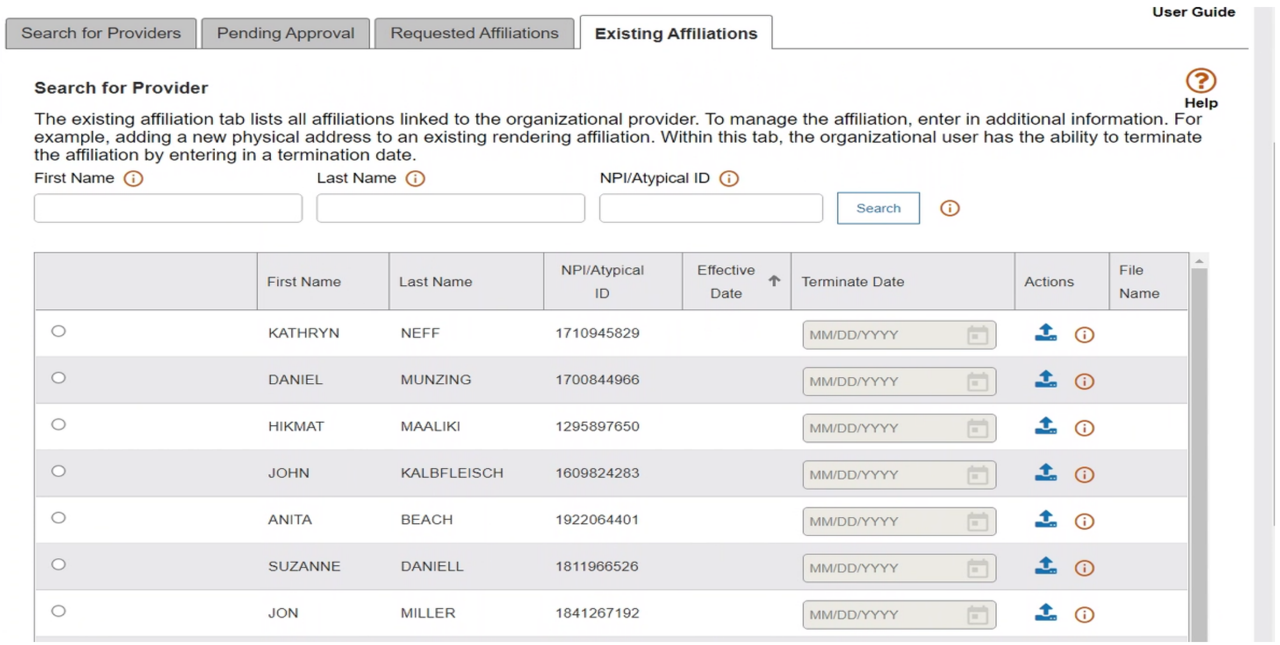
Ending Affiliations

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 terminate.



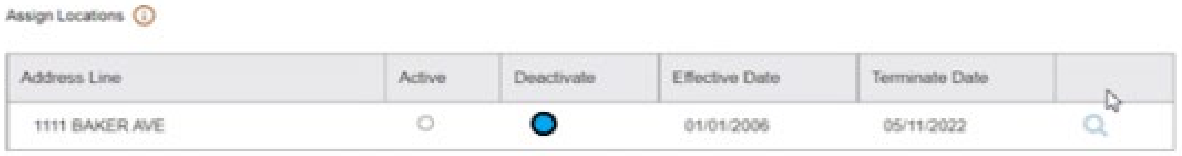
Ending Affiliations Cont.

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?

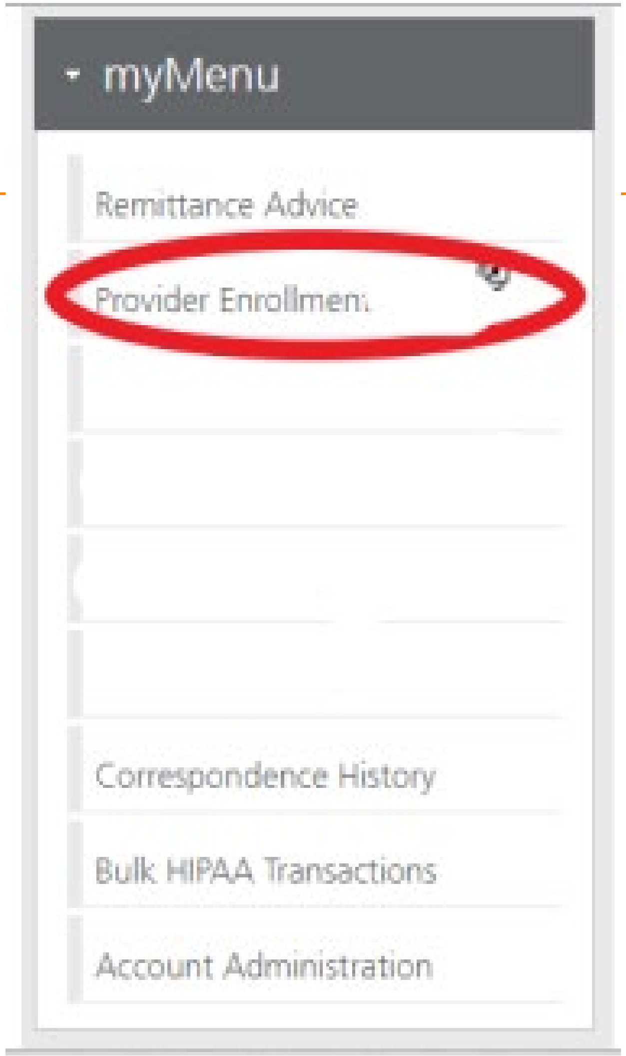
Enrollment

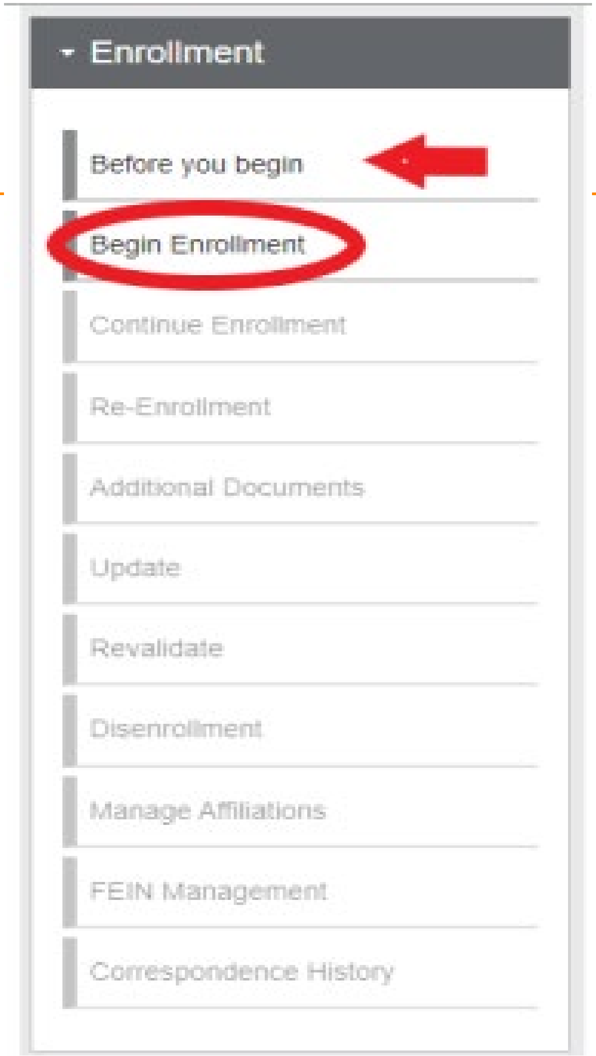
Provider Enrollment

Click **Provider Enrollment** under myMenu.

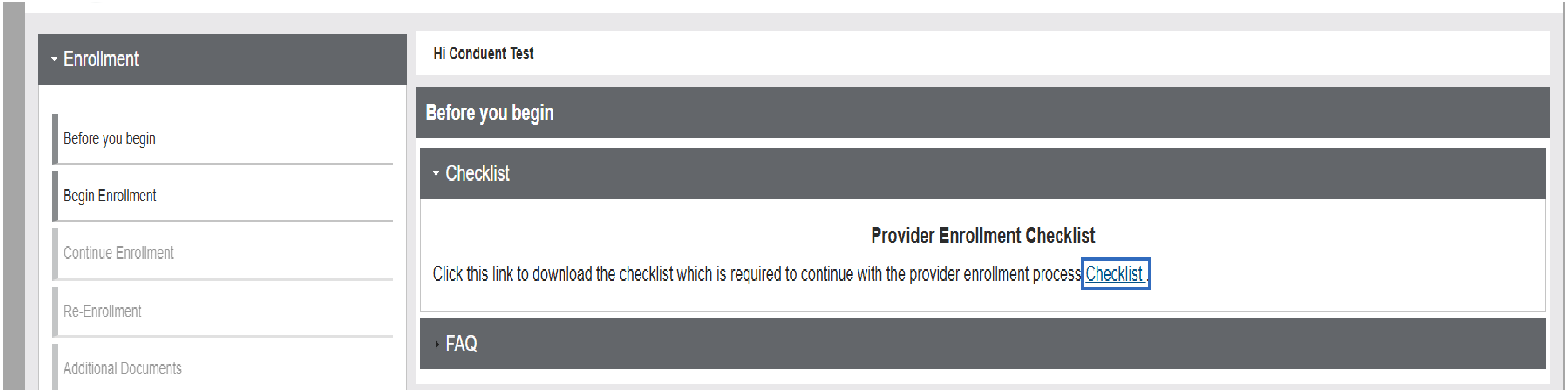
Click **Before you begin** under the Enrollment menu for a copy of the Checklist.

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





The Before You Begin Item



Pre-Enrollment

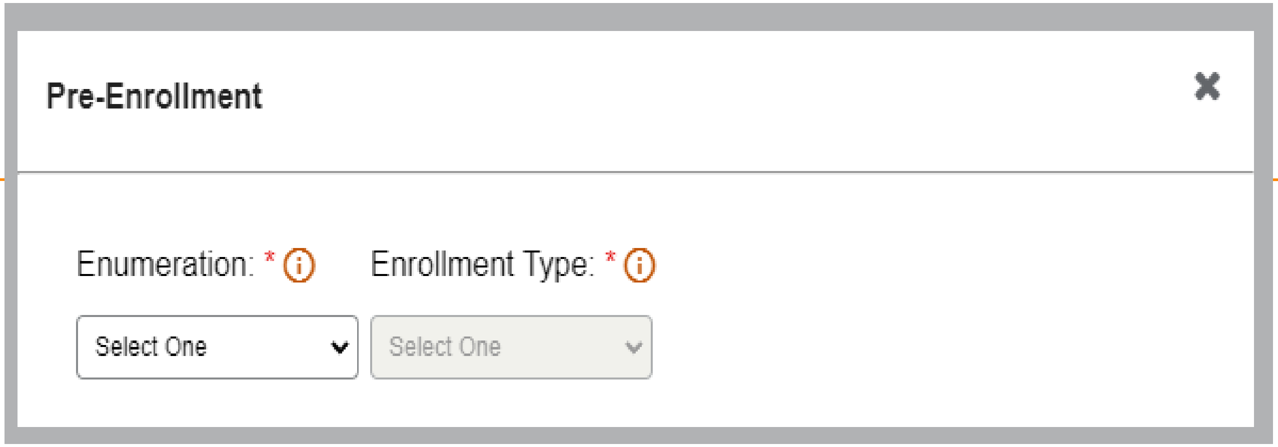
Enumeration:

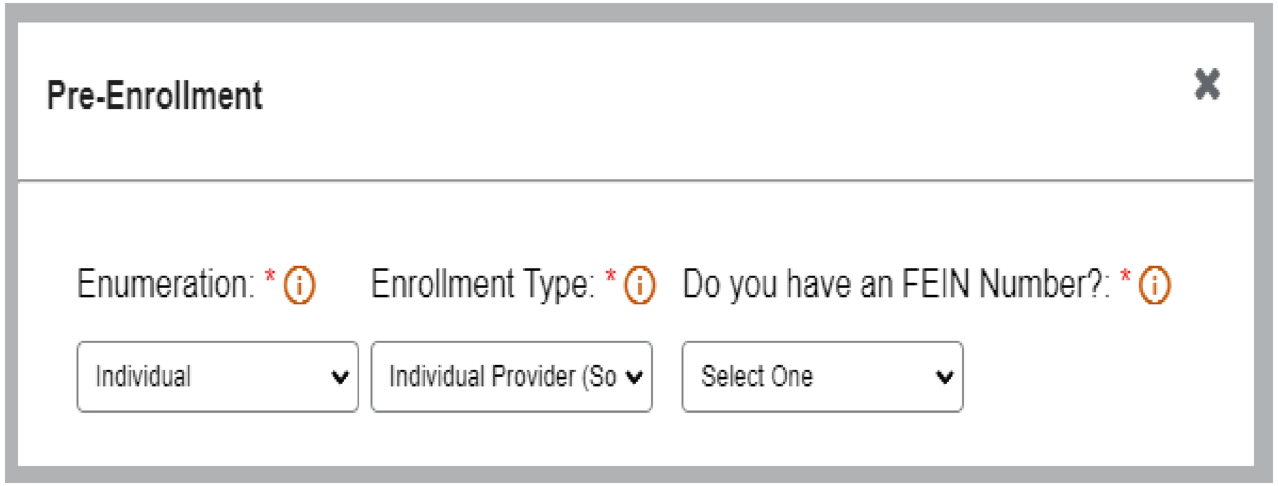
- Individual
- Organization
- Atypical

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.

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

Once completed, your status will change to complete/approved.

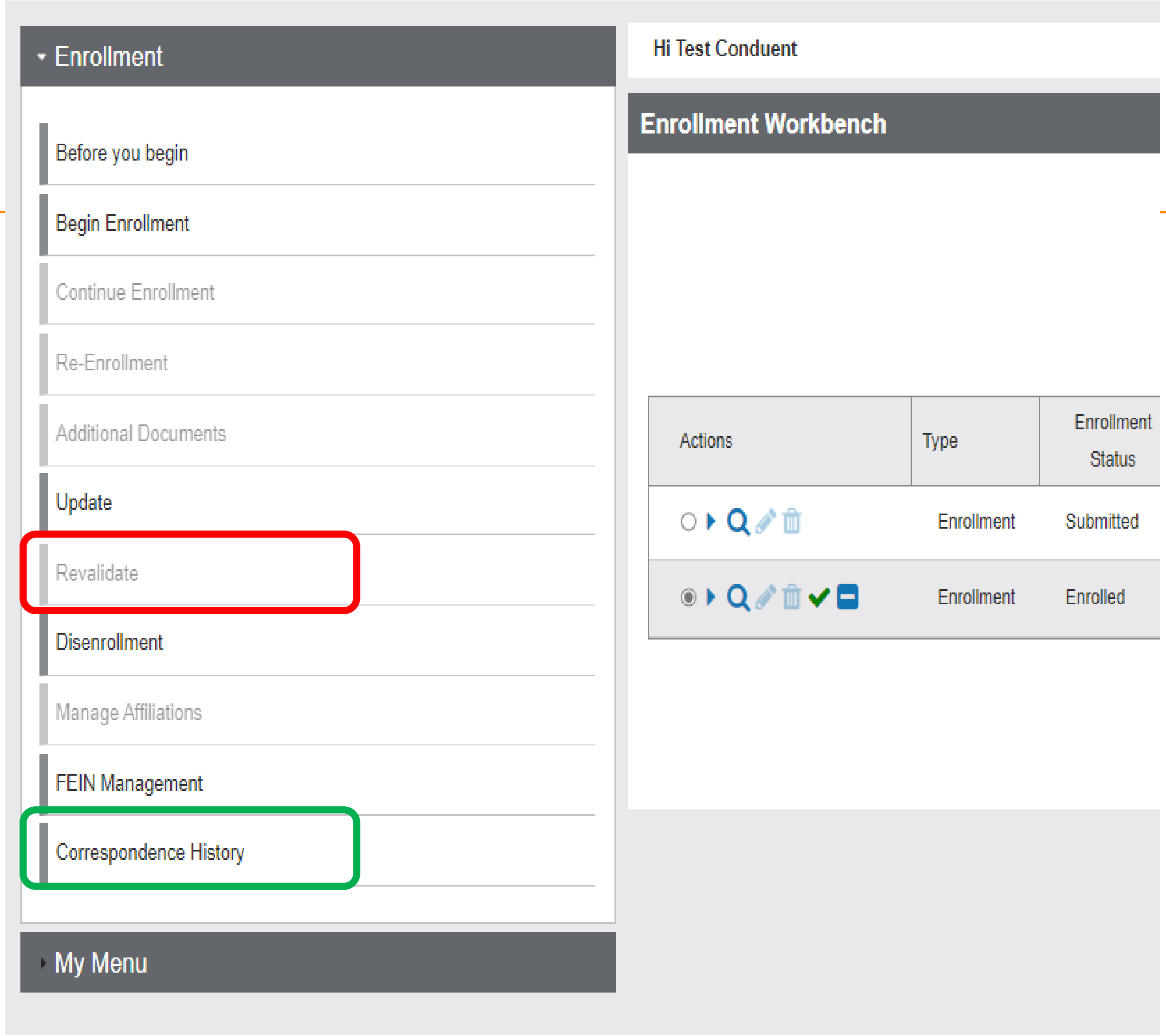
Use the **Re-Enrollment** tab under the Enrollment menu, to submit a new application under the new TIN.

Revalidation

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

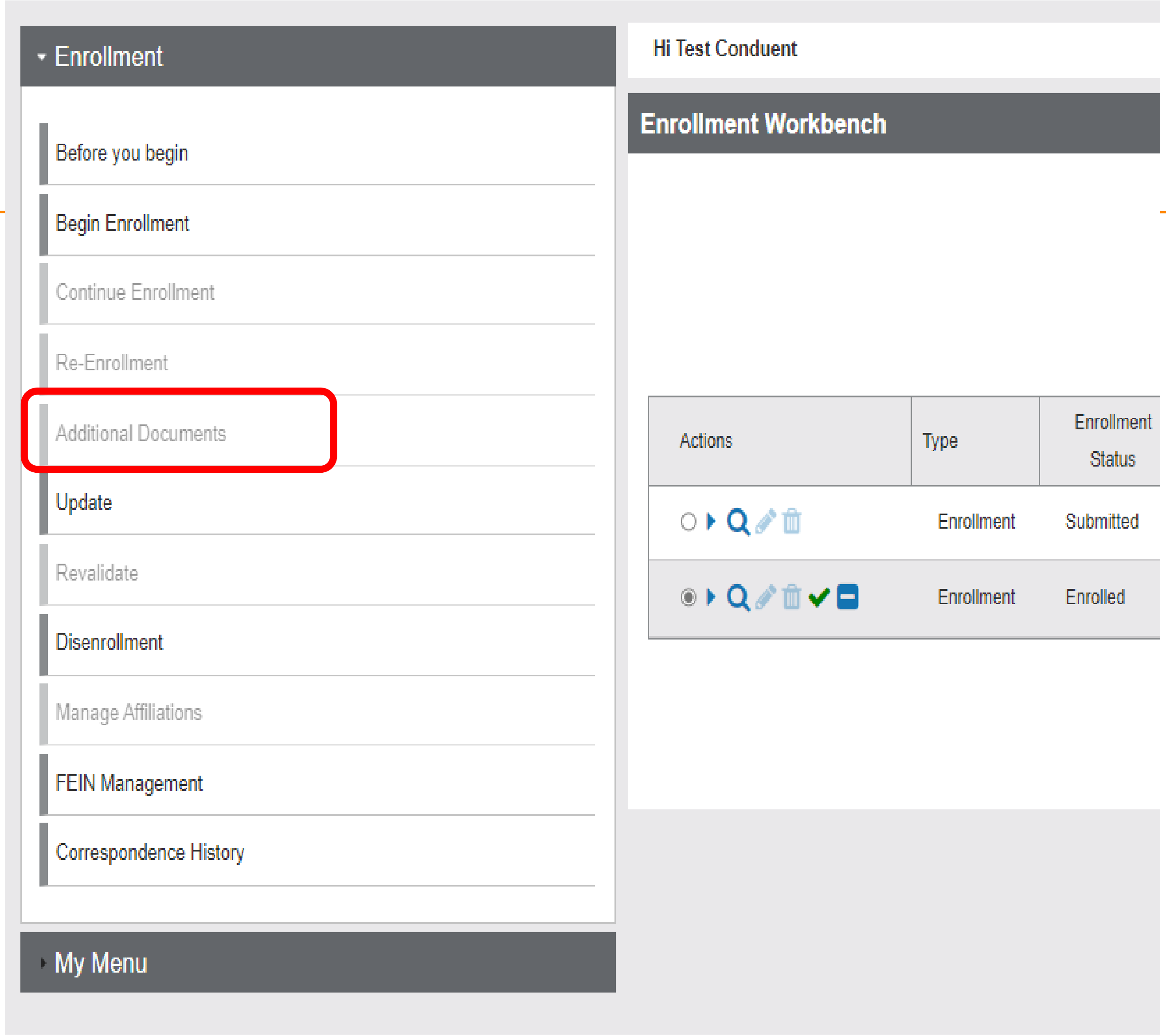
On the workbench, you will be able to select the Revalidate button on a selected NPI if revalidation is needed,

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

Click **Provider Enrollment** tab under myMenu.

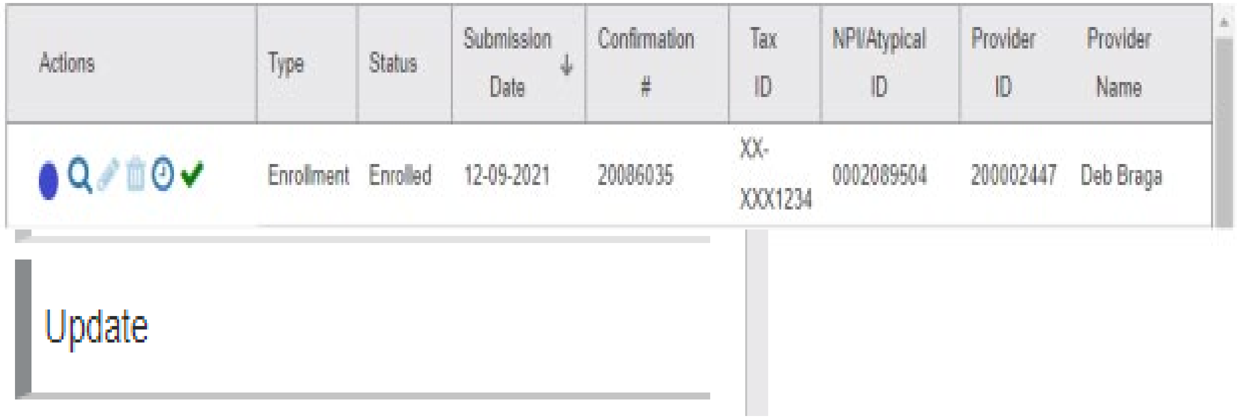
Search the NPI using the fields shown.

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.

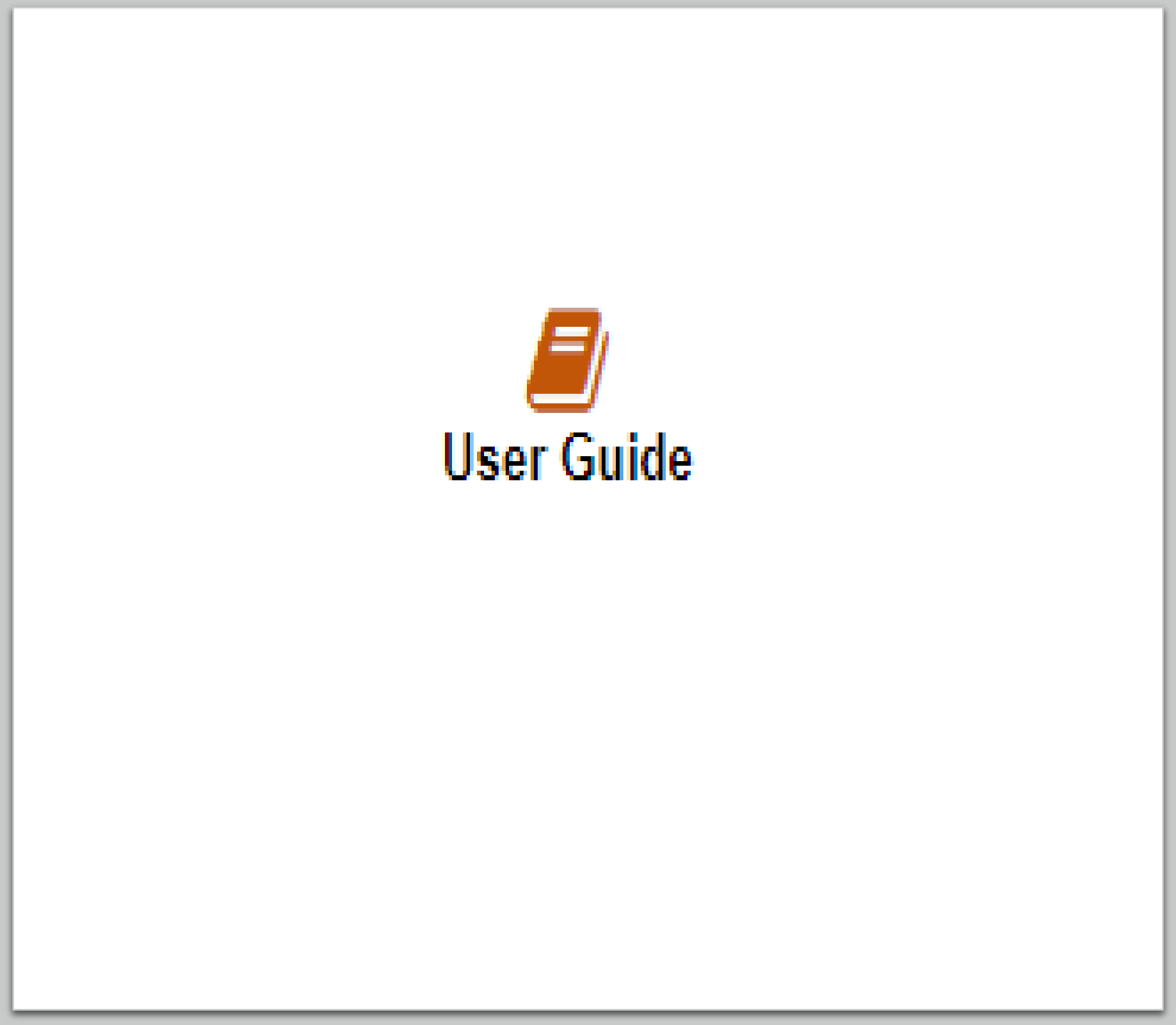


Questions on Enrollment?

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
- 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, 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.

Questions?

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