

# Monthly Provider Enrollment

Presented by Loma Romero  
Field Representative



# Roll Call

Please share in chat:

- Your Name
- Company
- Who you are representing



# 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/>

# Sign in to the Provider Services Portal



- Go to the MT Medicaid Website.

**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

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



[ICAP Portal](#)

# 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 login page for the Montana Healthcare Programs. The page has a dark blue background with a mountain range. On the left, it says "WELCOME TO Montana Healthcare Programs" and "DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES" with the Montana DPHHS logo. Below that, it says "Montana's Medicaid Enterprise Systems (MES)". On the right, there is a white box titled "ACCESS YOUR ACCOUNT" containing a "Username" field, a "Password" field, and a "Log In" button. Below the fields are links for "Forgot Password?", "Create New Account", and "State Employee Log in".

WELCOME TO  
Montana Healthcare Programs

MONTANA DPHHS

DEPARTMENT OF  
PUBLIC HEALTH &  
HUMAN SERVICES

Montana's Medicaid Enterprise Systems (MES)

ACCESS YOUR ACCOUNT

Username

Password

Log In

[Forgot Password?](#)  
[Create New Account](#)  
[State Employee Log in](#)

# Before You Begin

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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

## 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	NPVAPI ID
---------	-----------------------	-----------



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 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)

The screenshot shows a web form with three tabs: 'Role', 'Provider Information', and 'Review'. The 'Provider Information' tab is active. It contains a section for assigning NPIs/APIs to the user, followed by a 'User Information' section with several required fields. The 'Continue' button at the bottom is circled in red.

**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**

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.

The screenshot shows a table with columns for ACTIONS, LOGIN NAME, FIRST NAME, and LAST NAME. The first row is highlighted in yellow. An envelope icon in the ACTIONS column is being clicked by a mouse cursor.

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

- Click on blue arrow
- Provider ID# will show in gray box

Select	Actions	Type	Enrollment Status	Submission Date ↓	Confirmation #	Tax ID	NPI/Atypical ID	Provider Name	Last Accessed By	Last Accessed Date
<input type="checkbox"/>	  	Enrollment	Submitted	02-25-2026	79738729	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	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.

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

[Upload Request](#)

# Questions about the Account Administration Tab?

# Manage Affiliations

# Manage Affiliations 1

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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.

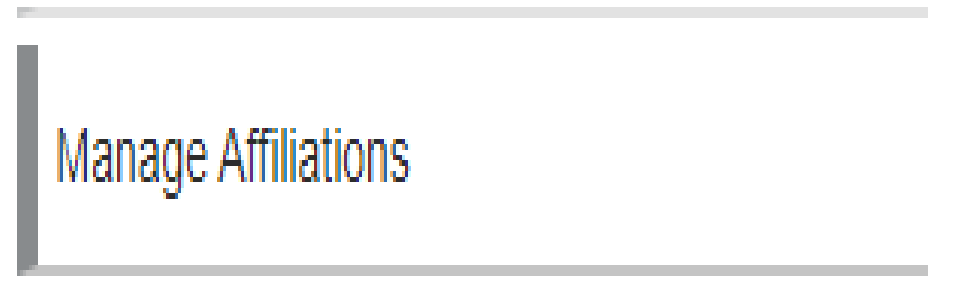
# Add an Affiliation

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.

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.

Search for Providers Pending Approval Requested Affiliations Existing Affiliations User Guide

Search for Provider Help

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.

First Name Last Name NPI/Atypical ID   1083670285

	First Name	Last Name	NPI/Atypical ID	Effective Date ↓	Last 4 digits of SSN/ITIN *	Actions	File Name
<input checked="" type="radio"/>	HEATHER	THOMAS-CLARK	1083670285	MM/DD/YYYY	<input type="text"/>	<input type="button" value="Assign"/> <span>Help</span>	

Assigned Locations Help

	Address Line
<input type="checkbox"/> <span>Help</span>	1111 BAKER AVE <input type="button" value="Edit"/>

Items per page 10 1 - 1 of 1 « < > »

# 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**.

	First Name	Last Name	NPI/Atypical ID	Effective Date ↓	Last 4 digits of SSN/TIN	Actions	File Name
<input checked="" type="checkbox"/>	ROBERT	NITSCHMELM	1598719064	05/12/2022	<input type="text"/>		

Assigned Locations

	Address Line	
<input checked="" type="checkbox"/>	1111 BAKER AVE	

1111 BAKER AVE

Select	Program Name	Effective Date*	Termination Date
<input checked="" type="checkbox"/>	Montana Medicaid (HMK Plus)	05/12	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 shows the 'Manage Affiliations' web application interface. At the top, there is a navigation bar with four tabs: 'Search for Providers', 'Pending Approval', 'Requested Affiliations', and 'Existing Affiliations'. The 'Existing Affiliations' tab is currently selected. Below the navigation bar, there is a 'Search for Provider' section with three input fields for 'First Name', 'Last Name', and 'NPI/Agency ID', and a 'Search' button. To the right of the search fields is a 'User Guide' link and a 'Help' icon. Below the search section is a table with the following columns: 'First Name', 'Last Name', 'NPI/Agency ID', 'Effective Date', 'Terminate Date', 'Actions', and 'File Name'. The table contains two rows of data:

	First Name	Last Name	NPI/Agency ID	Effective Date	Terminate Date	Actions	File Name
0	Reels	Clade		08/01/2014	08/01/2014	[User Icon] [Help Icon]	
0	Jerily	Adams		12/01/2013	12/01/2013	[User Icon] [Help Icon]	

# 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 Providers | Pending Approval | Requested Affiliations | **Existing Affiliations** | User Guide

**Search for Provider** Help

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 i Last Name i NPI/Atypical ID i     i

	First Name	Last Name	NPI/Atypical ID	Effective Date ↑	Terminate Date	Actions	File Name
<input type="radio"/>	KATHRYN	NEFF	1710945829		MM/DD/YYYY	<span>i</span>	
<input type="radio"/>	DANIEL	MUNZING	1700844966		MM/DD/YYYY	<span>i</span>	
<input type="radio"/>	HIKMAT	MAALIKI	1295897650		MM/DD/YYYY	<span>i</span>	
<input type="radio"/>	JOHN	KALBFLEISCH	1609824283		MM/DD/YYYY	<span>i</span>	
<input type="radio"/>	ANITA	BEACH	1922064401		MM/DD/YYYY	<span>i</span>	
<input type="radio"/>	SUZANNE	DANIELL	1811966526		MM/DD/YYYY	<span>i</span>	
<input type="radio"/>	JON	MILLER	1841267192		MM/DD/YYYY	<span>i</span>	

ANITA BEACH 1922064401  i

# 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	<input type="radio"/>	<input checked="" type="radio"/>	01/01/2006	05/11/2022	

Questions about managing  
affiliations?

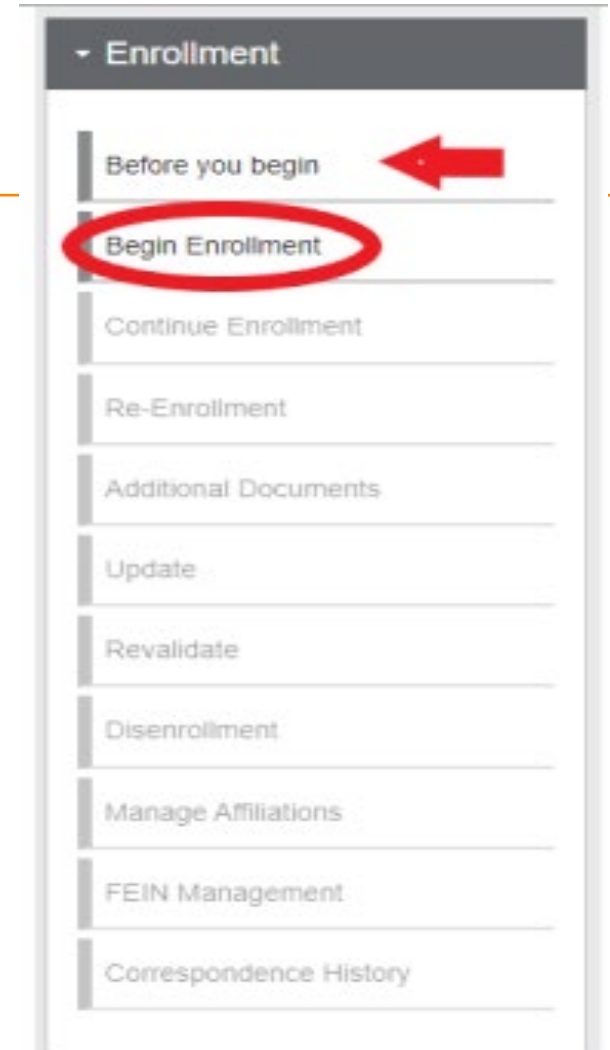
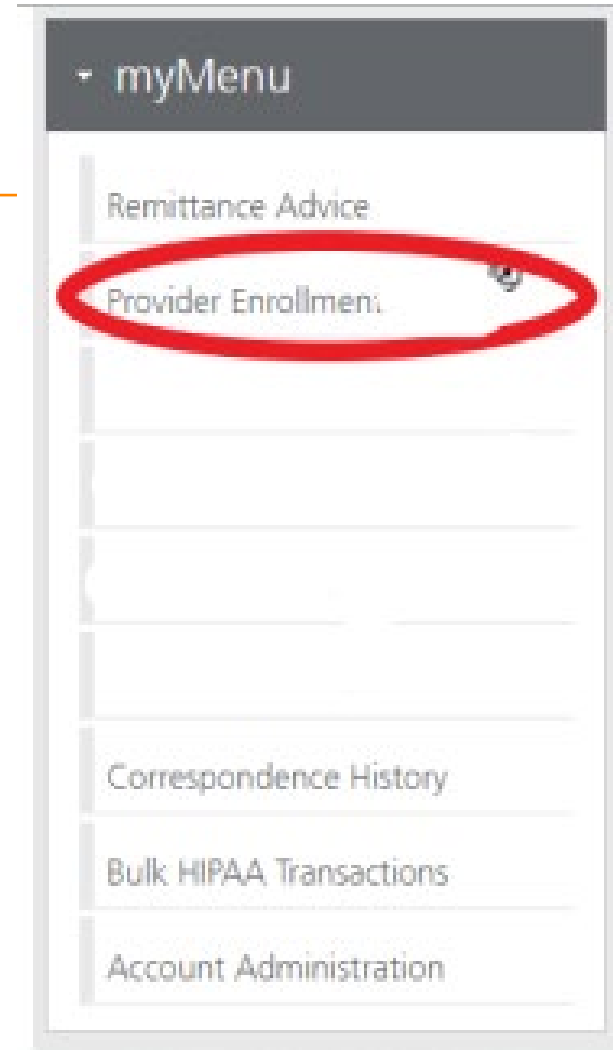
# Enrollment

# 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. On the left is a sidebar menu with a dark grey header containing a dropdown arrow and the text "Enrollment". Below this header are five menu items, each with a vertical bar on its left side: "Before you begin", "Begin Enrollment", "Continue Enrollment", "Re-Enrollment", and "Additional Documents". The main content area on the right has a white background. At the top of this area is the text "Hi Conduent Test". Below it is a dark grey horizontal bar with the text "Before you begin" in white. Underneath this bar is another dark grey horizontal bar with a dropdown arrow and the text "Checklist". The main content area then has a white background with the text "Provider Enrollment Checklist" centered. Below this text is a line of text: "Click this link to download the checklist which is required to continue with the provider enrollment process [Checklist](#)". At the bottom of the main content area is a dark grey horizontal bar with a right-pointing arrow and the text "FAQ".

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 ✕

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Enumeration: \* ⓘ Enrollment Type: \* ⓘ

Select One ▼ Select One ▼

Pre-Enrollment ✕

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Enumeration: \* ⓘ Enrollment Type: \* ⓘ Do you have an FEIN Number?: \* ⓘ

Individual ▼ Individual Provider (So ▼ Select One ▼

# 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 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 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

# 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 vertical menu titled 'Enrollment' contains several options: 'Before you begin', 'Begin Enrollment', 'Continue Enrollment', 'Re-Enrollment', 'Additional Documents' (highlighted with a red box), 'Update', 'Revalidate', 'Disenrollment', 'Manage Affiliations', 'FEIN Management', and 'Correspondence History'. Below this menu is a 'My Menu' section. On the right, the page header shows 'Hi Test Conduent' and 'Enrollment Workbench'. Below the header is a table with three columns: 'Actions', 'Type', and 'Enrollment Status'. The table contains two rows of data.

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.

Enrollment Workbench

User Guide  
Show Legend

Select "Search By" Column: Select One Search Criteria: Search Search Clear

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 about updates?

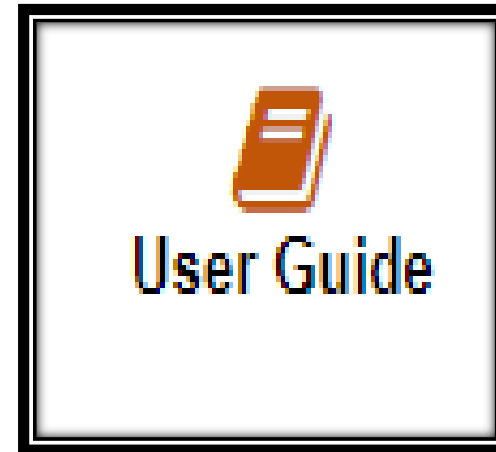
# Live Demonstration

# Need Help with MPATH?

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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.



# 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, 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

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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.