Completing Maintenance

When completing maintenance new data elements are collected to align with revalidation requirements and the information is required to be provided. In order to successfully process the maintenance you must navigate to each screen within the application before submitting the case.

Below is information on the individual tabs that you will see when navigating through your application and a few areas that will require your attention.

We are no longer able to accept and process maintenance requests outside of the Provider Enrollment Application (PEA). Idaho Medicaid providers are expected to login, access their application, and submit a case for processing.

Business Info Tab

- On the Name and Tax ID sub-tab, verify the email address and update if necessary. This is who Gainwell will contact about Idaho Medicaid matters and the maintenance case.
- On the Billing Provider Info sub-tab, you must answer additional questions related to your W9.
    - You will need to provide the Billing Provider Tax Entity, Profit Status, Corporation Type and Fiscal Year End Date (Month and Day).

Ownership Info Tab

- Ownership Information must be provided during the initial maintenance – this information was previously collected on paper and was not imported into the application during our upgrade.
    - At least one person must be reported with a SSN on the Ownership Info screen.
        - Any individual reported on the Ownership Info screen may sign the application on the Signature page of the case. If the signer of the case is not listed on the Ownership Info screen the case will be returned to the provider.
    - Once you have added all entities or individuals to the Ownership Info screen you will need to go back to the Ownership/Board Member table, select each entity or individual, choose the Save and Continue button and answer the additional questions that display on the Relationship and Control Interest sub-tabs.

Service Locations

- If your credentialing information (license, insurance, certificate details, etc.) sits under your service location, navigate to the Service Locations tab:
    - Select the Service Location from the table, choose the EDIT button, navigate to the Provider Type/Specialty sub-tab, and then select your Provider Type from the table and choose the EDIT button again.
        - The number you enter must be an exact match to what is on the license, insurance, certificate, etc. including special characters (/ - .).
        - There is a 15 character-limit – you must enter the credential number exactly as it appears up to the 15th character.
            - If the name/policy/certificate/license /etc. is not an exact match you must ADD new license, insurance, certificate. To ADD new:
                1. Choose the licensing board/carrier from the drop-down
                2. Enter the policy, certificate, license number exactly as it's shown up to the 15th character limit
                3. Enter the Begin Date and Term Date for the new segment.
                4. When necessary, provider the supporting document on the Documents tab.
- New questions are presented for each Service Location.

Rendering Providers

- If you are a Group or an FAO with Rendering Providers, navigate to the Rendering Providers:
  - You must select the Rendering Provider from the table on the Rendering Provider sub-tab.
    - New questions are presented for each Rendering Provider.
    - The credentialing information such as the licensing, certificate, insurance, DEA, Medicare Enrollment #, etc. sit under the Rendering Provider on the Provider Type/Specialty sub-tab.
      - The number you enter must be an exact match to what is on the license, insurance, certificate, etc. including special characters (/ - .).
      - There is a 15 character-limit – you must enter the credential number exactly as it appears up to the 15th character.
        - If the name/policy/certificate/license /etc. is not an exact match you must ADD new license, insurance, certificate. To ADD new:
          1. Choose the licensing board/carrier from the drop-down
          2. Enter the policy, certificate, license number exactly as it's shown up to the 15th character limit
          3. Enter the Begin Date and Term Date for the new segment.
          4. When necessary, provider the supporting document on the Documents tab.
  - If you need to terminate a Rendering Provider from the Group/FAO, <u>do not terminate the provider on the Affiliation sub-tab.</u>
    - Select the Rendering Provider form the table on the Rendering Provider sub-tab, select the EDIT button and enter the Term Date and Termination Reason displayed below the Rendering Provider table.

Documents

- The W9, Provider Agreement and EFT Authorization Agreement are all signed electronically.
  - Click the Review Before Signing Link, open the document, review/print/save the document, and then close it.
  - A physical signature is not required on these documents.
- If any other document is required for your case, it will be shown on the Documents tab and subsequent sub-tabs. Scan the documents and save them on your computer so you can easily attach them to the case.
  - If the upload is grayed out or you're unable to upload it to the case, take note of your case number and submit your maintenance case. Submit the required documentation using one of the following methods:
    - Send email to idproviderenrollment@dxc.com with the attached documents. Subject line:" request to attach to case# (insert case number) and provider ID # (insert provider ID# or NPI).
    - Fax cover sheet and documents to 1-877-517-2041. Subject line: "requesting to attach to case# (insert case number) and provider ID# (insert provider id# or NPI number).
    - Mail in letter with documents to Gainwell Technologies P.O. Box 70082 Boise, Idaho 83707 Subject line: "requesting to attach to case# (insert case number) and provider ID# (insert provider id# or NPI number).
      Note: If the case number or the provider ID#/NPI are not included documents will be returned.
- If you've updated your EFT information, immediately send a secure message from your Trading Partner Account to Provider Enrollment confirming that the updated EFT information we've received in case # (insert case number) is authorized on behalf of or by the provider.

Signature

- The person or individual that signs the application must be listed on the Ownership Info tab
  - They may be listed as an owner or managing employee.

Status

After submitting your maintenance case, an enrollment specialist will review your case. If any items need to be corrected a letter will be generated and emailed to the address on file outlining what actions must be taken in order for the maintenance case to be processed and the application will be returned in a "Needs More Info (NMI)" status. All items outlined on the letter must be addressed before you resubmit the case.

To check the status of your case, login to your Trading Partner Account, go to the Account Maintenance tab and select Provider Enrollment. Select the line that correlates to your case number and provider ID and review the Enrollment Status column.