



ALL PROVIDERS

Medicaid Transition from Paper Applications to
Provider Services Portal

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The Bureau of Provider Enrollment is excited to announce that during the next few months, ALL New York State (NYS) provider enrollment transactions (i.e., new enrollment, reinstatement, revalidation, changes in ownership and file maintenance) will transition from the paper-based process, which will be phased out, to the online Provider Services Portal (PSP), allowing for quicker submission, turnaround, and transparency for providers into their enrollment records.

In November of 2025 (for practitioners) and March of 2026 (for organizations, non-practitioners), paper applications were updated to include information that providers enrolling for the first time should utilize the PSP. **Paper applications will not be processed for providers who are found eligible to apply using the PSP. Instead, the provider will be instructed how to apply in the PSP.**

Important updates related to this transition:

- Application forms have again been updated to include additional information about the transition and to reflect a May 2026 revision date. **Paper applications received on or after May 27th will be returned if an outdated version of the form was submitted.**
- Providers must include their Provider ID on **reinstatement applications**. If the current version of the form is submitted but the 8-digit Provider ID is not included, the application will be returned.
- Currently enrolled providers who are applying to add a new Category of Service (COS) to their enrollment record should select the reinstatement checkbox, include their PID, and add the appropriate COS in the relevant field on the form.
- If a paper enrollment transaction is returned, please ensure that transaction is still available in paper format before resubmitting. If paper is resubmitted but the transaction has become available in the PSP, the paper submission will be returned again with instructions to submit via the PSP.
- **Beginning this summer**, providers enrolled via the past paper process will be notified of the requirement to link to their enrollment file in the PSP through a simple registration process which includes confirming the accuracy and completeness of the converted information. Once registered, providers will have the ability to view and modify existing provider information at any time.

The first step in the registration process is for providers to create a NY.gov business account which can be done from a desktop, laptop, tablet or phone, and only needs to be done once. Once a NY.gov business account has been created, providers log into the PSP and navigate through the registration process to “claim/link to” their enrollment files. For some providers, that process may also meet revalidation requirements.

- All providers, duly authorized representatives, and credentialing staff who prepare or submit applications can create NY.gov business accounts and access provider files in the PSP. However, **only individual practitioners and owners or managing employees** of an organization who are disclosed as such on the application **can sign and submit enrollment transactions.**
- In accordance with the New York State Office of Information Technology Service’s *International Access to NYS Systems or Data* policy and New York State Department of Health Office of Health Insurance Program’s *Offshoring Data* policy, **organizations that use or contract with offshore credentialing staff should be aware that those individuals are not permitted to access State systems.**

If you have not already done so, you are encouraged to create a NY.gov Business Account now (follow the instructions at <https://www.emedny.org/PSP/>). If you are already able to log into NY.gov, you can confirm you have a business account by verifying that “Business Account” appears next to your name under the blue header once logged in.

Please watch for more communication in your email inbox and on emedny.org as we transition toward a fully paperless process in the PSP.

Provider Enrollment Team
New York State Medicaid

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