**Provider Services Portal**
**Facilities, Agencies, Organizations and Groups**
**Milestone 1**

## Overview

The Provider Services Portal is designed to allow providers to enroll in the Medicaid program and manage their provider enrollment file. Applications are comprised of five milestones that must be completed before an application can be submitted to New York State (NYS) Medicaid for review. This document describes how Facilities, Agencies, Organizations (FAOs), and Groups can generate a new enrollment application in the Provider Services Portal and how to complete Milestone 1 of the application. FAOs and Groups include but are not limited to Hospitals, Pharmacies, DME Suppliers, and Physician and Multi-Professional groups. This Quick Reference Guide is based on an example of a Group provider enrollment. Enrollment screens and requirements will vary based upon the specific provider type enrolling.

**Note:** At this time, the Provider Services Portal is only available to providers who have never been enrolled in NYS Medicaid and who do not have a paper application pending in the eMedNY system.

### *Getting started with a new application*

Once logged into the Provider Services Portal, **click** on Enroll Now under New Enrollment.
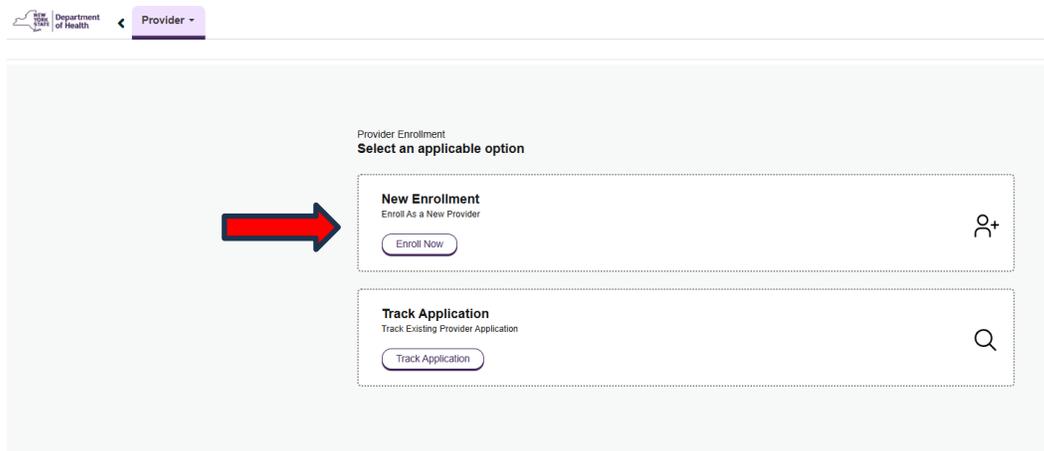


**Click** on the appropriate application type, and a screen will display instructions for that application type.

Review the instructions and **Click** on Proceed to continue.



**NOTES**:

- This Quick Reference Guide is based on an example of a Group provider enrollment. Your application may look different based on the Category of Service being enrolled. Please call the eMedNY Call Center at (800) 343-9000 with specific application questions.

- Once an application is started, it must be completed and submitted within 45 days, or the application will be purged from the system. If the application is purged, a new application must be started, completed, and submitted.

- Fields with a red asterisk are required fields. If left blank, the application will not move forward.

Enter the following information required to generate the application:

- ➢ Applicant Type (choose from the drop down):
  - o Fee-for-Service (FFS/billing) Fee-for-Service is the default selection or
  - o Managed Care Only (Non-billing).
- ➢ NPI
- ➢ EIN/FEIN
- ➢ Entity Legal Name
- ➢ Entity Business Name
- ➢ Primary Email Address – this is the email address the system will recognize to communicate notifications regarding the application as well as future enrollment notifications.

**Click** on Generate Application. The Application ID will be displayed on the screen and will be emailed to the primary email address that was entered.



**NOTES:**

- The most common reasons for an error message include:

  o  A paper or portal application was already submitted and is currently under review;

  o  The provider is currently enrolled, and a maintenance request must be submitted following the instructions found at eMedNY.org;

  o  The provider was previously enrolled, is now inactive, and must apply for reactivation/reinstatement following the instructions for submitting a paper application found on eMedNY.org; or

  o  Information about the provider was previously entered into eMedNY by a managed care plan for reporting purposes.

- If an error message is received, contact the eMedNY Call Center at (800) 343-9000 for assistance.

**Copy and keep** the Application ID for future tracking. The Application ID will also be sent to the Primary Email Address that was previously entered. This ID will be needed to check the status of an application or when returning to complete an application that was previously started.

**Click** on Go to Application.



Enrollment application created successfully!

| Application ID | Application Status |
| --- | --- |
| _____ Copy | In Process |

| Enrollment Type | Name |
| --- | --- |
| Facility/Agency/Organization (FAO) | _____ |

Go to Application

## Milestone 1 of an Application

Once an application is generated, the Application Status becomes "In Process."

**Milestone 1** is comprised of three steps.  **Click** on Start next to Milestone 1 to begin the first step.

**TIPS FOR COMPLETING THE APPLICATION:**

- When available, **select** the "Show" button prior to entering any information. This will expand and provide guidance for completing a particular step.



- When applicable, additional requirements will appear under each step in the Step Requirements link. If the requirement is linked, navigate to the linked form and download, complete, then upload the completed form prior to submitting an application.
- Subsequent milestones (i.e., 2-5) are locked until Milestone 1 is completed.



**Milestone 1, Step 1:** Basic Information. Fields will be pre-populated with information provided on previous screens. Confirm pre-populated information and enter information in any blank fields. **Click** Save, then **click** Next Step.
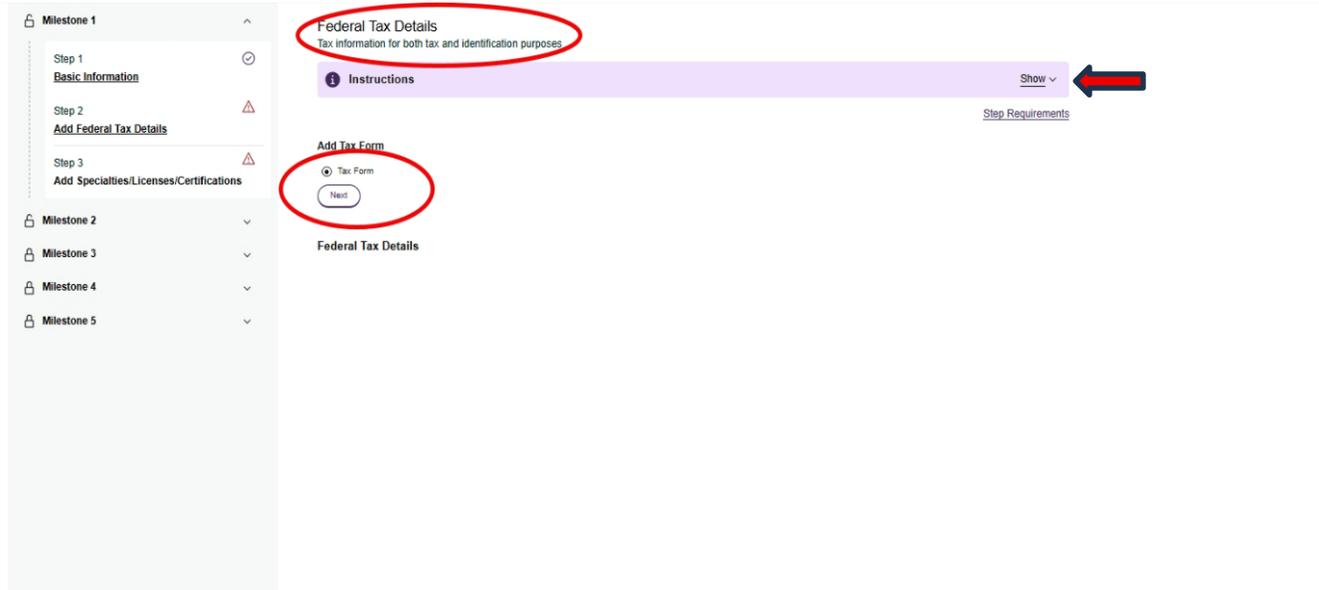
**Milestone 1, Step 2:** Federal Tax Details.

**Click** the arrow next to the Show/Hide button on the purple instructions banner to display instructions for this step.

**Click** Next under the Add Tax Form button located below the purple instructions banner.



Tax form details must be entered on the next screen.  The Corporate Address is the address to which 1099s will be mailed.  Once the address is entered, **click** on Validate Address in the bottom right-hand corner of the screen.

➢ If an error message is received, correct the error.  Once all information is validated, **click** on Save Details directly below the Validate Address button.

To upload supporting documents for the Federal Tax Details section, click on **Add** under Supporting Documents.



A new screen will pop up that allows upload of supporting documents for this step.
- o Allowable file formats are .gif, .jpg, .jpeg, .html, .htm, .pdf, .xls, .tif, .doc, .docx, .xlsx, and .txt.
- o File size must be under 10 MB.

For each document to be uploaded, **click** on Upload Document and follow instructions.

**Click** on Close when all documents have successfully uploaded.

**Milestone 1, Step 3:** Specialties/Licenses/Certifications.

**Click** the arrow next to the Show/Hide button on the purple instructions banner to display instructions for this step.

**Click** on Add next to Provider Type/Category of Service/Specialty/Subspecialty.
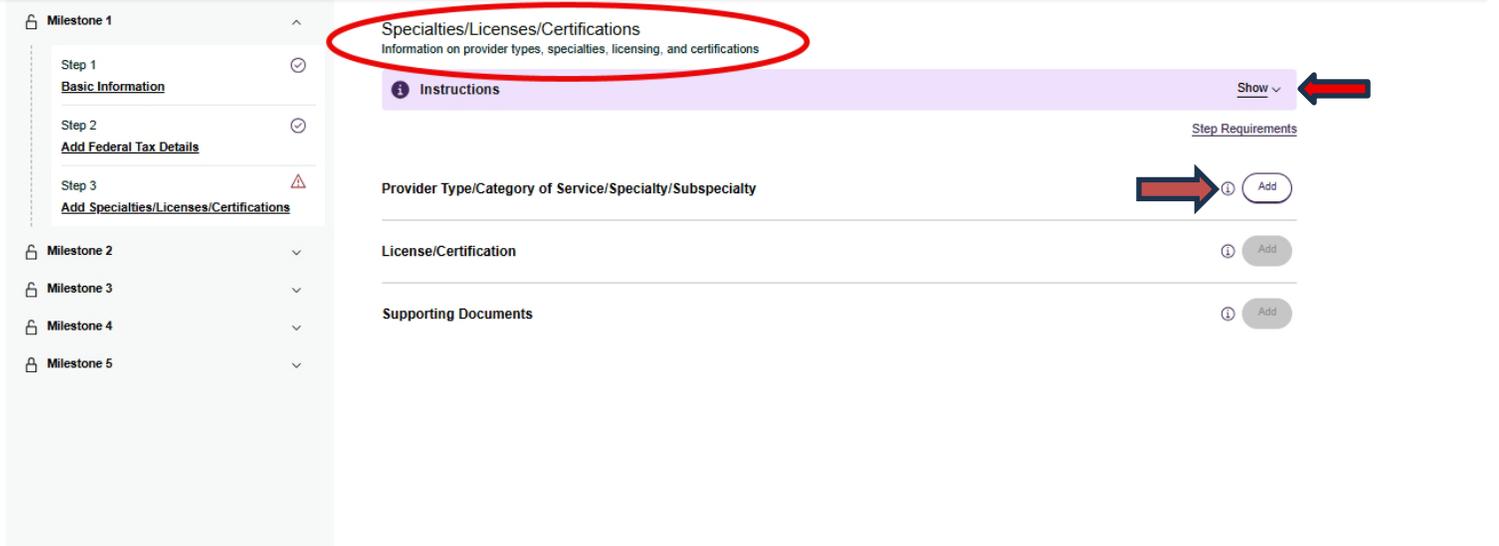


**Complete** the fields on the next screen.

Based on the Provider Type, COS, and Specialty, available Subspecialty options will be displayed. Providers must **choose** at least one Available Subspecialty from the list, then **click** the ">" arrow to populate it in the Associated Subspecialty field, then **click** on save.
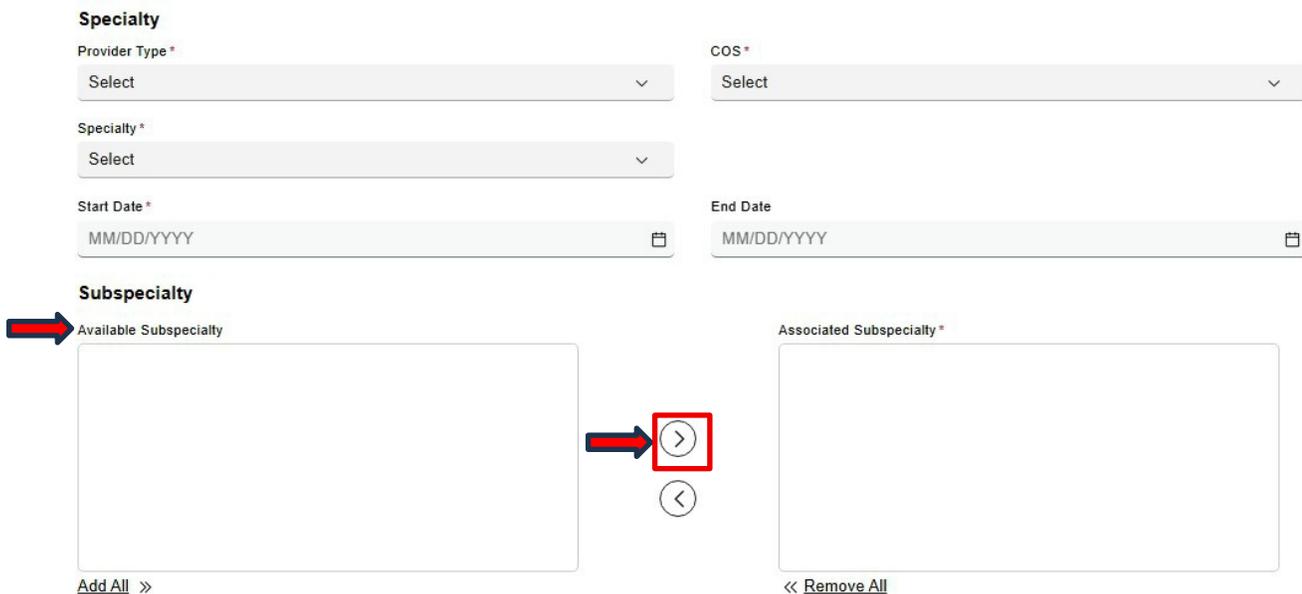
For the License/Certification portion of this step, **click** on Add to the right of License/Certification.

**Complete** the fields for adding a license.

**Click** on Confirm License/Certification.

**Cl**ick on Save after the license/certification has been confirmed.



**Next, click** on Add next to **Supporting Documents.**

For each Required Document to be uploaded, **click** on Upload Document and follow cues to upload the required document listed for the Specialty/License/Certification section of the file.

**Click** on Close when all documents have successfully uploaded.

Once all documents have been successfully uploaded for Milestone 1, **click** on Next Step at the bottom right.



A screen will pop up to indicate that Milestone 1 is complete. **Click** Okay to move on to the next Milestone. The remaining Milestones are now unlocked so that information can be added anywhere in the application.