



PRACTITIONERS

Modernization of the New York State Medicaid Provider Enrollment Process

Modernization of the New York State Medicaid Provider Enrollment Process ~~ Phase 1 Has Arrived ~~

The New York State (NYS) Medicaid Program is undergoing modernization of its provider enrollment process with the phased roll-out of an online provider enrollment portal known as the *New York State Medicaid Provider Services Portal*. Developed by the NYS Department of Health (DOH) in collaboration with General Dynamics Information Technology (GDIT), who maintains the eMedNY system, and Acentra Health, this portal is separate and distinct from the current *Provider Enrollment Maintenance Portal* (maintenance portal) that allows currently enrolled practitioners to update their enrollment file.

Practitioners who have never been enrolled in NYS Medicaid before should now use the *New York State Medicaid Provider Services Portal* (portal) to apply for enrollment. Please visit eMedNY.org and follow the steps to determine if you are eligible to apply in the portal. Please visit the new NYS Medicaid Provider Services Portal (PSP) landing page for steps needed to enroll in the portal and additional information [here](#).

eMedNY offers live training webinars on many topics on a recurring basis. To view the training schedule for the new portal and to register for training, practitioners should visit [eMedNY's Provider Training](#) page. **Provider Services Portal – Practitioner** training sessions will orient providers to the portal and the steps necessary to apply for enrollment, including:

- Creating a NY.Gov Business Account to access the portal
- Navigating the portal's features and functions
- Understanding available transaction types and associated instructions within the screens
- Monitoring submission status.

The eMedNY Provider Training calendar will be updated with additional information and trainings as they become available.

Development of an online portal is a complex undertaking involving many stakeholders, types of providers, and transactions. Although a great deal of planning and testing occurs, as with any major system change, hiccups are likely to be encountered during the process. With continued hard work from the dedicated teams and patience from the provider community, a robust, efficient, and user-friendly system will continue to evolve.

Questions related to enrollment through this new portal should be directed to the eMedNY Call Center at (800) 343-9000.

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