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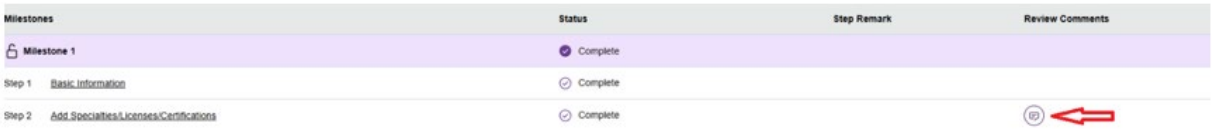
eMedNY PRACTITIONERS

Helpful Tips for Submitting Applications in the NYS Medicaid Provider Services Portal (PSP)

Since the September 2025 rollout of new practitioner enrollments in the NYS Medicaid Provider Services Portal (PSP), the volume of applications submitted and processed continues to increase daily. Some applications are incomplete, however, and must be returned to the provider for action, thus delaying an enrollment determination. As a result, a few of the most common reasons for returned applications, and how to prevent return for those reasons, are provided below to assist practitioner providers and credentialing support teams with submitting clean applications, thus helping the application process flow as smoothly and efficiently as possible.

TIPS:

- The top portion of any screen in the portal provides important information and instructions related to the steps on that screen. Be sure to review that information first!
- Check your application status once a week to determine if additional information is needed to continue processing. To do so, log into the Portal, enter the application ID, and expand the milestone steps by selecting the down arrows. If additional information or action is needed, you will see a notepad/comment icon (see below). Please click on this icon to view the information needed to continue with the review process. The requested information must be provided/updated prior to resubmitting the application.



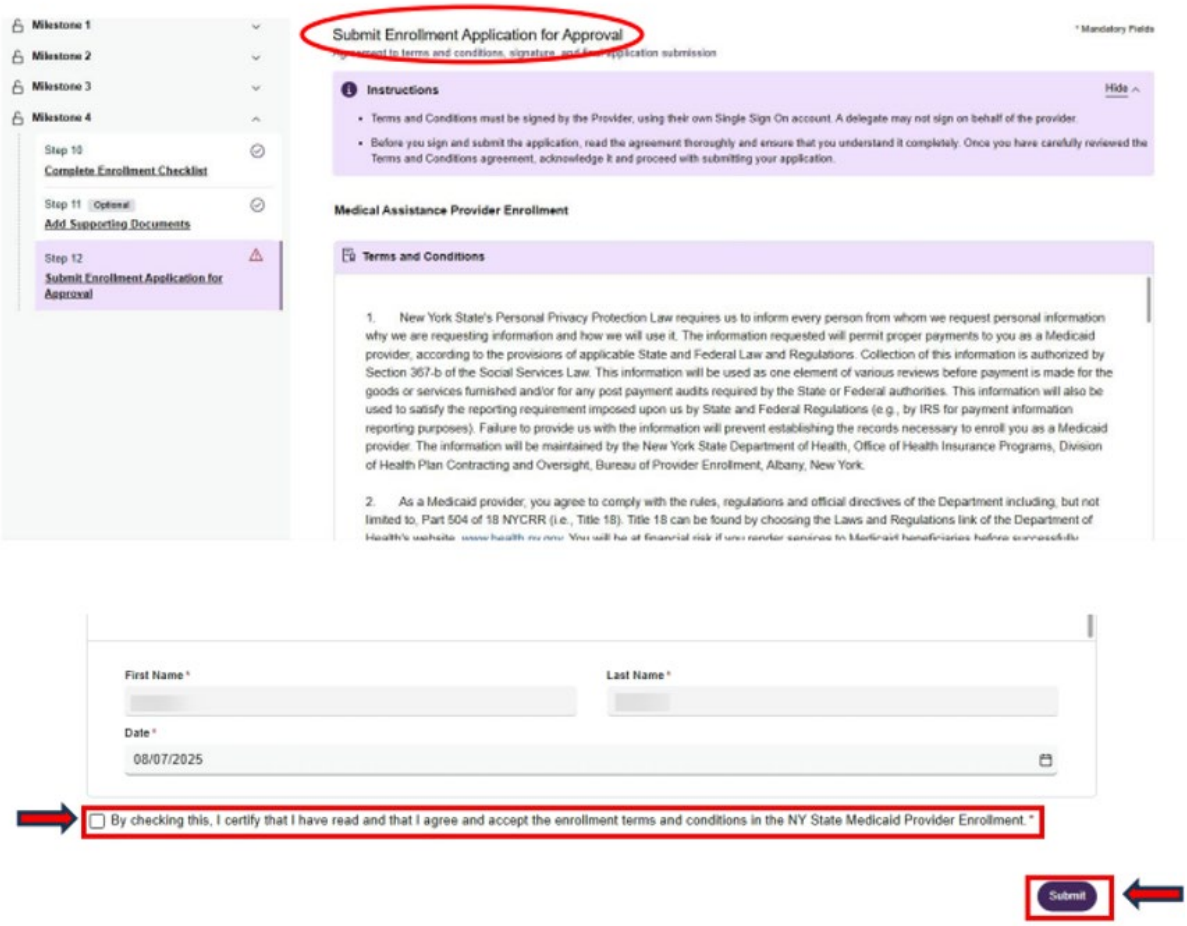
Top Four Reasons Applications are Returned for Correction:

1. **Incorrect Signature** – The application must be signed and submitted by the provider themselves. Signatures from office staff, billing agents, or other representatives will result in a rejected submission.

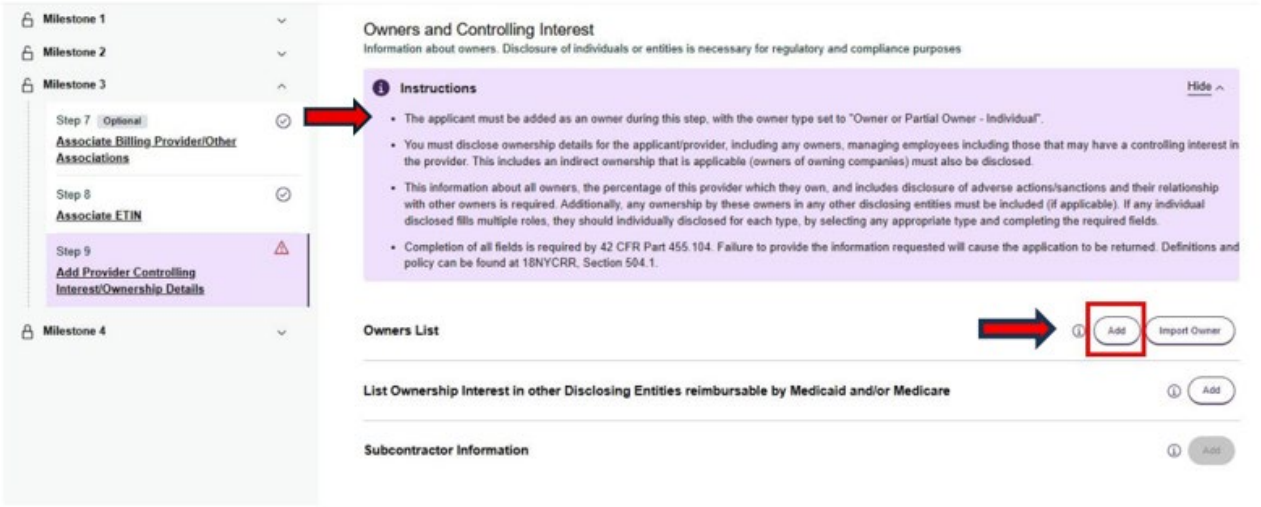
To provide a correct/acceptable signature, the individual provider must first follow the instructions to create an NY.gov business account. Once logged into the portal via the NY.gov account, the provider's name will appear in the first and last name fields (see below example) on the final milestone/step of the application. The provider must next confirm they have reviewed and accept

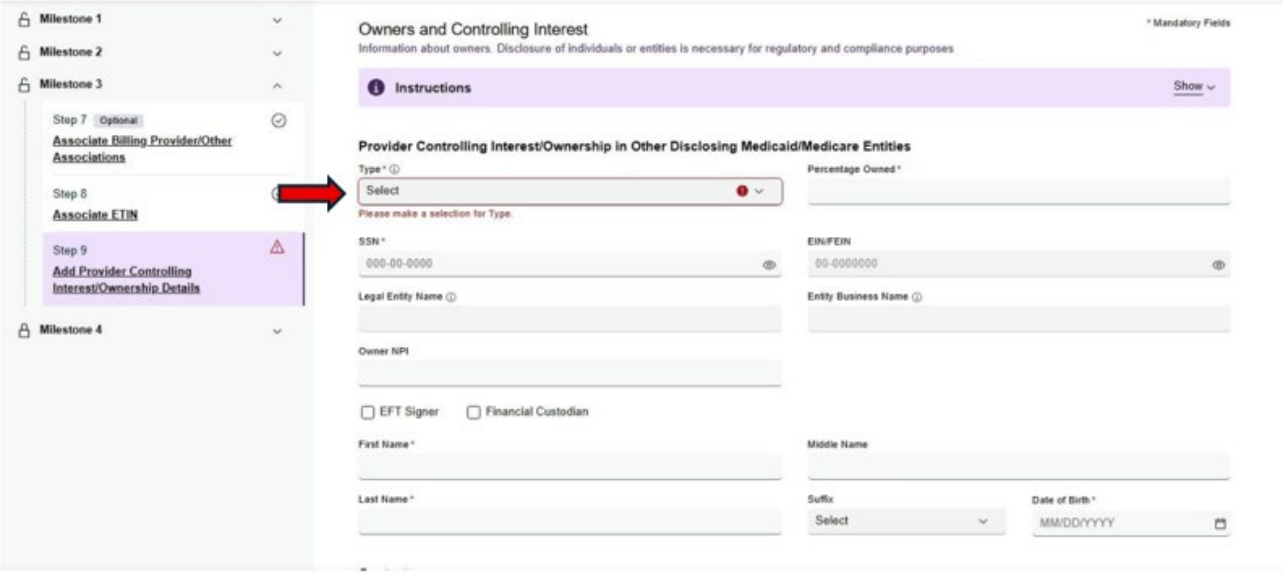
the preceding terms and conditions of the submission. Finally, the provider selects the Submit button.

The application has now been correctly signed and submitted.



2. **Ownership Section Not Completed Correctly** – The applicant must also be listed in the ownership section (by selecting the Type “Owner or Partial Owner – Individual”). Remember, for each disclosed individual, required information such as Social Security number, home address, and date of birth must be included. Omissions in this section are a common reason for delays.





3. **Payment Details Step** - Please remember to upload the EFT agreement from the portal, **not** the EFT authorization form from emedny.org. If you are uploading a Bank Letter, please make sure it is notarized.

4. **Missing DEA Certificate** – If the provider holds a DEA certificate, a copy must be included with the application where indicated. This enables prompt verification of prescribing credentials.

Attention to the above details is appreciated as complete applications facilitate a quicker turnaround of enrollment determinations.

New York State Provider Enrollment