MO HealthNet Public Home News

PROVIDER REVALIDATION FAQ

Version 2

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How do I get to the revalidation application?

The revalidation application is accessed by going to www.emomed.com, logging in to your account, and going to the ePassport tab. The icon to click is labeled Provider Revalidation.



When I sign in to eMOMED/ePassport, I do not see the revalidation link

This is likely due to your Electronic Missouri Medicaid (eMOMED) user type. The revalidation application is only available for Individual Providers (INDP), Provider Administrators (PRVA), and Provider Employees (PRVE) who have admin or sub admin access to National Provider Identifiers (NPIs). To see what user type you are, go to ePassport and select Maintain User Profile.

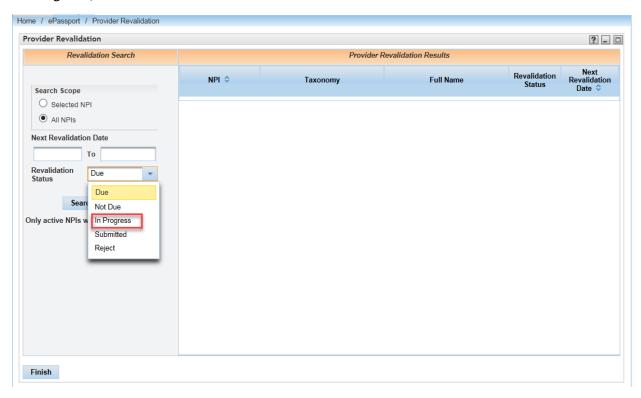


I am a biller and cannot find the revalidation application

Billing admins and billing employees do not have access to provider revalidation in eMOMED due to security reasons. If you are a billing admin or billing employee who needs to fill out revalidation applications, you need to call the Wipro Helpdesk at 573-635-3559 to change your access. Note: billing admin and billing employee users will still have an alert at the top of eMOMED alerting them of NPIs that are due for revalidation. If you are a billing admin or employee, please notify your personnel who handle Medicaid enrollment of the need to revalidate.

I saved my revalidation application, but now I can't find it

If you worked on an application and saved it, the application status will change to "In Progress". To find all applications you have saved, utilize the Revalidation Status dropdown on the search screen and select "In Progress", then click search.

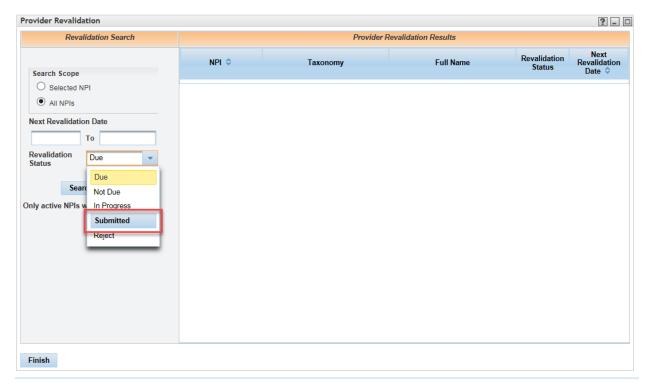


This search returns all applications you saved. The other statuses in the dropdown provide results as follows:

- Due Returns all applications that have not been saved and have a Revalidation Due Date within the next 90 days or in the past
- Not Due Returns all applications that have not been saved and have a Revalidation Due Date that is more than 90 days in the future
- In Progress Returns all saved applications as described above
- Submitted Returns all applications that the user submitted. You can view applications you submitted, but you are not able to edit the application further unless Missouri Medicaid Audit & Compliance (MMAC) rejects the application.
- Reject Returns all applications that have been rejected by MMAC. Once accessing a rejected
 application you can find comments from MMAC at the bottom of the screen and make updates
 to the application accordingly.

What happens after I submit my application?

Once you submit an application, your revalidation status changes to "Submitted." The application is displayed, but you are unable to make any changes. At this point, MMAC either approves it, or rejects it and asks for more information. If it is rejected, you will receive an email notice and be able to make corrections and resubmit. Due to the large volume of applications received, there may be a delay in the review of your application. Your application shows as "Submitted" until MMAC approves or rejects it. If you go to the provider revalidation application, you can search for submitted applications by using the revalidation status dropdown.

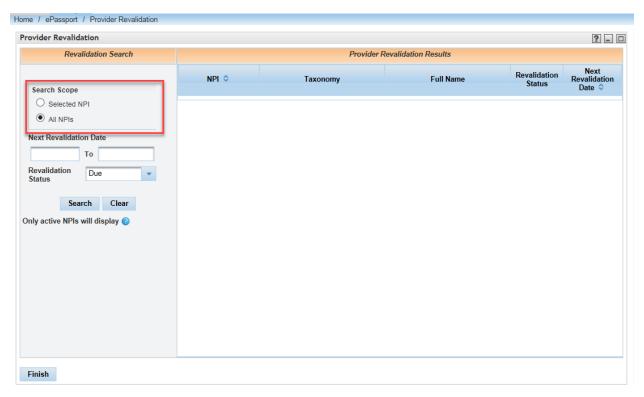


I have access to the revalidation application but cannot see my NPIs

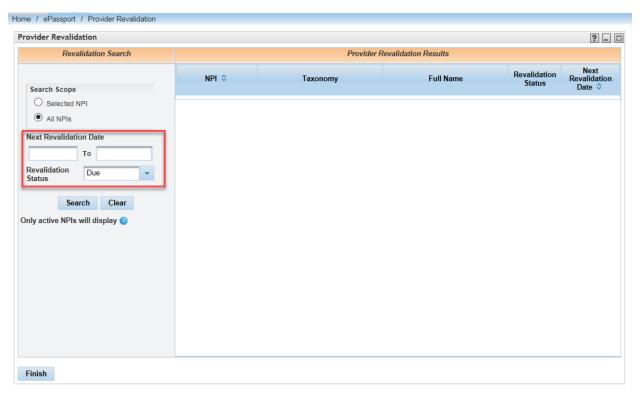
If you access the provider revalidation application and cannot find your NPIs, there are a few possible reasons:

- You are not utilizing the search function
- You do not have the right access to the NPI
- The NPI has been deactivated

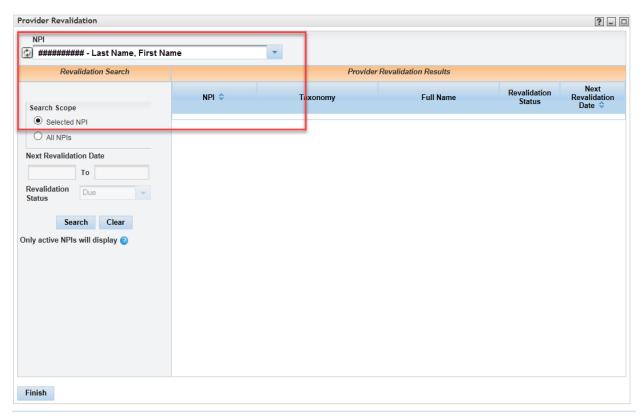
On the search screen, the search scope has two options: Selected NPI and All NPIs



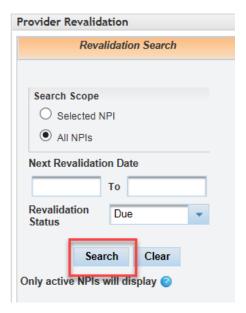
By default, All NPIs is selected. If you choose to search by all NPIs, you can enter a Next Revalidation Date range to refine your search, or you can search by the revalidation status. Revalidation Statuses are explained further in the section titled "<u>I saved my revalidation application but now I can't find it.</u>"



If you choose to search by Selected NPIs, you see an NPI dropdown display at the top of the screen. This contains the NPI and provider name of all NPIs to which you have admin or sub admin access. If you have trouble finding NPIs, searching Selected NPIs is the preferred method of searching. If an NPI is not in the dropdown when you think it should be, you either do not have admin or sub admin access to the NPI and need to request access from the NPI admin, or the NPI has been deactivated.



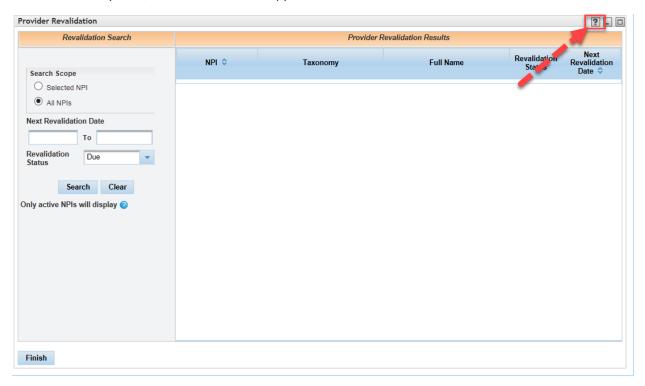
Regardless of the search method you choose, you need to click the search button to return results.

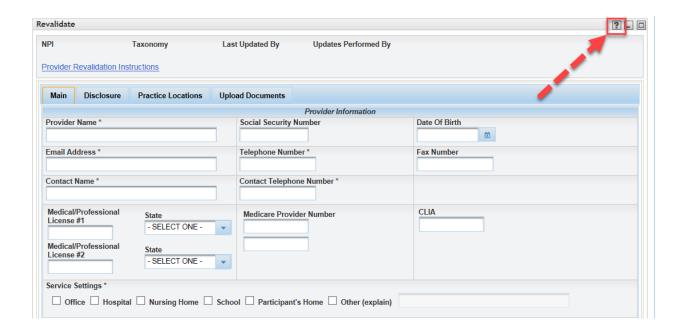


To check if you have access to the NPI, go to ePassport and select Manage NPIs. If the NPI is not on your list, you can add it or request access. If the NPI is listed on your management screen and not showing up on the provider revalidation search screen, it has been deactivated and you need to re-enroll by going to www.mmac.mo.gov.

I have questions regarding what to enter in a field or what certain fields mean

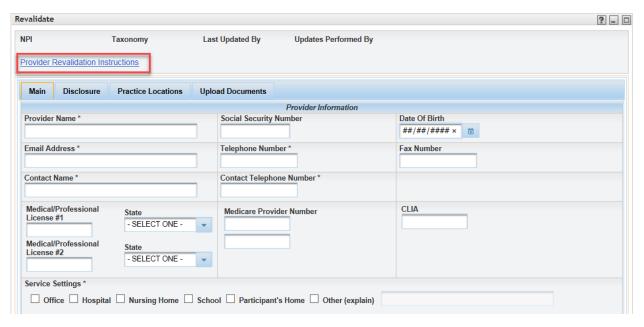
Both the search screen and the application itself have help screens that may be accessed by clicking the question mark icon in the top right corner of the application. These help screens have a description of the screen, every field, and each tab in the application.





Where do I go to see which documents I need to upload with my Application?

There is a link displayed within the revalidation application that takes you to a Provider Revalidation Instructions page provided by MMAC. That page lists the required documentation with links to the documents for each provider type.



I am having problems uploading a document

To upload files in the Provider Revalidation Application, the files must be the right size and format. All uploaded documents must be a PDF and smaller than 3MB, or you will receive an error. If your file is too large, there are a few options you can try to make the file smaller.

- If uploading several documents as one PDF file, try breaking the documents out into their own PDF by scanning the documents as PDFs individually
- Try scanning the documents at a lower resolution
- Make sure you are scanning the documents as black and white

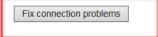
I am receiving an error when uploading files

This is due to a known issue with document upload features in eMOMED. Our technical staff is aware of the issue and working to resolve it as quickly as possible. In the meantime, if you receive an error page when uploading documents please take the following steps:

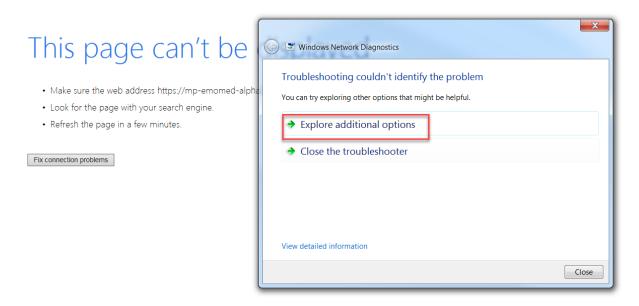
If this is the error page you receive, click on Fix Connection Problems

This page can't be displayed

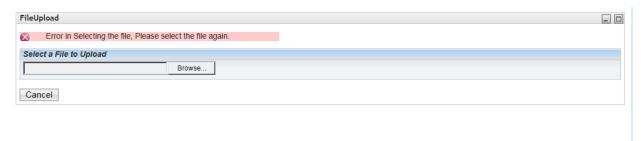
- · Make sure the web address https://mp-emomed-alpha2-test.mdc.loc is correct.
- · Look for the page with your search engine.
- · Refresh the page in a few minutes.



Clicking this brings up the screen below. Click on Explore Additional Options.

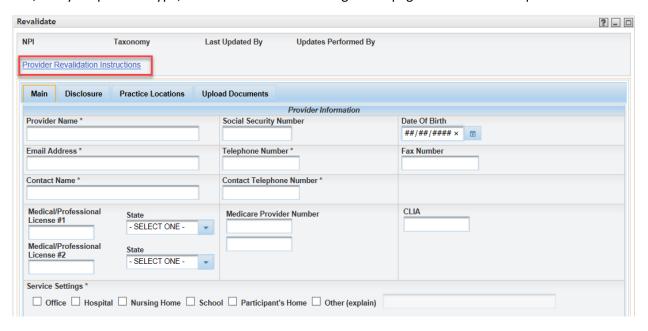


Clicking Explore Additional Options takes the user back to the document upload screen, where the user is able to continue the upload without loss of previously entered application data.

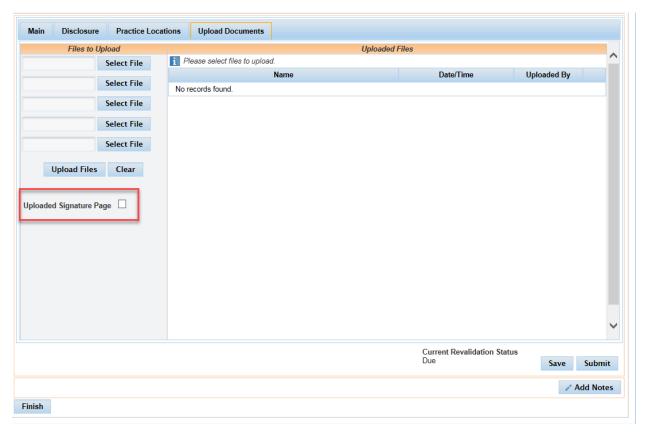


Where do I go to find the signature page?

The signature page is found by clicking the Provider Revalidation Instructions link. Once entering the link, find your provider type, and there is a link to the signature page and the other required documents.



After filling out and uploading the signature page, you must click the signature page check box in order to submit your application. Note: if you save your application with the box checked, you must check it again before you submit the application.



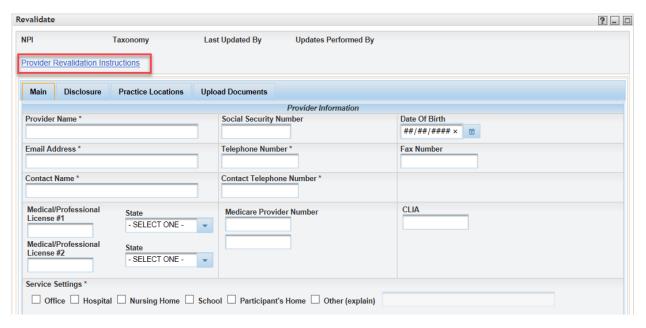
I have already submitted a paper revalidation form and am now being asked to revalidate again

The revalidation you previously submitted may be pending but not processed by MMAC yet. If you have confirmation MMAC received the revalidation, you can disregard the request for that NPI.

The automated system generates an email notice if an NPI shows due within the next 90 days or if the next revalidation date in the system is in the past. Once the previously submitted revalidation is pulled for processing, it shows up in the eMOMED portal as "Submitted" and no longer "Due."

Do I have to pay the revalidation fee?

Access the Provider Revalidation Instructions link within the Revalidation Application. From there you can find your provider type to see your required documentation. If an Application Fee is listed, then you have to pay a revalidation fee. Follow the link provided to pay the application fee, and upload your receipt for MMAC.



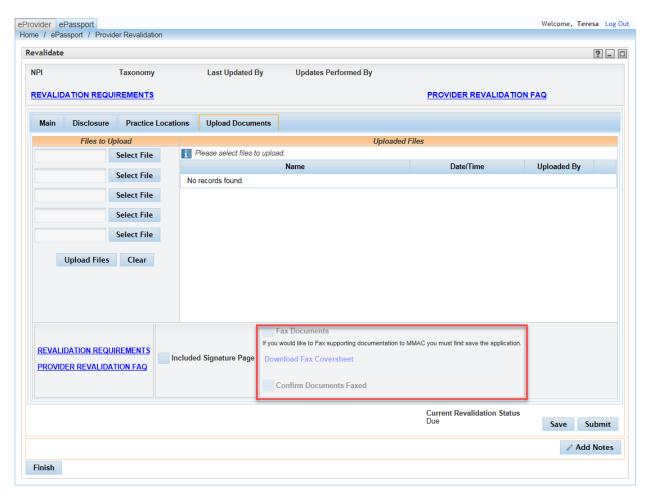
How long do I have to submit a revalidation?

If you received an email indicating you have an NPI(s) due for revalidation, that means your next revalidation due date is within 90 days. You will receive an email every month, for 3 months, until all of your NPIs that are due are approved by MMAC. After 90 days, if you have not submitted an application, your overdue NPIs are deactivated by MMAC.

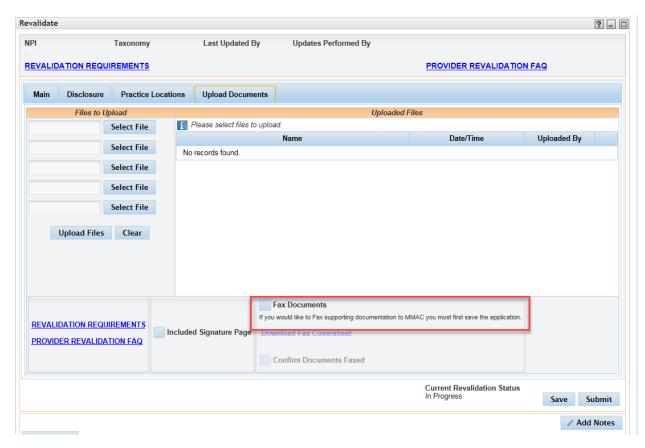
What if I need to Fax supporting documentation?

If you are having trouble using the document upload function, you can now choose to fax documentation to MMAC. To do this you will need to navigate to the Upload Documents tab.

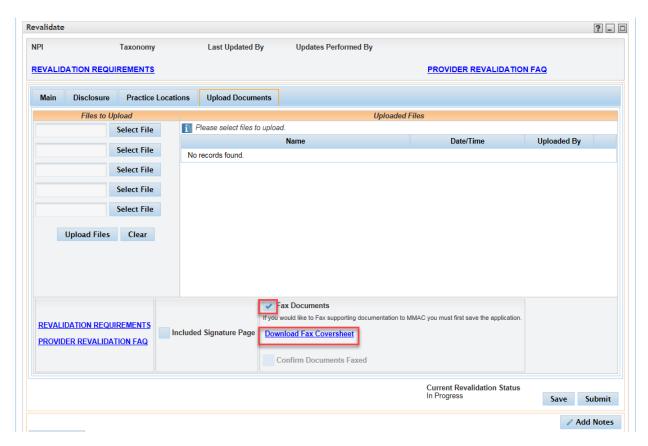
Starting on 9/18/2019 you will notice some new features for faxing. These features will enable the user to bypass uploading a document, and still submit their application to MMAC, however they must manually fax their documents to MMAC or their application will be rejected. If your application is in Due status, the fax features will be display only, you will need to first save the application to be able to use the fax features.



Once the application is saved (In Progress) the Fax Documents Checkbox will be enabled

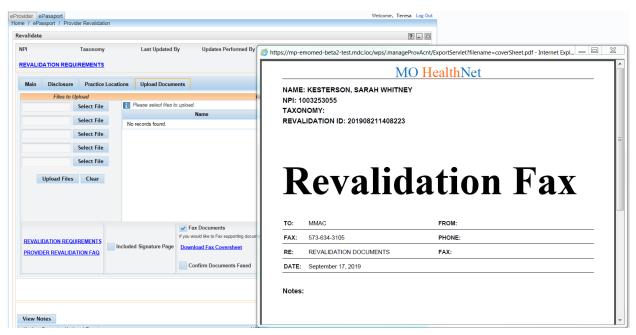


If you are wanting to fax documents, check the checkbox, this will enable a link to download a Fax Coversheet

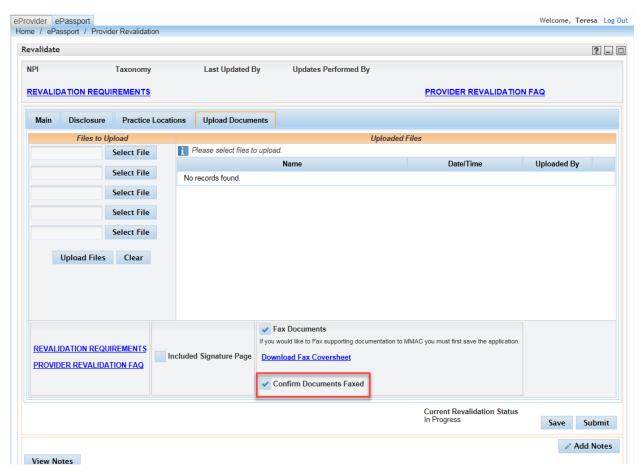


The Fax Coversheet allows MMAC to tie faxed documents back to your submitted revalidation application.

Click the Download Fax Coversheet link. You will need to download the coversheet in order to submit. The coversheet will need to be faxed with every document you choose to send via fax or your application will be rejected by MMAC.



Clicking the download link enables the Confirm Documents Faxed checkbox. Once you have faxed your documents to MMAC, check this box.



Once you have faxed in your documents, and have either uploaded or faxed your signature page, click the Included Signature Page Checkbox, then you will be able to submit your application without uploading documents.

