

MO HealthNet Public Home News

PROVIDER REVALIDATION FAQ

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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.

The screenshot displays the ePassport application interface. At the top, the navigation bar includes 'eProvider' and 'ePassport' (the latter is highlighted with a red box), and a 'Log Out' link. Below the navigation bar, the main content area is titled 'Welcome to ePassport' and features a prominent orange banner with the text 'Welcome to ePassport' and a 'Revalidation Due Alerts (25) - Click to show' notification. The central area contains a grid of service icons and descriptions, including 'Maintain User Profile', 'Change Password', 'Manage NPIs', 'Initiate Access Request', 'Review Access Request', 'Manage Received Access Requests', 'NPI Access Management', 'Manage Practice Locations', and 'Update Contact Information'. The 'Provider Revalidation' option, located at the bottom of the grid, is highlighted with a red box. To the left of the main content area, there are two sidebar sections: 'External Links' with links to the State of Missouri Web site, Department of Social Services, and MO HealthNet Division; and 'ePassport News' with a 'eNews' logo and three news items dated 03/24/2015 and 06/11/2012.

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.



Welcome to ePassport

- Maintain User Profile**
Update your personal information, such as your phone numbers or address.
- Change Password**
Change your login password.
- Manage NPIs**
Add or remove NPI numbers you control or bill.
- Initiate Access Request**
Make a request for access to NPI numbers from current NPI Administrator.
- Review Access Request**
Review NPI access request you've made.
- Provider Revalidation**
Provider Revalidation
- Manage Received Access Requests**
Approve or deny NPI access requests.
- NPI Access Management**
Assign sub administrators.
- Manage Practice Locations**
Add or update provider practice locations.
- Update Contact Information**
Update provider contact information.

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.

The screenshot shows the 'Provider Revalidation' search interface. On the left, under 'Revalidation Search', there are several filters: 'Search Scope' with radio buttons for 'Selected NPI' and 'All NPIs' (selected); 'Next Revalidation Date' with two input fields and a 'To' label; 'Revalidation Status' with a dropdown menu currently set to 'Due' and an open list showing 'Due', 'Not Due', 'In Progress' (highlighted with a red box), 'Submitted', and 'Reject'; and a 'Search' button. Below these filters is a checkbox for 'Only active NPIs w'. On the right, under 'Provider Revalidation Results', there is a table with columns: 'NPI', 'Taxonomy', 'Full Name', 'Revalidation Status', and 'Next Revalidation Date'. A 'Finish' button is located at the bottom left of the interface.

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.

The screenshot shows the 'Provider Revalidation' application interface. It is divided into two main sections: 'Revalidation Search' on the left and 'Provider Revalidation Results' on the right. The 'Revalidation Search' section contains several filters: 'Search Scope' with radio buttons for 'Selected NPI' and 'All NPIs' (the latter is selected); 'Next Revalidation Date' with two input fields and a 'To' label; 'Revalidation Status' with a dropdown menu currently showing 'Due', and a 'Search' button below it; and 'Only active NPIs w' (partially visible). The 'Provider Revalidation Results' section is a table with columns: 'NPI', 'Taxonomy', 'Full Name', 'Revalidation Status', and 'Next Revalidation Date'. The 'Submitted' option in the 'Revalidation Status' dropdown is highlighted with a red box. At the bottom left of the interface is a 'Finish' button.

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

Home / ePassport / Provider Revalidation

Provider Revalidation

Revalidation Search		Provider Revalidation Results				
		NPI	Taxonomy	Full Name	Revalidation Status	Next Revalidation Date
<p>Search Scope</p> <p><input type="radio"/> Selected NPI</p> <p><input checked="" type="radio"/> All NPIs</p> <p>Next Revalidation Date</p> <p><input type="text"/> To <input type="text"/></p> <p>Revalidation Status <input type="text" value="Due"/></p> <p><input type="button" value="Search"/> <input type="button" value="Clear"/></p> <p>Only active NPIs will display</p>						

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 "[I saved my revalidation application but now I can't find it.](#)"

Home / ePassport / Provider Revalidation

Provider Revalidation

Revalidation Search

Search Scope

Selected NPI

All NPIs

Next Revalidation Date

To

Revalidation Status

Only active NPIs will display

Provider Revalidation Results

NPI	Taxonomy	Full Name	Revalidation Status	Next Revalidation Date
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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.

The screenshot shows the 'Provider Revalidation' window. At the top, there is an 'NPI' dropdown menu with a red box around it, displaying '##### - Last Name, First Name'. Below this is the 'Revalidation Search' section with a 'Search Scope' dropdown set to 'Selected NPI' (radio button selected). Other options include 'All NPIs', 'Next Revalidation Date' (two date input fields with 'To' between them), and 'Revalidation Status' (dropdown set to 'Due'). There are 'Search' and 'Clear' buttons. A checkbox for 'Only active NPIs will display' is checked. To the right is the 'Provider Revalidation Results' table with columns: 'NPI', 'Taxonomy', 'Full Name', 'Revalidation Status', and 'Next Revalidation Date'. A 'Finish' button is at the bottom left.

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

This is a close-up of the 'Revalidation Search' section. It shows the 'Search Scope' dropdown with 'All NPIs' selected (radio button selected). Below it are the 'Next Revalidation Date' fields and the 'Revalidation Status' dropdown set to 'Due'. The 'Search' button is highlighted with a red box, and the 'Clear' button is next to it. The 'Only active NPIs will display' checkbox is checked.

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.

Provider Revalidation

Revalidation Search

Provider Revalidation Results

Search Scope

Selected NPI

All NPIs

Next Revalidation Date

To

Revalidation Status

Due

Search Clear

Only active NPIs will display

NPI Taxonomy Full Name Revalidation Status Next Revalidation Date

Finish

Revalidate

NPI Taxonomy Last Updated By Updates Performed By

[Provider Revalidation Instructions](#)

Main Disclosure Practice Locations Upload Documents

Provider Information

Provider Name * Social Security Number Date Of Birth

Email Address * Telephone Number * Fax Number

Contact Name * Contact Telephone Number *

Medical/Professional License #1 State - SELECT ONE - Medicare Provider Number CLIA

Medical/Professional License #2 State - SELECT ONE -

Service Settings *

Office Hospital Nursing Home School Participant's Home Other (explain)

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.

Revalidate

NPI Taxonomy Last Updated By Updates Performed By

[Provider Revalidation Instructions](#)

Main Disclosure Practice Locations Upload Documents

Provider Information

Provider Name * Social Security Number Date Of Birth

Email Address * Telephone Number * Fax Number

Contact Name * Contact Telephone Number *

Medical/Professional License #1 State - SELECT ONE - Medicare Provider Number CLIA

Medical/Professional License #2 State - SELECT ONE -

Service Settings *

Office Hospital Nursing Home School Participant's Home Other (explain)

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 2MB, 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

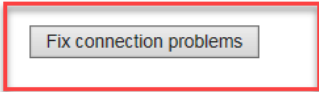
I am receiving an error when uploading files

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.



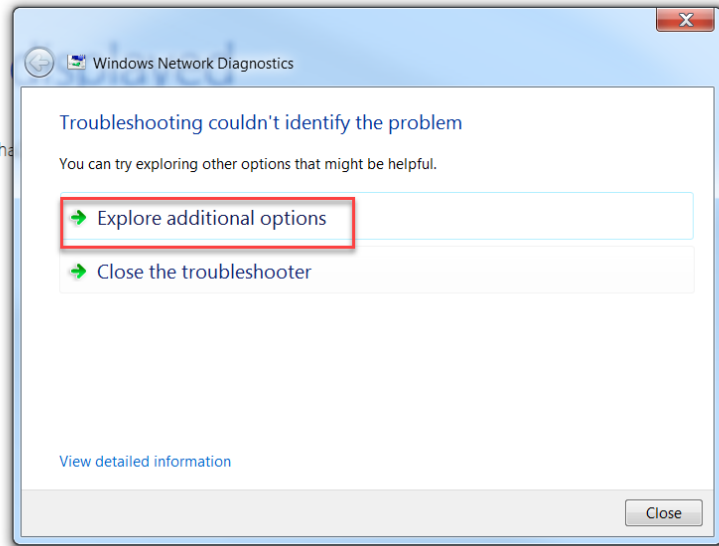
Fix connection problems

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

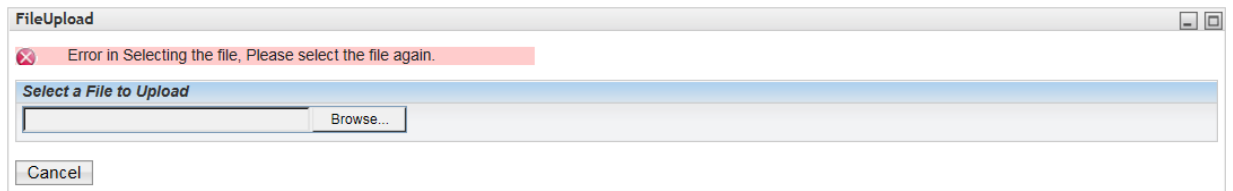
This page can't be

- Make sure the web address <https://mp-emomed-alpha>
- Look for the page with your search engine.
- Refresh the page in a few minutes.

Fix connection problems



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.

Revalidate

NPI Taxonomy Last Updated By Updates Performed By

[Provider Revalidation Instructions](#)

Main Disclosure Practice Locations Upload Documents

Provider Information

Provider Name *	Social Security Number	Date Of Birth
<input type="text"/>	<input type="text"/>	##/##/#### x <input type="button" value=""/>
Email Address *	Telephone Number *	Fax Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Name *	Contact Telephone Number *	
<input type="text"/>	<input type="text"/>	
Medical/Professional License #1	State	Medicare Provider Number
<input type="text"/>	- SELECT ONE -	<input type="text"/>
Medical/Professional License #2	State	CLIA
<input type="text"/>	- SELECT ONE -	<input type="text"/>

Service Settings *

Office Hospital Nursing Home School Participant's Home Other (explain)

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.

The screenshot shows a web application interface for uploading documents. At the top, there are navigation tabs: 'Main', 'Disclosure', 'Practice Locations', and 'Upload Documents'. The 'Upload Documents' tab is active. The interface is split into two panes. The left pane, titled 'Files to Upload', contains five 'Select File' buttons, an 'Upload Files' button, a 'Clear' button, and a checkbox labeled 'Uploaded Signature Page' which is highlighted with a red box. The right pane, titled 'Uploaded Files', contains a table with columns 'Name', 'Date/Time', and 'Uploaded By', and a message 'No records found.' Below the table, there is a 'Current Revalidation Status Due' label and 'Save' and 'Submit' buttons. At the bottom right, there is an 'Add Notes' button. At the bottom left, there is a 'Finish' button.

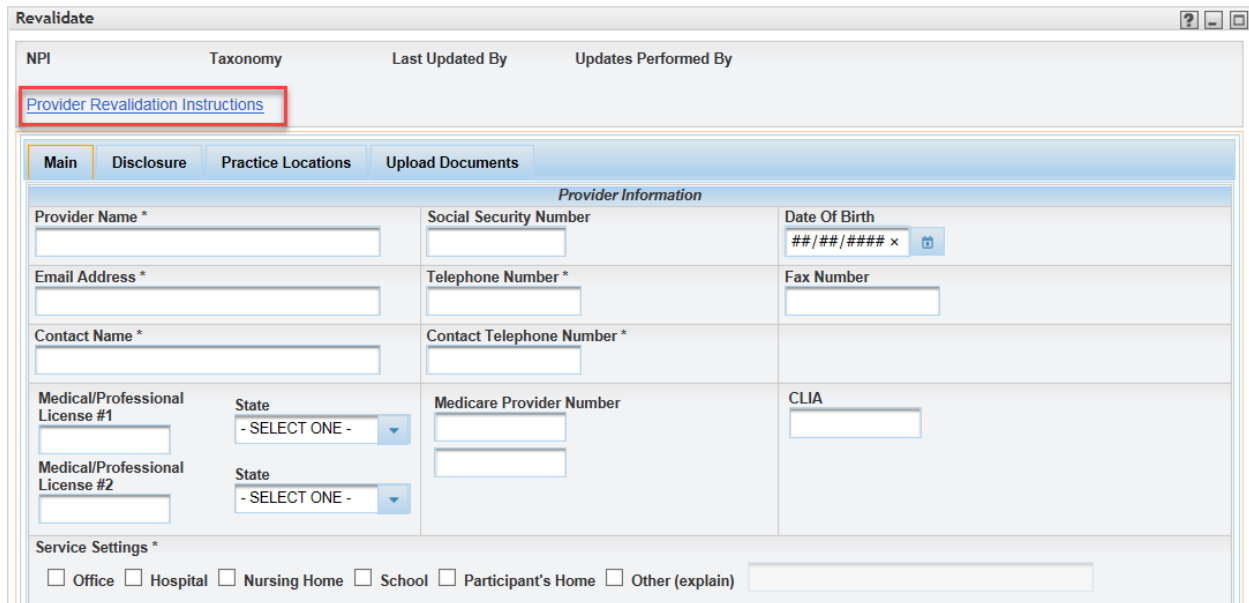
I have already submitted a paper revalidation form and am now being asked to revalidate again

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.



The screenshot shows a web application window titled "Revalidate". At the top, there are four tabs: "NPI", "Taxonomy", "Last Updated By", and "Updates Performed By". Below these tabs, a link labeled "Provider Revalidation Instructions" is highlighted with a red rectangular box. Below the link, there are four sub-tabs: "Main", "Disclosure", "Practice Locations", and "Upload Documents". The "Main" tab is selected, and the page displays a form titled "Provider Information". The form contains several fields: "Provider Name *", "Social Security Number", "Date Of Birth" (with a format mask "##/##/#### x"), "Email Address *", "Telephone Number *", "Fax Number", "Contact Name *", "Contact Telephone Number *", "Medical/Professional License #1" with a "State" dropdown menu, "Medical/Professional License #2" with a "State" dropdown menu, "Medicare Provider Number", and "CLIA". At the bottom of the form, there is a "Service Settings *" section with checkboxes for "Office", "Hospital", "Nursing Home", "School", "Participant's Home", and "Other (explain)".

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.