Frequently Asked Questions (FAQ) for Providers
Issue Date May 14, 2020

Q1: When will the changes for PRISM take place?

    A: PRISM changes will come June 29, 2020.

Q2: Will my login be the same for the updated PRISM system?

    A: No. Your login will change slightly. Although, your Utah ID will remain the same, you will now need to use your application number for your initial login to the updated system. Medicaid will send you a one time validation letter that will include this application number for your initial login.

Q3: Will my remittance advice be sent to the "Remittance Advice" address I provided?

    A: No. The "Remittance Advice" address is not used at this time. Any remittance advice will be sent to the "Pay-To" address unless you request it to be sent electronically.

Q4: Where do I enter my CLIA information?

    A: If you have multiple CLIA numbers, you will need to enter the corresponding CLIA number to each servicing location in the Licenses and Certifications step in PRISM.

Q5: What do I need to do if I receive a new license or obtain a new specialty?

    A: Please be sure to keep your information updated in PRISM to reflect any new medical specialty and/or license that you obtain. Your Medicaid provider enrollment status will end if there are discrepancies between the license and/or specialty information you entered in PRISM and the license/specialty information that PRISM receives from the weekly interface licensure files.

Q6: I see the statement, "You may also associate to a Managed Care Network." Does this mean that I am automatically paneled with the Managed Care Network when I associate myself to a Managed Care Organization (MCO) on my provider enrollment application?

    A: You are not automatically paneled with a Managed Care Organizations (MCO) Network when you associate yourself to an MCO. You must contact the MCO directly to become a network provider. The message only means you have designated yourself as a fee for service and MCO Network provider on your application. You do not need to associate yourself to an MCO if you do not have a contract with them.

Q7: I cannot enter the MCO information in the optional step for provider enrollment; the field is grayed out. What should I do?

    A: The MCO information field is not editable by a user. If you have a current contract with an MCO as a network provider for Medicaid and/or CHIP, the field will be updated by the system at a later date.

Q8: I want to continue submitting paper claims. What do I need to do?

A: Make sure you mark "Paper Claims" as your "Mode of Claims Submission" on your enrollment application.

Q9: I attempted multiple times to log into my online enrollment application, but I cannot get in. I am now locked out of my application. What should I do?

A: Contact the Provider Enrollment Team to unlock your application at 1-800-662-9651. Press option 3, then option 4.

Q10: I need to be associated to a group provider in PRISM as a servicing provider. Who performs this association?

A: Servicing providers will need to enroll as a Medicaid Provider in PRISM, complete all required steps, and complete the optional "Associate Billing Provider" step, and submit the application or submit a modification. Group providers cannot associate servicing providers to the group enrollment.

Q11: What type of addresses can you enter in PRISM?

A: **"Home" Address:** Home address will be used as the location address if no location address exists. (Example: for Servicing Only Providers).

"Location" Address: Primary practice location of the provider

"Correspondence" Address: Address where all correspondences are sent, with the exception of the remittance advice.

"Pay-To" Address: Remittance advice will be sent to this address.

"Remittance Advice" Address: Not used. Even though providers may enter this address, the remittance advice will be sent to the "Pay-To" address only.

Q12: How can I tell and what do I do when I receive an application in the "In Process" status?

A: You will receive an email that notifies you that your application has been returned and a change is needed for specific information before it can be approved. When you pull up your application, it will show that all steps are completed except for the "Submit" step. At this time, update the information that was specified in your email notification and complete the "Submit" step again for the application.

Q13: What do I do if I want to purge or remove an application that I have started (in the "In Process" status) but have not submitted in PRISM?

A: Contact the Provider Enrollment Team to purge the application at 1-800-662-9651. Press option 3, then option 4.

Q14: When I tried to log in today after not logging into the system for 60+ days, I received an error message and cannot log in. How can I get my login reactivated?

A: On June 29, 2020, a new security feature and system rule was implemented in PRISM. With the new security feature, any accounts that have not been accessed for 60 or more days will be suspended. Should your account be suspended, please contact your Account Administrator for assistance. They will be able to re-activate your account.

If you are not familiar with your Account Administrator, please contact Provider Enrollment at 1-800-662-9651, then press option 3, then option 4, or you may reach the Provider Enrollment team by email at providerenroll@utah.gov. The Provider Enrollment team can provide you with the information needed to get in touch with your Account Administrator or the person who can best assist you with system access should the Account Administrator be unavailable.