

**Q: WHAT IS PRISM?**

A: The Division of Medicaid and Health Financing (DMHF) is currently engaged in a multi-year project to replace the current Medicaid Management Information System (MMIS). The name of the project is PRISM (Provider Reimbursement Information System for Medicaid).

**Q: HOW DO I STAY UPDATED ON THE PROVIDER ENROLLMENT CHANGES THAT OCCURRED IN JULY 2016?**

A: Visit the Utah Medicaid PRISM website (<https://medicaid.utah.gov/prism>) often and bookmark it for easy access. Read the Medicaid Information Bulletins (MIBs), as we will often include updates there. Additionally, watch for information sent by email from Medicaid staff.

**Q: WILL I NEED TO COMPLETE A NEW APPLICATION AS A CURRENT MEDICAID PROVIDER?**

A: No, you will not need to complete a new application as a current Medicaid provider. Current Medicaid providers' enrollment record has been converted to the new system in order to ease the transition between the MMIS and PRISM, as well as eliminate the need for providers to complete a new application. You will have time to review the converted information, to validate that it is correct and make any needed modifications to your information in PRISM.

Providers will receive a letter specifying the provider portal URL web address with instructions on how to log in to PRISM to validate and modify information. Online training will be available to assist with navigating the steps, along with contact information in case you encounter problems during the process. This process is different from the re-credentialing process, which is often referred to as a re-enrollment.

**Q: WHEN WILL NEW MEDICAID PROVIDERS ENROLL ONLINE?**

A: Providers applying to become new Medicaid providers can now enroll online.

**Q: WHAT ARE THE MINIMUM WEB BROWSER REQUIREMENTS FOR PRISM TO WORK ADEQUATELY?**

A: Click [here](#) for minimum web browser requirements.

**Q: HOW DO I LOG IN TO PRISM?**


A: If you are enrolling as a new provider: Go to <https://medicaid.utah.gov/become-medicaid-provider> and click on the "New Enrollment Application Link".

A: If you are a current provider accessing PRISM to validate your converted provider information: Go to <https://medicaid.utah.gov/accessing-prism> and click on the "Converted Providers Accessing the New PRISM System for the First Time" link.

A: If you are a current provider who accessed PRISM to validate your converted provider information, but could not finish the entire validation, logged off, and needs to log in again: Go to <https://medicaid.utah.gov/accessing-prism> and click on the Provider Portal” link.

**Q: HOW DO I DETERMINE IF A FIELD IS REQUIRED?**

A: Required fields will be marked with an asterisk.



Provider Name (First Name):  \* (Middle Name):   
(as shown on Social Security Card)  
Generational Suffix:  Gender:  \*  
SSN:  \* Professional Suffix:   
Date of Birth:  \*

**Q: WHERE IS THE LOGOUT BUTTON?**

A: The logout button is located on the left-hand side of the blue menu bar.



If you do not see the logout button on the menu bar, click Close or Cancel to close the pop-up screen you are working on. The menu bar should be available on all main pages in PRISM. If you minimized your menu bar, click the gear/settings button to expand the menu bar and access the logout button.

**Q: WHOSE NAME DO I PUT IN THE SIGNATURE BOX WHEN COMPLETING AN APPLICATION?**

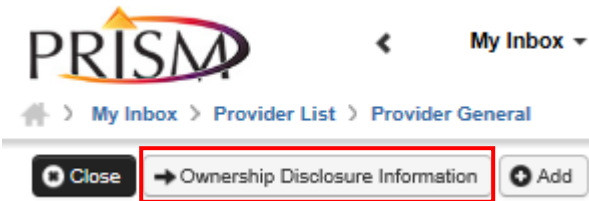
A: The person completing the application should enter his/her signature.

**Q: IN “STEP 2: LOCATIONS”, HOW MANY ADDRESSES DOES PRISM REQUIRE?**

A: In the base location, PRISM requires 5 addresses to be added in “Step 2: Locations”. For additional locations, a physical and mailing address is required.

**Q: WHERE CAN I FIND ADDITIONAL INFORMATION ABOUT “STEP 4: OWNERSHIP DETAILS”?**

A: From “Step 4: Ownership Details”, click the Ownership Disclosure Information button for definitions of the terms used throughout Step 4 to assist you in providing the correct information.



**Q: HOW IS RE-CREDENTIALING DIFFERENT FROM THE VALIDATION PROCESS?**

A: Re-credentialing is the process providers must go through every 3-5 years to re-enroll as a Medicaid provider.

Validation for PRISM’s Release 3 is not a re-enrollment. It is a process in which current providers will need to access PRISM to validate that their converted provider enrollment information is correct after their enrollment record is converted to PRISM. Providers will have time to review the converted information, to validate that it is correct and make any needed modifications to the information in PRISM.

Providers will receive a letter specifying the provider portal URL web address with instructions on how to log in to PRISM to validate and modify information. The window for validation in PRISM will be included in the letter. Online training will be available to assist with navigating the steps, along with contact information in case providers encounter problems during the process.

**Q: WHERE DO I GO IF I HAVE ADDITIONAL QUESTIONS ABOUT THE CHANGES COMING TO PROVIDER ENROLLMENT?**

A: For questions, please call Medicaid at 1 800-662-9651 or 801 538-6155, option 3, wait for the prompt, and then option 4, or email [providerenroll@utah.gov](mailto:providerenroll@utah.gov)