

## Re-enrolling as a Medicaid Provider Using PRISM (Not Validated)

**Purpose:** This guide describes how to re-enroll as Medicaid provider using PRISM for those who have not yet validated their converted information in PRISM.

**Background:** If you were terminated as a Utah Medicaid provider after 7/1/2016, you will need to use PRISM to re-enroll.

### ***I. Navigate to:***

<https://medicaid.utah.gov/accessing-prism>

#### **Converted Providers Accessing the New PRISM System for the First Time**

Use this link if you are a Converted Provider accessing the Provider Portal for the first time and using the temporary credentials that were sent to you in a letter by mail. Once your temporary login credentials are validated, if the user exits the process without completing the validation and submission, the user will need to return to the process through the Provider Portal link (below).

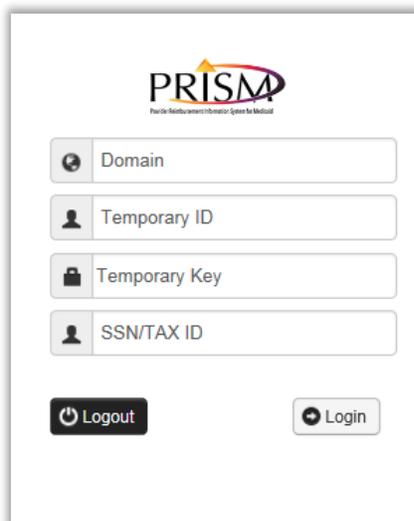
If you have not logged into PRISM for this provider NPI, you will need to follow the log in instructions included in the Validation Letter that was previously mailed to you. If you have not received a validation letter or need a duplicate, please call Provider Enrollment at (801) 538-6155 (option 3 then 4) to request your validation letter.

The Validation Letter will give you temporary log in credentials and direct you to a Converted Provider link on the Provider Portal Access page which is located on the Utah Medicaid website at

<https://medicaid.utah.gov/accessing-prism>.

- Click the “Converted Providers Accessing the New PRISM System for the First Time” hyperlink

## II. Enter Temporary Credentials:



The login form contains the following fields and buttons:

- Domain
- Temporary ID
- Temporary Key
- SSN/TAX ID
- Logout button
- Login button

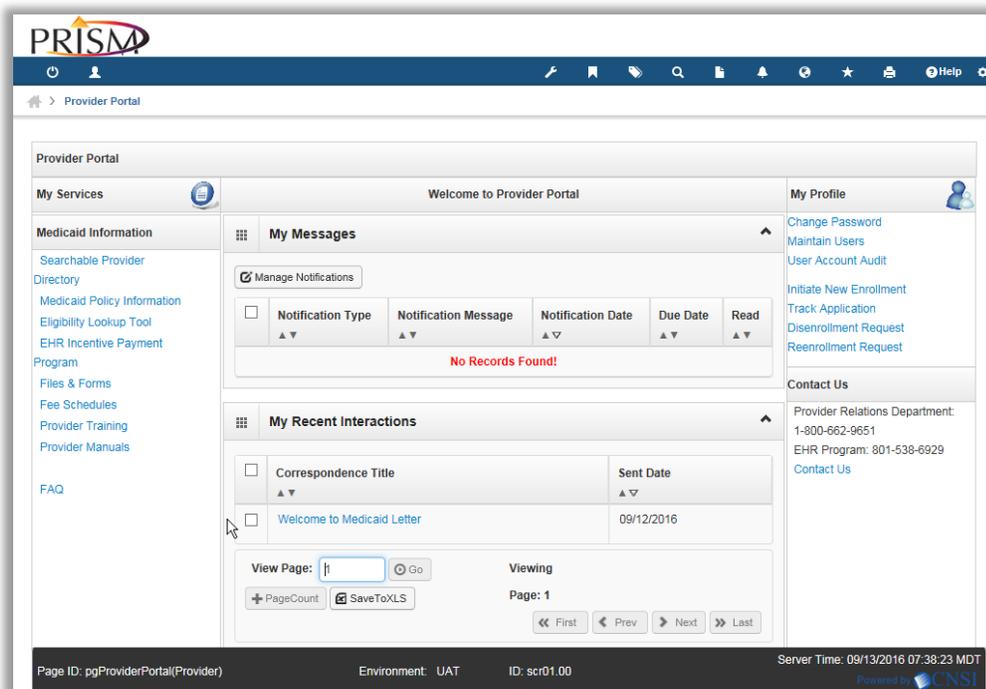
Referring to validation letter, enter:

- Domain name
- Temporary ID
- Temporary Key

Enter the provider's:

- Tax ID or SSN
- Click "Login"

## III. Provider Portal page



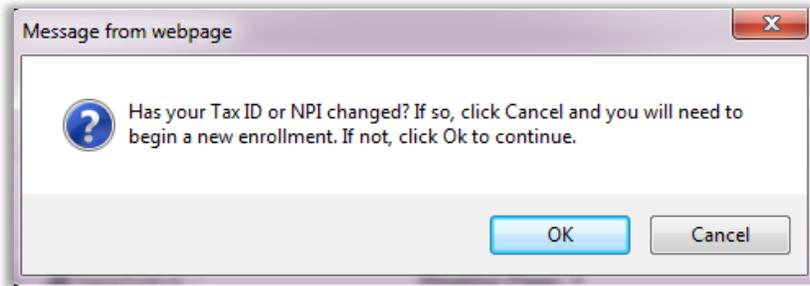
The screenshot shows the PRISM Provider Portal interface. The main content area is titled "Welcome to Provider Portal" and contains several sections:

- My Services:** Includes links for Medicaid Information, Searchable Provider Directory, Medicaid Policy Information, Eligibility Lookup Tool, EHR Incentive Payment Program, Files & Forms, Fee Schedules, Provider Training, Provider Manuals, and FAQ.
- My Messages:** A table with columns for Notification Type, Notification Message, Notification Date, Due Date, and Read. It currently displays "No Records Found!".
- My Recent Interactions:** A table with columns for Correspondence Title and Sent Date. It shows one record: "Welcome to Medicaid Letter" sent on 09/12/2016.
- My Profile:** Includes links for Change Password, Maintain Users, User Account Audit, Initiate New Enrollment, Track Application, Disenrollment Request, and Reenrollment Request.
- Contact Us:** Provides contact information for the Provider Relations Department: 1-800-662-9651, EHR Program: 801-538-6929, and a Contact Us link.

At the bottom of the page, there is a footer with the following information:

- Page ID: pgProviderPortal(Provider)
- Environment: UAT
- ID: scr01.00
- Server Time: 09/13/2016 07:38:23 MDT
- Powered by CNSI

- Click the "Reenrollment Request" hyperlink



If your Tax ID or NPI has changed, click Cancel and select the “Initiate New Enrollment” from the Provider Portal, otherwise:

- Click “Ok”

#### ***IV. Business Process Wizard***

View/Update Provider Data - Individual							
Business Process Wizard - Provider Data Modification (Individual). In order to finalize submission of your requested changes, you must complete the Step - Submit Modification Request for Review. Any modifications not submitted for review within 60 days will be purged from the system. An operations staff member will review your requested changes within 3 business days.							
<input type="checkbox"/>	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
<input type="checkbox"/>	Step 1: Basic Information	Required	06/30/2016		Incomplete		
<input type="checkbox"/>	Step 2: Locations	Required	06/30/2016		Incomplete		
<input type="checkbox"/>	Step 3: Specializations	Required	06/30/2016		Incomplete		
<input type="checkbox"/>	Step 4: Ownership Details	Required	06/30/2016		Incomplete		
<input type="checkbox"/>	Step 5: Licenses and Certifications	Optional	06/30/2016		Incomplete		
<input type="checkbox"/>	Step 6: Training and Education	Optional	06/30/2016		Incomplete		
<input type="checkbox"/>	Step 7: Identifiers	Optional	06/30/2016		Incomplete		
<input type="checkbox"/>	Step 8: Federal Tax Details	Not Required	06/30/2016		Incomplete		

- The first 3 steps will need to be completed in order
- Update any missing or outdated information
- Required and optional steps will need to be clicked on and reviewed
- Finish the re-enrollment by selecting the last step and submit the re-enrollment for review