

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).

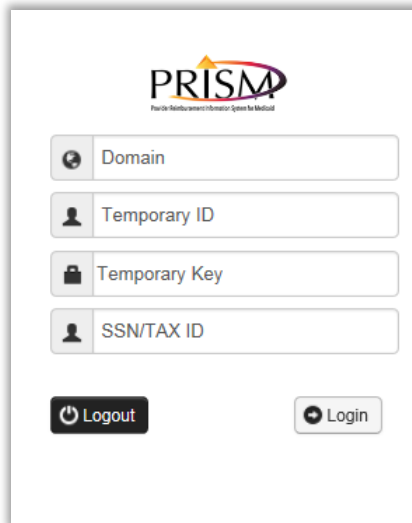
If you have not logged into PRISM for this provider NPI, you will need to follow the log in instructions included in the Validation Letter that was previously mailed to you. If you have not received a validation letter or need a duplicate, please call Provider Enrollment at (801) 538-6155 (option 3 then 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 features the PRISM logo at the top. Below it are four input fields, each with an icon: a globe for 'Domain', a person for 'Temporary ID', a key for 'Temporary Key', and a person for 'SSN/TAX ID'. At the bottom are two buttons: a black 'Logout' button with a power icon and a grey 'Login' button with a right-pointing arrow icon.

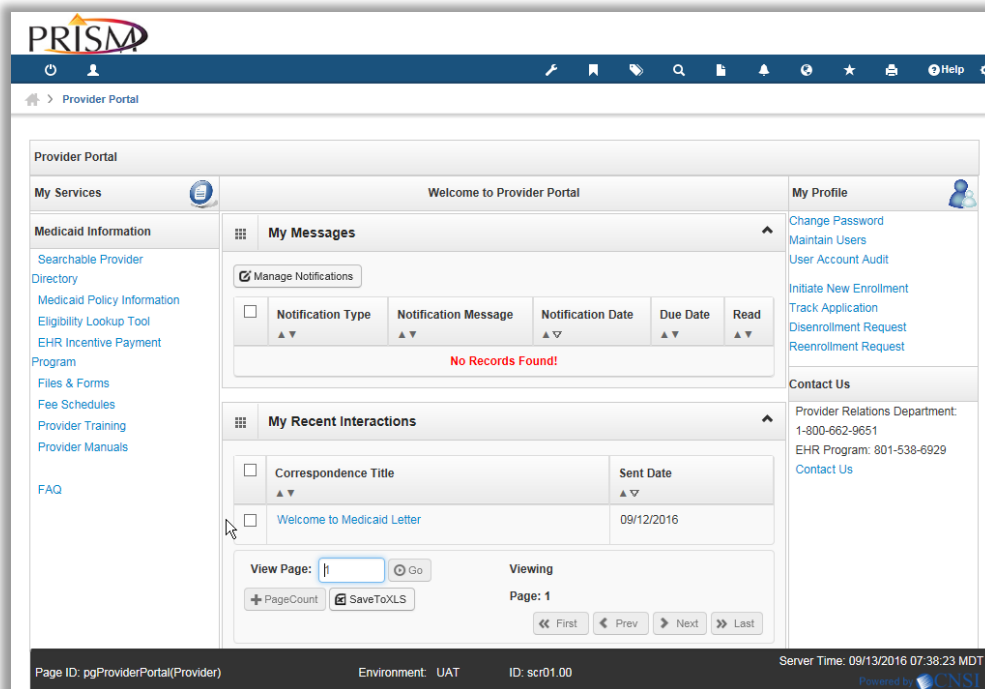
Referring to validation letter, enter:

- Domain name
- Temporary ID
- Temporary Key

Enter the provider's:

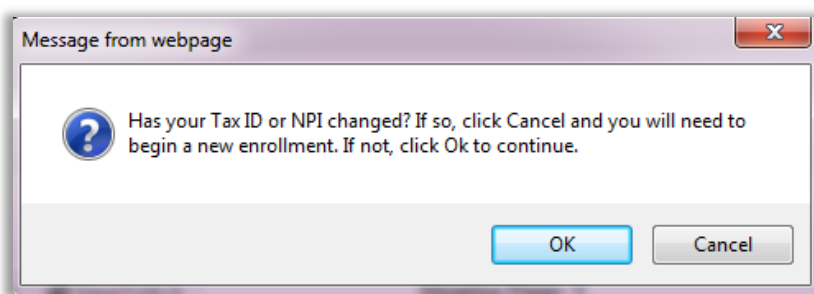
- Tax ID or SSN
- Click "Login"

III. Provider Portal page



The screenshot shows the PRISM Provider Portal interface. The top navigation bar includes the PRISM logo, a user icon, and various utility icons. The main content area is divided into three columns. The left column contains a 'My Services' menu with links like 'Searchable Provider Directory', 'Medicaid Policy Information', 'Eligibility Lookup Tool', 'EHR Incentive Payment Program', 'Files & Forms', 'Fee Schedules', 'Provider Training', 'Provider Manuals', and 'FAQ'. The middle column, titled 'Welcome to Provider Portal', contains 'My Messages' (with a 'Manage Notifications' checkbox and a table showing 'No Records Found!') and 'My Recent Interactions' (with a table showing a 'Welcome to Medicaid Letter' dated 09/12/2016). The right column, titled 'My Profile', contains links for 'Change Password', 'Maintain Users', 'User Account Audit', 'Initiate New Enrollment', 'Track Application', 'Disenrollment Request', and 'Reenrollment Request', along with 'Contact Us' information for the Provider Relations Department. At the bottom, there is a footer with page ID, environment, ID, server time, and a 'Powered by CNSI' logo.

- 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