

## **PRV – Presumptive Providers (PP) Annual Recertification**

### **Purpose:**

This procedure explains the Presumptive Providers (PP) Annual Recertification.

### **Identification of Roles:**

Education and Outreach Coordinator  
MPEP Support Helpdesk  
Enrollment Service Representative

### **Performance Standards:**

N/A

### **Path of Business Procedure:**

Step 1: The Education and Outreach Coordinator ensure all Presumptive Provider (PP) Annual Recertification links are working and reflect the most current version of the documents referenced. Send the Approved Presumptive Provider spreadsheet and links to the MPEP Support Helpdesk.

Step 2: MPEP Support Helpdesk sends email to Presumptive Providers (PP) on July 1<sup>st</sup> and August 1<sup>st</sup> with due date deadline of September 1<sup>st</sup>.

- a. July 1<sup>st</sup> email goes out to all Presumptive Providers (PP) points of contact:
  - Subject: MPEP Support Helpdesk Message: Presumptive Provider (PP) Annual Recertification
  - The email content can be obtained from the Enrollment Services Representatives
- b. July 5<sup>th</sup>: Presumptive Providers (PP) with outstanding QE Discrepancies from the previous State Fiscal Year ending June 30, will be sent an email including a report with any unresolved discrepancies from the MPEP Support Helpdesk to their registered point of contact for a response to close the open item(s) by the end of the month.
- c. August 1<sup>st</sup>: (excludes Presumptive Providers (PP) who have already completed Annual Recertification in July)
  - Subject: MPEP Support Helpdesk Message: Presumptive Provider (PP) Annual Recertification
  - The email content can be obtained from the Enrollment Services Representatives

- d. August 10<sup>th</sup>: Report generated by the Enrollment Service Representative to provide status update to DHS on recertification progress on organizations who have not completed recertification. DHS will provide direction on any additional outreach required based on this report including but not limited to checking past due PPs for registered QEs and sending email alerts to the registered QEs advising them that their PP needs to recertify.
- Any PP and associated QE to be decertified due to outstanding QE Discrepancies must be provided timely notice in writing sent by US Postal Service at the mailing address provided during the enrollment process.

To complete recertification, Presumptive Providers (PP) must resolve outstanding QE Discrepancies and complete the following 3 basic recertification steps:

- Complete the self-directed Medicaid Presumptive Eligibility Policy and MPEP Training:  
[https://dhs.iowa.gov/sites/default/files/PE\\_Training\\_for%20Providers\\_Policy\\_Processing%20revised%2006\\_28\\_2020.pdf?062620201434](https://dhs.iowa.gov/sites/default/files/PE_Training_for%20Providers_Policy_Processing%20revised%2006_28_2020.pdf?062620201434)
- Read the Memorandum of Understanding:  
<https://dhs.iowa.gov/sites/default/files/470-2585.pdf> (MOU) with a Providers for PE Determinations
- Complete the Presumptive Provider (PP) Medicaid Presumptive Eligibility Portal (MPEP) Recertification: <https://dhs.iowa.gov/sites/default/files/470-5297.pdf> and email the form to [imeproviderenrollment@dhs.state.ia.us](mailto:imeproviderenrollment@dhs.state.ia.us)

Step 3: The Education and Outreach Coordinator receives QE Medicaid Presumptive Eligibility Portal (MPEP) Recertification form from either OnBase – PRV03 QE Applications or via email from Provider Enrollment ([imeproviderenrollment@dhs.state.ia.us](mailto:imeproviderenrollment@dhs.state.ia.us)).

Step 4: The Education and Outreach Coordinator will check name of Presumptive Providers (PP) against spreadsheet with all Approved Presumptive Providers spreadsheet list of all Presumptive Providers (PP) approved by Iowa Medicaid for Presumptive Medicaid Eligibility determinations.

Step 5: The Education and Outreach Coordinator will verify administrator address listed on the Medicaid Presumptive Eligibility Portal Recertification form against spreadsheet with all Approved Presumptive Providers spreadsheet. If email address does not match, please update administrator email address, First and Last Name.

Step 6: If all Presumptive Provider (PP) information is correct, the PP has completed the 3 basic recertification steps, and no outstanding QE Discrepancies are showing on the discrepancies log found in SharePoint ([http://dhssp/ime/IM\\_Contracts/MemberSrcv/Lists/PE%20QA%20Application%20Discrepancies%20fielded%20by%20MPEP%20Cu/AllItems.aspx](http://dhssp/ime/IM_Contracts/MemberSrcv/Lists/PE%20QA%20Application%20Discrepancies%20fielded%20by%20MPEP%20Cu/AllItems.aspx)), the Education and Outreach Coordinator will highlight the appropriate field in yellow. Make any necessary

changes on the Approved Presumptive Providers spreadsheet to the phone number and training date.

- If any PP information is not correct, skip to step 8
- If any PP information is correct, but the PP has not completed the 3 basic recertification steps and/or there are outstanding QE Discrepancies showing, please skip to step 10

Step 7: The Education and Outreach Coordinator will add key wording in OnBase

- a. Click Give me Work in PRV03 QE Applications. This will move the application to PRV03 My Desk
- b. Once application is in PRV03 My Desk, click on Enter Key Wording. Enter the NPI and click Save.
- c. Click Complete and answer No when prompted by the OnBase question: "Did you update MMIS?" This will move the QE application to the PRV03 Completed

Step 8: If any Presumptive Provider (PP) information is incorrect, The Education and Outreach Coordinator will send a denial email. If a PP reaches this step, their resubmission of the recertification form will restart them back at Step 1.

- Subject: Recertification could not be processed
- Content: Recertification was not completed correctly. Please review and complete recertification again. For questions regarding Presumptive Eligibility policy or for help with Medicaid Presumptive Eligibility Portal (MPEP), please contact the DHS Contact Center. Hours of operation are Monday through Friday 8:00AM to 5:00PM central standard time. You may reach the DHS Contact Center by calling 1-855-889-7985, press option 3 to speak with a live representative or by email at [IMEMPEPSupport@dhs.state.ia.us](mailto:IMEMPEPSupport@dhs.state.ia.us)

Step 9: The Education and Outreach Coordinator will create a spreadsheet with any Presumptive Providers (PP) from the Approved Presumptive Provider spreadsheet who do not resolve outstanding QE Discrepancies and complete the 3 basic recertification steps shown in Step 2 by the September 1<sup>st</sup> deadline.

Step 10: The Education and Outreach Coordinator will send email request to MPEP Support ([IMEMPEPSupport@dhs.state.ia.us](mailto:IMEMPEPSupport@dhs.state.ia.us)) to deactivate Presumptive Provider (PP) from the Oracle Identity Manager (OIM) organization list.

- Subject: Deactivate in OIM
- Email content: Please deactivate Presumptive Providers in the Oracle Identity Manager (OIM) organization list.
- Attach excel spreadsheet of PPs who need to be deactivated.

Step 11 – MPEP Support will forward The Education and Outreach Coordinator email request to Amber Tolzin along with Excel spreadsheet of the PPs to be deactivated.

Amber Tolzin will submit a request to deactivate the PPs and any associated QEs in OIM. Once this step has been completed, Amber will send an email confirmation.

Step 12: Once The Education and Outreach Coordinator receives email confirmation from MPEP Support, The Education and Outreach Coordinator will delete all Presumptive Providers (PP) from the Approved Presumptive Provider spreadsheet and all associated QEs in All Enrolled MPEP Users spreadsheet which is located in Member services universe Sharepoint.

**Forms/Reports:** N/A

**RFP References:**

N/A

**Interfaces:**

N/A

**Attachments:**

N/A