PRV – Qualified Entity (QE) Annual Recertification

Purpose:
This procedure explains the process of how the QEs complete 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 will receive a QE Medicaid Presumptive Eligibility Portal (MPEP) Recertification form from either OnBase – PRV03 QE Applications or via email from MPEP Support (IMEMPEPSupport@dhs.state.ia.us)

Step 2: The Education and Outreach Coordinator will verify email address listed on QE Medicaid Presumptive Eligibility Portal (MPEP) Recertification form against spreadsheet with all Enrolled MPEP Users

Step 3: The Education and Outreach Coordinator will verify name of QE against spreadsheet with all Approved Qualified Entities.

Step 4: Once the Education and Outreach Coordinator confirms all QE information is correct, the appropriate field will be highlighted and any necessary changes will be made to the phone number and training date on the Approved Qualified Entity spreadsheet.

Step 5: 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 at PRV03 My Desk click on Enter Key wording – enter NPI and hit save
   c. Hit 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 6: The Enrollment Service Representative and Education and Outreach Coordinator will ensure all QE Annual Recertification links are working and that they reflect the most current version of the documents referenced. Send the All Enrolled MPEP Users spreadsheet and links to the Enrollment Service Representative.

Step 7: The MPEP Support Helpdesk will send an email to QEs on November 1st and December 1st with due date deadline of January 1st.

a. November 1st email goes out to all QEs
b. December 1st excludes QEs who already have completed QE Annual Recertification in November
c. The email content can be obtained from the Enrollment Service Representatives – Please make sure to update links yearly.
   - Subject: MPEP Support Helpdesk Message: QE Annual Recertification
   - To complete recertification, QEs must complete the following steps:
      i. Complete the self-directed Medicaid Presumptive Eligibility Policy and MPEP Training: https://dhs.iowa.gov/sites/default/files/PE_Training_for%20Providers_Policy_Portal_Processing%20revised%2001_25_2021.pdf
      ii. Read the Memorandum of Understanding (MOU) with a Provider for PE Determinations: https://dhs.iowa.gov/sites/default/files/470-2582.pdf
      iii. Complete the Qualified Entity (QE) 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
      iv. Update your training date by logging into the Medicaid Presumptive Eligibility Portal (MPEP):

         - Click 'Update Training Date' on the left navigation bar
         - Update the 'Training Completion Date' field then click 'Apply
         - Once completed, you will receive a message at the top of your screen indicating that a request for approval has been sent

Step 8: After the QE Annual Recertification email blast goes out to the QEs, the Enrollment Service Representative will reach out individually to any Presumptive Providers with unresolved/outstanding QE Discrepancies. The ESR will also include the PP supervisor in the email going out.

Step 9: The Education and Outreach Coordinator will terminate QEs who do not complete the recertification by the January 1st deadline (Refer to All Enrolled MPEP Users spreadsheet)

a. Login to Oracle Identity Manager (OIM)
b. Under the "Administration" drop down, click on "Users" to look up the OE who has not completed the QE Annual Recertification process
   - In the "First Name" field enter the initial of the QEs name

- • In the "Last Name" field enter the initial of the QEs name
- • In the "Search Results" field click on QEs name
  c. Click "Delete"
  d. Enter "Justification and Effective Date".
    - • In the "Justification" field enter "Did not complete QE Annual Recertification"
    - • In the "Effective date" field enter the current date
  e. Click "Submit"
    - • Will receive conformation stating "Successfully completed the operation"

Step 10: The Education and Outreach Coordinator will delete the QE from All Enrolled MPEP Users spreadsheet.

Anyone who was just enrolled in the month prior to the 1st annual recertification email in October, will be excluded from the list due for annual recertification

Forms/Reports:
N/A

RFP References: N/A

Interfaces:
OnBase

Attachments:
None