

# BLTC Quality Assurance Provider Enrollment and Maintenance Help Aid

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## PURPOSE

Medicaid providers are required to maintain an active Medicaid Provider Agreement through DXC Technology to serve Medicaid participants. The Provider Agreement specifies that providers must keep their information current, including submission of updates to their provider record, completing maintenance activities (i.e. providing updated insurance policies), submitting change of ownership documentation, etc. It is critical that the Bureau of Long Term Care (BLTC) receives all provider updates so that documentation and authorizations can be updated appropriately and timely.

## PROCESS

BLTC Quality Assurance staff serve as a second-level approver of provider applications and maintenance documentation. These documents are routed to state staff from our vendor, DXC Technology.

## PROVIDER ENROLLMENT- NEW PROVIDER OR SERVICE LOCATION

New provider applications are routed to BLTC via an online document system. The applications will not be routed to the state for review until DXC Technology has received all appropriate documentation from the enrolling provider. Please note that opening a new service location, even those that will be sharing an active Medicaid Provider or NPI number, will also require additional paperwork to be completed.

1. Contact DXC Technology to obtain the appropriate provider enrollment and/or maintenance documentation. Website: [www.idmedicaid.com](http://www.idmedicaid.com)
2. When completed submit the documents through DXC Technology. Documents will then be routed to the state for review. The regional Quality Assurance Specialist (QAS) or other designated QA team member will review the documents and an action will be taken.
  - a. If the documentation is not sufficient, the QAS will reject the application and include a note to DXC indicating why the application was rejected. DXC will communicate that message back to the enrolling provider.
  - b. The regional QAS may reach out to the provider via email to request supplemental documents to complete the application review.
3. If all documents are present and approvable, the QAS will reach out the to provider to schedule training, if applicable.
  - a. If the provider does not respond to the QAS training request within the allotted time frame, the QAS will reject the application and include a note to DXC indicating why the

application was rejected. DXC will communicate that message back to the enrolling provider.

## PROVIDER MAINTENANCE

Provider Maintenance includes a broad range of activities, such as changes in ownership, physical address updates or other contact information updates.

### CHANGE IN OWNERSHIP

Providers are required to complete specific paperwork through DXC Technology for changes in ownership. Please contact DXC Technology to obtain the required documents.

### FULL CHANGE

If a provider has sold their business to a new owner, the current owner is expected to complete the following before the sales transaction has closed:

1. Submit a copy of the letter that was issued to each Medicaid participant affected. Participants must be notified that a change is taking place and provided an opportunity to switch providers if they choose to do so.
  - a. Ideally the provider will also include a new provider choice form with the letter they send to participants
2. Submit a current participant roster to the regional QAS. The roster should be sent to BLTC prior to sending the notification letter to participants.
3. Contact DXC to report the change in provider status. They will also have paperwork for you to complete.

### MODIFICATION TO CURRENT AGREEMENT

If the business is staying "As Is", meaning the percentage of ownership is changing between existing owners, or the business is adding an additional owner, but a sale of the business is not taking place, providers do not need to follow steps 1 and 2 outlined above.

### CONTACT INFORMATION UPDATES

Providers are required to submit changes to their contact information, such as physical address, email address, or phone number to DXC Technology. BLTC cannot accept these changes through other channels as we need to have formal record in the provider enrollment system. All changes to contact information will be updated once BLTC receives notification from DXC Technology that a change has taken place.

## VERSION HISTORY

Date	Version	Comments
4/2019	V1.0	