

**Virginia Medicaid Web Portal
Provider Enrollment
Frequently Asked Questions
Revised 04/17/2014**

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General Questions

How do I access the new Virginia Medicaid Web Portal?

The Virginia Medicaid Web Portal can be accessed through the following link:
www.viriniamedicaid.dmas.virginia.gov

As a provider that has not previously enrolled as a Medicaid provider with the Department of Medicaid Assistance Services (DMAS), do I need to complete the web portal registration process?

Yes, though you won't complete the entire process.

The registration process involves the completion of the following step:

1. Establish a User ID, password and security profile

After the enrollment application is approved, you must then complete the remaining registration steps noted below:

2. Initiate the authentication process
3. Complete identity authentication with the Security ID generated and mailed to the provider

Where do I go to get assistance on the enrollment application, specific to certain fields?

There are 4 different ways to get assistance while completing the enrollment application.

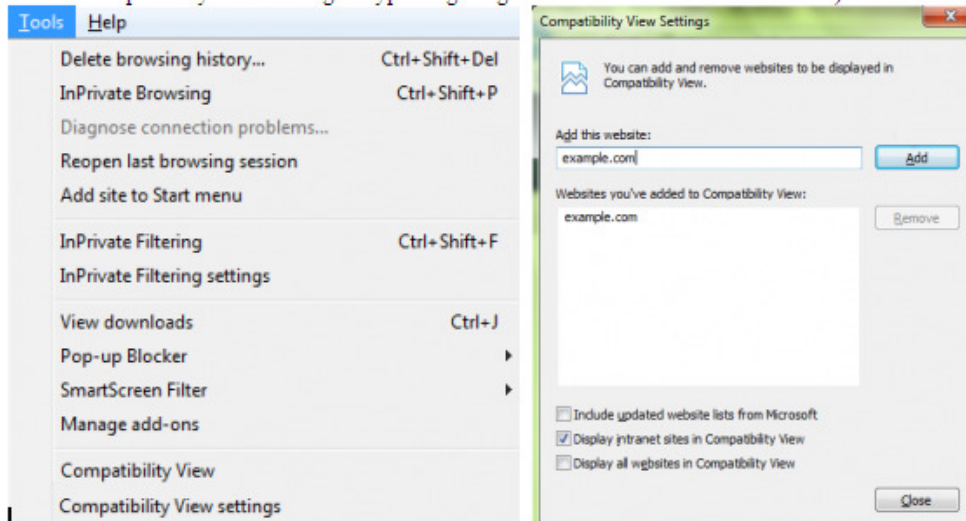
1. Navigate to the 'Information' link from the Application Links portlet on the left side of the application screen.
2. Some fields contain the information icon. When this tab is present and clicked, it will display information specific to that field (i.e. definition, field formats, etc).

- Each field on the application contains hover help. Place the cursor over the field in question and a field help will be displayed with information specific to that field (i.e. specific formatting requirements)
- If at any time during the registration process you have questions or issues, please contact the Virginia Medicaid Helpdesk toll free at 866-352-0496.

My computer has Windows 7 operating system with IE9 and I am having trouble accessing the portal. Is there something I can do?

In order to use IE9 for the Web Portal the following settings are suggested:

- Security settings set to Medium-High
 - Open an IE9 browser session
 - Click Tools->Internet Options.
 - Click the Security Tab
 - Verify/change to Medium-High
- Verify Java is installed
 - Go to www.java.com
 - Press the option that says "Do I have Java?"
 - Once the page refreshes, if Java is installed, the Java version will be displayed.
 - If Java is not installed, press the free java download button.
- Add Virginia.gov to Compatibility View Settings
 - Open an IE9 browser session
 - Click Tools->Compatibility View settings.
 - Type 'virginia.gov' and click 'Add'.
 - Click 'Close'



If you have any questions, please contact the Virginia Medicaid helpdesk at 866-352-0496.

Provider Enrollment Applications

If I am applying for both an individual provider number and a group provider number can I complete just one application?

No, you must complete a separate application for each number.

Is there a particular format that dates must be entered in?

For all date fields, please use the date format (mm/dd/yyyy) unless otherwise indicated.

Can anyone associated with the provider requesting an individual provider enrollment sign the application?

No, Individual Provider Applications must be signed by the individual applying for enrollment.

How do I initiate a provider enrollment application?

To begin the process to submit an application, you will need to follow the steps detailed below:

1. Sign in to the portal, using your provider user id (selected during the registration process)
2. Select the 'Provider Enrollment' tab from the navigation bar
3. From the 'Enrollment Status' portal page, click the 'Add New Application' button
4. From the 'Become a Provider' portal page, select the provider type that you wish to enroll for
5. Complete all appropriate information on the online application

I'm a physician with a telemedicine specialty; do I need to do something additional?

For in-state physician with a VA license, or out-of-state physicians located within 50 miles of the VA border that possess a license in their state, nothing else is needed. For physician's that operate out-of-state (more than 50 miles from the VA border) you will need to submit both your out-of-state license (based on your servicing address) as well as your VA license in order to operate as a telemedicine provider with the Commonwealth of VA.

For physician's that operate out-of-state (more than 50 miles from the VA border) you will also need to attest to enrollment in your resident state Medicaid program.

I receive an attachment page with a list of attachments that I need for application approval. Can I submit my application and submit these later?

The attachment page displays all the required documents for reviewing and approving the application.

The application can be submitted without attaching the required documents at the time of submission but the application cannot be approved until the required documents are received. The attachments are automatically associated with a Provider's application for efficient handling.

I receive an application tracking number at the beginning of the enrollment process. Do I need that to make note of that?

You should take note of the Application Tracking Number as this will be needed in order to check on the status of your application.

Provider Enrollment Status

How can I tell where my application is in the review and approval process?

The enrollment tracking information available to providers includes the “status” of the application (e.g., In Review, Submitted, Denied, Pended etc...) as well as a “percent complete” value that is based upon the progression of the application through the Provider Enrollment application approval process.

What are the various status that I might see in the Enrollment Status portal?

The following is a chart of the various Status and % Complete that could be encountered during the application process.

Portal Status	% Value
Submitted	0%
Awaiting Payment	0%
Awaiting Payment – Prior Payment Not Processed	0%
Awaiting Hardship Exception Response	0%
Sent for Verification	20%
Pended	25%
Pending Action - Hardship Exception Denied	0%
Pending Hardship Appeal Approval	0%
In Review	50%
In Review	50%
In Review	70%
Awaiting Approval	75%
Awaiting Screening Completion	5%
Awaiting Criminal Background Check Results	75%
In Review	75%
Approved	100%
Rejected	100%
Denied	100%
Revalidation Invalid	100%
Application Invalid	100%

My application is listed in 'Pended' status and an 'Upload' button is appearing. What is this for?

When the application status is 'Pended', the system displays the Upload button in the action column of the status portlet which will allow a provider to attach documents and submit in order to continue processing of the application.