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South Dakota
Department of
Social Services

To: All Providers

From: South Dakota Medicaid

Date: May 6, 2021

Subject: Provider Enrollment (PE) Portal & Revalidation

SD Medicaid is pleased to announce that the Provider Enrollment Portal is live!
We appreciate the patience of our providers as the required technical changes were made. These changes place greater control over data access in the hands of the providers and simplify the provider enrollment process where possible.

Emails with system credentials were sent to individuals who previously completed a registration request for one or more Billing NPIs and were able to be validated. Please check your email inbox for a message from DoNotReply@state.sd.us. One email per email account was sent regardless of the number of BNPIs registered.

Provider data for actively enrolled providers was converted from the old system wherever possible. However, ***we need providers to confirm that their information is accurate and make updates as needed.***

The initial log-in is being deemed the provider's <u>revalidation</u> record. Revalidation must be completed on or before June 7, 2021. Enrollment records of providers who can't be revalidated must be terminated in accordance with federal requirements. SD Medicaid has taken action to reduce provider revalidation efforts where possible. License expiration dates for some individuals were updated. Paperwork such as provider agreements are not required for existing providers as part of revalidation. All providers should read the new Disclosure form. This form will be required for existing providers if there are changes to ownership, contractual relationships, or managing employee sections or if the answer to any of the questions would be "Yes."
SD Medicaid Provider Enrollment staff will be processing new enrollments and modifications to existing records in the order of receipt. Providers will be able to monitor the review status through the PE Portal as statuses are changed as review is started. Any new enrollments or new associations which were submitted by the provider that go beyond the timely filing requirements due to SD Medicaid review and approval will have special instructions on timely filing extensions provided in the approval notices.

Getting Started:
- Go to our Provider Enrollment website:
  https://dss.sd.gov/medicaid/providers/enrollment/enrollment.aspx
- View the Provider Enrollment (PE) Portal training videos and PE Portal User Guides to assist you on your journey.

- Take note of the internet browser requirements. Using a non-standard browser will prevent you from seeing and completing your tasks.
- Log in right away with your temporary password. **This password expires in 10 days**. You won't be able to access the system without SD Medicaid's assistance after that point. Keep in mind that all other users for BNPIs under your control won't be able to access the system either as you grant them access.
- Gather all your enrollment record information so that you can review all data in your record at one time and make updates. **Once changes are made, the record is automatically moved to "In Review" and providers who exit the record or allow it to time-out will not be able to make additional changes until after the State has completed their review.**
- Each NPI has its own record. SNPIs are no longer updated from within a BNPI record. Permission to access BNPIs are based on the account. SNPI enrollment record access is based upon whether the associated BNPI is on the user's account.

No email or access:

If you don't see an email, please check your junk mail. If you do not see it here either, please visit the PE Portal login screen found on our webpage and click "register." Remember that the PE Portal functions with each user having their own account based on a unique email address. **No shared emails are permitted and the Provider organization, not an external credentialing or billing entity should be the initial registrant.** The initial provider administrator will have permission to set up additional provider administrators and provider users. Communicate with your partners in determining whether a provider administrator account has been established.

As a reminder, the PE Portal is the system of record for provider enrollment. It is separate and distinct from the Medicaid Portal used to check recipient eligibility, submit claims, and view remits.