Provider Enrollment
U.S. State & Local Human Services
Expired Credentials
Revalidations
Expired Credentials
EFT Requirements
Top 5 reasons update request get denied
Submitting Updates and Applications
Updated Provider Enrollment Documents
Revalidations

- Providers due for revalidation will receive a 30, 60, and 90 day letter.
- Revalidation due dates can be viewed on the portal login.
- Pre-filled revalidation applications will be available on the portal with a hyper link below their due date.
- Providers who don’t submit their revalidation application by the deadline will be terminated.
Expired Credentials

- Providers with an expired License/Cert/DEA will be sent a 30 day notification.
- Current License/Cert dates can be viewed on the portal login.
- Providers who don’t submit their expired credentials by the deadline will be terminated.
- If the provider is terminated for expired credentials, they can submit the Lic/Cert credentials requested within 6 months of their termination and be reactivated with no gap in coverage.
- Recommend to submit the updated documents through the portal.
Requirements for submitting EFT

Submitting EFT doesn’t change who the claim is paid to Individual VS Group. The claim will pay to the provider listed as the biller on the claim.

**Individual Providers:**
- Completed EFT Form
- Must submit voided check or bank letter with EFT form.
  - Voided Check: Voided check must match the individuals name on the application or must submit a bank letter.
  - Bank Letter:
    - Must be signed by the bank.
    - Needs to include the following information: account holder name, account number, routing number.
    - If the account name doesn’t match the individual providers, then the letter needs to detail the individual has depositing rights into the account.
- It’s often easier to submit the individuals EFT information under their personal account rather than submitting the groups.

**Group/Facility Providers:**
- Completed EFT Form
- Must submit voided check or bank letter with EFT form.
  - Voided Check: Voided check must match the groups legal name or DBA on the application or must submit a bank letter.
  - Bank Letter:
    - Must be signed by the bank.
    - Needs to include the following information: account holder name, account number, routing number.
    - If the account name doesn’t match the groups legal name or DBA name listed on the application, then the letter needs to detail the individual has depositing rights into the account.
Top 5 reasons applications get RTP’d

**EFT information**
- EFT form not being submitted with the voided check or bank letter.
- Voided Check not matching enrolling provider name.
- Bank Letter not signed by the bank or the bank letter not listing the individual provider as having depositing rights if the account holder doesn’t match the enrolling provider.

**Individual Providers W9**
- W9 submitted for individual providers with the group’s name and FEIN tax ID instead of the enrolling provider name and SSN.

**Submitting Individual providers under the wrong SSN or TAX ID**
- Providers with the incorrect SSN or providers listing their groups FEIN for their SSN.

**IRS letters for groups submitted to be enrolled.**
- IRS letter is required for all FEIN TAX IDs submitted and any FEIN listed on the ownership disclosure. For example, any business FEIN tax ID listed as the enrolling provider or an owner on the application.

**Section IV Forms**
- Section IV form missing for applicable group enrollments.
Top 5 reasons update request get denied

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Request Types
- Submitting a request under the incorrect request type.

Listing incorrect Medicaid ID on documents or request ticket (Groups)
- Groups submitting their individual provider updates not listing the correct Medicaid ID for each provider they are submitting the same request for.

Missing Signatures
Incomplete forms for requested change

Arkansas Department of Human Services
The portal is the most efficient way to submit applications or update request.

**Submissions can be tracked online**
- Search previous submissions on update request online to see if they are approved or denied.
- Review the status of your application and see any request for corrections/documentation pending for the application.

**Reduction of errors on submitted applications**
- The online wizard will help guide you through the required information and provide a list of supporting documents needed based on the provider type and specialty being applied.
Submitting update requests through the portal
Searching previously submitted updates on the portal
Reviewing previous portal submissions
(...)continued
Reviewing previous portal submissions
Applications submitted on portal

You can check the status of any application submitted and see any notes for corrections or documents needed to complete your application.

If corrections are needed, you can click the “Resume Enrollment” to access the previously submitted application and upload any document or make changes need for your application and resubmit.
PDF Fillable Provider Enrollment Forms/Documents.

Provider enrollment forms are now a PDF fillable format with an digital signature built into the form.

Using the new PDF editable forms will help reduce errors from handwriting and be more efficient to submit without having to print the form.

Please make sure you are using the most current version when submitting applications or updated.

In order to use the digital signature the document must be saved on the computer or device first.
Questions?
Thank you!