



### How to Check the Status of Your Electronic Provider Enrollment Application/Actions to Take if Your Application Was Returned for Additional Information

### How to Check the Status of Your Electronic Provider Enrollment Application:

- 1. Access the Provider Portal landing page (PROMISe Internet) (Figure 1): <u>https://promise.dpw.state.pa.us/</u>
- 2. On the left side under "Provider Enrollment", click "Application Status" Figure 1 – Portal Landing Page

pennsylvania	Login
DEPARTMENT OF HUMAN SERVICES	PROMIS <i>e</i> ™ Internet
Home	
Home	Friday 10/14/2022 12:09 PM EST
Provider Login	Broadcast Messages
•User ID Log In Forgot User ID? Register Now	Provider Enrollment Portal Enhancements The Department of Human Services (DHS) is pleased to announce new provider enrollment portal enhancements designed to improve our providers enrollment experience. Providers will enter the enrollment portal from PROMISe Internet using their existing registered log in criteria. Upon successful login, providers will have access to these new enhancements. If you do not have an existing login, select register now in the Provider Login box. Please refer to Quick Tip #260 for more information on these enhancements.
Where do I enter my password?	Important news: An electronic submission process for FFS 180-day exception requests and other claims requiring documentation will soon be available in the PROMISE Portal. Please refer to Quick Tip 263 for more information. Quick Tips
Provider Enrollment ? New Application Reactivation Resume Application	The majority of the current ePEAP functionality has been replaced with the new "Enrollment Summary", Terminate Enrollment", and "Change Request" links which are available on the My Home page within the Provider Services section after logging into the Provider Portal. The previous ePEAP functionality to view 'All Active Service Locations' for a provider along with the Revalidation Dates for Group Members is now available via the "Enrollment Summary". Refer to quick tips for providers (PROMISe Quick Tip 260(pa.gov)) for further information regarding this change.
Application Status Application Status	Welcome to provide the

- 3. The Application Status page appears (figure 2). Enter the following information, then click "search":
  - Application tracking number (ATN) of the application in question
  - SSN or FEIN (of the provider on the application in question)
  - Password (the password created when saving the application in question)
  - Click the "I am not a robot" box





Figure 2 – Ap	oplication Status page
Pennsylvania DEPARTMENT OF HUMAN SERVICES	Enrollment Information
oplication Status	
Enter your application tracking number (ATN), Federal Tax Identification application status.	Number (FEIN or SSN) and password in order to review your
If you have any questions about completing an electronic enrollment app Important Phone Numbers and Addresses page of this site.	lication, please call the appropriate phone number shown on the
* Indicates a required field.	
* Application Tracking Number (ATN)	00-00-00-00-00-00-00-00-00
S SN as EEN	
55N OF FEIN	
*Password	Enter application password
	Porgot Password ?
	I'm not a robot
	H Sea

- 4. The <u>Application Status Summary</u> section appears at the bottom of the page (figure 3), which includes:
  - o ATN
  - o Date the application was started
  - Date the application was submitted
  - Application status (see below)
  - o Status date
  - Link to download a pdf of the submitted application
- 5. If the application has been approved, there is also an <u>Approved Application Summary</u> section which includes:
  - o 13-digit provider ID
  - Provider effective date
  - Revalidation date

Figure	3 –	Ap	olication	Status	Summarv
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his is the most current information regarding your Pennsylvi	ania Medical Assistance (PAMA) provider enroitment application.
Application Tracking Number (ATN):	1000005249
Start Date:	02/22/2021
Date Submitted:	02/22/2021
Status:	Application Approved
Status Date:	02/22/2021
Application Submission PDF:	Download
proved Application Summary	
low are the details regarding your approved Pennsylvania	Medical Assistance (PA MA) provider enrolment application.
Provider ID:	300443447-0002
Effective Date:	02/22/2021
Revaildation Date:	02/22/2026







### 6. <u>Application Statuses:</u>

- Application Incomplete application has been initiated, but not submitted
- Application Submitted application has been submitted for review
- Application Under Review application is under review
- Application Corrections Required an email was sent requesting corrections or additional information. See additional information below
- Application Resubmitted the requested corrections or additional information was provided and the application was resubmitted.
- Application Expired application was not submitted in the allotted time; or after submission, the application was returned for corrections or additional information which was not provided in the allotted time.
- Application Approved application has been approved and a provider ID assigned
- Application Denied application has been denied

### What to do if your application was returned for additional information:

When the enrollment staff returns an application to the provider for revisions because the information provided is either incorrect or incomplete, an email will automatically be sent to the contact email provided when the application was started, notifying the user that additional information is required to complete the application. The status of an application returned to the provider is "Application Corrections Required". Detailed information about what information is missing and actions to take is included in the comments which are viewable in several places:

<u>1. Application Status Summary</u> - the application status summary section (discussed above) for applications with a status of "Application Corrections Required" includes a "comment" section at the bottom that includes information about what is incorrect or missing and how to provide that information (Figure 4).







#### Figure 4 - Application Status Summary for Application Corrections Required status

This is the most current information regarding your Pennsylvania Medical Assistance (PA MA) provider enrollment application. To resume your existing application, please Click Here					
Application Tracking Number (ATN): Start Date: Date Submitted: Status: Status Date: Application Submission PDF:	1000006496 08/18/2022 08/18/2022 Application Corrections Required 09/27/2022 Opwnload				
Comment:	This is where the provider sees any message the enrollment staff would send when returning to a provider.				

#### 2. Resume Application -

Application Status Summary

- Access the Provider Portal landing page: <u>https://promise.dpw.state.pa.us/</u>
- On the left side under "Provider Enrollment", click "Resume Application"
- The Resume Application page appears (figure 5). Enter the following information, then click "search":
  - Application tracking number (ATN) of the application in question
  - SSN or FEIN (of the provider on the application in question)
  - Password (the password created when saving the application in question)
  - Click the "I am not a robot" box

Figure	e 5 –	Resume	Application	Page
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inter your application tracking number (ATN), Federal Tax Identification rovider enrollment application.	Number (FEIN or SSN) and password in order to resume your existin
you have any questions about completing an electronic enrollment app nortant Phone Numbers and Addresses page of this site.	plication, please call the appropriate phone number shown on the
Indicates a required field.	
*Application Tracking Number (ATN)	SDIDDERSKY
"SSN or FEIN	######################################
*Password	Enter application password
	* organ * rangework *
	I'm not a robot

#### 3. Resumed Application -

The top of the <u>Request Information Page</u> (the first page you see after resuming your application) includes a section entitled "Application Comments Provided by Pennsylvania Department of Human Services (DHS) Medical Assistance (MA)". Directly under this heading will be the comments that indicate what information is missing or needs to be corrected (figure 6). Make the requested corrections or provide the missing information and resubmit the application.







Figure 6 – Request Information Page of Application

DEPARTMENT	<b>ylvania</b> OF HUMAN SERVICES		Enrollment Information $\bullet$	Contact Information - Help		
Welcome	Application Tracking Number (ATN): 1000006498	Type: New Enrollment	Start Date: 08/18/2022	Completion By: 11/28/2022		
Request Information	Application Comments Provided by Pennsylvania I	Department of Human Services (	(DHS) Medical Assistance (MA)	_		
Service Location Address	This is where the provider sees any message the e	nrollment staff would send when	n returning to a provider.			
Other Addresses						
Specialties	Request Information					
Provider Eligibility Program (PEP)	You are initiating a provider enrollment application for the Pennsylvania Department of Human Services (DHS) Medical Assistance (MA) program and/or the Pennsylvania Children's Health Insurance Program (CHIP). If you are enrolled as a MA provider and provide CHIP services at this service location, a separate CHIP enrollment application is not required.					
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4. <u>Expired Applications</u> - Failure to resubmit the application with the requested information or documentation in the allotted time will result in your application being considered incomplete and DHS will be unable to process it. When this occurs, an email will automatically be sent to the contact email provided when the application was started, notifying the user that the application has expired and is no longer available for updates.

Thank you for your service to our Medical Assistance beneficiaries. We value your participation. Check the Department's website often at: <u>www.dhs.pa.gov</u>

