ILLINOIS PROVIDER ENROLLMENT

Illinois Medicaid Program Advanced Cloud Technology

IMPACT

Atypical Rendering Servicing Provider
Introduction to IMPACT and Key Terms
Application Process
Resuming an Application
Starting a New Application
The Business Process Wizard (BPW)
Completing the Application using BPW
Review and Submit Application
Resources
Questions & Answers
Introduction to IMPACT and Key Terms

- **IMPACT** is a multi-agency effort to replace Illinois’ 30-year-old Medicaid Management Information System (MMIS) with a web-based system that meets federal requirements, is more convenient for providers and increases efficiency by automating and expediting state agency processes.

- **Key Terms:**
  - Individual Rendering/Servicing Provider: A provider who does not bill Medicaid directly and who prescribes or refers items or services through a Group, Facility, Agency, Organization or Individual Sole Proprietor.
  - Billing Provider: A provider who submits claims and/or receives payment for an Individual provider.
  - MCO Plan: Health care plans that provide health care through a provider network. Sister Agencies will also be listed as an MCO. A sister agency is also known as a State Agency or a Waiver provider.
  - New Enrollment: A new provider who needs to enroll in IMPACT.
  - Revalidation: A provider previously enrolled in MMIS whose information was transferred to IMPACT. An Application ID was received by mail.
Application Process

Step 1: Provider Basic Information
Step 2: Add Specialties
Step 3: Associate Billing Provider/Other Associations
Step 4: Add License/Certification/Other
Step 5: Add Provider Controlling Interest/Ownership Details
Step 6: Add Taxonomy Details
Step 7: Associate MCO Plan
Step 8: Complete Enrollment Checklist
Step 9: Submit Enrollment Application for Approval

Pressing any of the buttons below will skip to that step of the presentation

Shortcut to Step: 1 2 3 4 5 6 7 8 9

Pressing this button on any screen will bring you back to this menu.
After completing the sign-on, click on **IMPACT**.

In regards to completing an application, there are two options: New Enrollment or Resuming an application.

Shortcut to Step: 1 2 3 4 5 6 7 8 9
Resuming an Application

• To resume (or revalidate) an application, click on Track Application.
• The application number was either mailed out on a yellow card (revalidation) or sent to the listed email address (In-process application).

• Enter the Application ID for the application you want to access.
• After entering the ID number, click Submit.
• This process will then go directly to the Business Process Wizard (BPW).
Starting a New Application

• If completing a new application, click on **New Enrollment**.

• Use the radio buttons to select your enrollment type, then click on **Submit** in the lower left corner.

Shortcut to Step: 1 2 3 4 5 6 7 8 9
Starting a New Application
(Step 1: Basic Provider Information)

Please complete all fields. At a minimum, all fields with an * are required.

• **Applicant Type** will need to be selected from the drop down and it drives the rest of the application.
• Click **Validate Address** after street address and zip code have been entered.
• After all the information has been entered click **Finish**.

Shortcut to Step:  1  2  3  4  5  6  7  8  9
• Application ID: systematically generated.
• Name: should reflect name from Basic Information.
• The system will generate an application ID after the successful completion of the Basic Information screen; the application number is a 14-digit number that has the following components:
  – The system date in yyyymmdd format
  – A 6-digit system generated random number
  – Example: 20191007197659
• Application IDs are valid for 30 calendar days; applications must be completed and submitted to the state for review during this 30 day period or the application will be DELETED.
• The application ID will be used to access the application before submission to the state for review and will be used to track the status of your submitted application until it is mark approved.
• After documenting the ID number click OK.
The Business Process Wizard (BPW)

The BPW serves as the “Control Center” of the application.

- **Required**: Steps listed as *Optional* may change to *Required* based upon previous steps.
- **Dates**: Entered by the system; *Start Date* is the date each step is opened, the *End Date* is the date each step is completed.
- **Status**: When a step is completed the *Status* will be updated to *Complete*; answering some checklist questions may change a prior step’s status back to *Incomplete*.
- **Remarks**: *Remarks* are systematically generated throughout the enrollment process.

### Business Process Wizard - Provider Enrollment (Atypical Individual)

<table>
<thead>
<tr>
<th>Step</th>
<th>Required</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
<th>Step Remark</th>
</tr>
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<tbody>
<tr>
<td>Step 1: Provider Basic Information</td>
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<tr>
<td>Step 2: Add Specialties</td>
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<tr>
<td>Step 3: Associate Billing Provider/Other Associations</td>
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<tr>
<td>Step 4: Add License/Certification/Other</td>
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<td>Incomplete</td>
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<tr>
<td>Step 5: Add Provider Controlling Interest/Ownership Details</td>
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<td></td>
</tr>
<tr>
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<td></td>
<td></td>
<td>Incomplete</td>
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<tr>
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<td>Optional</td>
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<td></td>
<td>Incomplete</td>
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<tr>
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<tr>
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<td></td>
<td></td>
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Shortcut to Step: 1 2 3 4 5 6 7 8 9
Once you have documented your Application ID, you have completed Step 1: **Provider Basic Information**. The system will place the current date in the **End Date** field and will place **Complete** in the corresponding **Status** field.

- **Steps 1** and **2** must be completed before attempting any of the later steps.
- Click on Step 2: **Add Specialties** to continue completing your application.

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</table>

**Shortcut to Step:** 1 2 3 4 5 6 7 8 9
Step 2: Add Specialties

- Click the *Add* button in the upper left corner.
Step 2: Add Specialties

- Select your **Provider Type** from the drop down.
- Select your **Specialty** from the drop down.

Shortcut to Step: 1 2 3 4 5 6 7 8 9
Step 2: Add Specialties

- Once the Provider Type and the Specialty are selected, the Subspecialties will populate at the bottom of the screen in the Available Subspecialties box.
- The Provider must choose at least one Available Subspecialty (or No Subspecialty) if multiple selections are available.
- If only one choice is available, the system will preselect that selection.
- Once all desired selections are moved to the Associated Subspecialties box, click OK in the bottom right corner.

Click on the Subspecialties then click on the double arrows to move the Subspecialties over to the Associated Subspecialties box.
If you have another Specialty/Subspecialty to enter click the Add button in the top left corner and repeat the previous steps.

When all the specialties/subspecialties have been entered, click **Primary Specialty** to designate one of the listed Specialties as Primary.
Choose the **Primary Specialty** for this enrollment from the drop down menu.

Complete the **Start Date** field. Leave **End Date** blank.

When all information has been entered, click on **Save** then **Close**.

Shortcut to Step: 1 2 3 4 5 6 7 8 9
• If you have another Specialty to enter click the **Add** button in the top left corner and repeat the steps as needed.
• When all the Specialty information has been entered, click on **Close** to return to the BPW.
You have completed Step 2: **Add Specialties.** The system will place the current date in the **End Date** field and will place **Complete** in the corresponding **Status** field.

Click on Step 3: **Associate Billing Provider/Other Associations** to continue your application.

![Business Process Wizard (BPW)](image)
Step 3: Associate Billing Provider/Other Associations

- Click **Add** to associate to a Billing Provider.
Step 3: Associate Billing Provider/Other Associations

- Once all information has been entered, click on **Confirm Provider** and verify the correct **Provider Name** is displayed.
- Leave the end date blank.
- Click **OK** when you are finished.
Step 3: Associate Billing Provider/Other Associations

- Click **Add** and repeat the process as necessary.
- If there are no other Billing Providers to add, click on **Close** to return to the BPW.
• You have completed Step 3: *Associate Billing Provider*. The system will place the current date in the *End Date* field and will place *Complete* in the corresponding *Status* field.
• Click on Step 4: *Add Licenses and Certifications* to continue your application.
Step 4: Add License/Certification/Other

**Note:** This is an optional Step in this enrollment

- Click on the *Add* button to begin adding Licenses and Certifications.

Shortcut to Step: 1 2 3 4 5 6 7 8 9
Step 4: Add License/Certification/Other

- Click the drop down menu next to **License/Certification Type** to select your License/Certification, then enter the **License/Certification Number** and **Effective Date** in the appropriate fields. Leave the **End Date** field blank.
- Click the drop down menu next to **State** to select the State from which the license was obtained.
- After all information is entered, click on **Confirm License/Certification**.
- Clicking this button will result in the License/Certification being validated and update the **Valid Flag** to **Yes** if it is verified to be authentic.
- Click **Ok**.
Step 4: Add License/Certification/Other

<table>
<thead>
<tr>
<th>License/Cert./Other Type</th>
<th>License/Cert./Other #</th>
<th>Valid Flag</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Professional License</td>
<td>123456789</td>
<td>Yes</td>
<td>07/26/2019</td>
<td>07/31/2020</td>
</tr>
</tbody>
</table>

- If any additional Licenses/Certifications, click on the **Add** button in the top left corner and repeat the steps.
- Click **Close** once all Licenses/Certifications have been entered to return to the BPW.
• You have completed Step 4: *Add Licenses and Certifications*. The system will place the current date in the *End Date* field and will place *Complete* in the corresponding *Status* field.
• Click on Step 5: *Add Provider Controlling Interest/Ownership Details* to continue your application.
Step 5: Add Provider Controlling Interest/Ownership Details

Note: This Step in not applicable to Rendering Servicing Providers

- This step is not applicable to Rendering Servicing provider.

Shortcut to Step: 1 2 3 4 5 6 7 8 9
You have completed Step 5: Add Provider Controlling Interest/Ownership Details. The system will place the current date in the End Date field and will place Complete in the corresponding Status field.

Click on Step 6: Add Taxonomy to continue your application.
Step 6: Add Taxonomy Details

To enter taxonomy details click on **Add**.
Step 6: Add Taxonomy Details

• If the taxonomy code is known, enter it in the Taxonomy Code box.
• Enter the **Start Date**. Leave the **End Date** blank. This can be updated at a later time.
• Click on **Confirm Taxonomy** and verify **Description** is populated correctly.
• Click on **OK** to finalize the submission.
Step 6: Add Taxonomy Details

- If the taxonomy code is not known, select *Click here for Taxonomy List*. This will open a web browser window.
- At least one of the Taxonomy Codes entered in IMPACT must be the Taxonomy Code registered with the National Plan and Provider Enumeration System (NPPES).
Step 6: Add Taxonomy Details

- In the web browser window that opens will be a list of provider types.
- Click + next to the appropriate provider type for your enrollment.
Step 6: Add Taxonomy Details

• Click on the + next to the appropriate profession listed under the heading which you previously selected.
Step 6: Add Taxonomy Details

- Click on the + next to the appropriate profession listed under the heading which you previously selected.
- Make a note of the **Taxonomy Code** that is correct for your area of practice.
- Click on the X button in the upper right corner to close the National Uniform Claim Committee webpage.
Step 6: Add Taxonomy Details

- Enter the **Taxonomy Code** and the **Start Date**.
- Leave **End Date** blank. This can be updated at a later time.
- Click on **Confirm Taxonomy** and verify **Description** is populated correctly.
- Click on **OK** to finalize the submission.
Step 6: Add Taxonomy Details

Repeat the steps by clicking on the **Add** button for any additional Taxonomy Codes that need to be entered.

Otherwise, click on the **Close** button in the upper left corner.
• You have completed Step 6: Add Taxonomy. The system will place the current date in the End Date field and will place Complete in the corresponding Status field.
• Click on Step 7: Associate MCO Plan to continue your application.
Step 7: Associate MCO Plan

**Note:** This is an optional Step in this enrollment

- Click **Add** to associate a MCO plan for which there is a current valid contract.
- Specific MCO plans can be added only once to the application.
- Sister Agencies will also be listed as an MCO Plan. A sister agency is also known as a State Agency or a Waiver provider.

![MCO Plan List](image)

No Records Found!
Step 7: Associate MCO Plan

• Enter a **Plan ID** and **Association Start Date** (or the date of the application).
• Leave the **End Date** blank.
• Click **Confirm/Search Plan** to confirm the plan ID or to search for the plan.
• Verify the **Plan Name** populated correctly, then click **OK**.
Step 9: Associate MCO Plan

**Note:** This is an optional Step in this enrollment

- Use the *Filter By* drop down and enter desired information to filter the available MCO plans.
- When the desired MCO plan is located, click on the checkbox next to the that line then, click *Select.*
Step 9: Associate MCO Plan

**Note:** This is an optional Step in this enrollment

- The chosen MCO plan information will populate.
- Verify it is correct then, click **OK**.

Shortcut to Step: 1 2 3 4 5 6 7 8 9 10 11
Step 9: Associate MCO Plan

**Note:** This is an optional Step in this enrollment

- Click **Add** to Associate to an additional MCO Plan.
- If all MCO Plans have been entered, click **Close** to return to the BPW.

Shortcut to Step: 1 2 3 4 5 6 7 8 9 10 11
You have completed Step 7: Associate MCO. The system will place the current date in the End Date field and will place Complete in the corresponding Status field.

Click on Step 8: Complete Enrollment Checklist to continue your application.
Step 8: Complete Enrollment Checklist

- All questions must be answered either Yes or No and comments made if directed to do so.
- If a Checklist item does not apply, select No as the answer.
- After all of the questions have been answered and Comments made, click on the Save button in the upper left corner followed by clicking on the Close button.

Shortcut to Step: 1 2 3 4 5 6 7 8 9
You have completed Step 8: **Complete Enrollment Checklist**. The system will place the current date in the **End Date** field and will place **Complete** in the corresponding **Status** field.

- Click on Step 9: **Submit Enrollment Application** to continue your application.
Step 9: Submit Enrollment Application for Approval

• Click **Next** to confirm that all of the information that you have submitted as a part of the application is accurate.
Step 9: Submit Enrollment for Application for Approval

- Read through all of the terms and conditions.
- Check the box certifying that you agree to the Terms and Conditions.
- Then select **Submit Application**.
The below message will appear advising that the application has been submitted to the state for review. The application number can be used through the track application option after sign-on to check the status of the application.

Click **Close** to exit the enrollment.

You have completed Step 9: **Submit Enrollment Application**. The system will place the current date in the **End Date** field and will place **Complete** in the corresponding **Status** field.
Resources

• For more information regarding IMPACT, please visit
  http://www.illinois.gov/hfs/impact/Pages/AboutIMPACT.aspx

• Check out the definitions of common terms at
  http://www.illinois.gov/hfs/impact/Pages/Glossary.aspx
Questions and Answers

• FAQ’s can be found at http://www.illinois.gov/hfs/impact/Pages/faqs.aspx to help resolve common questions and problems when submitting applications.

• General questions regarding IMPACT can be addressed to:
  ➢ Email: IMPACT.Help@Illinois.gov
  ➢ Phone: 1-877-782-5565