



To: PA Medicaid Providers

From: Theodore Dallas, Acting Secretary

Date: April 20, 2015

Re: **Provider Enrollment**

I am writing today to let you know about some changes we are making to the provider enrollment process.

Many of you have told me personally about the provider enrollment backlog and the time-consuming, paper-intensive manual process that you currently follow. We believe that good customer service is critical to delivering quality services to our clients and we know that DHS must do a better job helping providers enroll if we are going to meet that goal.

Due to changes resulting from the Affordable Care Act (ACA), if you enrolled on or before March 25, 2011, you must be revalidated by March 24, 2016. If you enrolled after March 25, 2011, your revalidation must occur on or before five years from the date of initial enrollment. This is a large undertaking, and we appreciate your cooperation in accomplishing this task.

To help alleviate the frustrations that many of you have enrolling, DHS launched the following initiatives:

- **Electronic Enrollment:** DHS expects to have a new, electronic enrollment web portal available in the fall of 2015. This new portal will greatly reduce the need for the paper application.
- **Standardization of Policies and Procedures:** We are developing a department-wide approach to provider enrollment to help reduce the variations across program offices that cause confusion. The process will be completed by October 31, 2015, and will include standardization of policies and procedures for both DHS staff and providers; and
- **Staffing:** By May, DHS will add nine staff to help process provider enrollment applications and reduce backlogs.

Moving forward, I am committed to providing you with timely communications to inform you of policy decisions, necessary actions surrounding revalidation and the steps you will need to take, as well as updates on the simplified provider enrollment web portal that is coming this fall.

Thank you for your cooperation throughout this process. For additional information, please visit www.dhs.state.pa.us/provider and click on the Provider Enrollment and Screening link.