Job Aid

How to Partially Save a Recredentialing or Revalidation Application, and Identify and Resolve Errors

This document provides the steps to partially save a Recredentialing or Revalidation application and identify and resolve errors. The partial save functionality gives the providers the flexibility to finish the applications at their convenience and not lose the data if they need to suspend an application for some reason.

In Oct of 2022, the Mississippi Division of Medicaid moved to a new system. Since it is a new and different system, there are different field requirements than in the previous one, and some of the data required now was not required in the previous system. Because of that reason, the Recredentialing or Revalidation applications do not have all the required data already filled and providers get an error message when they try to partially save it without filling information in the required fields. To help with this change there are a few steps to follow.

The main fields that are required to be filled out now that weren't prior to the system change, are:

- **Office hours**
- **Email address and Contact Information for addresses**
- **Ownership type code**
- **Percent of Ownership**
- **Medicare type**

Partial Save means the system saves the application with all the data that has been entered to that point but **not** attachments. Completing a partial saving will prevent starting over when resuming the application.

Follow these steps to partially save and identify and resolve errors:

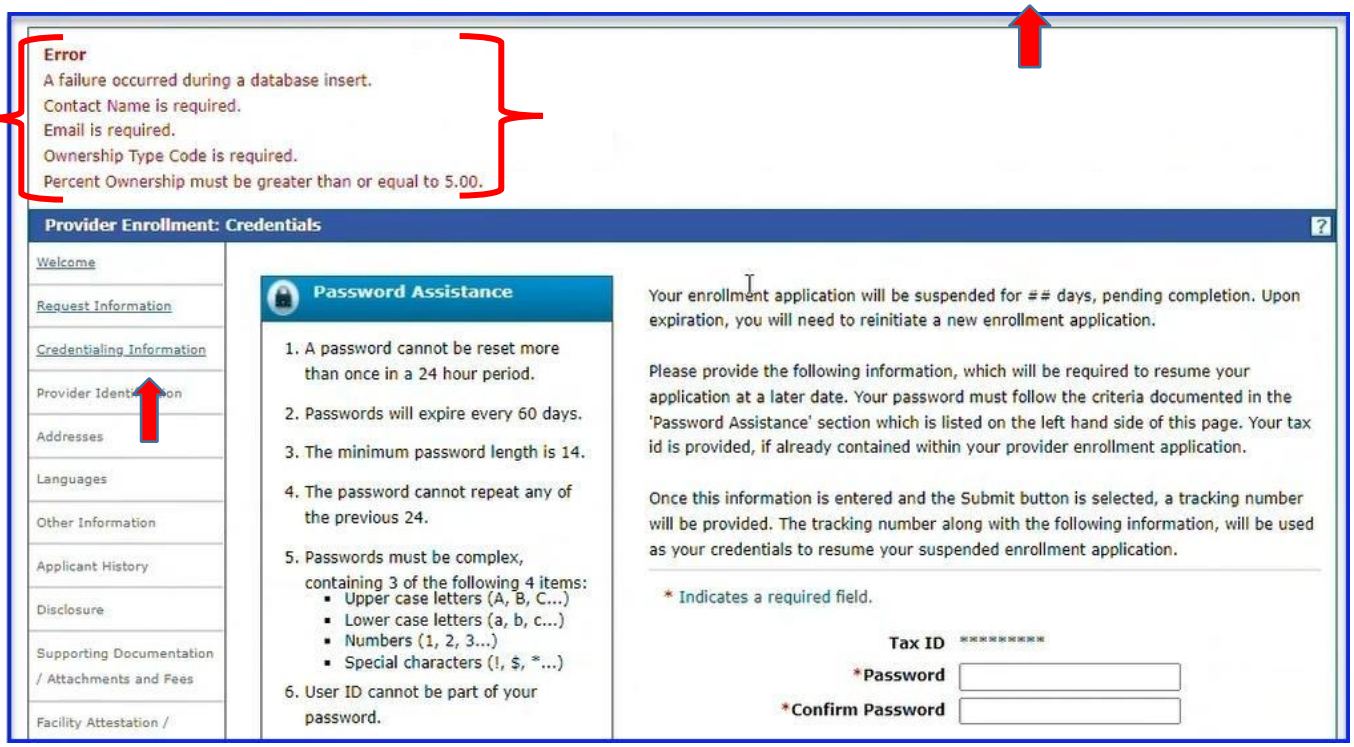
These steps begin after the provider has selected their revalidation or recredentialing hyperlink and are on the Request Information page. The Exit button can be clicked on that page too but for this exercise we have entered the contact information and clicked on the Continue button to reach the Credentialing Information Page.

*All applicable data should be entered for each page on the application. But for partially saving the application, providers can/should fill in the minimum required information and spend time updating or adding new information once the application is partially saved successfully. This will save them from losing their hard work if they need to suspend their application due to some reason. *

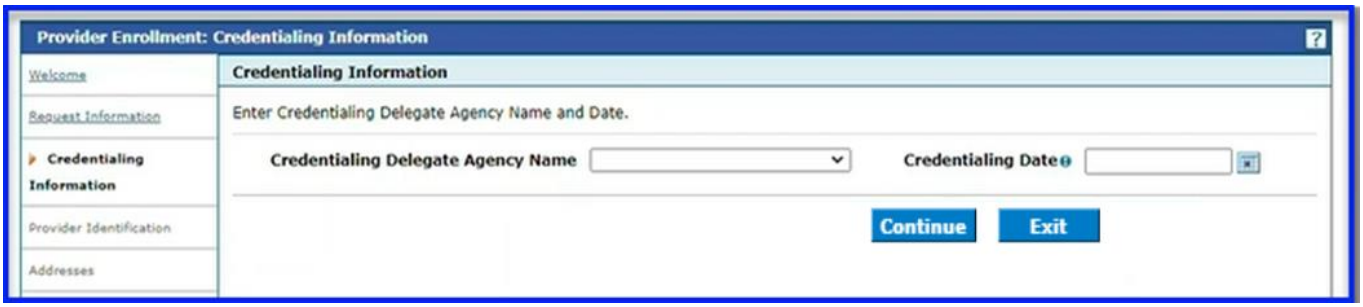
1. Select **Exit:**

Clicking on Exit will take the user to the Credentials page where they can save the application by providing a password and clicking on the Submit button.

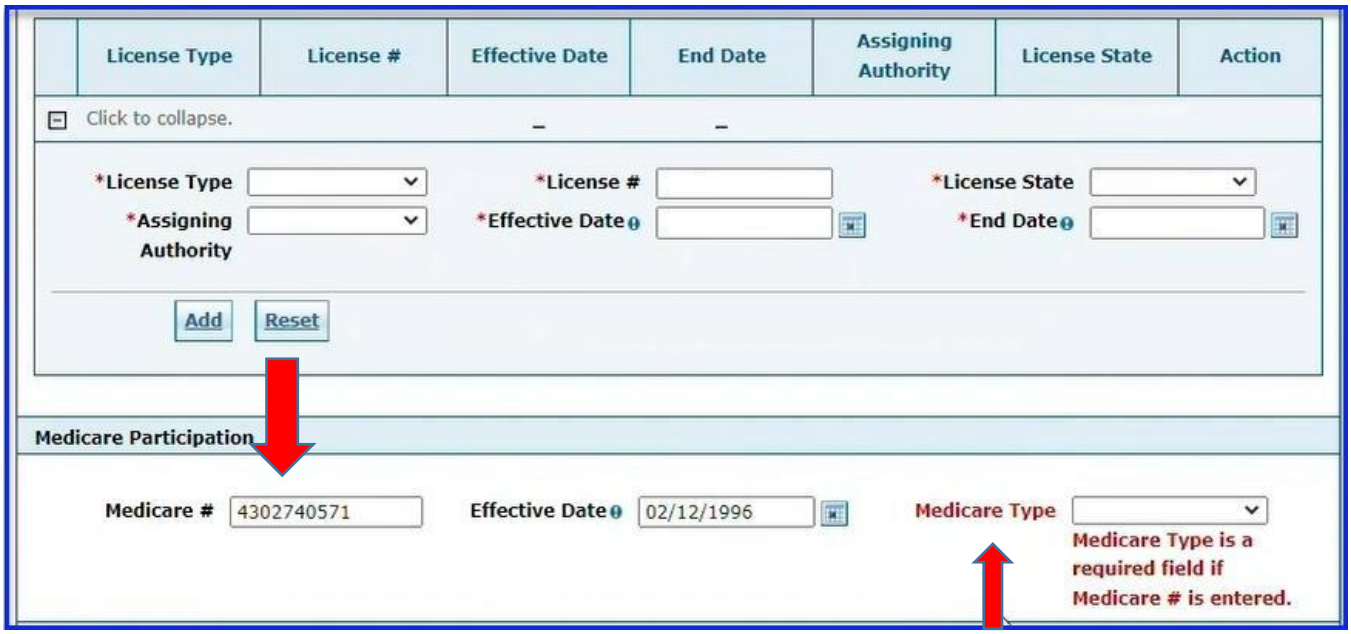
In doing that step a list of errors will populate in the left-hand corner displaying what fields must be completed before the application can technically be saved. The errors are a result of the system change mentioned above. Next, there are the steps it takes to rectify the errors so the application can be saved.



2. Since a partial saving could not be completed, we are still in the application. Select the **Credentialing Information Page link** on the left or click on the Cancel button to start where you left off. Select **Continue** to move to the next page.

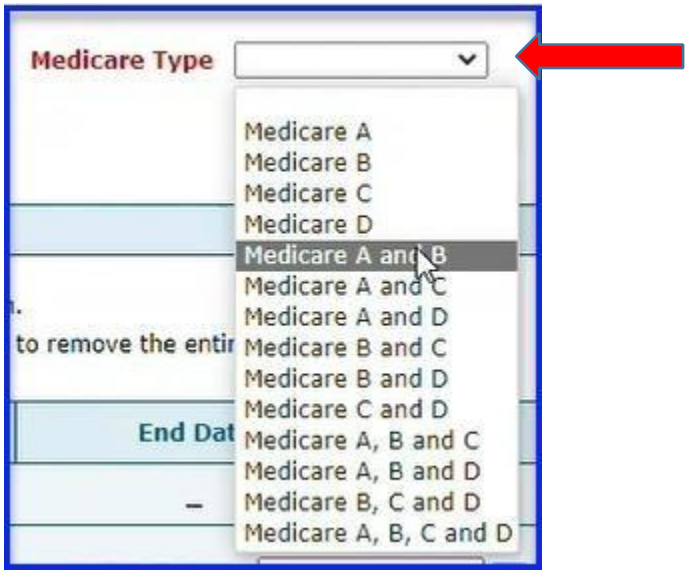


3. Review the **Provider Identification Page**, enter all required information and select **Continue**. If you receive the error **Medicare Type is required** (as seen below) then the **Medicare Type** must be selected. Medicare Type is a required field if a Medicare # is entered, see below. You cannot move to the next page until this error is resolved.



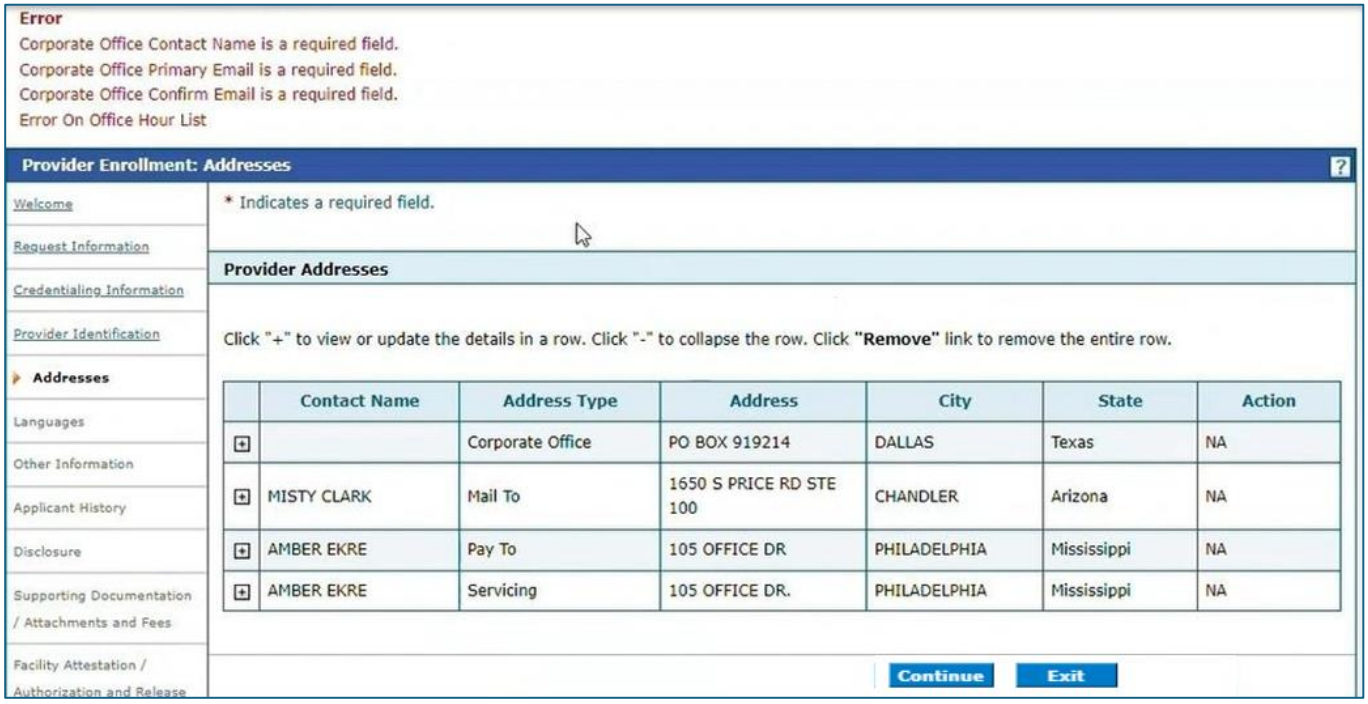
In this example, the Medicare # was available on the previous system but Medicare Type was not.

4. Select the drop down to select the appropriate **Medicare Type**.

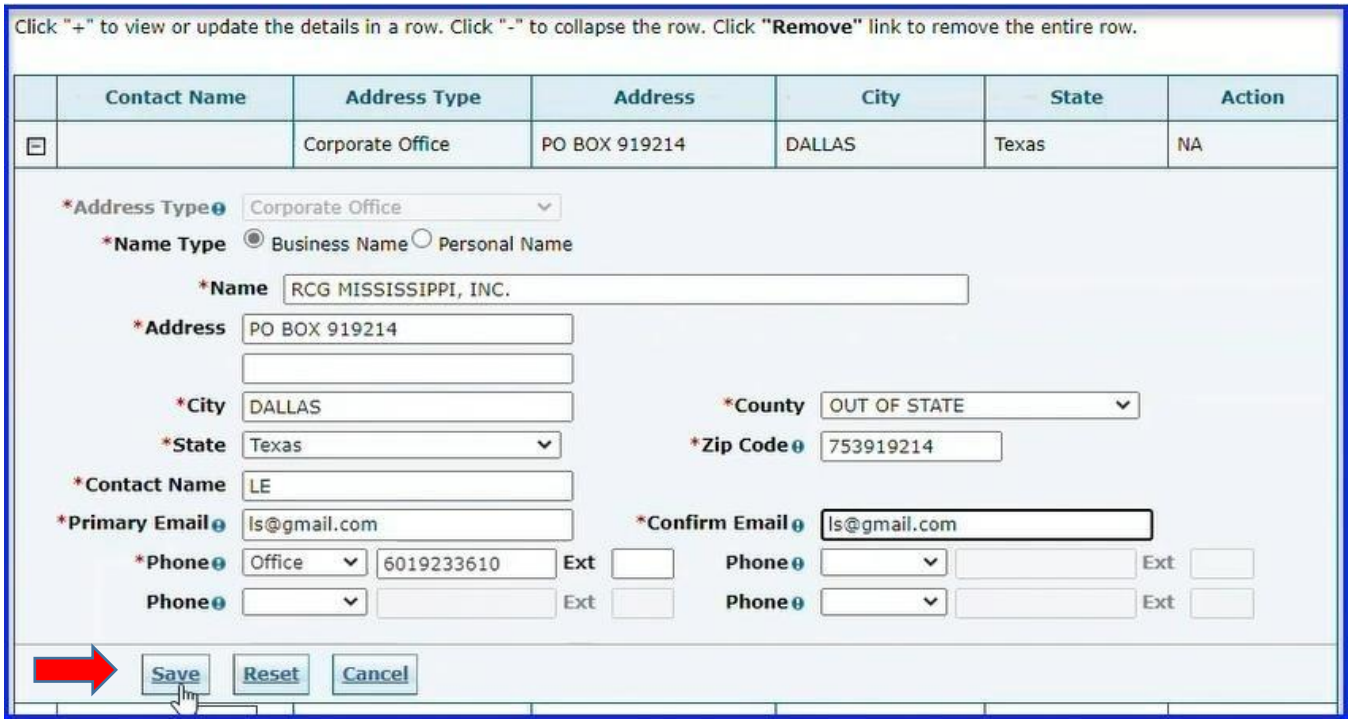


5. Select **Continue.**
6. Review the **Address Page**, enter all required information and select **Continue.** If you receive any of these errors:
    - Corporate Office Contact Name is a required field.
    - Corporate Office Primary Email is a required field
    - Corporate Office Confirm Email is a required field
    - Error On Office Hour List

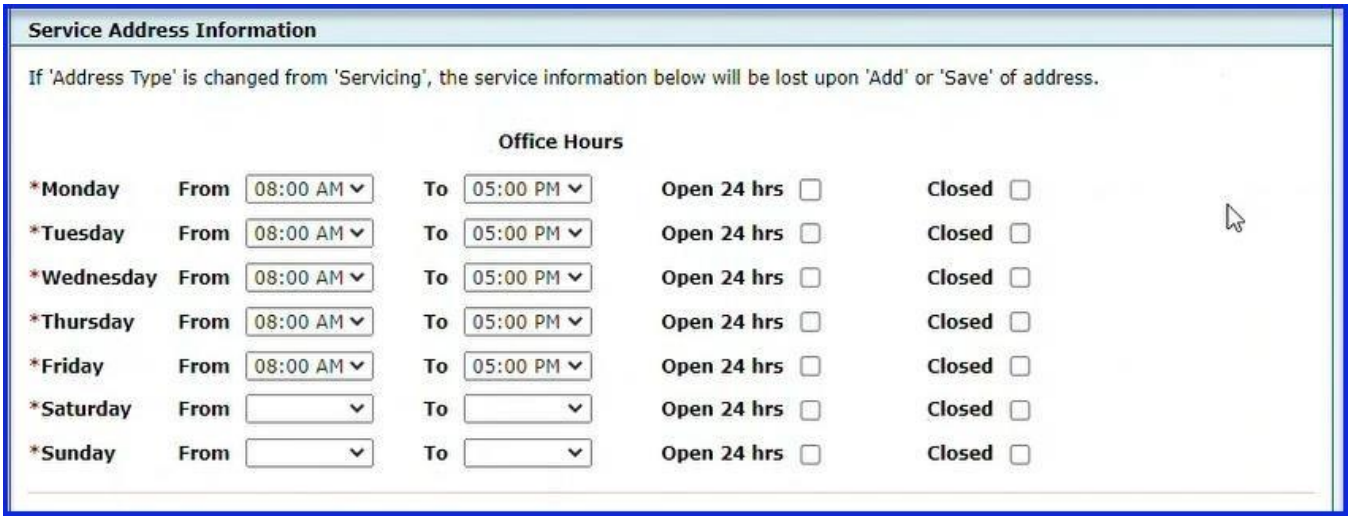
This information must be entered to resolve the errors and continue to the next page. Your application might be missing some other required information. Address the errors and click on the Continue button.



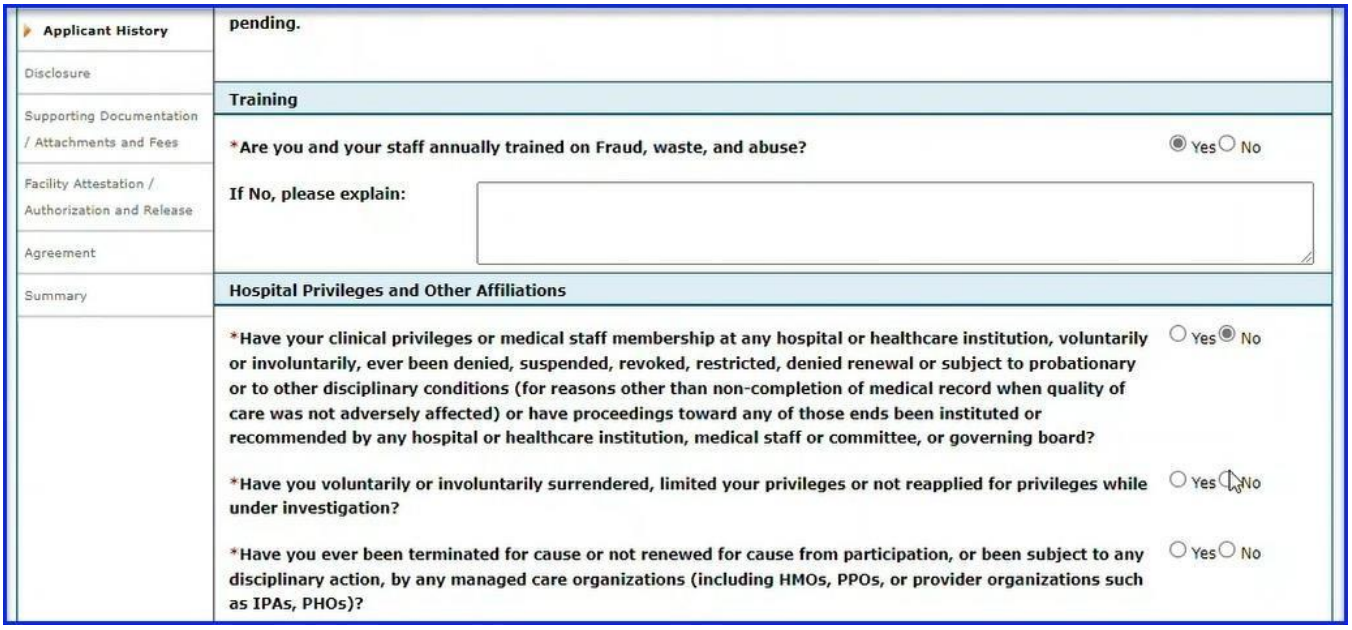
7. **Select +** to expand the row to enter the Corporate Contact Name, Primary Email and Confirm the Primary Email.
8. Select **Save** to save the data you just entered.



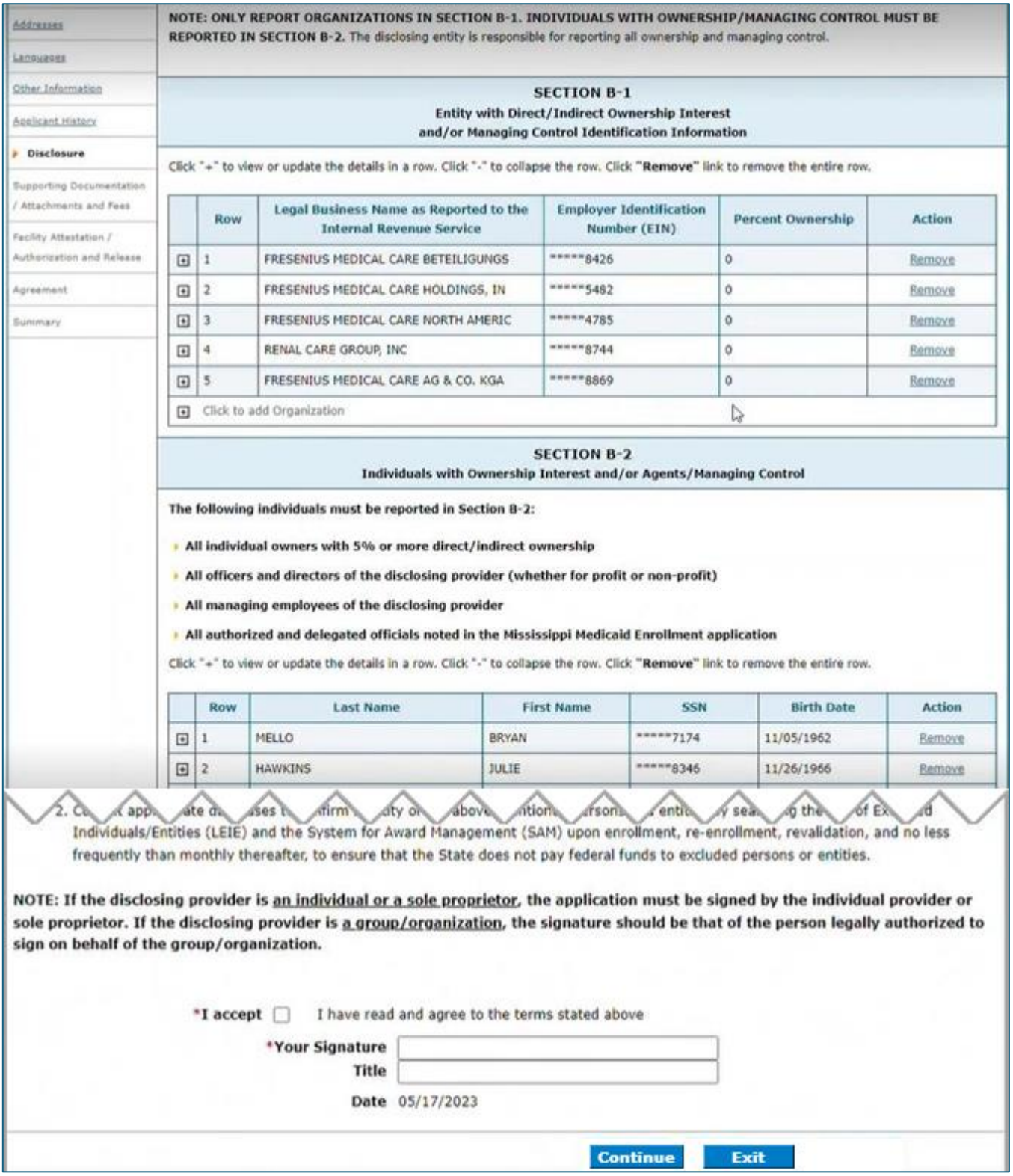
9. **Expand** the **Servicing** location row to enter the Provider's operational hours. The system defaults Monday through Friday, 8:00am to 5:00pm. If your hours are different, please update them and provide hours for the weekend. Items with the * Red Asterisk must be filled out.
10. Select **Save.**
11. Select **Continue.**



12. Answer all the questions on the **Applicant History Page.**
13. Select **Continue.**

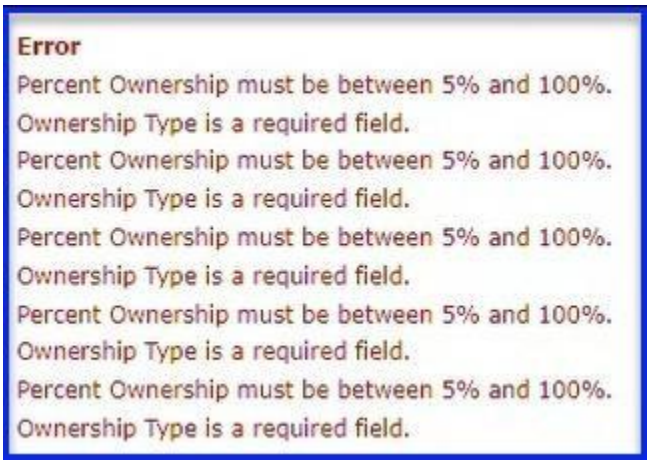


14. Review and make any necessary updates to the **Disclosure Page**.



15. Select **"I accept**" and enter your name in the **Your Signature Field.**
16. Select **Continue.**

*If you receive these errors seen in the image below then, those errors must be corrected before you are able to continue.



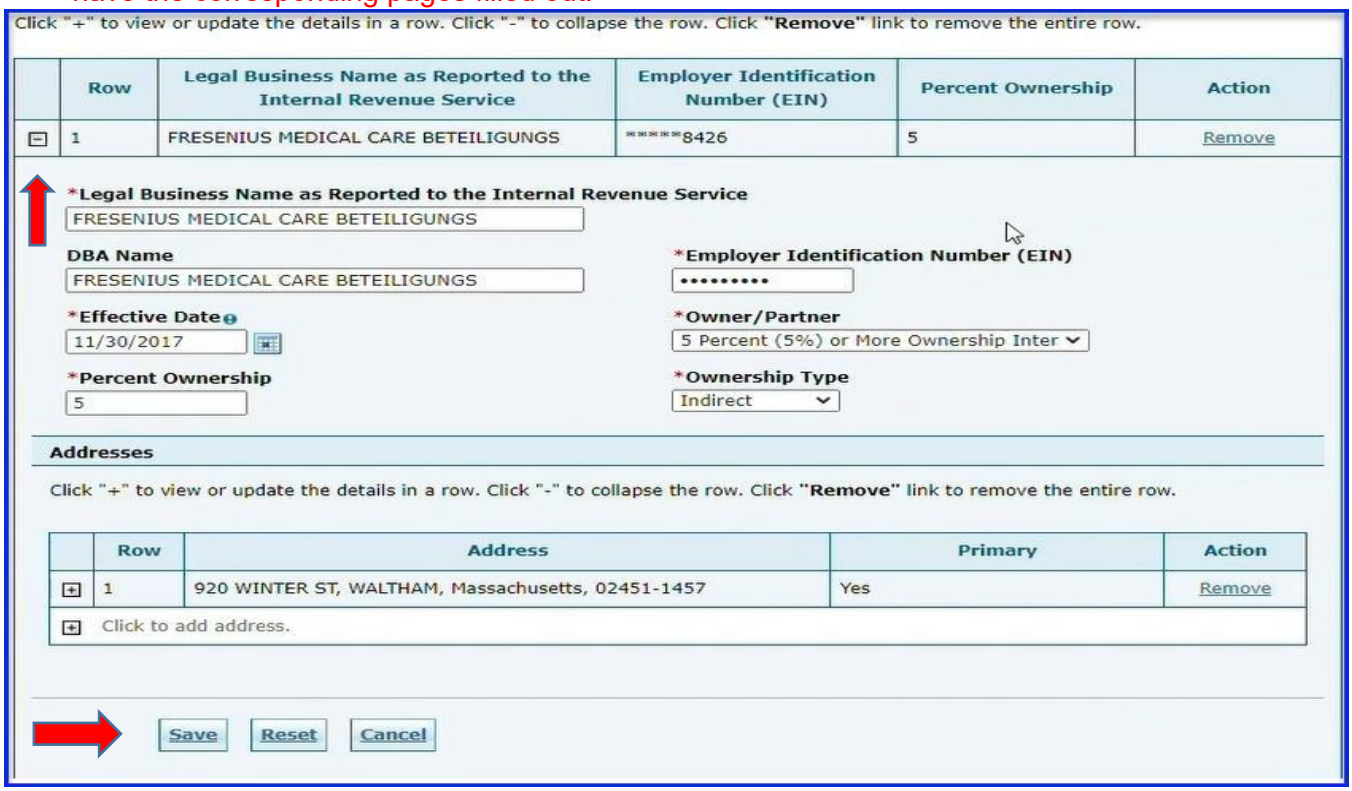
17. Each row of your Direct/Indirect Owners or Managing Control Entities in Section B1 must have **the Percent of Ownership and Ownership Type.** Owners in Section B2 also must have **the Percent of Ownership and Ownership Type.**

Reminder that only the owners with **the percentage of ownership** between **5%** and **100%** are required to be reported.

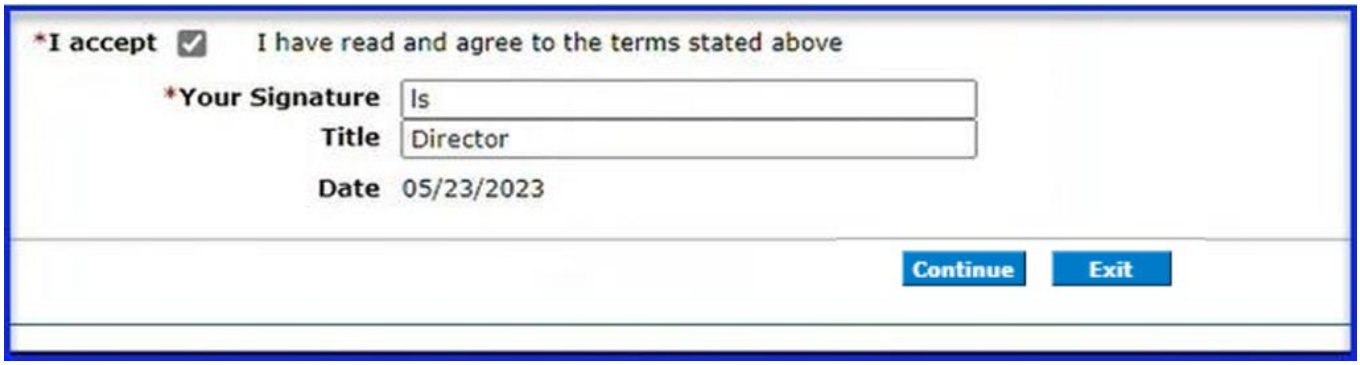
18. **Expand** each row and update **Percentage and Ownership Type**. After each update, the **Save** must be selected.

*If there are additional questions on the Disclosure Page, please view the **training video** and/or job aid on Sections **Updating Sections B1, B2, and E.**

*Any changes required on the existing information on B1 and B2 sections of the Disclosure page must have the corresponding pages filled out.

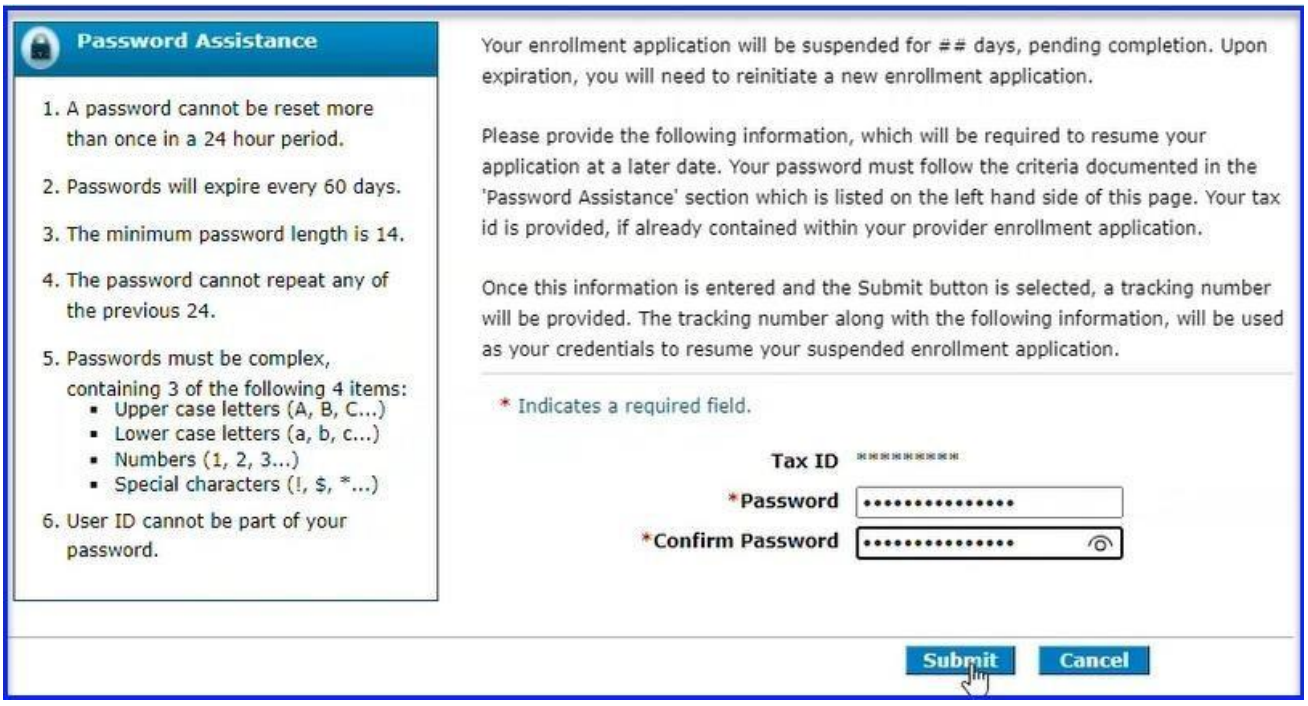


19. Select **Exit.** Now your application will save since you have resolved the initial errors.

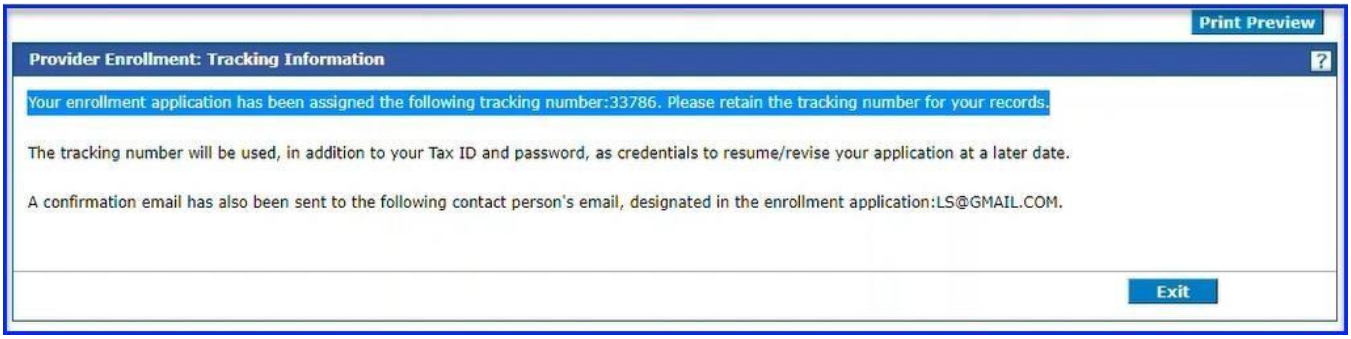


20. Select **Yes.**

21. Create and enter a **Password.**
22. Enter **Password** again to confirm it's accurate.
23. Select **Submit.**



24. Your application has been saved. Take note of your **ATN – Application Tracking Number**. You will also receive an email with your ATN. Also, you can select **Print Preview** to print this information.
*Gainwell does not have access to this password so if lost you will have to start over.



25. Select **Exit.**
26. Select your **Revalidate** or **Recredential hyperlink.**

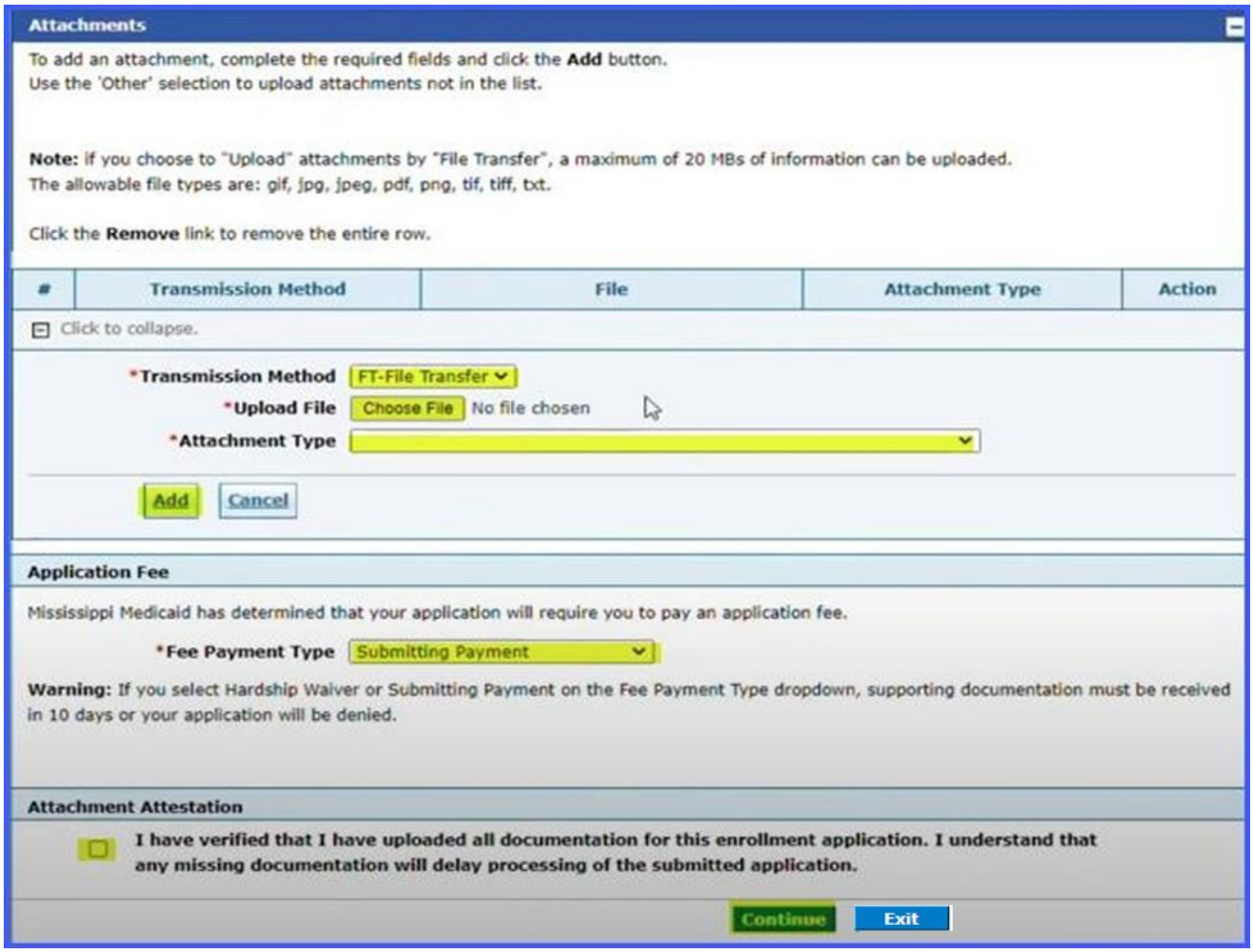
All of the information that was entered, up to the Disclosure Page is saved.

27. Keep updating any outdated information and any new information applicable on each page and select **Continue** until you get to the **Supporting Documentation/Attachments and Fees Page. It is advisable to continue to frequently partially save the application.**

Now that the application is saved you can take your time and review each page to ensure accuracy.

28. Select the **Privacy Notice hyperlink** that will take you to the Notice of Privacy Practices on DOM's website, read and close.

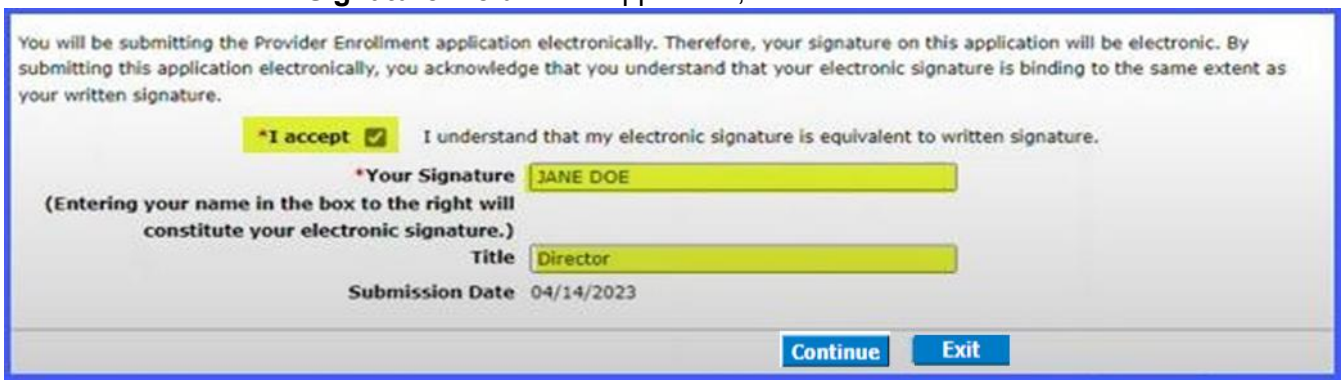
29. Upload any **supporting documentation**, then **select Add**.
30. Select the drop down in the **Fee Payment Type field** and make the appropriate selection.
31. Select the **Attachment Attestation statement.**



32. Select **Continue** to the Facility Attestation/Authorization and Release Page.
33. Read the **Facility Attestation/Authorization and Release page**.

34. Select the appropriate option.

35. Enter the name in the **Your Signature field.**
36. Select **Continue** to the **Agreement Page**.
37. If you are ready to submit your application, you will read the Agreement Page, select "**I accept**", enter the name in the **Signature Field** and if applicable, enter the Title in the Title field.



38. Select **Continue.** This will take you to the **Enrollment Summary Page**.
39. On the **Enrollment Summary Page**, you can review the application one last time before submission. You can also **print** or **save** the application using the **Print Preview** option.

40. Once you have saved or printed your application, review the application, when you get to the bottom of the page, select **"I Accept**" and **Submit.** The application is submitted.

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
1.0	8/1/2023	Gainwell	Initial Submission
1.1	6/11/2025	Gainwell	Updated per CR2571