Frequently Asked Questions
Provider Enrollment On-Line Enrollment Wizard
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What types of internet browsers are supported by the On-Line Enrollment Wizard?

The On-Line Enrollment Wizard supports multiple internet browsers including the following:

- Internet Explorer 11
- Firefox (version 1.5 or later)
- Opera (version 8.5 or later)

How do I upload supporting documentation for a new application?

Applicants have two choices for uploading supporting documentation:

1. Clicking the “Upload Required Documents” link that appears at the bottom of the page immediately after submission of the application and before leaving the Enrollment Wizard; or,
2. Through the Enrollment Status link as described below:
   a. Navigate to http://mymedicaid-florida.com. Select Public Information for Providers, then Enrollment, then Enrollment Status.
   b. Scroll to the bottom of the page and enter the Application Tracking Number (ATN) received when the application was submitted and either the Business or Last Name as used on the application. The name must be entered exactly as it was entered on the application.
   c. Click the “Search” button.

Once the application is accessed, links appear at the bottom of the page that allow the application to be printed, provide access to enrollment forms, and allow the applicant to upload required documents.

Note: All uploaded documents, regardless of submission method, must be submitted in either a PDF or TIFF format.
How do I make corrections to an application that has been submitted?

Correction may be made directly on a copy of the printed application and then uploaded as described above. Using whiteout and crossing out items is acceptable.

How do I enter an entity as an owner on my application?

We are currently working on an update to the owner fields to allow business names and FEIN’s. The current work-around is to input the business name as a first/last name. For example – Smith Enterprises could be input as “Smith” (first name) and “Enterprises” (last name); enter the FEIN in the SSN section and use 01/01/1960 as the date of birth. The required officers, directors, managers, EFT signers, etc. will still need to be entered individually.

How do I return to a saved application in order to continue entering information and submit it for processing?

In order to continue the application, the Application Tracking Number (ATN) and either the Last Name or Business Name, whichever used on the application, will be required.

- To access the saved application, navigate to [http://mymedicaid-florida.com](http://mymedicaid-florida.com) and select **Provider Services** and then **Enrollment**.
- Click **On-line Enrollment Wizard** link.
- Click **continue application** button on the lower right side.
- Enter the ATN and either the Business or Last Name as used on the application. The name must be entered exactly as it was entered on the application.
- Click **Search** button.
- Users may review the previous submissions and make changes or corrections and continue the application.

Which provider type should I choose?

Please refer to the Provider General Handbook Chapter 2 for instructions on how to select a Provider Type for the application or contact the local Area Medicaid Office for assistance.

Why do I keep receiving an “overlapping dates” error?
Check the application for “Member of the Following Groups” to make sure the effective date was not entered prior to the date of this application. Also, check that the provider number has only been used one time.

I’m applying as an “Individual Enrolling as a Member of a Group” and I do not have the group provider number. Why can’t I move past the “Member of the Following Groups” page?

Select and delete any duplicate or blank line items. Once the page is blank, save and continue to the next page.

Why does the “Owners and Operators” page continue to ask for additional information?

Make sure all the required information is completed for each individual included on the application. If that does not resolve the error, select and delete any duplicate or blank line items.

For More Information

DXC Technology


The On-Line Enrollment Wizard is located on the Florida Web Portal at http://mymedicaid-florida.com under Provider Services, select Enrollment.