



PROVIDER QUICK TIPS

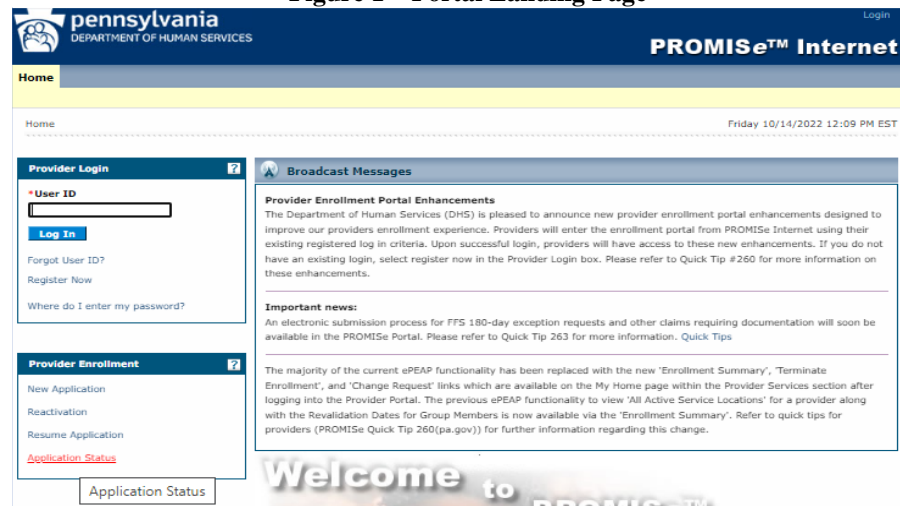
#265

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):
<https://promise.dpw.state.pa.us/>
2. On the left side under “Provider Enrollment”, click “Application Status”

Figure 1 – Portal Landing Page



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



PROVIDER QUICK TIPS

#265

Figure 2 – Application Status page

Application Status

Enter your application tracking number (ATN), Federal Tax Identification Number (FEIN or SSN) and password in order to review your application status.


If you have any questions about completing an electronic enrollment application, please call the appropriate phone number shown on the Important Phone Numbers and Addresses page of this site.

* Indicates a required field.

* Application Tracking Number (ATN) [input field]

* SSN or FEIN [input field]

* Password [input field] [Forgot Password?](#)

I'm not a robot  [Privacy](#) [Terms](#)

[Search](#)

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

Figure 3 – Application Status Summary

Application Status Summary

This is the most current information regarding your Pennsylvania Medical Assistance (PAMA) provider enrollment 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 |

Approved Application Summary

Below are the details regarding your approved Pennsylvania Medical Assistance (PAMA) provider enrollment application.

| | |
|--------------------|----------------|
| Provider ID: | 305443447-0002 |
| Effective Date: | 02/22/2021 |
| Revalidation Date: | 02/22/2026 |



PROVIDER QUICK TIPS

#265

6. Application Statuses:

- 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:

1. Application Status Summary - 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).



PROVIDER QUICK TIPS

#265

Figure 4 - Application Status Summary for Application Corrections Required status

Application Status Summary

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): | 1000006496 |
| Start Date: | 08/18/2022 |
| Date Submitted: | 08/18/2022 |
| Status: | Application Corrections Required |
| Status Date: | 09/27/2022 |
| Application Submission PDF: | Download |
| Comment: | This is where the provider sees any message the enrollment staff would send when returning to a provider. |

2. Resume Application –

- Access the Provider Portal landing page: <https://promise.dpw.state.pa.us/>
- 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 5 – Resume Application Page

Resume Application

Enter your application tracking number (ATN), Federal Tax Identification Number (FEIN or SSN) and password in order to resume your existing provider enrollment application.


If you have any questions about completing an electronic enrollment application, please call the appropriate phone number shown on the Important Phone Numbers and Addresses page of this site.

* Indicates a required field.

* Application Tracking Number (ATN)

* SSN or FEIN

* Password [Forgot Password?](#)

I'm not a robot 

3. Resumed Application –

The top of the Request Information Page (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.



PROVIDER QUICK TIPS

#265

Figure 6 – Request Information Page of Application

Application Tracking Number (ATN): 1000008496 Type: New Enrollment Start Date: 08/18/2022 Completion By: 11/28/2022

Application Comments Provided by Pennsylvania Department of Human Services (DHS) Medical Assistance (MA)

This is where the provider sees any message the enrollment staff would send when returning to a provider.

Request Information

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.

4. Expired Applications - 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: www.dhs.pa.gov

