



Provider Revalidation Process

Long-Term Services and Supports (LTSS) Subcommittee Meeting

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Division of Provider Operations, Bureau of Fee for Service Programs



- **Federal regulation 42 CFR 455.414 requires that state Medicaid agencies revalidate the enrollment of all providers, regardless of provider type, at least every five years.**
- **The Office of Long-Term Living (OLTL) recommends that revalidations be submitted three months in advance of the Provider's revalidation date.**
- **Applications (New, Revalidations, Reactivations) are submitted via the PROMISE™ application portal.**
<https://promise.dhs.pa.gov/portal/provider/Home/tabid/135/Default.aspx>

Finding Your Revalidation Date



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- The revalidation date is found via the PROMISe™ internet.
 - Once logged into the system, you will be directed to the page below.
 - Select Enrollment Summary under Provider Services at the bottom left side of page. (Refer to red arrow for additional guidance.)

The screenshot displays the PROMISe™ Internet portal for the Pennsylvania Department of Human Services. The header includes the department logo, the text 'pennsylvania DEPARTMENT OF HUMAN SERVICES', and the 'PROMISe™ Internet' title. A navigation bar contains links: My Home, Claims, Eligibility, Trade Files, Reports, Outpatient Fee Schedule, Hospital Assessment, Help, and Switch Provider. Below this, a yellow banner reads 'Enrolled Provider Search | EFT and ERA Enrollment'. The main content area shows 'My Home' and the date 'Tuesday 06/24/2025 02:11 PM EST'. A yellow box displays account information: 'Alternate for: Test Account1', 'Role IDs: Provider - In Network - 2003833078 (NPI)', and 'Location: 0001 - Test Provider For Epeap Update Test'. On the left, a 'Provider' section shows details for 'Account ALT449833', including 'Name: Account 0018724100001', 'Provider ID: 2003833078 (NPI)', and 'Location ID: 0001'. Below this are links for 'My Profile' and 'Switch Provider'. The 'Provider Services' section is expanded, showing a list of options: 'Enrollment Summary', 'New Service Location', 'Revalidation', and 'Change Request'. A red arrow points to the 'Enrollment Summary' link.

Finding Your Revalidation Date (cont.)



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- Once enrollment summary is selected, the page below will appear.
 - The revalidation date is found in the upper right-hand corner of the page. (Refer to red arrow for additional guidance.)

Revalidation Date

pennsylvania
DEPARTMENT OF HUMAN SERVICES

Enrollment Information ▾ Contact Information ▾ Help

Provider Number: 001872410-0001 Type: Enrollment Summary Revalidation Date: 06/30/2026

Enrollment Summary

▼ Provider Information

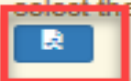
Program Type	Pennsylvania Medical Assistance (PA MA)
Provider Type	31 - Physician
Enrollment Type	Group
Entity Name	Test Provider For Epeap Update Test
FEIN	*****68
Provider Number	001872410-0001



- **Through the enrollment summary page, providers can download a list of all active service locations associated with their Master Provider Index (MPI) within the last two years.**
 - Select the blue icon in the Active Services Locations section of the enrollment summary page.

Active Service Locations

To download a Comma Separated Values (CSV) file containing the complete list of the active service locations for this provider, select the download icon (download not available from PDF):



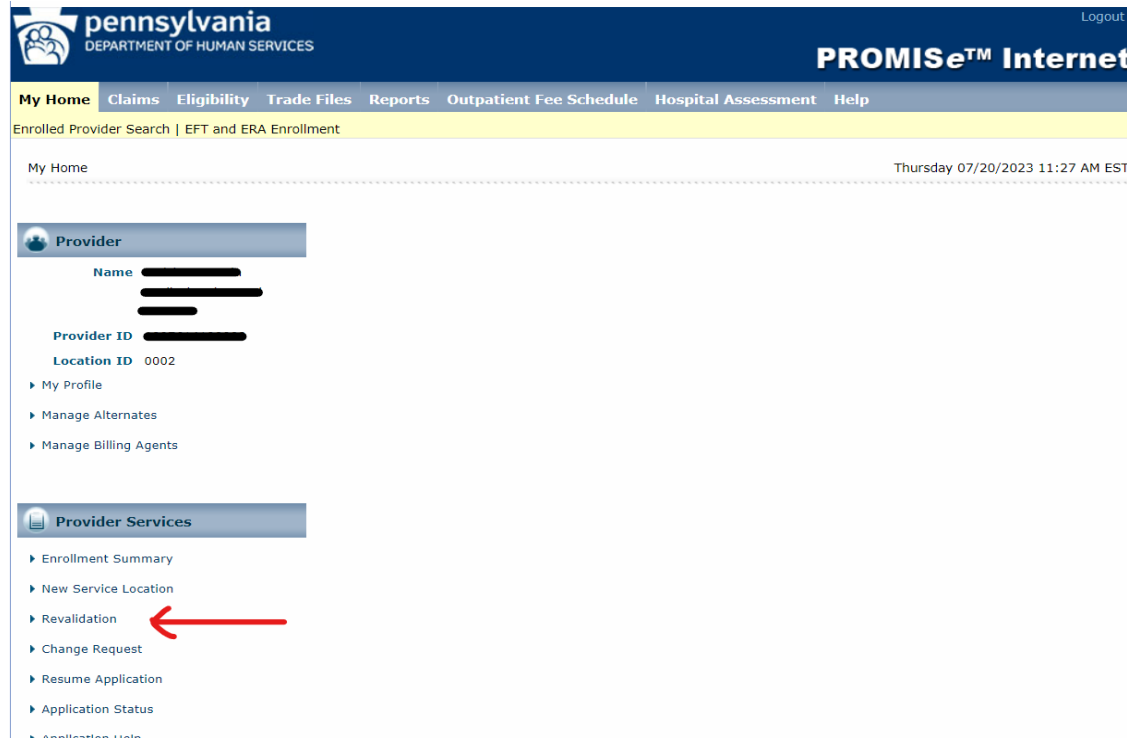
- Fields provided in the download include the 13-digit provider identification (ID) number, National Provider Identifier (NPI), revalidation date, provider type, name, address, specialties, and taxonomy codes.

How to Revalidate



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- Logon to the PROMISe™ Portal using the provider's login credentials.
 - From the Provider Services Section on My Home Page, select Revalidation.
(Refer to red arrow for additional guidance.)



How to Revalidate (cont.)



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- Please ensure that you are populating the following fields correctly as errors within these fields cannot be corrected without needing to complete a new application.

* Program Type	Pennsylvania Medical Assistance (PA MA)	▼
* Provider Type	59 - Oltl Programs	▼
* Enrollment Type	Facility	▼



- **All required supporting materials are uploaded to the application portal and submitted with the revalidation application.**
 - Base Application
 - Ownership Disclosure, Outpatient Provider Agreement, Home and Community-Based Services (HCBS) Waiver Agreement Form
 - Fiscal Solvency
 - Tax return, monthly balance sheet, monthly bank statement, and the most recent audit or financial review if one has occurred in the last five years
 - Insurances
 - Commercial General Liability (Declarations page required)
 - Workers Compensation



- Business Registration Documents
 - Legal Entity Verification Document, PA State Articles of Incorporation/Fictitious Name, Business Creation Agreements
- Services
 - Provider Enrollment Information Form, License or Certification, Agency Employment Job Descriptions
- Policies
 - Americans with Disabilities Act (ADA) Compliance, Criminal History Background Check, Critical Incident Management, Employee Healthcare Exclusion Check, Employee social security number (SSN) Verification, Health Insurance Portability and Accountability Act (HIPAA) Compliance, Limited English Proficiency, Non-Discrimination, Participant Complaint Management, Quality Management, Regulation Compliance, and Staff Training
- Miscellaneous
 - Qualifications of the Executive Director/Program Director



- **Revalidation applications will first go through a series of automated checks followed by an initial review for completeness with the Office of Medical Assistance Programs (OMAP).**
- **Once the revalidation application is checked for completeness, the application is transferred to OLTL.**
 - The application will be placed in the queue to be assigned to an enrollment specialist.
- **After the enrollment specialist conducts their review, an email will be sent to the contact on the revalidation application detailing any missing items or corrections needed.**
 - The provider will have 30 calendar days to provide the items requested before a second request is sent, followed by a final request after another 30 calendar days. After the final request, the revalidation application will be rejected after an additional 30 calendar days if the provider remains unresponsive.



- **As long as the revalidation application is submitted before the last day of the month that the revalidation was due, the service location will remain active.**
 - If the revalidation application is eventually rejected, the closure date of the location will be backdated to last day of the month that the revalidation was due.
- **Providers will receive revalidation reminders 90 calendar days and again 30 calendar days before their revalidation date.**
 - Reminders are sent to the mailing address of the service location.
 - These are just reminders, and it remains the responsibility of the provider to submit their revalidation in a timely manner.
- **All revalidation applications are worked in the order in which they were received.**



- **Provider Enrollment**
 - Resource Account - RA-HCBSEnProv@pa.gov
 - Helpline - 1-800-932-0939, Option 1
- **Technical Support Only**
 - Gainwell Helpline - 1-800-248-2152
 - Home and Community-Based Services - HCSIS 1-866-444-1264
- **Regulations – www.pacodeandbulletin.gov**
 - 55 Pa. Code Chapter 52. Long-Term Living Home And Community-Based Services
 - 55 Pa. Code Chapter 1101. General Provisions
- **Waivers - www.pa.gov/agencies/dhs/resources/medicaid/waivers**
 - OBRA, Community HealthChoices and Act 150



Questions?