

2025 Medicaid Statewide Provider Training

Provider Enrollment

Agenda

- ◆ Introduction
 - ◆ Basic information
 - ◆ Business process update
 - ◆ Find a Provider tool
 - ◆ Modification checklist step
 - ◆ Helpful links
 - ◆ Questions and answers
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Basic information

- Information on cultural competency can be found here:
<https://thinkculturalhealth.hhs.gov/education/physicians>
- Please ensure the contact listed as **Email Address 1** is an accurate email. This email address is the only email address that PRISM notifications will be sent to.

Basic process update

In an effort to ensure the providers account administrator and payment detail information is accurate, please update managing employee phone number and email address information as needed.

Find a Provider tool

On July 1, 2025, Utah Medicaid's Find a Provider online directory was updated to comply with the 21st Century Cures Act. The purpose of the directory is to help Medicaid members find a provider and improve access to care. Members are now able to search providers by name, type, specialty, and location.

The Find a Provider directory includes, at a minimum, the following required information for each provider:

- Name(s) of provider
- Specialty of provider
- Address(es) where the provider offers services
 - The home address listed in Step 1-Basic Information, will be where the provider would like correspondence sent.

Find a Provider tool

- Telephone number(s) of provider
- Provider's cultural and linguistic abilities (languages, including American Sign Language, offered by the provider or by a skilled medical interpreter who provides interpretation services at the provider's office)
 - Information on cultural competency can be found here: [Cultural Competency](#)
- If provider is accepting new patients (Medicaid/CHIP members)
- ADA accommodations the provider's office or facility offers for individuals with physical disabilities
- Provider's website
- Telehealth services offered

Modification checklist step

- The modification checklist **ONLY** needs to be completed if you are updating any other steps.
- The modification checklist will always show incomplete and required after the current modification has been reviewed by the Provider Enrollment team.

Helpful links

- Account Administrator Guide
<https://medicaid.utah.gov/Documents/pdfs/ProviderAccountAdminManual.pdf>
- Forge Rock Error
<https://medicaid.utah.gov/Documents/pdfs/DIHPRISMForgeRockError.pdf>
- EDI Step by Step
<https://medicaid.utah.gov/Documents/pdfs/AddingEDlenrollment.pdf>
- How to Avoid Provider Enrollment Closure
<https://medicaid.utah.gov/Documents/pdfs/How-to-Avoid-Provider-Enrollment-Closures.pdf>
- Additional Quick Reference Guides can be found at
<https://medicaid.utah.gov/prism-faq/>

Contact us

**Provider Enrollment
phone number:
801-538-6155**

Choose option 3, then option 4

Email:

providerenroll@utah.gov

