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MEDICAID PROVIDER REVALIDATION WEBINAR

August 2026

AGENDA

- Provider Revalidation Requirements
- Temporary Moratorium
- Overview of PSP
- Q&A



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PROVIDER REVALIDATION

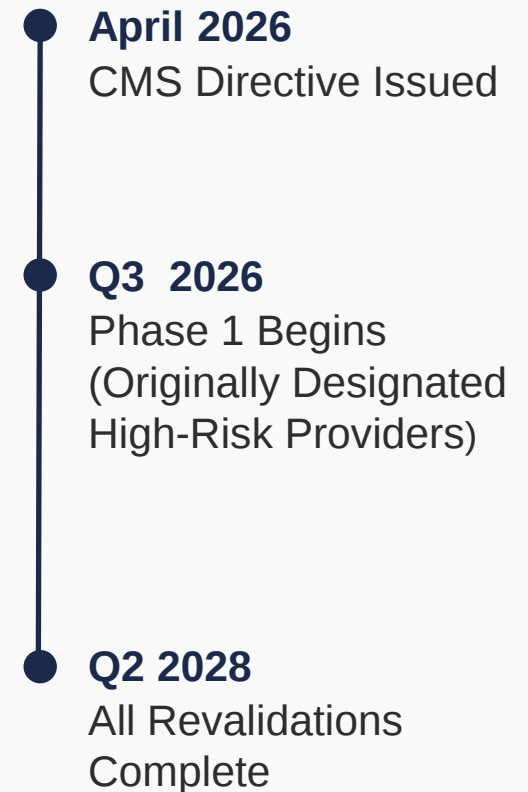


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PROVIDER REVALIDATION – WHAT YOU NEED TO KNOW

- Revalidation is not new; federal law has always required it at least every 5 years.
- **What's changed:** CMS issued a directive in April 2026 requiring all states to revalidate every enrolled provider within 24 months.
- This is a routine compliance activity; no individual provider is being singled out, and this isn't an indication of fraud, waste, or abuse suspicion.
- Each state was required to submit a plan to CMS outlining its approach, NYS has submitted its strategy and is executing against it.
- NYS is committed to working with providers through the transition.

Timeline



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New York State has more than 240,000 Medicaid Providers

PROVIDER RISK DESIGNATIONS

Risk level determines screening intensity at enrollment and revalidation. All providers remain at the CMS established risk levels with the exception of ABA, 1915c waiver services providers and LHCSAs who will now be evaluated as high-risk providers

All Providers (Standard Screening)

- Verification of provider identity and credentials
- Confirmation of practice location and contact information
- National Provider Identifier (NPI) validation
- Submission of all required documentation through the Provider Services Portal (PSP)
- Additional screening requirements

High-Risk Providers

- All limited activities + pre/post-enrollment site visit + finger printing background check for all owners 5% or more
- Revalidation required every 3-years

Moderate-Risk Providers

- All limited activities + pre/post-enrollment site visit
- Revalidation required every 4-years

Limited-Risk Providers

- Standard screening as outlined
- Revalidation required every 5-years

Risk level can change for individual providers based on preset conditions when any of the following are met:

- Payment suspension based on credible allegation of fraud, waste, or abuse
- Unreported Medicaid overpayment of \$1500 or greater
- Provider has been excluded (and since reinstated) by the OIG or another state's Medicaid Program
- At least 6 months following the lifting of a temporary moratorium for a particular provider type that was impacted by the moratorium
- Billing anomaly flags, OMIG referral, CHOWs in targeted classes

PROVIDER MORATORIUM



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TEMPORARY ENROLLMENT MORATORIUMS

As part of the revalidation initiative, CMS has encouraged that states implement temporary enrollment moratoriums for provider classes identified as posing a higher risk of fraud, waste, or abuse. In response to CMS concerns, NYS is imposing moratoriums on the following provider categories:

Classes Under Moratorium (Effective Immediately)
Laboratory – COS 1000
Durable Medical Equipment (DMEPOS) - COS 0321, COS 0323
Applied Behavior Analysis (ABA) - COS 0590, COS 0591
Licensed Home Care Services Agencies (LHCSAs) - COS 0264
Pharmacy - COS 0441, COS 0442
Managed Long Term Care plans COS 0220 with a Line of Business (MLTC Partial Cap, MAP, PACE)
Social Adult Day Care (SADC)* *SADCs are not Medicaid-enrolled providers; plans are being instructed to impose a moratorium on new SADC contracting/credentialing.

- Each moratorium will remain in effect for a minimum of 6 months
- No Changes of Ownership (CHOWs) or pending applications – regardless of stage – will be processed during the moratorium period



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Already enrolled? You're unaffected — continue to revalidate when notified.

PROVIDER SERVICES PORTAL



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NEW ERA: THE PROVIDER SERVICES PORTAL (PSP)

The NYS Medicaid Provider Services Portal (PSP) is a modern, online system for all provider enrollment transactions.

- **What it is:** A single, web-based portal for new enrollments, revalidations, reinstatements, and all maintenance activities.
- **The Goal:** To create an efficient, user-friendly, and accountable system for both providers and the state.



The New York State Medicaid Provider Services Portal is an online system that manages the provider enrollment process. It includes a secure, easy-to-use portal where providers can enroll, update information in their enrollment file, ask questions, and find support.

- 1
- 2
- 3
- 4

1 Create NY.gov Business Account and Obtain PSP Access

All NYS Medicaid providers and PSP users must have a NY.gov business account to access the PSP. Account creation and the associated identity proofing process only need to be done once and can be done from a desktop, laptop, tablet, or phone.

- 1 Click on the login link: <https://my.ny.gov/LoginV4/login.xhtml>
- 2 Create an NY.GOV business account ([NY.GOV ID Account Creation Instructions](#))
- 3 Click on the login link: <https://www.nysproviderportal.health.ny.gov> to access the PSP.
- 4 Set up Multi-Factor Authentication (MFA)
- 5 Authenticate ID through the ID Proofing Wizard
 - Documents submitted and photos taken during the identity proofing process will not be stored or retained

TIMELINE FROM PAPER TO PORTAL ENROLLMENT

Development of the New York Provider Services Portal (PSP) Begins (Feb 2024)

Phase 2 Go-Live: New enrollment for all other provider types, except one-man groups, available in PSP (March 2026)

2024

2025

2026

J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D

Phase 1 Go-Live: New enrollment for practitioners available in PSP (Sept 2025)

Phase 2.1 Go-Live: All other transactions available for all providers in PSP (June 2026)



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The platform will remain under continuous development, with recurring enhancements and updates

WHY GO PAPERLESS?

- **Speed up application processing**

- Paper process often took 90 – 120 days to process an application (initiation to approval)
- PSP is currently processing is under 20 days (and improving)
- Applications reach Bureau of Provider Enrollment (BPE) immediately versus 3+ weeks (cost savings: no overnight or other mailing expenses; no lost applications)
- Transactions can be completed on desktop, laptop, tablet or phone

- **Better customer service**

- Providers can view their applications and status
- eMedNY Call Center staff have the ability to view an application allowing real time support in completing an application successfully

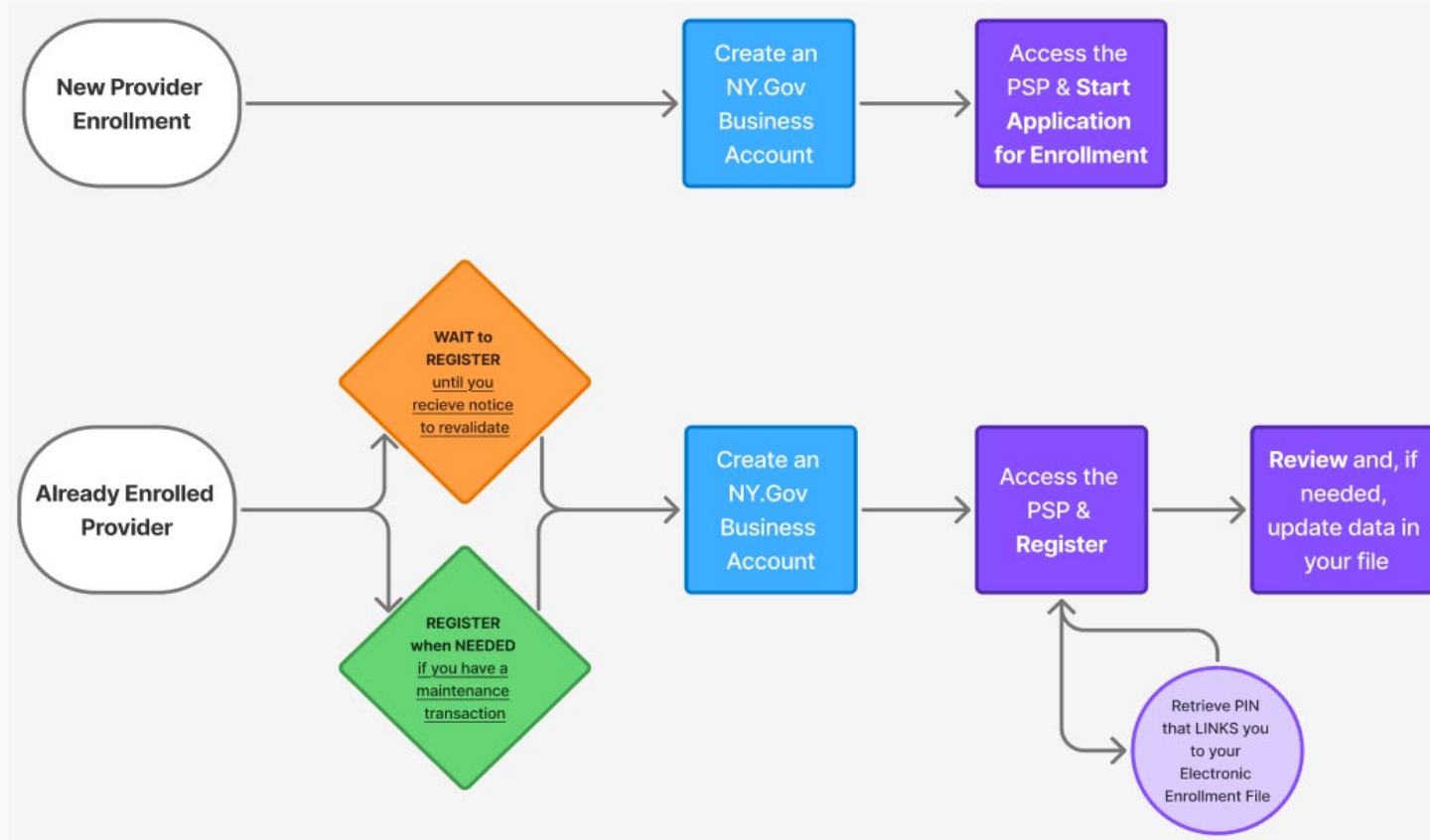
WHAT TO DO NEXT

New Providers

- Must obtain an NPI
- Know your risk-level

Enrolled Providers

- Must obtain an NPI if you do not have one
- Know your risk-level
- Watch for your notification, phased notification began in July 2026, and will continue over the next 18-months



* **Registration** is the process of linking/claiming your electronic enrollment file

* **Revalidation** is the mandatory periodic process of reviewing, updating, and recertifying the accuracy of an enrollment record.

For Limited-Risk Providers, when notified to revalidate, the process of registering and then reviewing, updating, and recertifying the accuracy of the enrollment file (in many cases) this will satisfy your revalidation.

For Moderate or High-Risk Provider, when notified to revalidate, you will register, then review and update, and certify accuracy of the enrollment record. Additional steps (site-visits and/or fingerprinting) are required to satisfy the revalidation.

REVALIDATION NOTIFICATION PHASES

Phase	Providers Affected	Notification Timing
Phase 1	Phase 1 includes current high-risk providers , Durable Medical Equipment (DME) providers , and any providers that have not revalidated since the beginning of the COVID-19 Public Health Emergency. Notifications for this phase began in July 2026. The regularly scheduled revalidation cycle for all provider types not mentioned in this chart will restart toward the end of this phase.	July 2026
Phase 2	Phase 2 includes newly designated high-risk providers including Applied Behavior Analysis (ABA), Home and Community-Based Services (HCBS) under a 1915(c) Waiver, and Licensed Home Care Services Agencies (LHCSAs). Notifications for this phase will begin in Winter 2026.	Beginning Winter 2026
Phase 3	Phase 3 includes atypical providers, specifically those who are currently enrolled without a National Provider Identifier (NPI). Notifications for this phase are scheduled for early 2027.	Early 2027
Ongoing	The ongoing phase will include all remaining moderate- and limited-risk providers. This process will continue through June 2028.	Through June 2028



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WHEN NEEDED: USERS MUST FIRST CREATE NY.GOV BUSINESS ACCOUNT



1 Create NY.gov Business Account and Obtain PSP Access

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The NY.GOV ID Account Creation Instructions are very helpful!

 **NY.GOV ID Account Overview**

Overview

NY.GOV ID is an online service that allows users to sign in securely to NY.GOV ID participating government online services. A NY.GOV ID **business account** is required for any user wishing to access the NYS Medicaid Provider Services Portal (PSP). NY.GOV ID **personal** accounts will not allow access to the PSP.

Although a business account must be created, personal information is required for the identity proofing process. This security step is necessary for granting access to the PSP and enrollment records. However, personal documents submitted and photographs taken during the identity proofing process will not be stored or retained.

Please Note: Providers enrolling into New York State (NYS) Medicaid using the PSP will need their own NY.GOV ID business account to submit their application. Credentialing staff can start or complete an application for a provider, but each provider, or duly authorized and disclosed representative in the case of organizational providers, must have their own NY.GOV ID business account to sign and submit an application. No one other than a provider or duly authorized and disclosed representative of an organizational provider can sign and submit an application on behalf of a provider.

Before You Begin

It generally takes less than 15 minutes to create a NY.GOV ID business account. Please be sure you allot enough time to complete the process in one session and be sure to have the following information and items available **before** starting the account creation process:

- A personal established email address that is not shared with anyone else (the system will only allow one NY.GOV account linked to a particular email address)
- Your legal first and last name exactly as shown on your government-issued identification and Social Security records (name cannot be changed after account creation)
- Your date of birth
- Your current residential address
- Your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN)
- One of the following government-issued photo IDs:
 - A valid state-issued driver's license
 - A valid state-issued non-driver ID
 - A valid United States Passport
 - A valid United States Passport Card
- A second device such as a smart phone, tablet, or laptop

- A NY.GovID Business Account is required to access the PSP
- All Practitioners, Credentialers, and Staff must have their own NY.GovID business accounts
- Multifactor Authentication and Identity Proofing are required



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Note: Option to enter PSP via Health Commerce System (HCS) is coming in September 2026.

STARTING A NEW ENROLLMENT

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3 Click on the login link: <https://www.ny.gov> access the PSP.

4 Set up Multi-Factor Authentication (MFA)

5 Authenticate ID through the ID Proofing process
• Documents submitted and photos taken during the process are retained

Don't Forget to Create NY.Gov Account

NY.gov Department of Health

Provider

Provider Enrollment

Select an applicable option

New Enrollment

Enroll As a New Provider

Enroll Now

Track Application

Track Existing Provider Application

Track Application

- **Individual applications** are broken down into **(4) four milestones** that must be completed before an application can be submitted for review
- **Facility/Agency/Organizations & Group applications** are broken down into 5 (five) milestones

Guides provide step-by-step instructions



Individual

- [PSP - Individual Milestone 1](#)
- [PSP - Individual Milestone 2](#)
- [PSP - Individual Milestone 3](#)
- [PSP - Individual Milestone 4](#)

Facility/Agency/Organization (FAO) & Group

- [PSP - FAO & Group Milestone 1](#)
- [PSP - FAO & Group Milestone 2](#)
- [PSP - FAO & Group Milestone 3](#)
- [PSP - FAO & Group Milestone 4](#)
- [PSP - FAO & Group Milestone 5](#)

Read Before You Start!

- **Quick Reference Guides**
- [Documents for New Submissions](#)

ALREADY ENROLLED...ACCESS YOUR EXISTING RECORD

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Provider Enrollment
Select an applicable option

New Enrollment
Enroll As a New Provider
Enroll Now

Track Application
Track Existing Provider Application
Track Application

Provider Services Portal (PSP) Enrollment Access
Existing Providers should use this button to link to their provider record.
Request Access

Guides provide
step by step
instructions

Have this guide
handy!

✳ **Quick Reference Guides**
• [PSP - Registration PIN Instructions](#)



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- Once logged in, **Request Access**
- The PSP will use a **PIN process** to **link your existing record** to you
- With a "Revalidation Notice," you will be mailed **and** emailed (your PIN)
- For an "As Needed Maintenance," you will need to select "Regenerate PIN" and you will be sent an email (with your PIN)

NYS Medicaid Provider Services Portal
REGISTRATION REQUIRED BY XX/XX/2026

Dear Provider:
New York State (NYS) Medicaid has replaced the paper-based provider enrollment application process with an online system called the NYS Medicaid Provider Services Portal (PSP). The PSP is fully functional with the ability to enroll, revalidate, and modify an existing provider ID at any time. In addition, all provider enrollment records have been converted to the new system.
To ensure converted information is accurate and complete, you are required to complete a registration process by creating an account, logging in, and linking to your provider ID. For security purposes, you must use the unique PIN found further below to start the linking process in the PSP.
CREATING A PSP ACCOUNT: To create your account in the PSP, follow the instructions below.

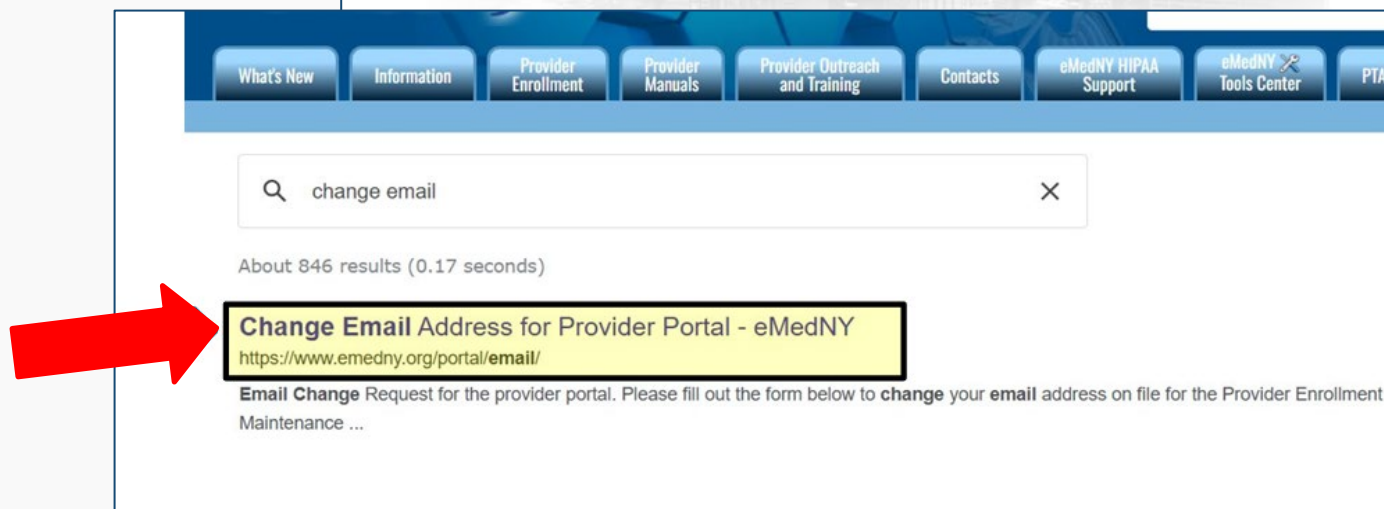
1. Go to the eMedNY website at <https://www.emedny.org/PSP/>.
2. Follow the instructions to create a user account, which includes first creating an NY.gov business account that will enable you to access State systems.
3. Once your NY.gov business account is created, log into the PSP at <https://www.emedny.org/PSP/>.

NYS Medicaid PSP Registration PIN: XXXXXXXX

Administrator." The Domain Administrator reviews and validates provider information. Please understand that if you are allowing an office manager or staff member to utilize this PIN credential, you will be granting them administrator rights over the account. You are still ultimately responsible for administration of the account.

CHANGE YOUR EMAIL (IF NEEDED)

- 1 Go to eMedNY.org
- 2 Enter **change email** in the Enhanced by Google search box
- 3 Click Search



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CHANGE YOUR EMAIL (IF NEEDED)

- Complete and submit the form to update the Email address on file

Email Change Request for PSP, Wage Parity, and EVV

Please fill out the form below to change your email address on file either for the New York State Medicaid Provider Services Portal (PSP), Wage Parity, or Electronic Visit Verification (EVV).

Select the application you'd like to change the email for:

☒ Provider Services Portal (PSP) ☐ Wage Parity ☐ Electronic Visit Verification (EVV)

Name:

Email:

Phone Number:

NPI: (If exempt, enter "EXEMPT" in field)

MMIS ID (only if NPI exempt):

ReCaptcha: ☐ I'm not a robot 



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GENERAL INFORMATION

- New enrollment applications, once an application is started, it **must be completed within 45 days**
- If not submitted within 45 days, the **application will be DELETED** and the application **process BEGINS again**
- Credentialers and staff may start and fill out the application, but **the practitioner, owner, or duly authorized representative who is disclosed on the enrollment file must e-sign and submit the completed application**
- You **can stop and return to the application at a later time**, all materials/entries will be saved; you **can print/download a copy** of the application for your records

WHERE TO FIND INFORMATION

1

Go to eMedNY.org

2

Select NYS Medicaid Provider Services Portal



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WHERE TO FIND INFORMATION

PSP User Guide has Step-by-Step Instructions through Application Submission.

PSP Resources has more Step-by-Step Instructions.

NYS PSM Provider Enrollment and Management User Manual for Providers

Prepared for:

New York State Department of Health (NYS DOH)
Bureau of Provider Enrollment (BPE)
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3150 Fairview Park Drive
Falls Church, VA 22042



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PROVIDER SERVICES PORTALResources

This page contains useful guides, training materials, and helpful resources related to the Provider Services Portal posted.

*** Featured Links**

- [PSP User Guide](#)
- [PSP FAQs](#)
- [Revalidation and Enrollment Moratorium Information](#)

*** Quick Reference Guides**

- [Documents for New Submissions](#)
- [NY.GOV ID Account Overview](#)
- [PSP - Modifications](#)
- [PSP - Managing Domain Administrators](#)
- [PSP - Registration PIN Instructions](#)

Individual	Facility/Agency/Organization (FAO) & Group
PSP - Individual Milestone 1	PSP - FAO & Group Milestone 1
PSP - Individual Milestone 2	PSP - FAO & Group Milestone 2
PSP - Individual Milestone 3	PSP - FAO & Group Milestone 3
PSP - Individual Milestone 4	PSP - FAO & Group Milestone 4
	PSP - FAO & Group Milestone 5

Featured Links

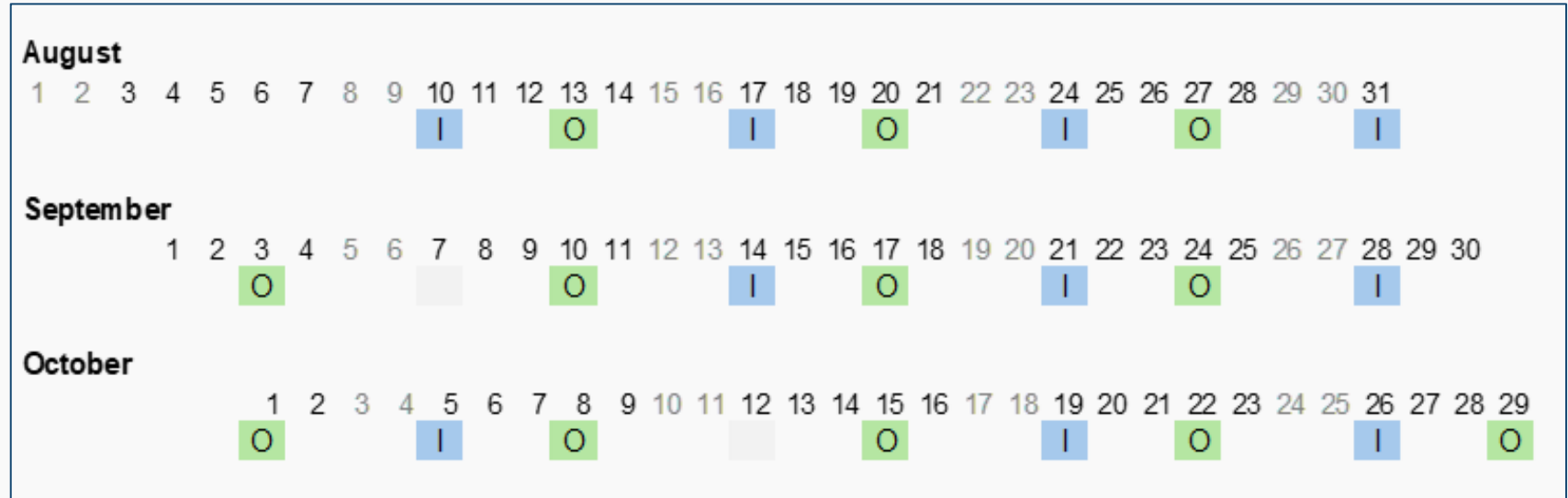
-  [PSP User Guide](#)
-  [PSP FAQs](#)
-  [PSP Resources](#)
(training and reference guides)

* Helpful Links

- [Provider Index](#)
- [Provider Enrollment Guide](#)
- [Provider Training Sessions](#)
-  [Training Session](#)
-  [PSP EFT Agreement Video](#)

PROVIDER CALL-IN QUESTION & ANSWER SCHEDULE

- Sessions are for general questions about how to apply, revalidation strategy, how to find information and use the new PSP.
- Individual questions about status of an application or a specific application will be directed to the eMedNY help desk.
- Additional sessions with specific focus areas may be added as needed.



Individual Practitioners Sign-Up Here:



Individual
Practitioners
Mondays, 12-1 pm

Organizations Practitioners Sign-Up Here:



Organizations, Groups, &
Credentialing
Staff Thursdays, 10-11 am

STAY UP-TO-DATE: EMEDNY LISTSERV

Go to eMedNY.org

Select eMedNY LISTSERV



CALL EMEDNY HELP-DESK

Call Center Contact Information

Main Telephone Number: **800-343-9000**

CALL CENTER TELEPHONE TREE

Option 1: For claims, billing, remittance, form orders and prior approval questions.

- **Sub-Option 1:** Press "1" if you are a physician, dentist, private duty nurse, nurse practitioner, clinical social worker, physical therapist, or ophthalmic provider.
- **Sub-Option 2:** Press "2" if you are a hospital, clinic, long-term care facility, nursing agency, childcare agency or home health agency.
- **Sub-Option 3:** Press "3" if you are a pharmacy provider.
- **Sub-Option 4:** Press "4" if you are a DME, hearing aid, laboratory, or transportation provider.

Option 2: For new enrollment into the New York State Medicaid program, including the new Provider Services Portal, assistance with eMedNY ID (OKTA), EVV attestation, ePACES enrollment, ETIN applications and provider maintenance forms.

- **Sub-Option 1:** For ePACES enrollment and ETIN questions, please press 1.
- **Sub-Option 2:** For assistance using the new Provider Services Portal, please press 2.
- **Sub-Option 3:** For all other enrollment inquiries, please press 3.



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