Ohio

Department of Developmental Disabilities
Division of Information Technology Services

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Provider Services Management (PSM)

User Guide for Certification

October 1, 2022

Table of Contents

Ohio

Department of Developmental Disabilities
Division of Information Technology Services

*PSM Certification
User Guide*

10/1/2022

About Provider Services Management (PSM)

In 2022, Provider Services Management (PSM) was updated to create a more streamlined service system for DODD providers to apply for and manage certifications. While the functionality of PSM is largely the same as before, the layout and how it is organized has changed significantly. This user guide leads you through the process of accessing PSM (by way of PNM) and using the system for certification.
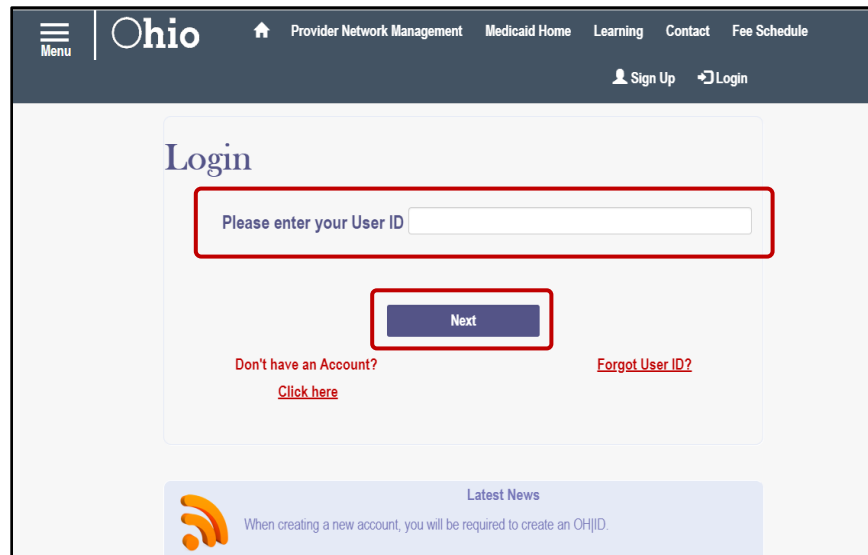
Enrollment Workflow

This chart gives a basic overview of the steps you will be performing throughout the process of enrollment, as well as the order in which to take those steps.

Begin ODM Enrollment Profile Update

| Begin ODM application | Make changes to addresses (except Billing and Payments) |

Begin DODD Enrollment Profile Update

| Route to PSM Provider Home | Complete any DODD contact updates (Billing and Payment addresses) | Add DODD certification to an SSA provider |

Add ODA Services (to apply for ODA certification)

Edit Key Provider Identifiers

ODM changes

Request Disenrollment

Remove all MPN/Medicaid ID and all certifications
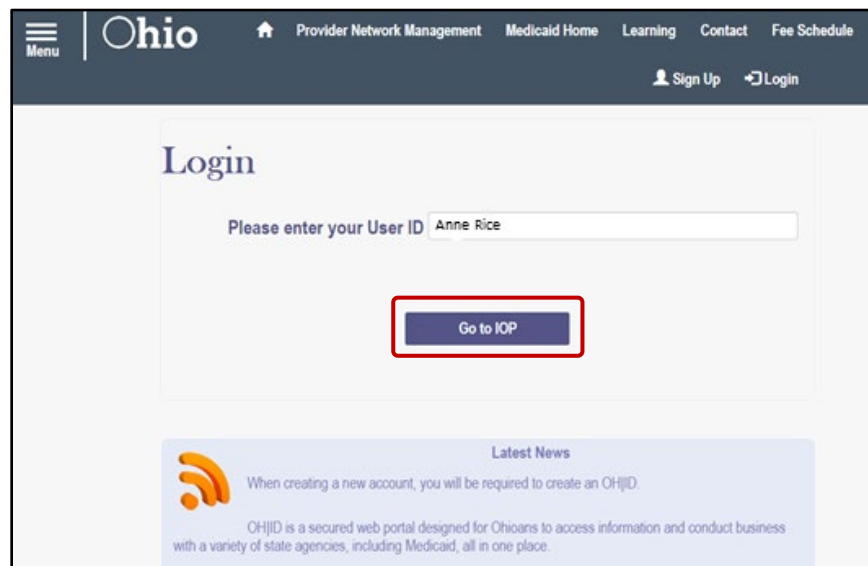
Accessing PNM

To access the Provider Services Management (PSM) application, you must first log in to the Provider Network Management (PNM) system. You must also have a valid OH|ID User ID and be an authorized user of the Ohio Department of Administrative Services (DAS) and the Department of Developmental Disabilities (DODD) services.

1. To begin, navigate to the Provider Network Management (PNM) system by using the access link (https://ohpnm-e2ep3.omes.maximus.com/OH_PNM_E2EP3/Account/login.aspx), enter your OH|ID User ID, and click **Next**.
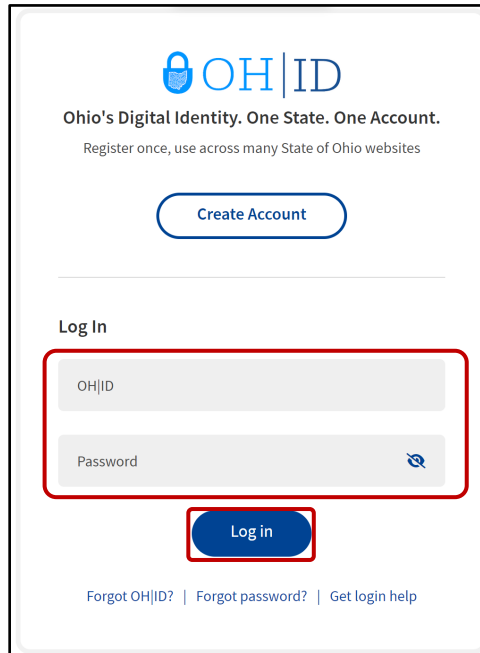

> **Note** If you do not have an OH|ID User ID, click the **Don't have an Account?** link below the "Next" button. If you can't remember your User ID, use the **Forgot User ID?** link.
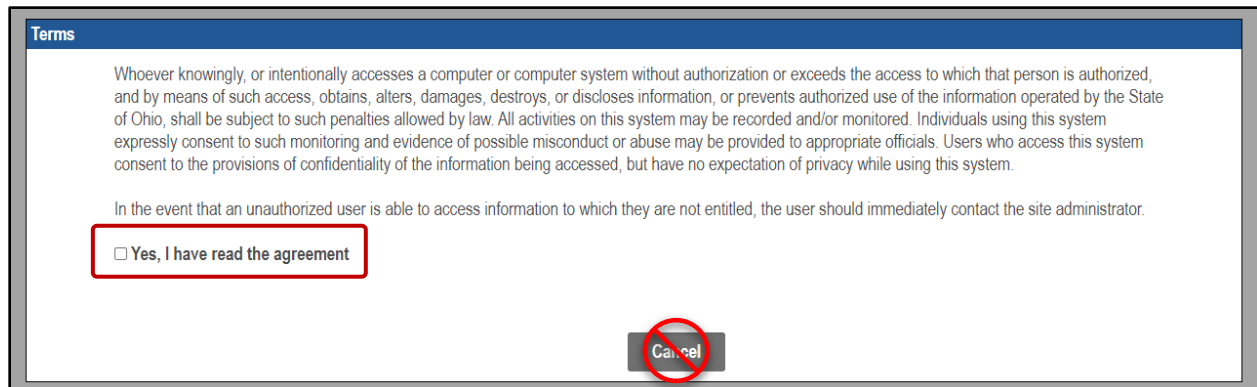
2. Click **Go to IOP**.

Ohio

Department of Developmental Disabilities
Division of Information Technology Services

PSM Certification
User Guide

10/1/2022

3. You will be redirected to the OH|ID login page. Log in with your username and password. Click **Log in**.

🔒OH|ID

Ohio's Digital Identity. One State. One Account.

Register once, use across many State of Ohio websites

Create Account

Log In

OH|ID

Password 👁️

Log in

Forgot OH|ID? | Forgot password? | Get login help

4. Check the box next to **Yes, I have read the agreement**, and **WAIT**.

Terms

Whoever knowingly, or intentionally accesses a computer or computer system without authorization or exceeds the access to which that person is authorized, and by means of such access, obtains, alters, damages, destroys, or discloses information, or prevents authorized use of the information operated by the State of Ohio, shall be subject to such penalties allowed by law. All activities on this system may be recorded and/or monitored. Individuals using this system expressly consent to such monitoring and evidence of possible misconduct or abuse may be provided to appropriate officials. Users who access this system consent to the provisions of confidentiality of the information being accessed, but have no expectation of privacy while using this system.

In the event that an unauthorized user is able to access information to which they are not entitled, the user should immediately contact the site administrator.

☐ **Yes, I have read the agreement**

Cancel

Note

WARNING: **DO NOT click the "Cancel" button at the bottom of the terms window**. This will log you out of PNM/PSM, and you will need to start the login process over from the beginning. Once you have checked the box next to "Yes, I have read the agreement," you must **WAIT** until PNM loads.

5. The PNM landing page will load.

Accessing PSM from PNM

For New Providers

1. From the PNM landing page, click **New Provider?** in the top right-hand corner.

2. Use the **Click here for more application types…** button to show the DODD applications.

> **Note** Providers who have an initial application or a revalidation application open with a sister state agency will be unable to access the DODD links.

3. Click **Select** at the bottom of the appropriate DODD application tile (Medicaid Waiver (DODD) or Non-Medicaid DODD).

4. Confirm the Application Type and Waiver Type and select whether you are an **Independent** or **Agency** provider.
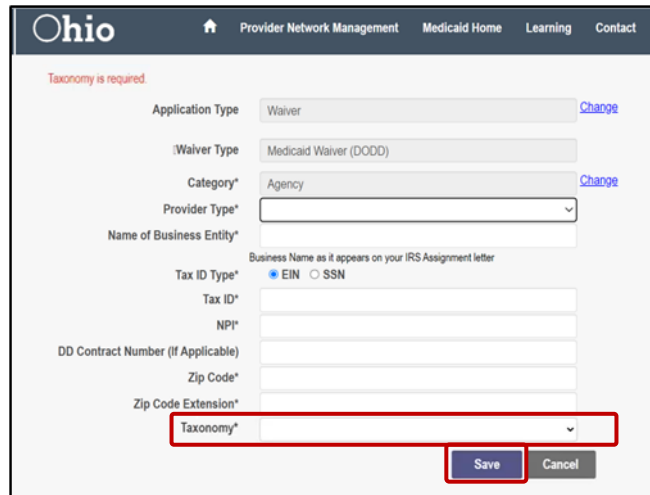
5. Fill in all the relevant fields and click **Save**.
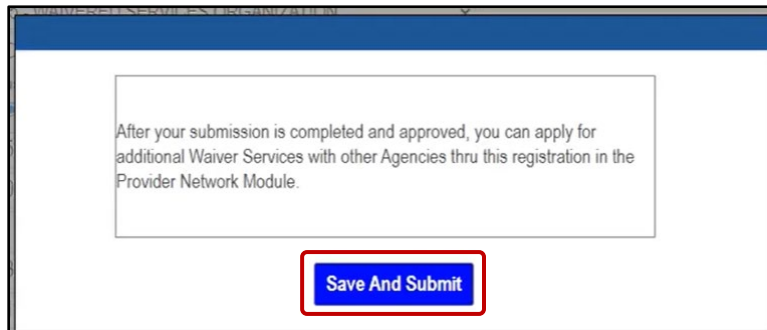
Note Starting in October 2022, all new providers wishing to become Medicaid providers will be required to provide their National Provider Identifier (NPI) number. If the NPI you enter does not match the registered Business Entity or Provider name, you will not be able to proceed with the application.

6. Once your NPI number has been validated, a new field named "Taxonomy" will appear. Use the **dropdown menu** to select the appropriate taxonomy. Click **Save**.

7. Click **Save and Submit**.

8. A notification will appear. Wait until the connection to PSM is made (this may take a few seconds).

9. Select **IOP** (if it appears).
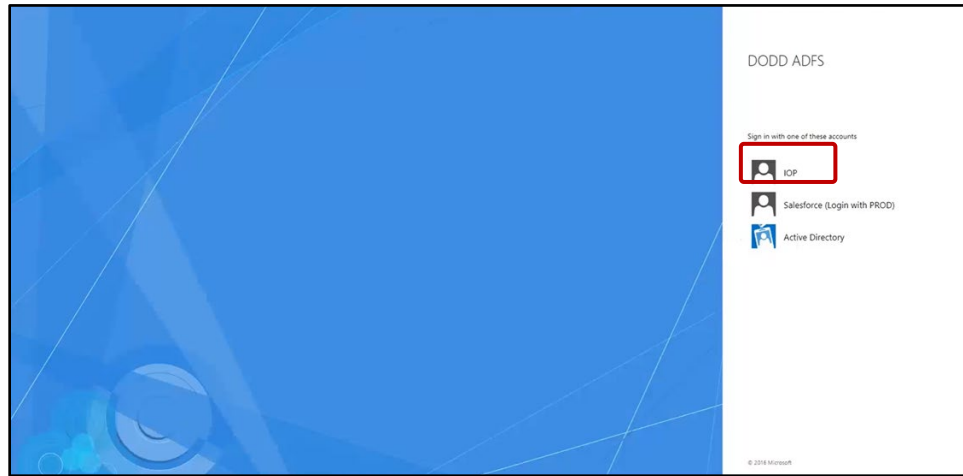
10. You will be redirected to the DODD Apps login system. Wait while the page loads and connects you to PSM. This may take a few seconds.
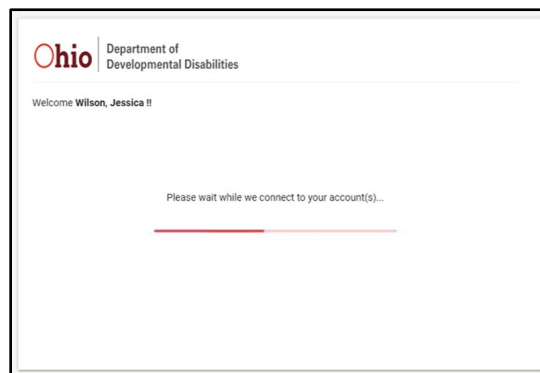
> **Note**
>
> Once you enter PSM, there's no direct way to return to PNM. For admins who need to frequently switch between the two, it is best to open a second browser tab after accessing PSM and logging in to PNM. When you make updates in PSM, refresh your PNM browser tab to see the changes.

Ohio

Department of Developmental Disabilities
Division of Information Technology Services

*PSM Certification
User Guide*

10/1/2022

11. The PSM landing page will load. Pending Certification Applications will display.

For Returning Users

1. From the PNM landing page, click the **Reg ID** of the application/profile you wish to access.

2. The Provider Management Home screen will appear. Click the **plus (+) sign** next to Enrollment Actions.

> **Note** The "Programs" option is currently under development and will be available at a later date. The "Self Service" option contains links to useful ODM information.

3. Click **Begin DODD Enrollment Profile Update** (if no current DODD applications are open) or **Continue DODD Enrollment Profile Update** (if at least one DODD application is open) in the expanded options.

Note Don't see the "Begin/Continue DODD Enrollment Profile Update" option? Make sure that your revalidation date is updated.

4. The PSM landing page will load. **Contracts** will display at the top, and **Pending Certification Applications** will display below.

Note Supplementals will now be accessed through a link under the **Supplemental Status** located on the far right-hand side of the application row. Click the link there to access any supplementals.

Using PSM

Accessing applications and supplementals

Once you have logged in through PNM and have accessed PSM, you will be able to use the functions in PSM.

1. To access the application from the beginning of the application, click the **Application Number** directly.
2. To access the application from where you left off when you were last editing the application, click the **Status** of the application.
3. To access supplementals, click the Supplemental Status name directly.

Provider Dashboard

Once you have accessed your application in PSM, you will start off on the Provider Dashboard. From here, you can access Certification Applications or Demographic Applications. Use the tabs near the bottom of the page to access either one.

Certification Applications

Under the Certification Applications tab, you can **add services**, **withdraw services**, and **view fees** by clicking the links.

Please select the application you wish to begin.

Certification Applications | Demographic Applications

Certification Applications

Add Services
Create application to allow active providers to add Services to active certification.

Withdraw Services
Create application to allow active providers to withdraw Services to active certification.

View Fees
View Fees that are owed or history on fees already paid.

Note   If it is within 90 days of the recertification span, you will not be able to add services in PSM.

Demographic Applications

Within the Provider Dashboard, click on the Demographic Applications tab, to update your demographic information. Click the links under the Demographic Applications tab to perform the functions listed below.

- **Update your name**
- **Update your address** (billing and payment addresses only; all other addresses must be updated through the Self Service Portal in PNM)
- **Update your CEO (DOO) or CEO Designee (DOOD)**
- **Update ownership** (this application is only for agency providers; it must be completed when there is a change in ownership of the agency)
- **Add a designation** (this is used to add another DODD layer to your Reg ID; for example: a non-Medicaid Waiver Provider adding Medicaid waiver services; a Medicaid Waiver Provider adding a Licensee; or an Operator/Licensee adding a Provider (Medicaid or non-Medicaid waiver services
- send **notices to DODD** (such as criminal history reports, related parties, professional registrations/certification licensees, and bankruptcy information)
- **View fees**

Ohio

Department of Developmental Disabilities
Division of Information Technology Services

*PSM Certification
User Guide*

10/1/2022

> Please select the application you wish to begin.
>
> Certification Applications   Demographic Applications
>
> **Demographic Applications**
>
> **Update Name**
> Create application to only update your Name (Independent Name, Agency Name, Director of Operations Name, or Director of Operations Designee Name) on active or suspended contracts.
>
> **Update Address**
> Create application to only update your Billing Address information on active or suspended contracts. All other addresses should be updated in PNM.
>
> **Update CEO or CEO Designee**
> Create application to change the Director of Operations or Director of Operations Designee on active or suspended contracts.
>
> **Update Ownership**
> Create application to change the Director of Operations or Director of Operations Designee on active or suspended contracts.
>
> **Add Designation**
> Create application to add additional designation types to active contracts.
>
> **Notices to DODD**
> Create an application to report Criminal History, Related Party, Professional Registrations/Certification/Licensee, and Bankruptcy per the Provider Certification Rule.
>
> **View Fees**
> View Fees that are owed or history on fees already paid.

Note   If it is within 90 days of the recertification span, you will not be able to access Demographic Applications within PSM.

Address

Click on the **Address** tab in the PSM menu to view your address information (billing and payments only). Click the **Provider Address** and **Secondary Contacts** tabs to view and confirm all of your address information.

Services

Click on the **Services** tab in the PSM menu to view your services. Use the tabs on the lower right-hand side to access the following functions: **Provider Services**, **Service Locations**, **Service Span History**, **Certification Span History**, and **Add-On Rates**.

Click the blue **Edit** button next to each field to make changes.

Note If it is within 90 days of the recertification span, you will not be able to add any services.

Billing Service Codes

Clicking the **Billing Service Codes** tab in the PSM menu, you will be able to view all of the billing codes associated to your current contracted services.

Voluntary Withdrawal

Click the **Voluntary Withdrawal** tab in the PSM menu to withdraw your full DODD certification.

Note This process only removes the application from DODD. It does NOT remove it from ODM or Medicaid.

Certification History Information

The **Certification History Information** tab in the PSM menu allows you to review the following: **Application History**, **Communication History**, **Document View**, and **Certification Notification**. Use the tabs near the bottom right-hand side of the screen to access these views.

Medicaid Information

The **Medicaid Information** tab in the PSM menu lets you review your Medicaid information (if applicable). This includes your **Medicaid ID** (formerly known as your Medicaid Provider Number), your **NPI**, your **Provider Type**, and your **Reg ID**.

Ohio

Department of Developmental Disabilities
Division of Information Technology Services

*PSM Certification
User Guide*

10/1/2022

Sanction History

Under the **Sanction History** tab in the PSM menu, you will find all current and previous sanction information.

User Associations

Under the **User Associations** tab of the PSM menu, you will find any additional contracts linked to the user.

Provider Features

The **Provider Features** tab of the PSM menu allows you to apply to update the following: **Features**, **Agency Contact**, and **Service Description**. Use the links under **Profile Application Types** to start the applications.
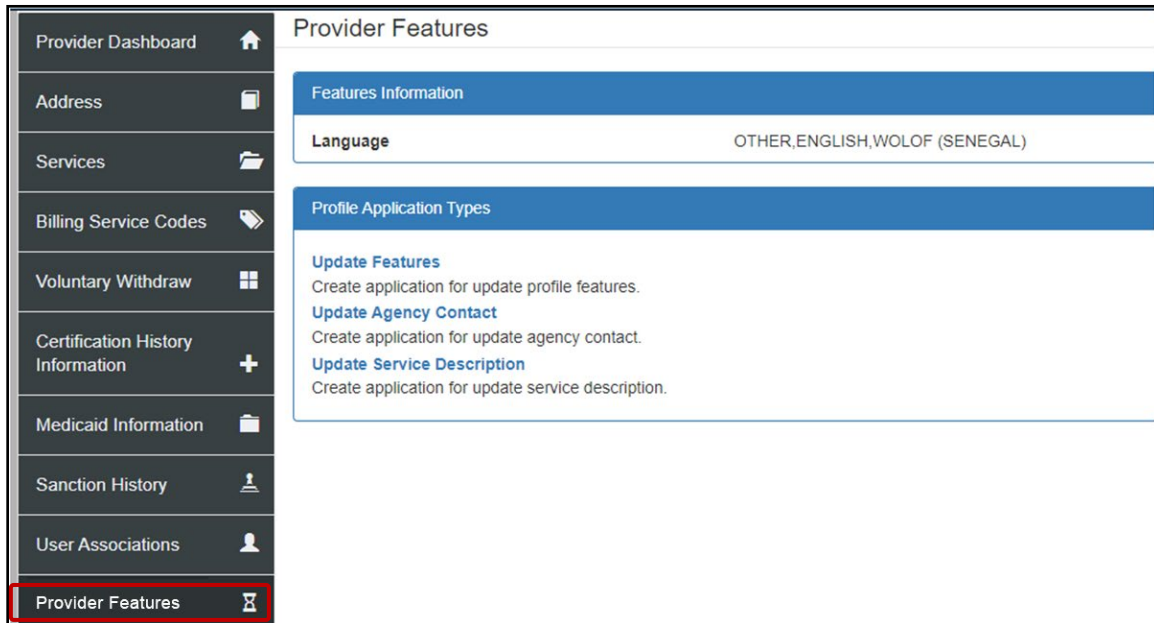
Tips for using PNM and PSM

Here are some good points to remember when using PNM and PSM.

Logging in

If you attempt to log in but receive an error, open an Incognito Window in Chrome, and log in from the new window that opens.

Switching between PNM and PSM

- Once you enter PSM, there is no direct route (i.e. a link) to go back to PNM. To return to PNM, you must open a new window and log back in to PNM.
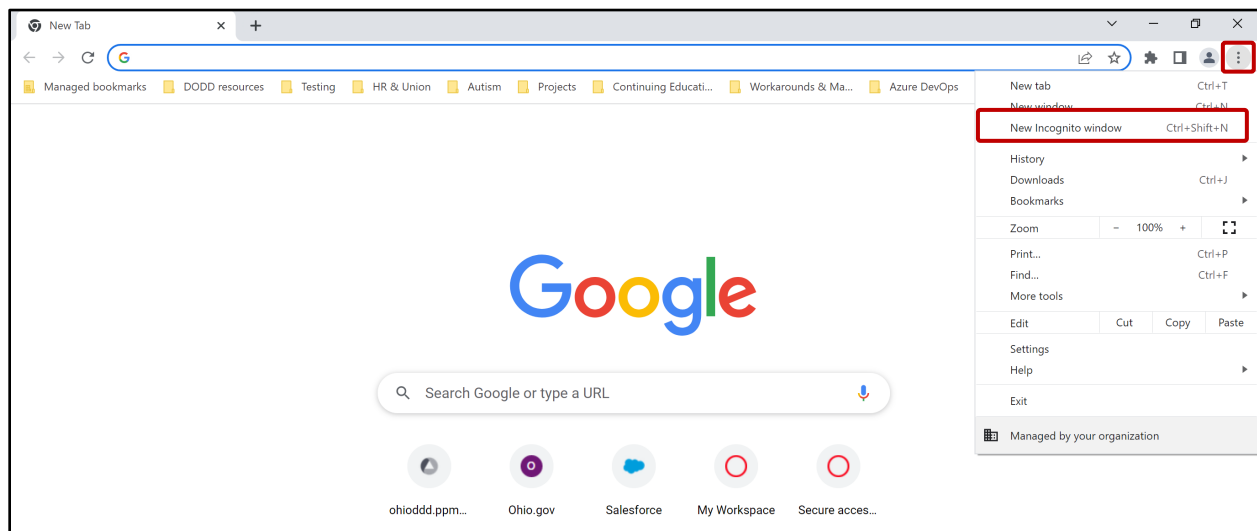- Admins often need to go back and forth between PNM and PSM. To do so, it is best to open a second browser tab after accessing PSM and logging in to PNM. When you make updates in PSM, refresh your PNM browser tab to see the changes.

DODD links

Providers who have an initial application or a revalidation application open with a sister state agency will be unable to access DODD links.

Contact Information

Communicate Button

To communicate with a support person directly at any time, use the **Communicate** button located throughout PSM (example below shows the Communicate button as it appears in the Supplemental Application). Click the button to open a new communication window. Type in your questions, and a support member should contact you soon.
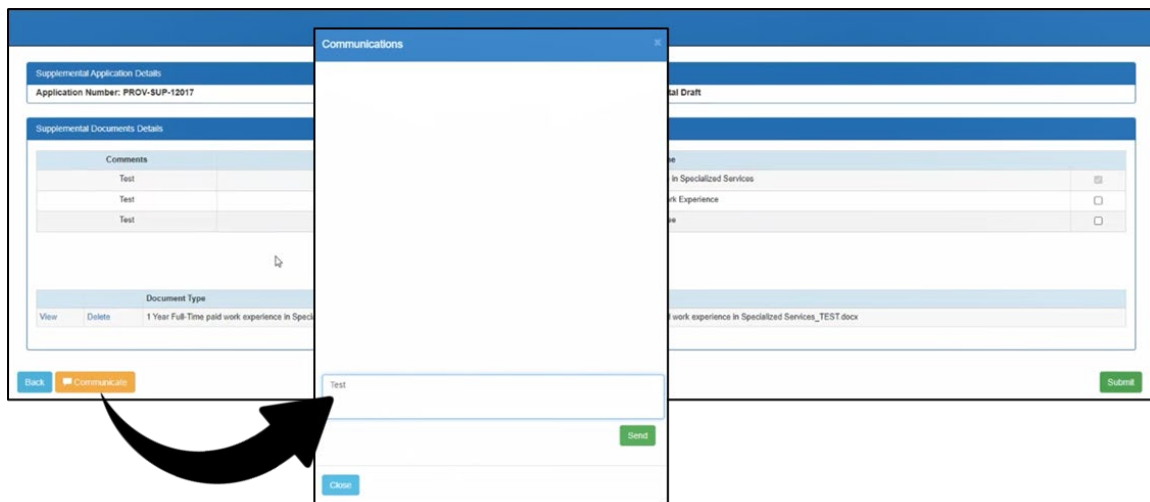
This feature keeps a record of all communications, so you can easily find answers to previous questions you've had. When a support member has responded to your question, you will receive a notification email letting you

know that the response has arrived. You will also see a small number on the Communicate button itself, letting you know how many unread responses you have.

For other questions, website and email information for both DODD and ODA are as follows.

DODD
Website: www.dodd.ohio.gov

Email: DODD Waiver Providers – provider.certification@dodd.ohio.gov

ODA Provider Certification
Website: www.aging.ohio/certification-changes

Email: ODA Provider Certification – provider_inquiry@age.ohio.gov