



Department of Developmental Disabilities
Division of Information Technology Services

Mike DeWine, Governor
Kim Hauck, Director

Provider Services Management (PSM)

User Guide for Certification

October 1, 2022

Department of Developmental Disabilities
Division of Information Technology Services
30 East Broad Street, 12th Floor
Columbus, Ohio 43215



Table of Contents

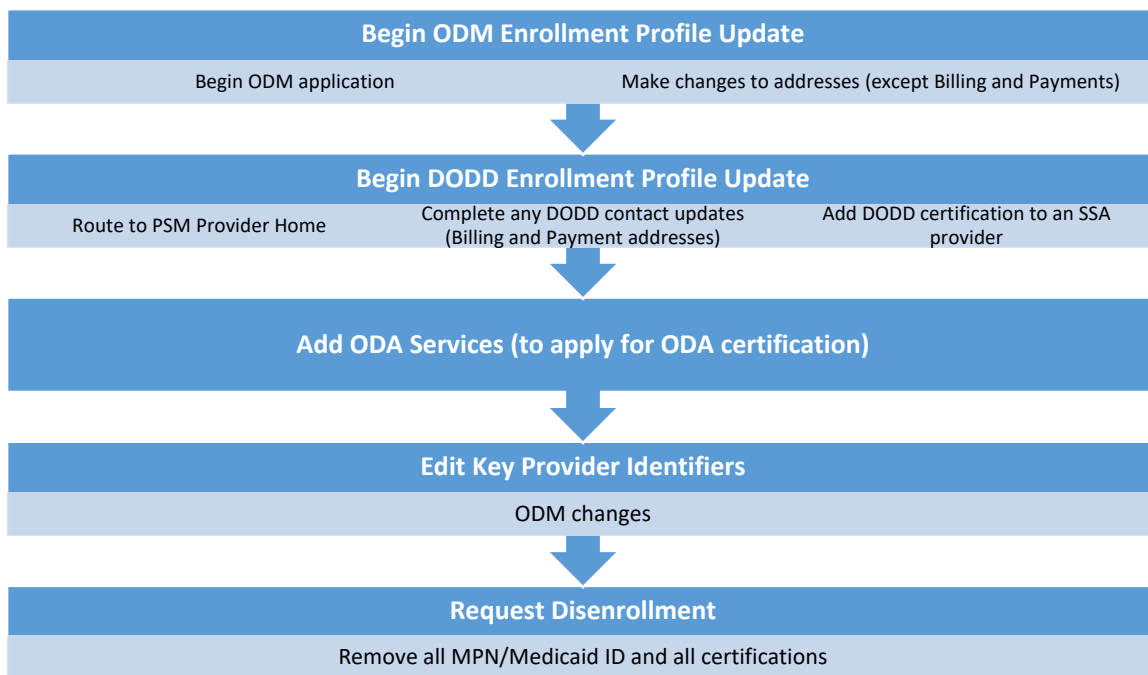
About Provider Services Management (PSM)	2
Enrollment Workflow	2
Accessing PNM	2
Accessing PSM from PNM	5
For New Providers.....	5
For Returning Users.....	9
Using PSM.....	11
Accessing applications and supplementals.....	11
Provider Dashboard	11
Address	13
Services	14
Billing Service Codes.....	15
Voluntary Withdrawal.....	15
Certification History Information	16
Medicaid Information	16
Sanction History	17
User Associations	17
Provider Features	18
Tips for using PNM and PSM.....	18
Logging in.....	18
Switching between PNM and PSM.....	19
DODD links	19
Contact Information	19
Communicate Button.....	19
DODD	20
ODA Provider Certification	20

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

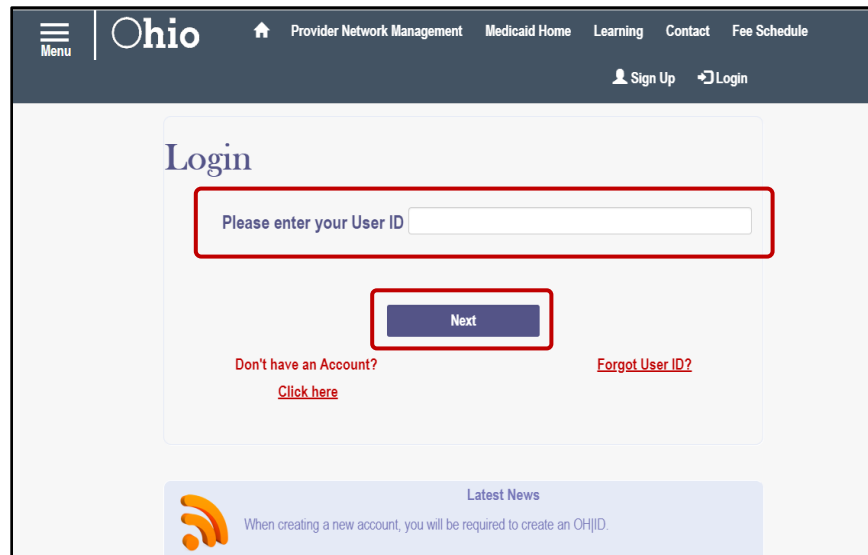
This chart gives a basic overview of the steps you will be performing throughout the process of enrollment, as well as the order in which to take those steps.



Accessing PNM

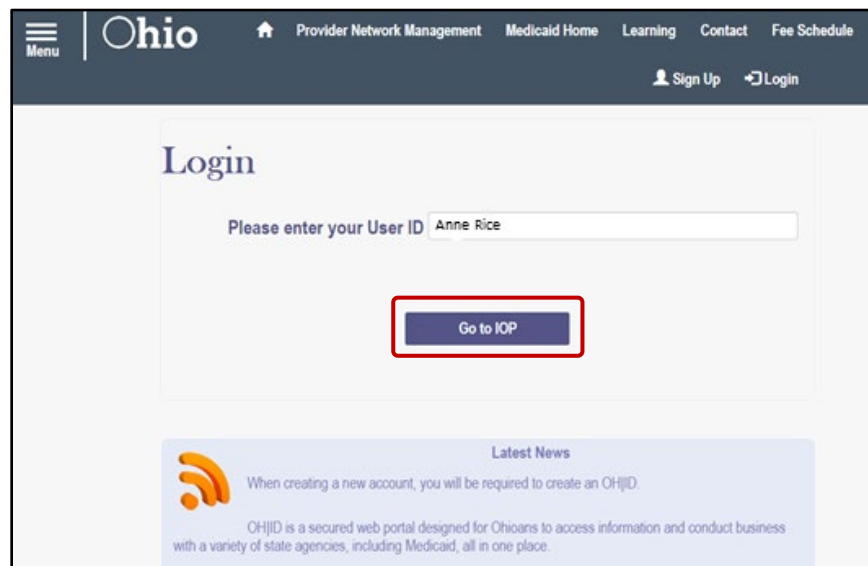
To access the Provider Services Management (PSM) application, you must first log in to the Provider Network Management (PNM) system. You must also have a valid OH|ID User ID and be an authorized user of the Ohio Department of Administrative Services (DAS) and the Department of Developmental Disabilities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

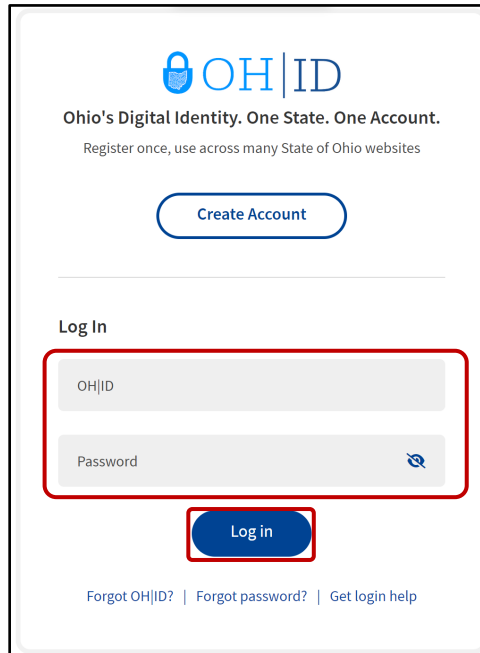



If you do not have an OH|ID User ID, click the **Don't have an Account?** link below the "Next" button. If you can't remember your User ID, use the **Forgot User ID?** link.

2. Click **Go to IOP**.

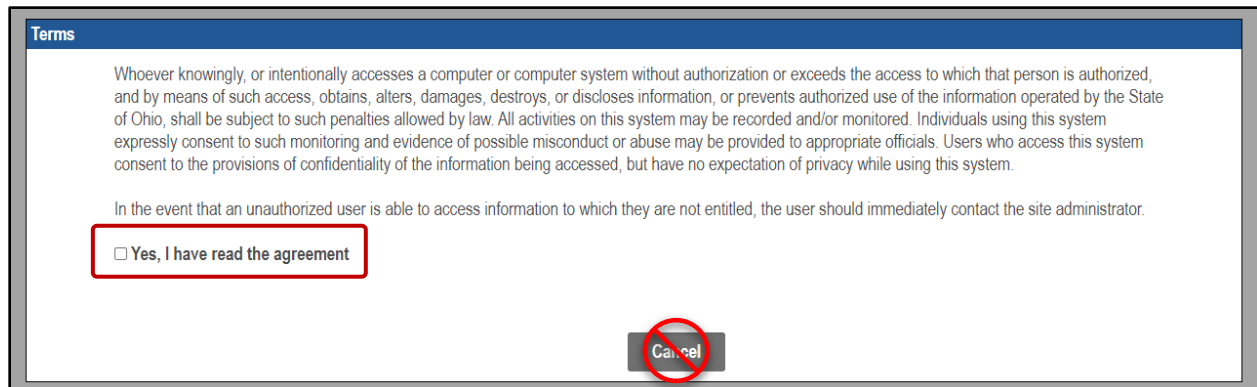


3. You will be redirected to the OH|ID login page. Log in with your username and password. Click **Log in**.



The screenshot shows the OH|ID login page. At the top is the OH|ID logo with the tagline "Ohio's Digital Identity. One State. One Account." and the instruction "Register once, use across many State of Ohio websites". Below this is a "Create Account" button. A horizontal line separates the registration section from the login section. The login section is titled "Log In" and contains two input fields: "OH|ID" and "Password". The "Password" field has a toggle icon for visibility. Below the input fields is a "Log in" button. At the bottom of the login section are three links: "Forgot OH|ID?", "Forgot password?", and "Get login help". A red rectangle highlights the "OH|ID" and "Password" input fields, and another red rectangle highlights the "Log in" button.

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



The screenshot shows a "Terms" window. The title bar is blue with the word "Terms" in white. The main content area has a light gray background. It contains a paragraph of text about system access and monitoring. Below the text is a checkbox labeled "Yes, I have read the agreement". At the bottom right of the window is a "Cancel" button. A red circle with a diagonal line through it is drawn over the "Cancel" button, indicating it should not be clicked.



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.

- The PNM landing page will load.

The screenshot shows the PNM landing page with a dark blue header containing the Ohio logo, navigation links (Provider Network Management, Medicaid Home, Learning, Contact, Fee Schedule), and user information (Boba Fett, Log out). Below the header is a row of buttons: My Providers, Pending Agent Requests, Account Administration, DD Account Administration, and New Provider?. The New Provider? button is highlighted with a red box. Below this is a table with 13 columns: Reg ID, Provider, Status, Provider Type, NPI, Medicaid ID, Specialty, DD Contract Number, DD Facility Number, Location, Effective Date, Submit Date, and Revalidation Due Date. The table is currently empty, showing 'No providers found'.

Accessing PSM from PNM

For New Providers

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

This screenshot is identical to the previous one, showing the PNM landing page with the 'New Provider?' button highlighted by a red box.

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

The screenshot shows the PSM application selection screen. At the top, a message states: "Please note that you have 10 days to complete your application. After 10 days, your information will be removed and you will have to re-start the process from the beginning of the application." Below this is a grid of application types, each with a 'Select' button. The application types are: Standard application, Ordering, Referring, Prescribing, Change of Operator, MCP Single Case, Medicaid Waiver (ODM), Medicaid Waiver (ODA), Medicaid Waiver (DODD), and Non-Medicaid DODD. A red box highlights the 'Click here for more application types...' button at the bottom left of the grid. A large black arrow points from this button to the 'Medicaid Waiver (DODD)' application type.



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

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

- Confirm the Application Type and Waiver Type and select whether you are an **Independent** or **Agency** provider.

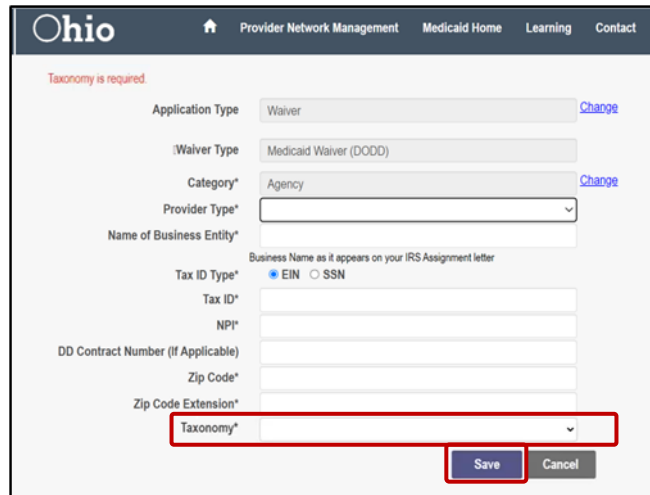
- Fill in all the relevant fields and click **Save**.



Note

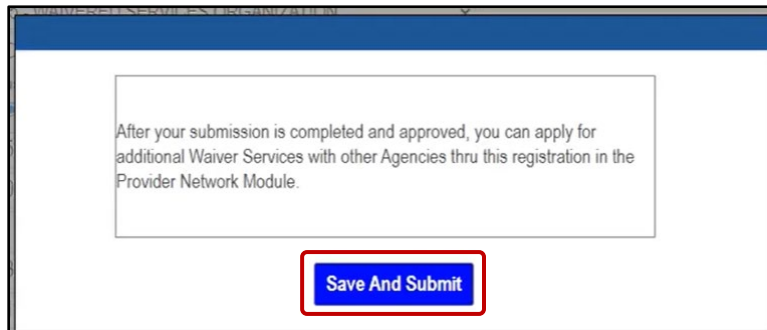
Starting in October 2022, all new providers wishing to become Medicaid providers will be required to provide their National Provider Identifier (NPI) number. If the NPI you enter does not match the registered Business Entity or Provider name, you will not be able to proceed with the application.

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**.



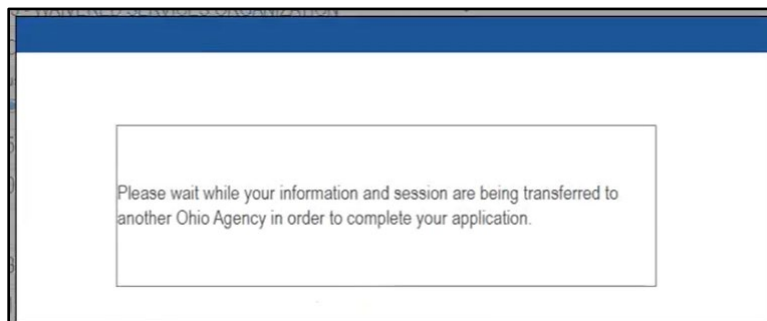
The screenshot shows the Ohio Department of Developmental Disabilities Provider Network Management form. The form includes fields for Application Type (Waiver), Waiver Type (Medicaid Waiver (DODD)), Category* (Agency), Provider Type*, Name of Business Entity*, Tax ID Type* (EIN or SSN), Tax ID*, NPI*, DD Contract Number (If Applicable), Zip Code*, Zip Code Extension*, and Taxonomy*. The Taxonomy field is a dropdown menu, and the 'Save' button is located at the bottom right of the form.

7. Click **Save and Submit**.



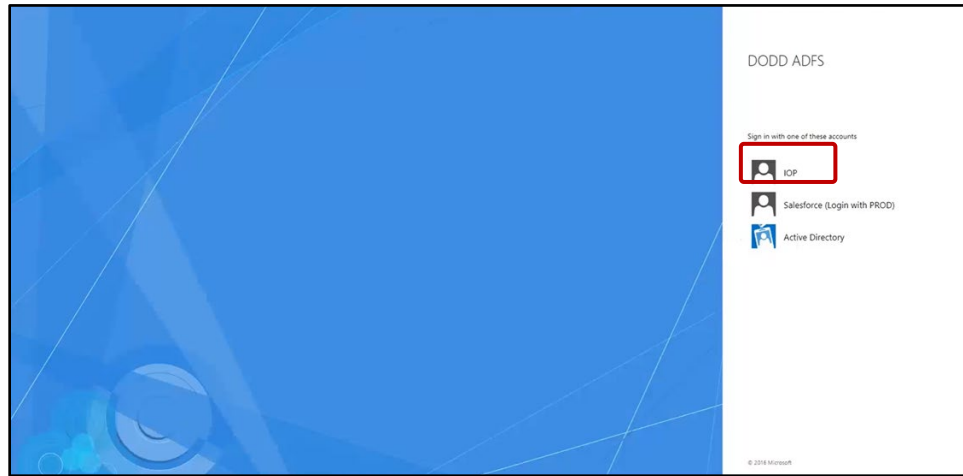
The screenshot shows a confirmation message: "After your submission is completed and approved, you can apply for additional Waiver Services with other Agencies thru this registration in the Provider Network Module." Below the message is a blue button labeled "Save And Submit", which is highlighted with a red box.

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

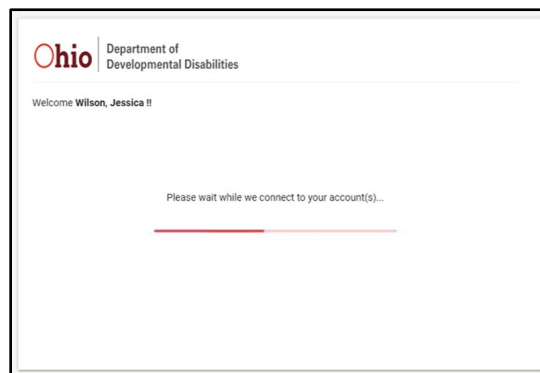


The screenshot shows a notification message: "Please wait while your information and session are being transferred to another Ohio Agency in order to complete your application." The message is displayed in a white box with a blue border.

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.



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.

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.

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
541274	DAGOBAB, YODA	Complete	38 - NON-AGENCY NURSE - RN OR LPN	1193482118	0109982	PDN/ODM WAIVER REGISTERED NURSE	8190237			07/18/14	07/18/14	02/15/22

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



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.

- 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.

Provider Management Home
Registration Information

Provider Name DAGOBAL, YODA	Medicaid ID 0109982	Effective Date 02/01/2022	Revalidation Due Date 02/01/2027	Term Date
DODD Certification Start Date 02/01/2022	DODD Certification End Date 12/31/2299	DODD Contract Number 8190237		

Manage Application

Enrollment Actions
 Enrollment Action Selections:
[Continue DODD Enrollment Profile Update](#)

Programs
 + Program Selections:

Self Service
 + Self Service Selections:

My Current and Previous Applications

Reg ID	Enrollment Action	Program	Application ID	PNM Application Status	Other Agency Application Status	DD Legal Status	Status Date
541274		Medicaid	606300	NOT PROCESSED			02/07/22



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

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

Contracts

Contract#	Name	Provider Type	Certification Status	Sanction Status	Certification Start	Certification End
541274	Yoda Dagobal, MD, LLP	Agency	Voluntarily Withdrawn	Voluntarily Withdrawn	07/24/2016	05/16/2019

Showing 1 to 1 of 1 entries

Pending Certification Applications

Application Number	Provider Name	Designation Type	Provider Type/ Entity Type	Application Type	Contract #	Start Date	Submitted Date	Status	Legal Status	Supplemental Status
PROV-APP-123456	Yoda Dagobal, MD, LLP	Provider	Agency	Initial	541274	07/14/2022	7/14/2022 7:35:34 AM	Pending external Medicaid approval		N/A

Showing 1 to 1 of 1 entries



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.

Application Number	Provider Name	Designation Type	Provider Type/Entity Type	Application Type	Contract #	Start Date	Submitted Date	Status	Legal Status	Supplemental Status
PROV-APP-123456	Yoda Dagobah, MD, LLP	Provider	Agency	Initial		08/25/2022		Draft		N/A

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.

Provider Dashboard
Address
Services
Billing Service Codes
Voluntary Withdraw
Certification History Information
Medicaid Information
Sanction History
User Associations
Provider Features

Provider Home

Provider Demographics

Certification Expiration:	06/07/2023	Certification Status:	Active
Provider Name:	Alfred E. Neuman	Sanction Status:	None
Contract Number:	1234567	Certification Span:	1/1/2022 - 1/1/2099
Provider Type:	Agency	Supplier Id:	
SSN/TIN:	11223333		
Designation Type:	Provider		
Address:	1 Main St, Akron, OH 44301		
Phone:	5558875309		
Email:			

Edit Email and Phone Number

Please select the application you wish to begin.

Certification Applications
Demographic Applications

Certification Applications

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.

Certification Applications

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

The screenshot shows a web interface with the heading "Please select the application you wish to begin." Below this heading are two tabs: "Certification Applications" (highlighted with a red box) and "Demographic Applications". Under the "Certification Applications" tab, there is a blue header bar with the text "Certification Applications". Below this bar are three links: "Add Services", "Withdraw Services", and "View Fees". Each link has a brief description below it: "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.), and "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**

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.



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.

Provider Dashboard Address Services Billing Service Codes Voluntary Withdraw Certification History Information Medicaid Information Sanction History User Associations Provider Features

Provider Address Information

Provider Demographics

Certification Expiration:	06/07/2023	Certification Status:	Active
Provider Name:	Alfred E Newman	Sanction Status:	None
Contract Number:	1234567	Certification Span:	06/08/2020 - 06/07/2023
Provider Type:	Agency	Supplier Id:	
SSN/TIN:	11223333		
Designation Type:	Provider		
Address:	1 Main St. Akron, OH 44301		
Phone:	558675309		
Email:	fakeemail@noemail.com		

Edit Email and Phone Number

Provider Address Secondary Contacts

Primary Service Address

First Name	Alfred	Last Name	Newman
AddressLine1	1 Main St. Akron, OH 44301		
City		State	OH
County	FRANKLIN	Email	fakeemail@noemail.com
Phone 1		Phone 2	
Fax 1		Fax 2	
Contact Name			

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.

Address
Services
Billing Service Codes
Voluntary Withdraw
Certification History Information
Medicaid Information
Sanction History
User Associations
Provider Features

Provider Demographics

Certification Expiration: 06/07/2023
Provider Name: Alfred E Newman
Contract Number: 1234567
Provider Type: Agency
SSN/TIN: 111223333
Designation Type: Provider
Address: 101101 Main St, Akron, OH 44301
Phone: 5558675309
Email: none@noemail.com
[Edit Email and Phone Number](#)

Provider Services
Service Locations
Service Span History
Certification Span History

Provider Services

	Service Name	Counties
Edit	DD Waiver Nursing	ADAMS, ALLEN, +
Edit	Homemaker Personal Care (HPC) Transportation	ADAMS, ALLEN, +

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.

Address	Provider Demographics
Services	
Billing Service Codes	
Voluntary Withdraw	
Certification History Information	
Medicaid Information	
Sanction History	
User Associations	
Provider Features	

Certification Expiration:	06/07/2023	Certification Status:	Active
Provider Name:	Alfred E Newman	Sanction Status:	None
Contract Number:	1234567	Certification Span:	06/08/2020 - 06/07/2023
Provider Type:	Agency	Supplier Id:	1234567 ...
SSN/TIN:	11223333		
Designation Type:	Provider		
Address:	1 Main St. Akron, OH 44301		
Phone:	3308675309		
Email:	none@noemail.com		
Edit Email and Phone Number			

Provider Billing Service Codes			
Community Respite			
Name	Billing Code	Effective Date	Expiration Date
Community Respite - Partial Day: I/O	ARD	06/08/2020	06/07/2023
Community Respite - 15 minute unit: I/O	ARF	06/08/2020	06/07/2023

Voluntary Withdrawal

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

Address	Provider Demographics
Services	
Billing Service Codes	
Voluntary Withdraw	
Certification History Information	
Medicaid Information	
Sanction History	
User Associations	

Certification Expiration:	06/07/2023	Certification Status:	Active
Provider Name:	Alfred E Newman	Sanction Status:	None
Contract Number:	1234567	Certification Span:	06/08/2020 - 06/07/2023
Provider Type:	Agency	Supplier Id:	1234567 ...
SSN/TIN:	11223333		
Designation Type:	Provider		
Address:	1 Main St. Akron, OH 44301		
Phone:	3308675309		
Email:	none@noemail.com		
Edit Email and Phone Number			



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.

Provider Services

Provider Demographics

Certification Expiration: 06/07/2023
 Provider Name: Alfred E Newman
 Contract Number: 1234567
 Provider Type: Agency
 SSN/TIN: 11223333
 Designation Type: Provider
 Address: 1 Main St. Akron, OH 44301
 Phone: 558675309
 Email: fakeemail@noemail.com

Certification Status: Active
 Sanction Status: None
 Certification Span: 06/08/2020
 Supplier Id:

[Edit Email and Phone Number](#)

Application History | Communication History | Document View | Certification Notification

Provider Application History

PROV-APP- Status: Completed
 Legal Status: Provider Name: ACME Cartoon Services
 Provider Type: Agency
 Application Type: Service Change - Withdrawal Service(s)
 Tax IC: Created On: 08/06/2021

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**.

Services

Certification Expiration: 06/07/2023
 Provider Name: ACME Cartoon Services
 Contract Number: 1234567
 Provider Type: Agency
 SSN/TIN: 11223333
 Designation Type: Provider
 Address: 1011 Main St Akron, OH 44301
 Phone: 3308675309
 Email: noemail@noemail.com

Certification Status: Active
 Sanction Status: None
 Certification Span: 06/08/2020 - 06/07/2023
 Supplier Id:

[Edit Email and Phone Number](#)

Medicaid Waiver Information

Provider Medicaid Information - Active Providers

MTS Contract	Medicaid ID	NPI	Medicaid ProviderType	Reg ID	Start Date	End Date
IO	1234567	16	55555	3/30/2021	12/31/2299	
LV1	1234567	16	55555	3/30/2021	12/31/2299	
SELF	1234567	16	55555	3/30/2021	12/31/2299	
				5/4/2022	12/30/2299	

Provider Medicaid Information - Inactive Providers

MTS Contract	Medicaid ID	NPI	Medicaid ProviderType	Reg ID	Start Date	End Date
IO	1234567	45	55555	6/8/2020	3/29/2021	
SELF	1234567	45	55555	6/8/2020	3/29/2021	
LV1	1234567	45	55555	6/8/2020	3/29/2021	

Sanction History

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

Provider Dashboard
Address
Services
Billing Service Codes
Voluntary Withdraw
Certification History Information
Medicaid Information
Sanction History
User Associations
Provider Features

Sanction History

Certification Expiration: 06/07/2023
Provider Name: Alfred E Newman
Contract Number:
Provider Type: Agency
SSN/TIN: 11223333
Designation Type: Provider
Address: 1 Main St. Akron, OH 44301
Phone: 558675309
Email: fakeemail@noemail.com
[Edit Email and Phone Number](#)

Certification Status: Active
Sanction Status: None
Certification Span: 06/08/2020 - 06/07/2023
Supplier Id: 1234567

Provider Suspensions And Revocations

Service	County	Start Date	End Date	Is State	A Services	Per	Adjudication Date	Appeal Hearing Date	All Services	Per	Is ODM	Is Proposal	Is State	Wide	Created	Notification Sent	Proposal Date	Proposal Denied Date	Proposal Notification Sent	Revocation Date	Proposal End Date

Provider Proposal Sanction History

Adjudication Date	Adjudication Notification Sent	Appeal Hearing Date	Comments/Notes	Is Proposal Denied?	Proposal Date	Proposal Denied Date	Proposal Notification Sent	Created

User Associations

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

Provider Dashboard
Address
Services
Billing Service Codes
Voluntary Withdraw
Certification History Information
Medicaid Information
Sanction History
User Associations
Provider Features

User Associations

Certification Expiration: 06/07/2023
Provider Name: Alfred E Newman
Contract Number: 564567
Provider Type: Agency
SSN/TIN: 11223333
Designation Type: Provider
Address: 1 Main St. Akron, OH 44301
Phone: 558675309
Email: fakeemail@noemail.com
[Edit Email and Phone Number](#)

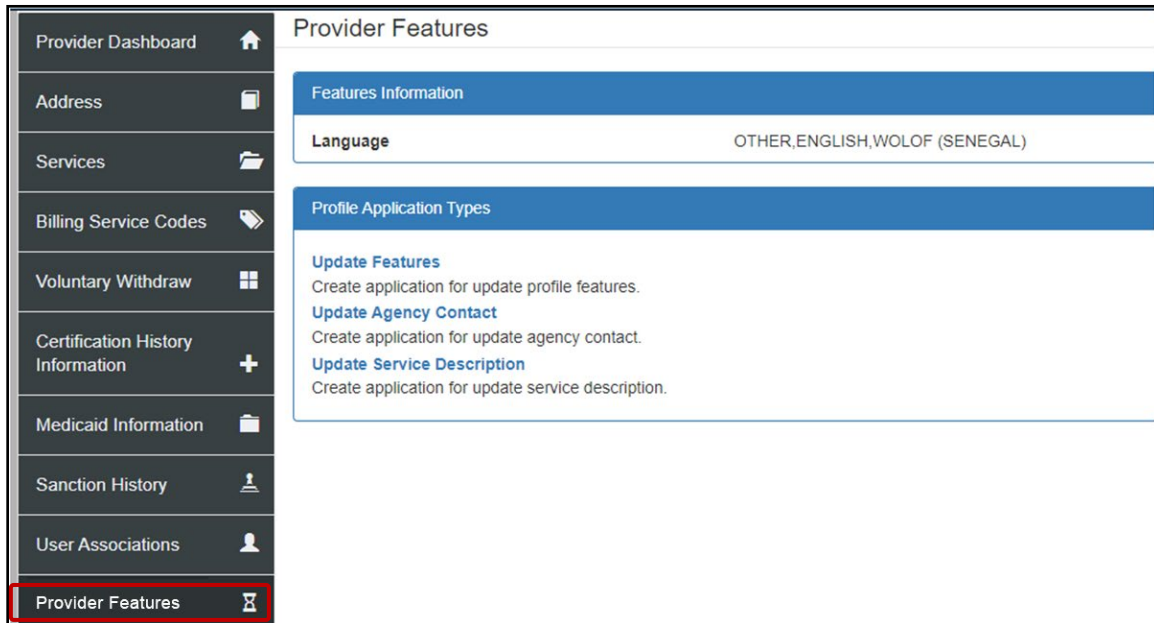
Certification Status: Active
Sanction Status: None
Certification Span: 06/08/2020 - 06/07/2023
Supplier Id: 1234567

Associated Contracts

Contract#	Name	Provider Type
1234567	Manny UAT	Independent
3141592	Moe UAT	Independent
7675675	Curly UAT	Independent

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.

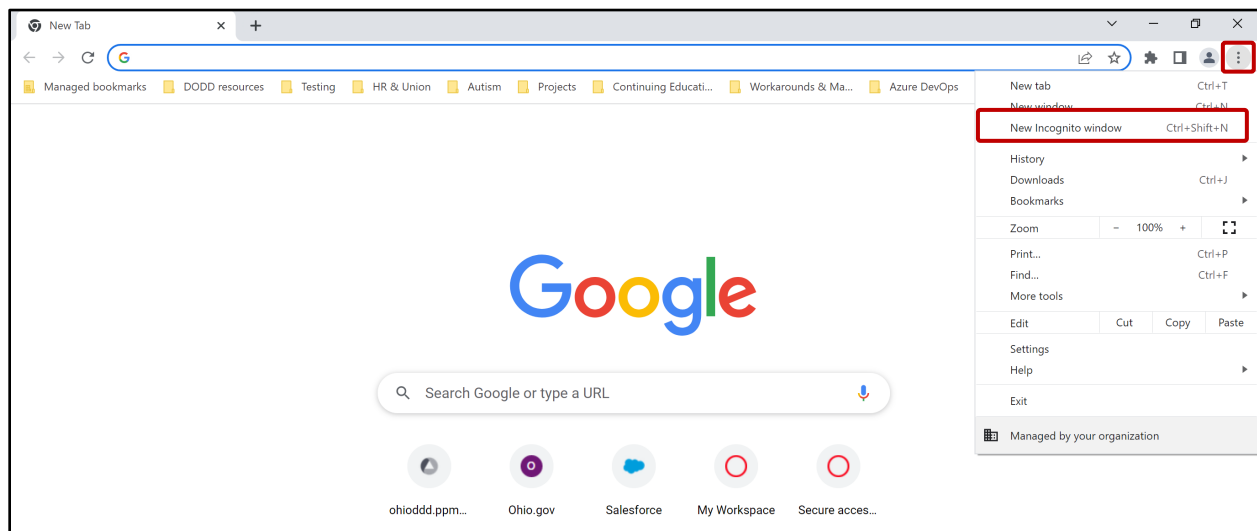


Tips for using PNM and PSM

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.

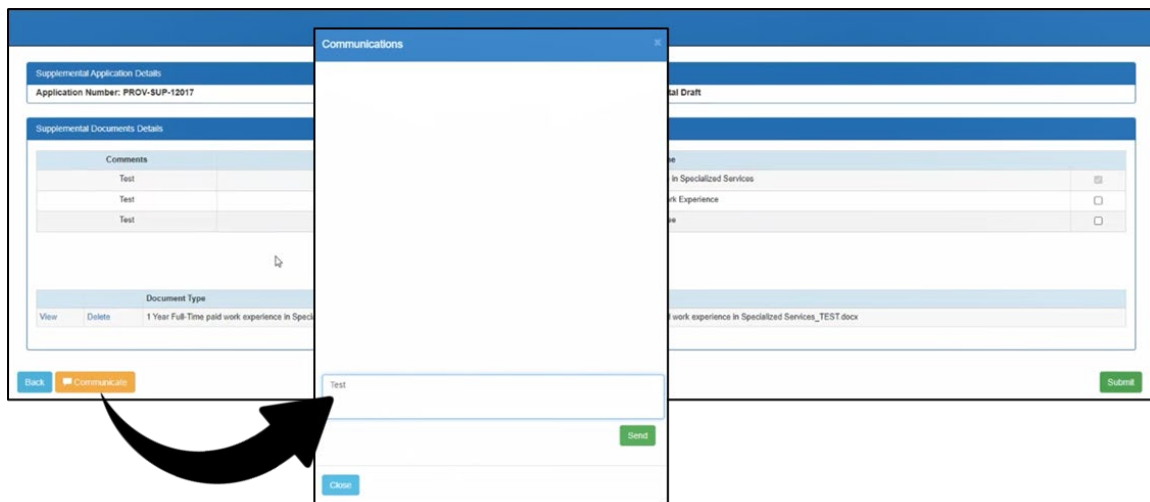
DODD links

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.gov/certification-changes

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