Welcome to Training!

Provider Financials

Using Provider Network Management (PNM)

Please check your audio settings to ensure everything is working properly before the session begins

Ohio Department of Medicaid

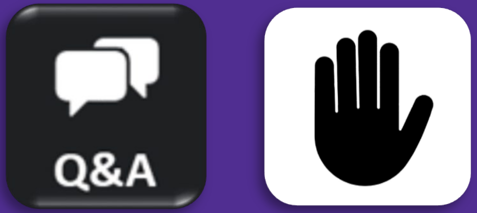
maximus

Contact Information

Phone Number	
Ohio Dept of Medicaid Integrated Help Desk	**1-800-686-1516** Claims Assistance/Questions/Payment Information: *Option 1* PNM Assistance/Error Messages: *Option 2*

Emails	
ODM Integrated Help Desk	**ihd@medicaid.ohio.gov**
PNM Troubleshooting/ Error Messages	**pnmsupport@medicaid.ohio.gov**
Ohio Medicaid Enrollment (for updates to specialties)	**Medicaid_Provider_Update@medicaid.ohio.gov**
Ohio Medicaid Credentialing Questions	**credentialing@medicaid.ohio.gov**
Training Assistance and Resources	**ohiotrainingteam@maximus.com**

Ask questions during the session using the Q&A panel or the ‘Raise Hand’ feature through the Zoom toolbar

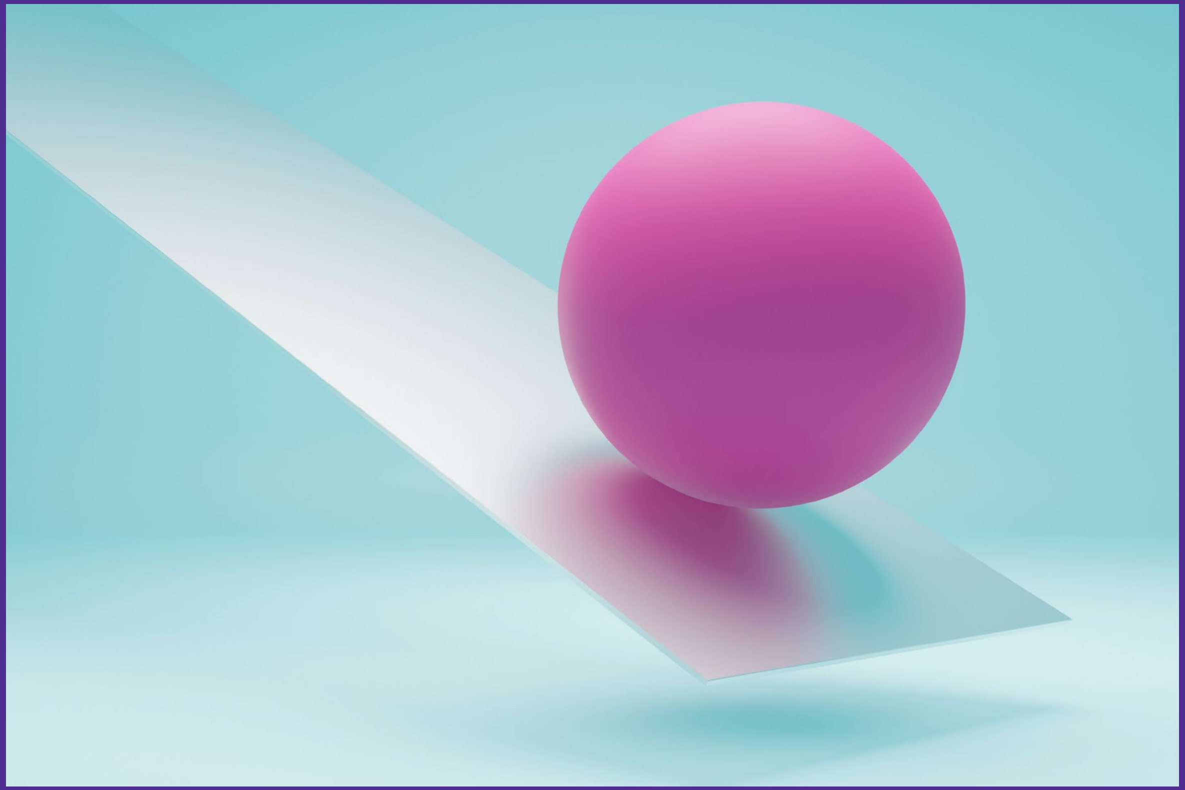


Provider Financials Session Agenda

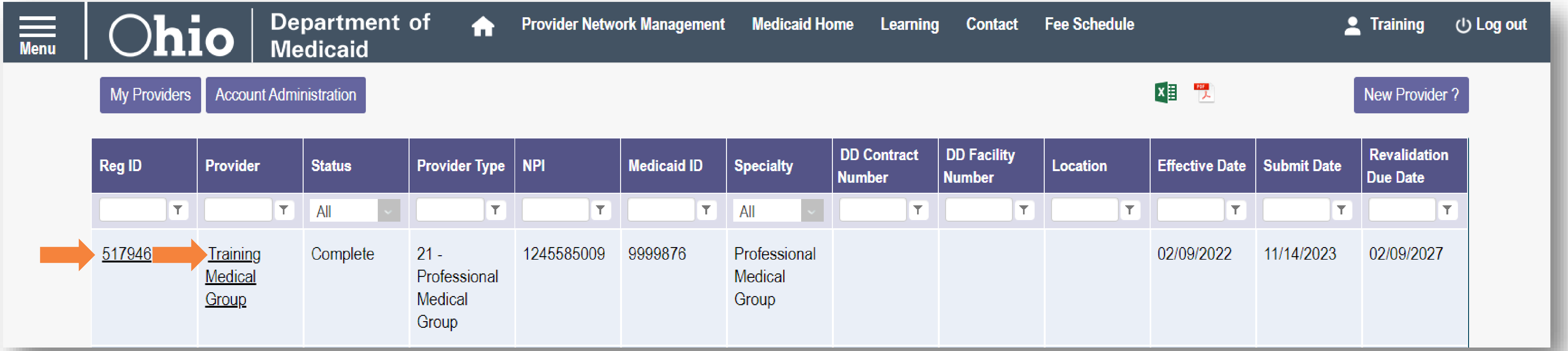
- Accessing the Self Service Panel
- Searching Provider Financials – Transaction History & 1099
- Updating the 1099 Address Page
- Gainwell/Fiscal Intermediary (FI) Claims Processing
- Remittance Advice
- Questions, Training Materials, Upcoming Training Schedule

Accessing the Self-Service Panel

Learn to access provider financial documents in PNM through the 'Self-Service' panel.



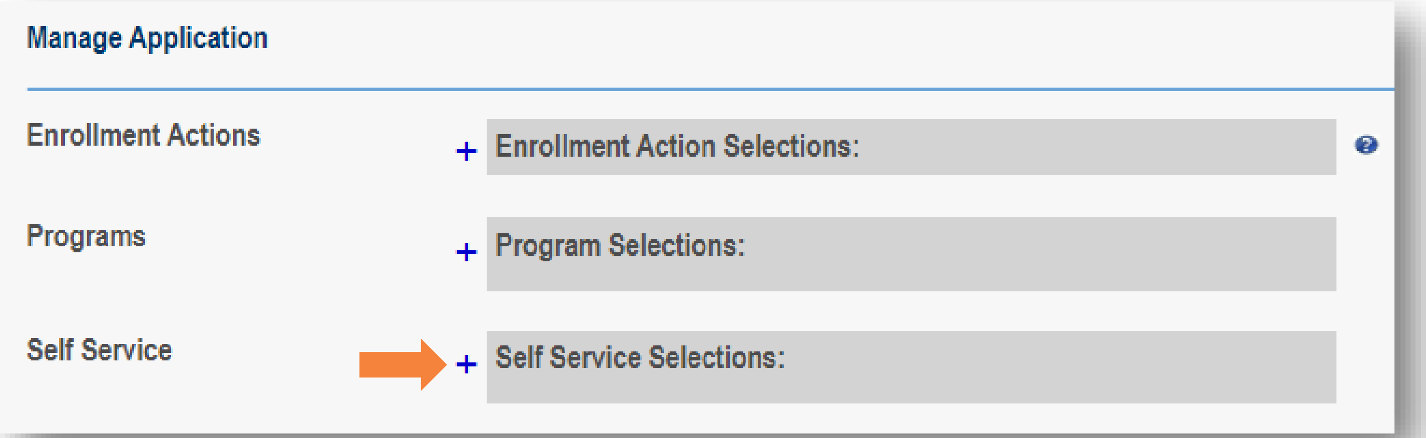
Accessing the Self-Service Panel

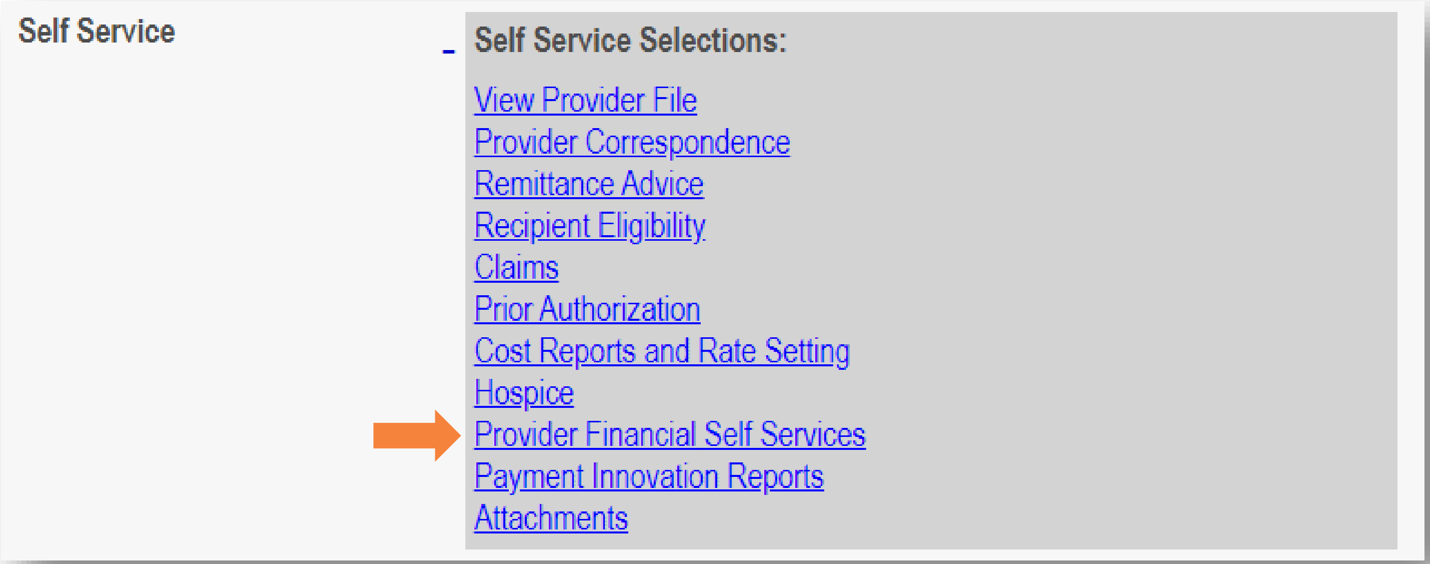


- From your homepage or dashboard, click on the Reg ID or Provider Name hyperlink to access the Provider Management Home page.

Accessing the Self-Service Panel

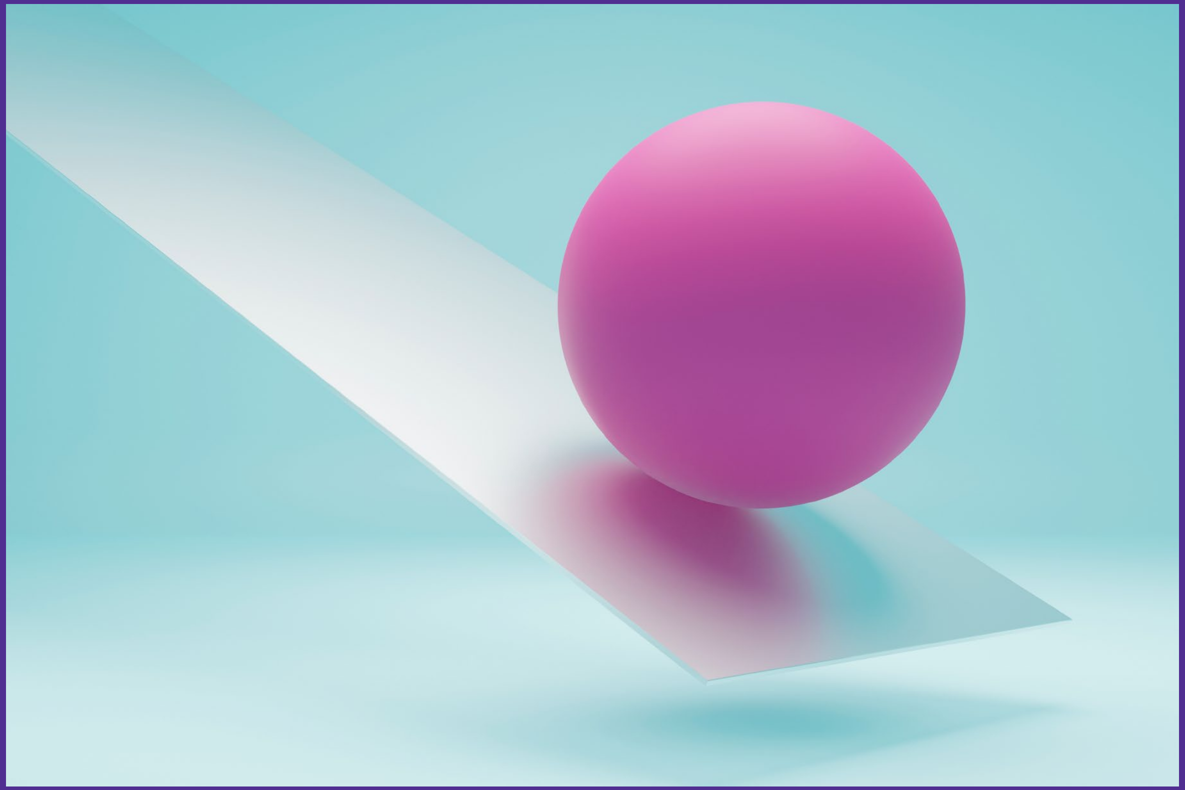
- On the Provider Management Home page, locate the Manage Application section.
- Expand the Self Service section.
- From the Self Service Selections, click ‘Provider Financial Self Services.’
- For an Agent to have the blue ‘Provider Financial Self Services’ hyperlink appear, they need the proper roles from the Administrator:
  - **1099 Information** – to have the ability to search for and download provider financials.



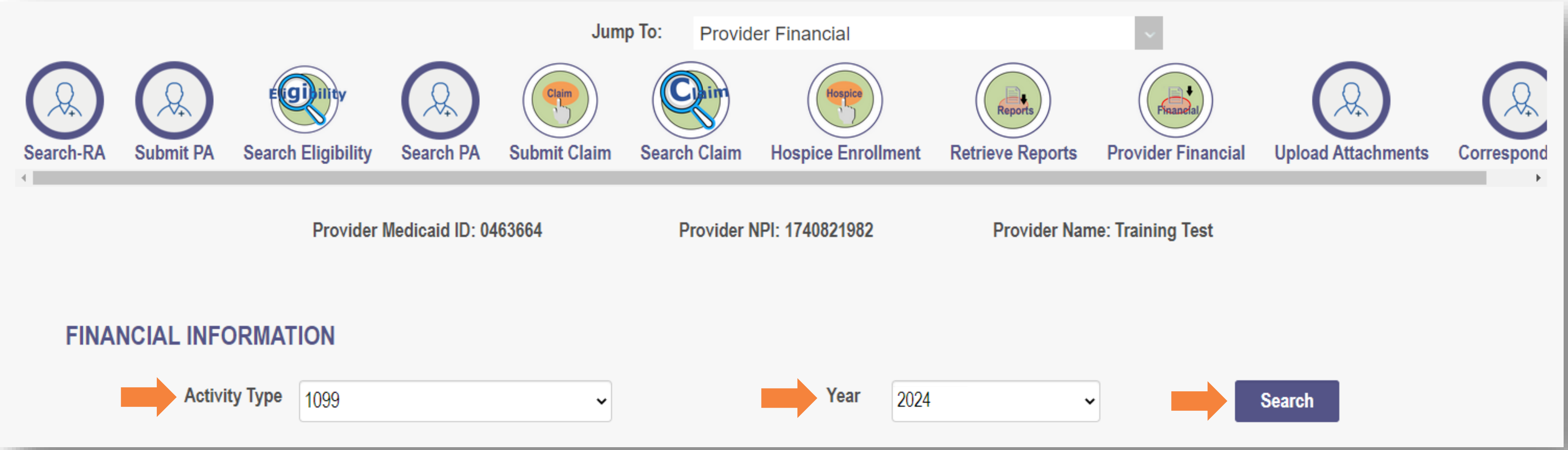


Searching Provider Financials

Learn how to search for and download provider financial documents through PNM.



Searching Provider Financials



- Under the Financial Information heading, selecting the following:
- Activity Type:
  - Transaction History
  - 1099
- **If 1099 is selected, choose a Year from the drop-down menu.**
- Click **Search**.

Searching Provider Financials

- **An activity summary displays when ‘Transaction History’ results appear.**

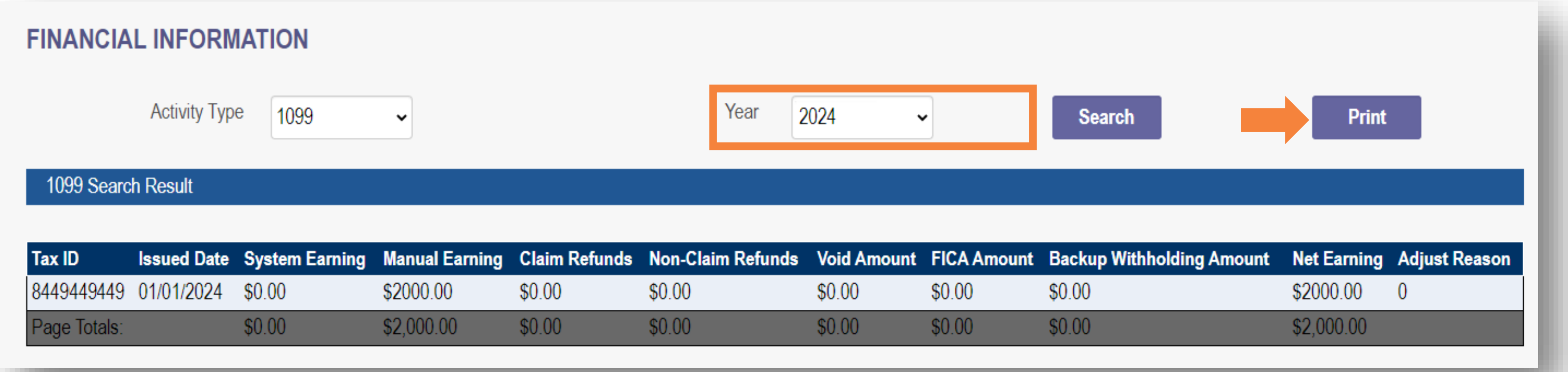
Activity Type: Transaction History | Year: --Year-- | Search

Claim Activity Summary

Number of Claims Paid in Current Month	0
Amount Paid in Current Month	$0.00
Number of Claims Denied in Current Month	3
Number of Claims Paid in Past 12 Months	80
Amount Paid in Past 12 Months	$2387.83
Number of Claims Denied in Past 12 Months	154
Number of Suspended Claims	0
Number of Claims in Final Disposition	299
Date of Most Recent Payment	08/18/2022
Type of Most Recent Payment	FFS
Amount of Most Recent Payment	$0.00
Total Credit Balance Amount	$0
Amount Applied Toward Credit Balance	$0

Searching Provider Financials

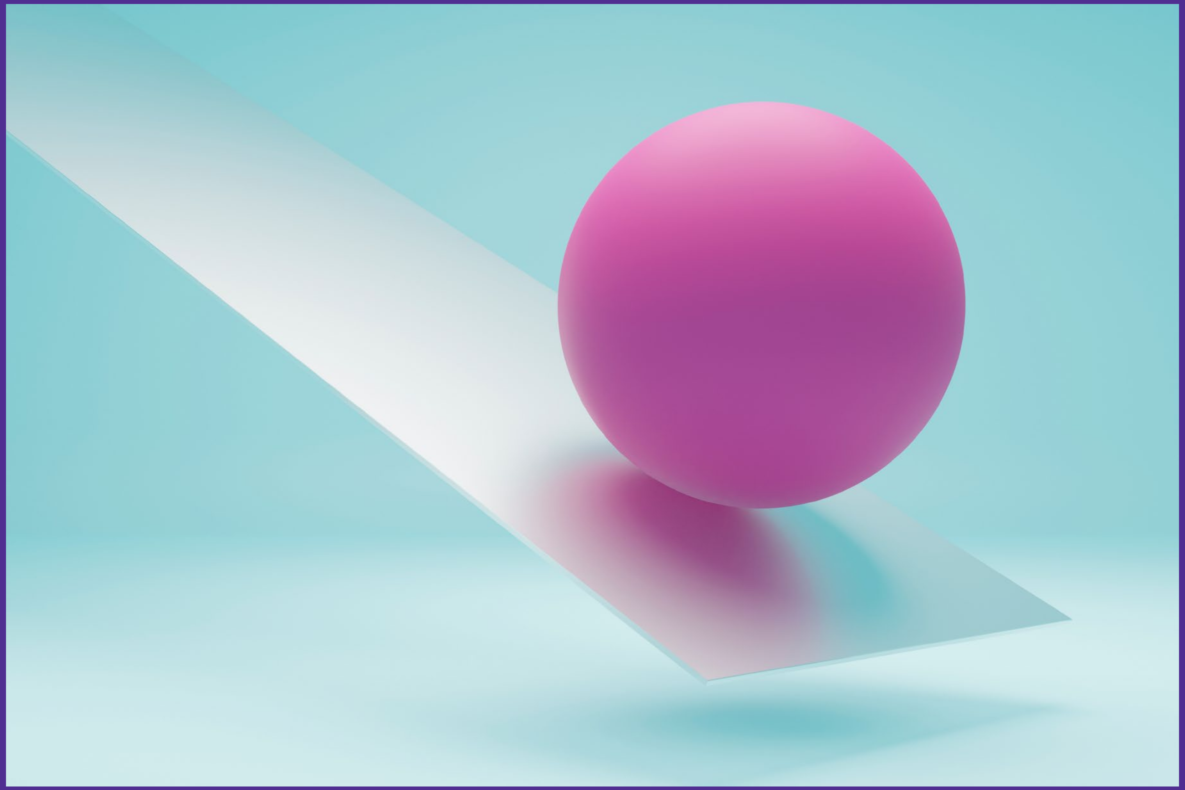
- The '1099' results display information relating to the 1099 year selected.
- Providers who require a 1099 prior to calendar year 2023 should contact the FI Integrated Help Desk (IHD).
- While a **Print** button is listed on the page, nothing will happen when the button is clicked.
  - Later PNM enhancements will make this 1099 information printable as a document.



Tax ID	Issued Date	System Earning	Manual Earning	Claim Refunds	Non-Claim Refunds	Void Amount	FICA Amount	Backup Withholding Amount	Net Earning	Adjust Reason
8449449449	01/01/2024	$0.00	$2000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2000.00	0
Page Totals:		$0.00	$2,000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	

Viewing and Updating the 1099 Address Page

Learn how to view the information currently listed on the 1099 Address Page and how to update the information if needed.



Viewing the 1099 Address Page

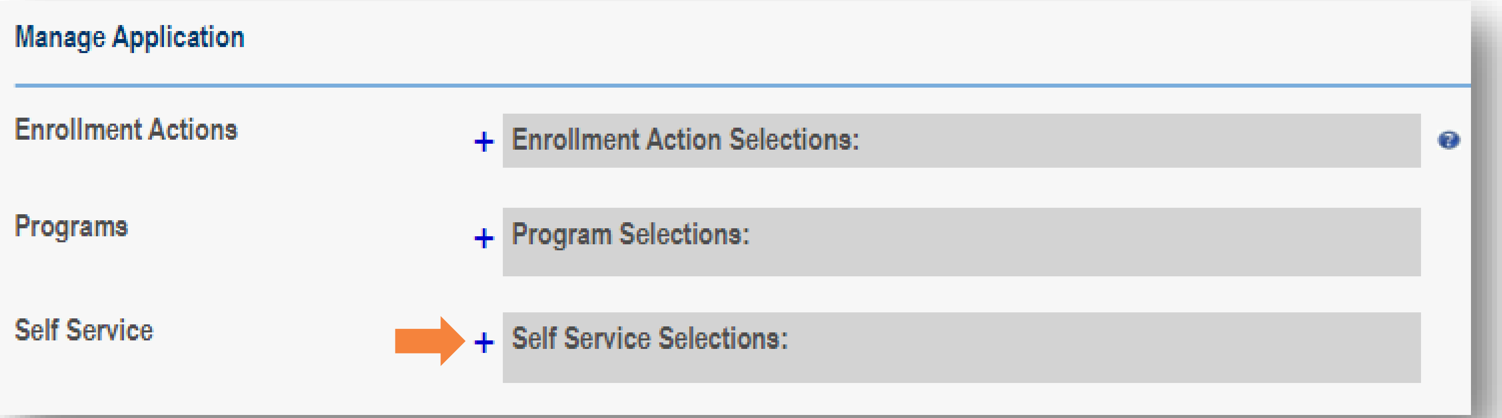
My Providers | Account Administration | New Provider ?

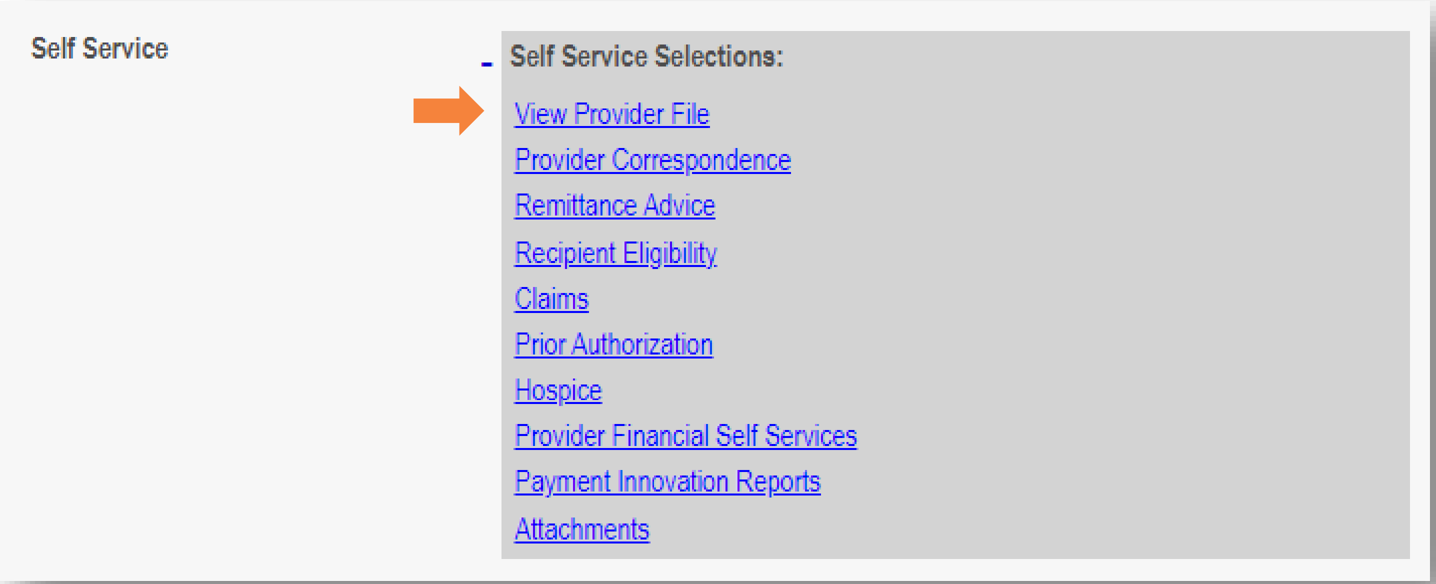
Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
		All				All						
517962	ANACLETO GUTIERREZ AN OPTOMETRIC CORPORATION	Complete	21 - Professional Medical Group	1154827665	9999884	Professional Medical Group				03/10/2022	06/29/2022	05/29/2027

- To view the current address listed on the 1099 Address page click on the Reg ID or Provider Name hyperlink from the dashboard to access the Provider Management Home page.

Viewing the 1099 Address Page

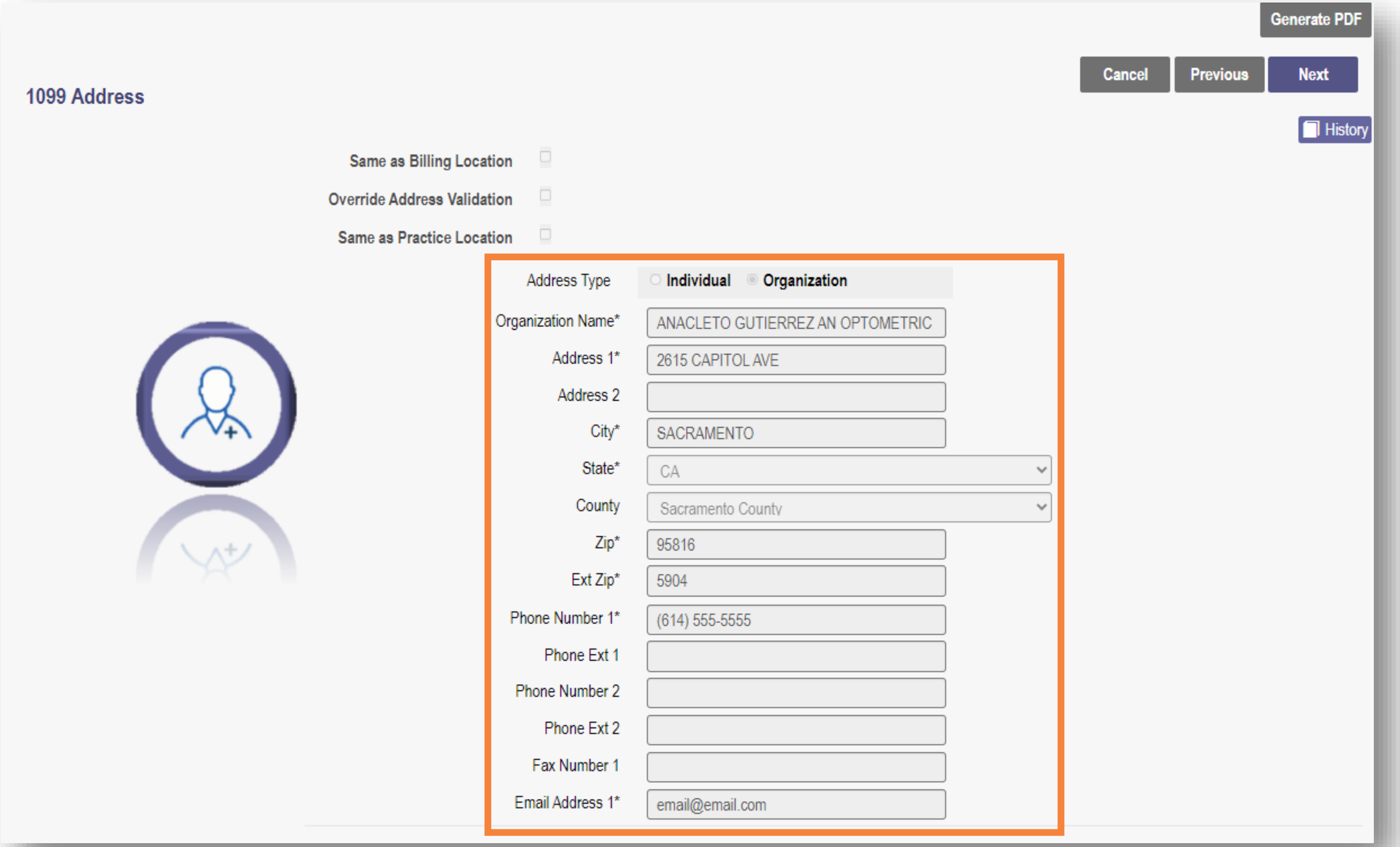
- To view the 1099 Address page:
  - Click the plus (+) icon next to Self-Service Selections.
  - Click the 'View provider File' hyperlink from the Self-Service selections.
  - The 'View Provider File' hyperlink does not allow the PNM user to make changes to the provider file.





Viewing the 1099 Address Page

- Verify the information on the **1099 Address** page is up to date.
- This is the only information that the operations finance team is permitted to use to verify where to mail the 1099s.



Updating the 1099 Address Page

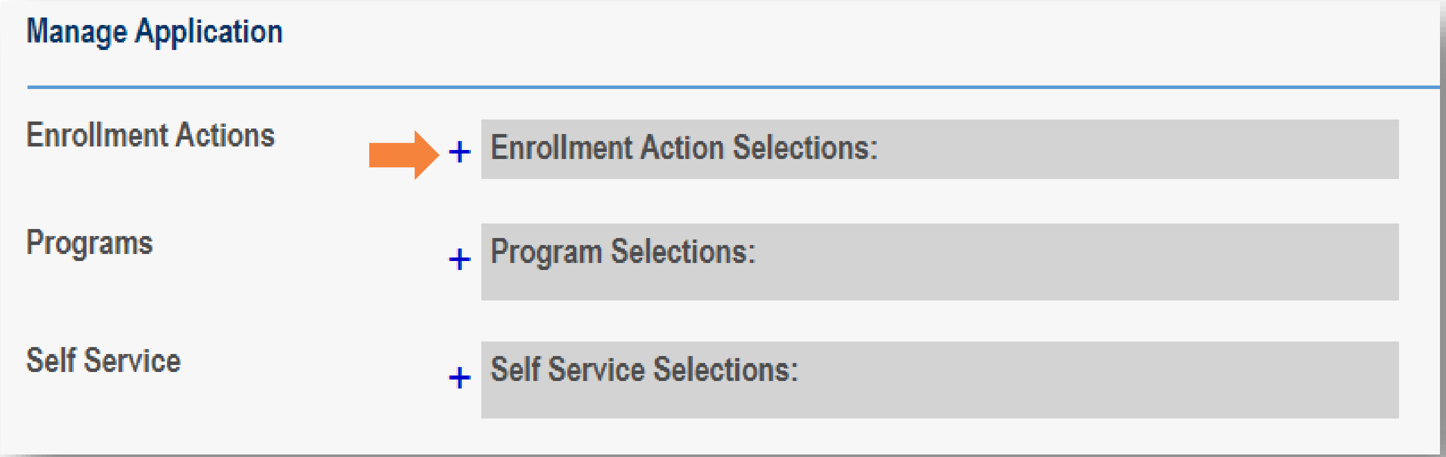
My Providers | Account Administration | New Provider ?

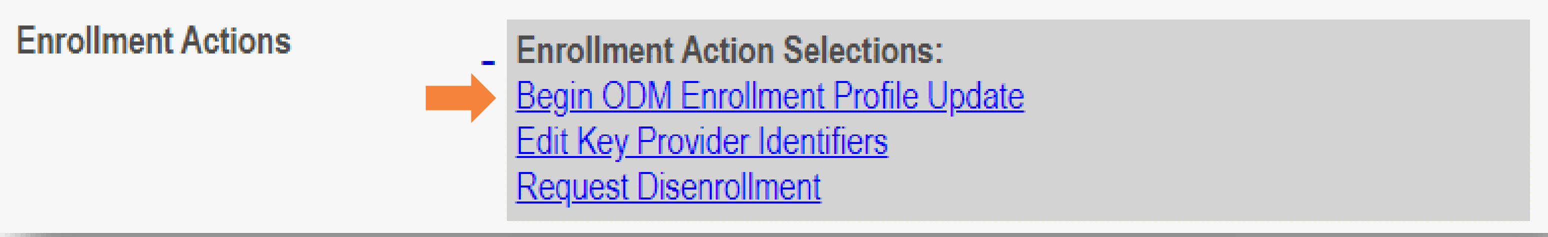
Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
		Complete				All						
517990	Above and Beyond Caregivers	Complete	44 - Hospice	1528398476	0000210	Hospice				08/15/2023	04/27/2022	08/15/2026
518324	Clayton Andrews	Complete	96 - Behavioral Health Para-Professionals	1487270922	0000167	QUALIFIED MH SPECIALIST				04/12/2023	10/25/2023	04/12/2028

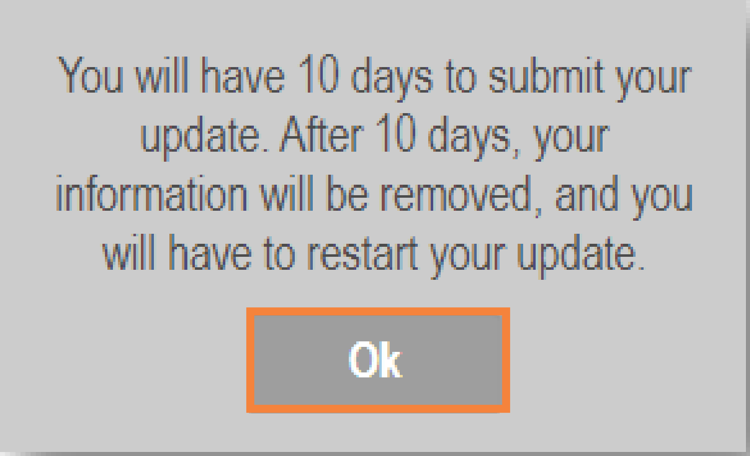
- To begin updating the 1099 Address page, click on the Reg ID or Provider Name hyperlink from the dashboard to access the Provider Management Home page.

Updating the 1099 Address Page

- Click the plus (+) icon next to Enrollment Actions.
- With the Enrollment Action Selections expanded, click the link titled ‘Begin ODM Enrollment Profile Update.’
- A pop-up window displays stating there is a 10-day window to complete and submit the update.
    - **If the update is not submitted within the 10-day window, the information will be removed, and the user will need to restart the update.**

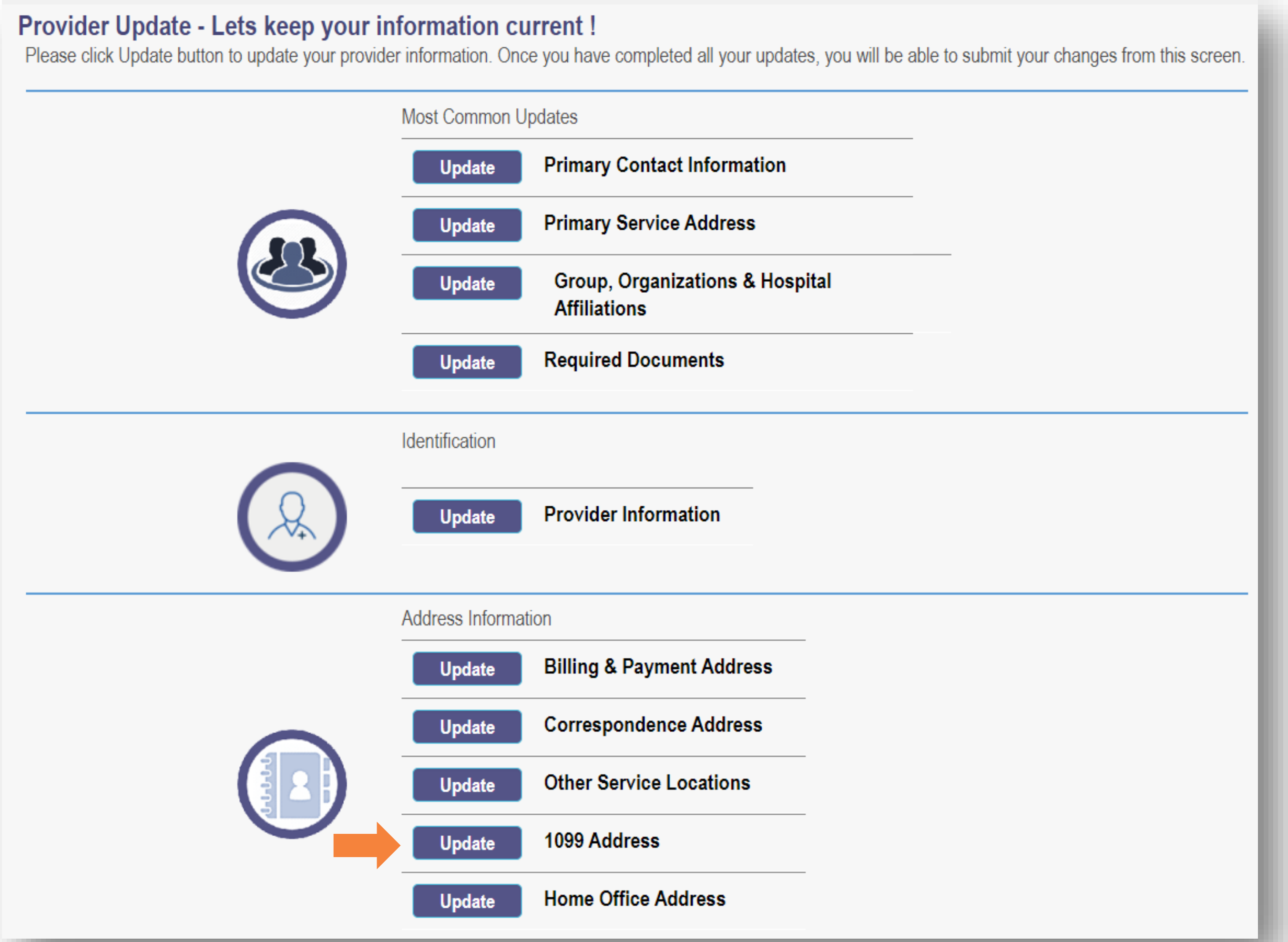




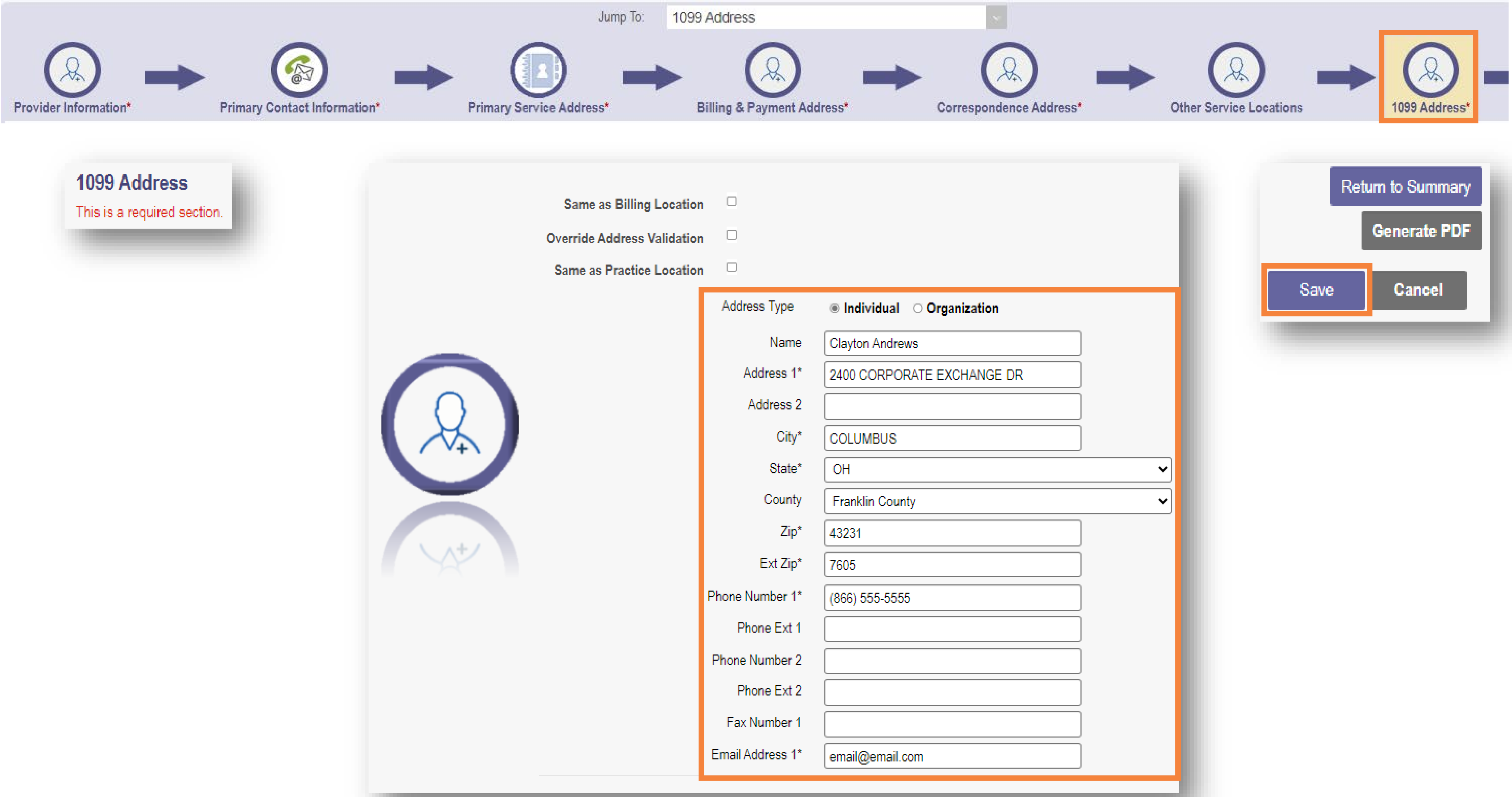


Updating the 1099 Address Page

- On the **Update Summary page**, click the **Update** button next to 1099 Address.



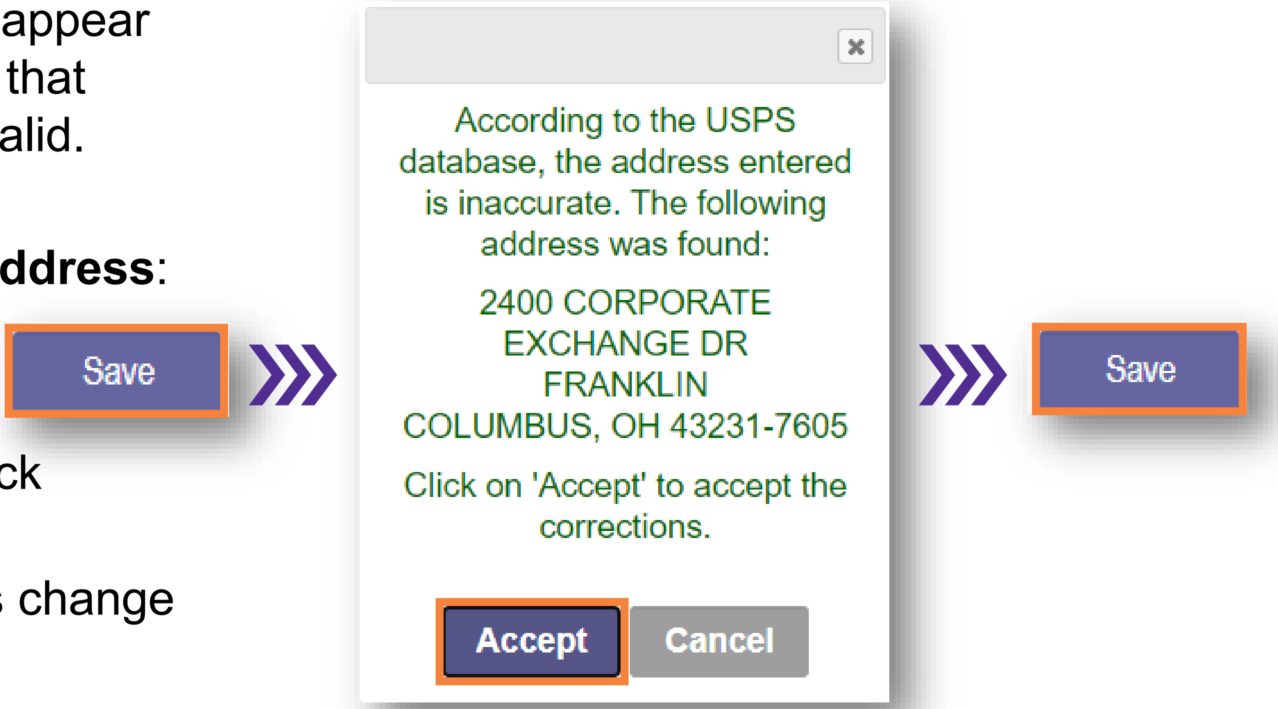
Updating the 1099 Address Page



Updating the 1099 Address Page

- A United States Postal Service (USPS) pop-up will appear after updating any page within the Medicaid record that has an address on it, to check that the address is valid.

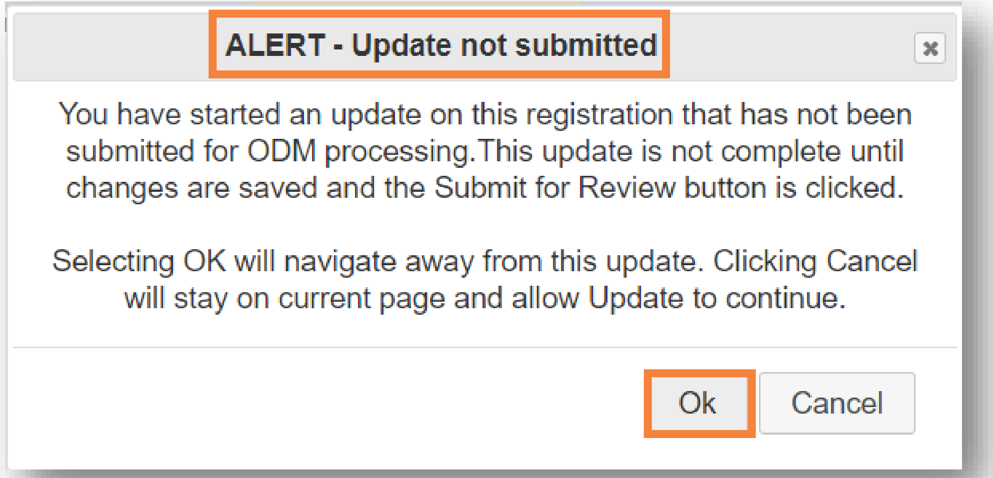
- Steps for using this pop-up on an **existing USPS address**:
  1. Make the address edit to the page.
  2. Click **Save.**
  3. If the address in the pop-up is correct, then click **Accept** to clear the pop-up.
  4. Click **Save** one more time to save the address change on the page.



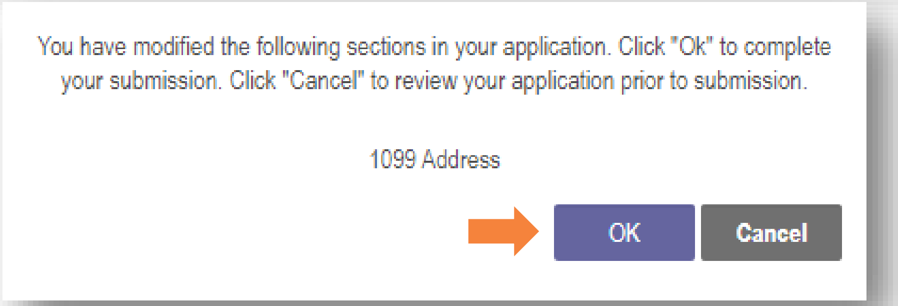
- Steps for using this pop-up with a **newly constructed location**:
  1. Make the address edit to the page.
  2. If the address cannot be checked by the USPS database, such as with a new construction site, check the box ‘Override Address Validation.’
  3. Click **Save**.

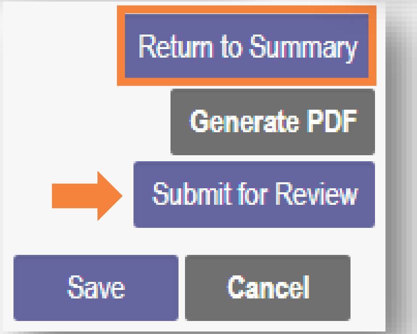
Completing the 1009 Address Page Update

- **The 1099 Address update needs to be saved and then submitted to show in PNM.**
- PNM displays this pop-up message if you try to leave the 1099 Address page without submitting the changes.
  - Click **Cancel** to stay on the current page and continue to update the page.
  - Click **Ok** to move away from the current page and acknowledge that moving away from the page the change will not be submitted.



Completing the 1009 Address Page Update

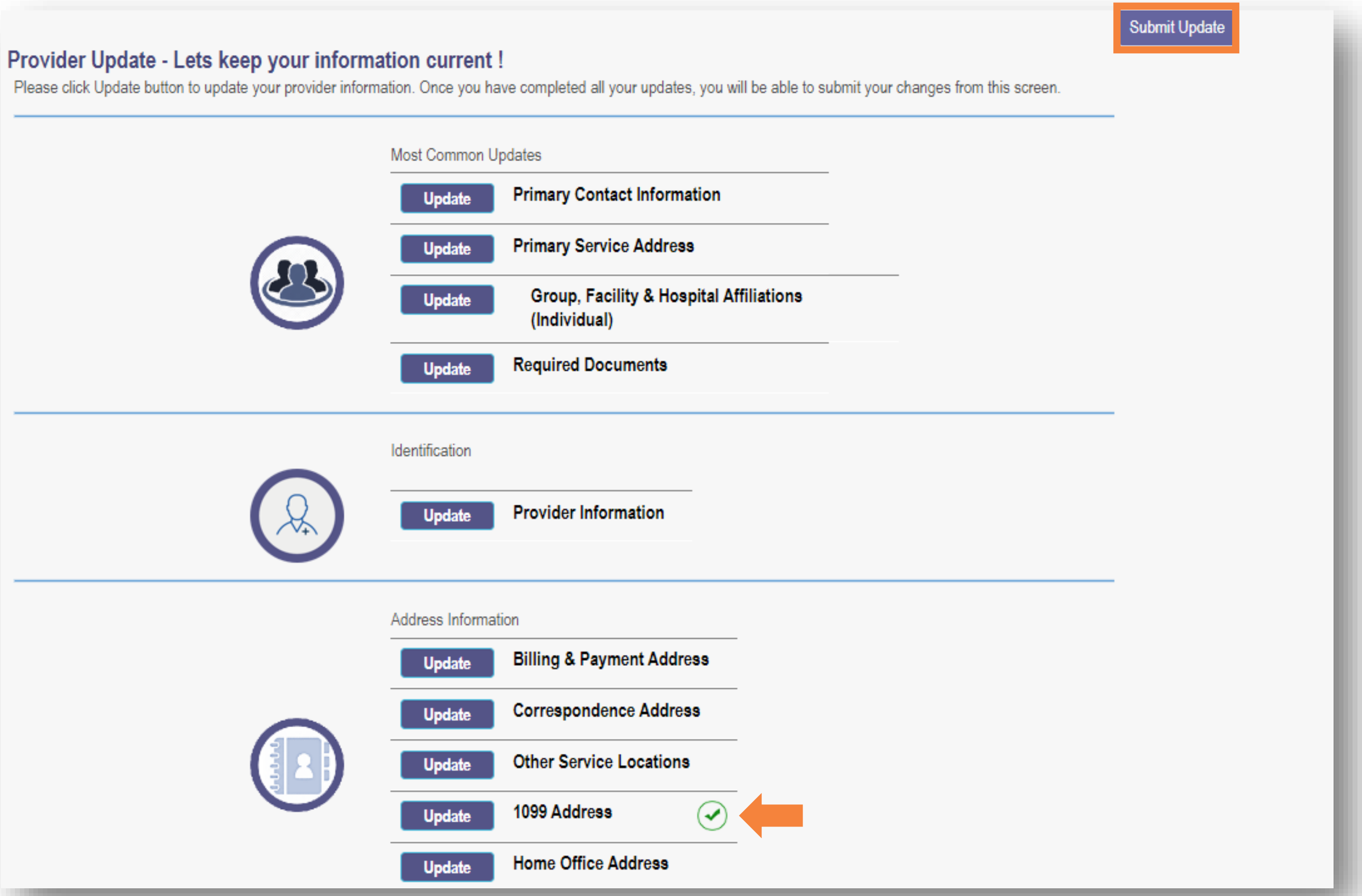




- A **red dot** in the navigation bar appears next to the 1099 Address page indicating an update has been made and saved, but not submitted yet.
- There are two ways to submit the change in PNM.
- The first way, Click the **Submit for Review** button to submit the 1099 Address change in PNM.
- Click **OK** in the pop-up to confirm the pages with updates being submitted for review.

Completing the 1009 Address Page Update

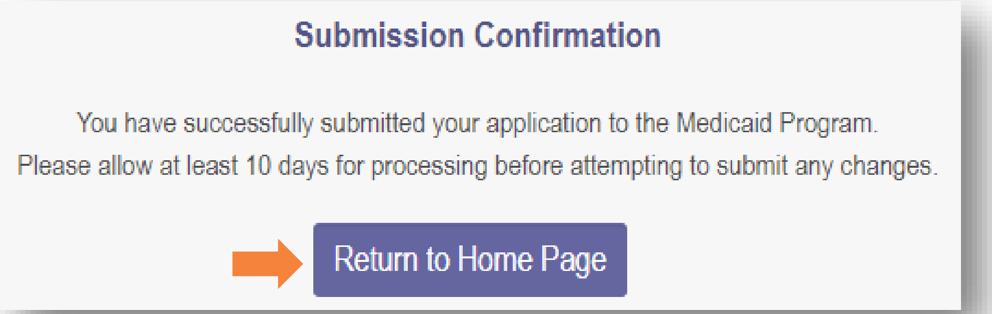
- The second way to submit a change to the 1099 Address page is from the **Updates Summary page**.
- The green checkmark next to **1099 Address** indicates an update has been made and saved, but not submitted yet.
- Click the **Submit Update** button in the top-right to submit the changes made.

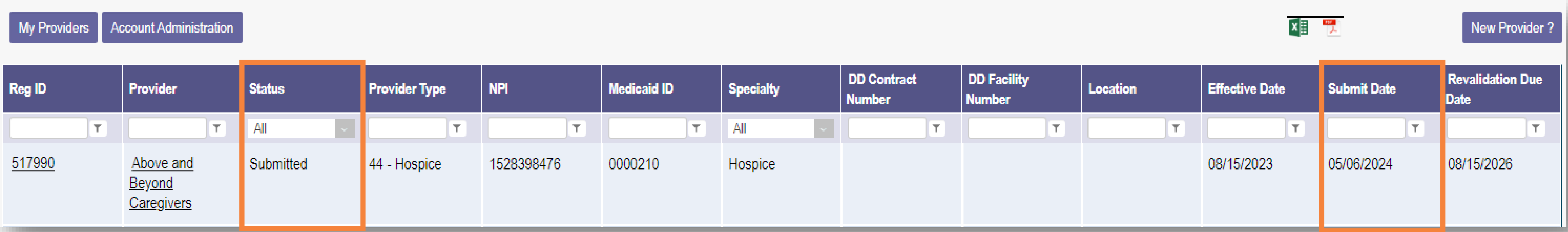


Completing the 1009 Address Page Update

- After clicking the 'Submit for Review' button, a submission confirmation message appears.

- Click the **Return to Home Page** button.





Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
		All				All						
517990	Above and Beyond Caregivers	Submitted	44 - Hospice	1528398476	0000210	Hospice				08/15/2023	05/06/2024	08/15/2026

- The homepage or dashboard shows **'Submitted'** in the **Status column** indicating the updates have been successfully submitted and are in the review process.

- The **Submit Date column** shows the date the update was submitted.

Completing the 1009 Address Page Update

My Current and Previous Applications

Reg ID	Enrollment Action	Program	Application Id	PNM Application Status	Other Agency Application Status	DD Legal Status	Status Date	Workflow Complete
517990	Application Flow - Standard - NEW REGISTRATION	Medicaid	606132	Approved / Complete			08/15/23	Y
517990	Application Flow - Standard - UPDATE REGISTRATION	Medicaid	606750	Denied			09/14/23	Y
517990	Application Flow - Standard - UPDATE REGISTRATION	Medicaid	606972	Submitted			05/06/24	N

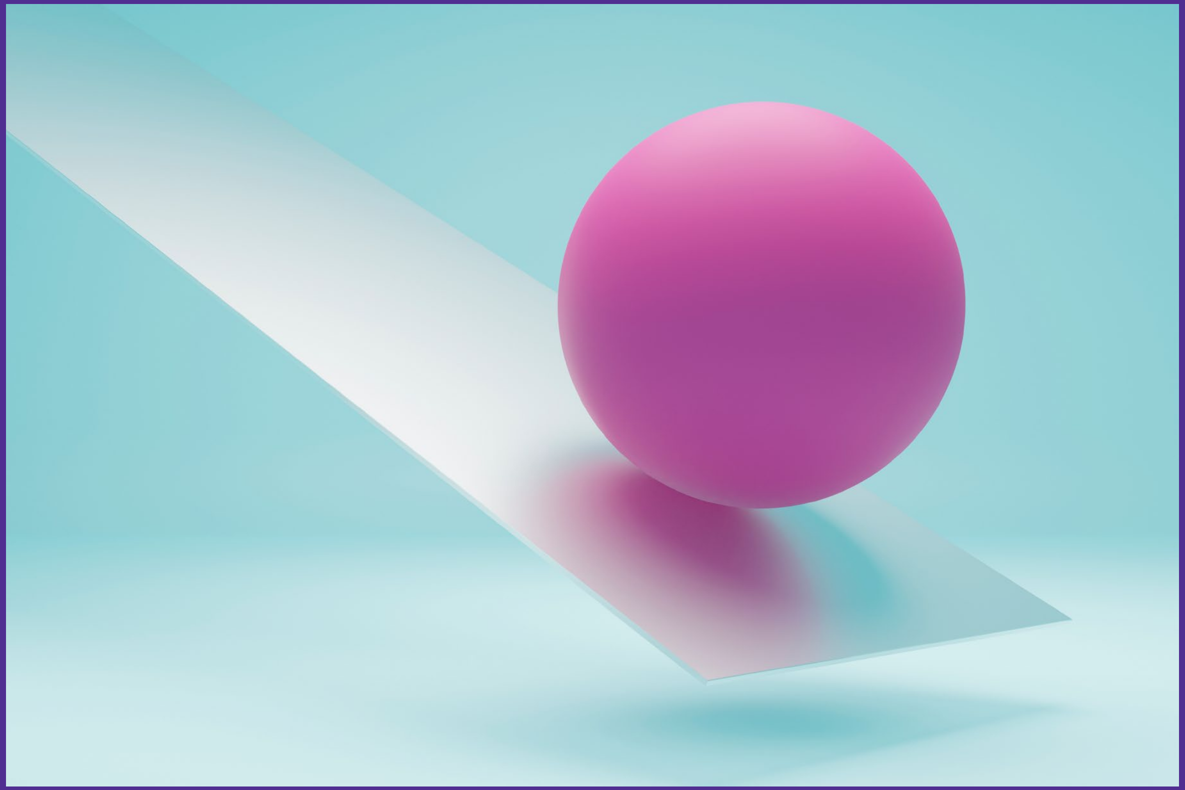
- The '**My Current and Previous Applications**' section appears at the bottom of the Provider Management Homepage.
- The **Workflow Complete** column shows the workflow status of each workflow item made to the Medicaid record. The most recent item appears at the bottom.
- This example show the workflow item as – **UPDATE REGISTRATION**.
    - 'N' – No, the workflow item is not complete, and the change will not display in PNM until it is completed.
    - 'Y' – Yes, the workflow item is complete, and the change will be display in PNM.

Processing Times for a 1009 Address Page Update

Information Updated	Review Type
Change in Provider Name	Manual
Change in Ownership	Manual
Change to Primary Service Location	Manual
Change to other address pages; including Other Service Locations	Automatic
Updating Primary Contact Information	Automatic
Adding Specialties	Manual
Confirming, Adding, or Removing Affiliations	Automatic
Editing or Adding Professional License Information (Ohio License)	Automatic *(with e-license check)*
Editing or Adding Professional License Information (Out of State Lic.)	Manual
Editing or Adding Board Certification	Automatic
Editing or Adding Work History	Automatic
Editing or Adding Education/Training Information	Automatic
Editing or Adding a Medicare Number/Out of State Medicaid Number	Automatic

Gainwell/FI – Claims Processing

Understand how claims are processed by the Fiscal Intermediary (FI) after they are submitted through PNM.



Claim/Payment Status Summary

<table>
<tr><th>Cycles</th><th>Real-Time</th><th colspan="2">Real-Time</th><th>Weekly</th><th>Weekly</th></tr>
<tr><td rowspan="5">Statuses</td><td rowspan="4">OPEN</td><td rowspan="4">ADJUDICATED</td><td>Pay</td><td>WAITPAY</td><td>PAID</td></tr>
<tr><td>Deny</td><td>WAITDENY</td><td>DENIED</td></tr>
<tr><td>Rev</td><td>WAITREV</td><td>REVERSED</td></tr>
<tr><td>Pend</td><td></td><td></td></tr>
<tr><td colspan="3">Initial</td><td>Awaiting Finalization</td><td>Finalized</td></tr>
<tr><td>Edit Options</td><td colspan="3">Claims may be edited in any of these statuses</td><td>These claims are locked and cannot be edited</td><td>PAID claims may be adjusted (reversed or replaced)</td></tr>
</table>

Payment Schedule

Previous Wednesday

- EDI FFS claims must be submitted by noon EST to be included in the current week payment cycle.*

Previous Friday

- FFS claims entered through PNM must be submitted by noon EST to be included in the current week payment cycle.*
- Payment processing begins

Current Monday

- PDF RAs available on PNM Portal

Current Wednesday

- 835s are available

Current Thursday

- *Payments issued to providers via EFT or check

- This only applies to claims that do not suspend for manual intervention
- *The payment date may shift due to holidays

Claim Reversals

Claim Reversals can impact the Provider's payment:

	Paid Claims	Reversed Claims	Previous Balance	Total Payment
Week 1	$200.00	$100.00	$0	$100.00
Week 2	$0	$100.00	$0	$0
Week 3	$200.00	$0	-$100.00	$100.00

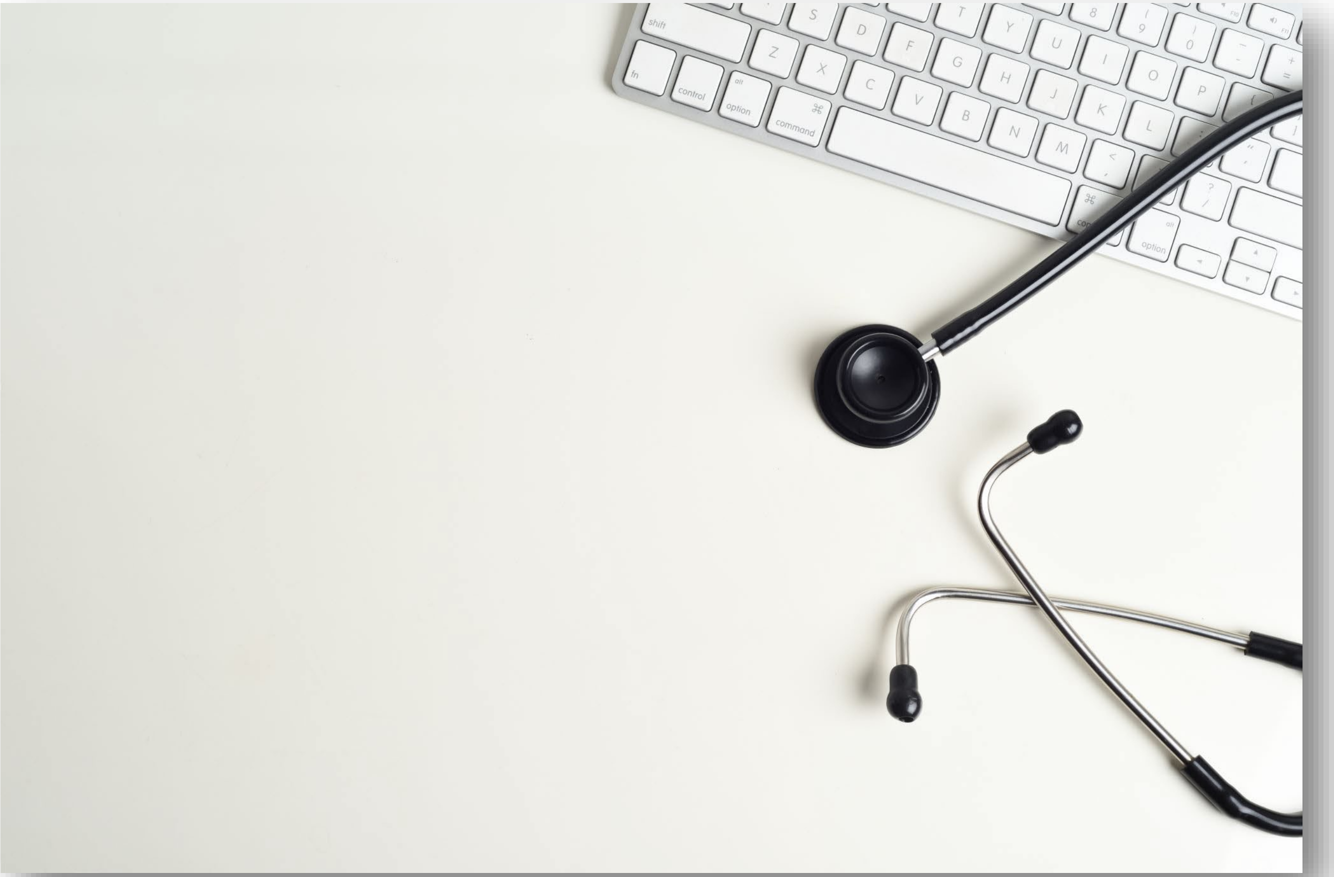
*Providers will see this detail on the corresponding Remittance Advice or 835

Returned Payments

- For returned payments, contact the Integrated Help Desk:

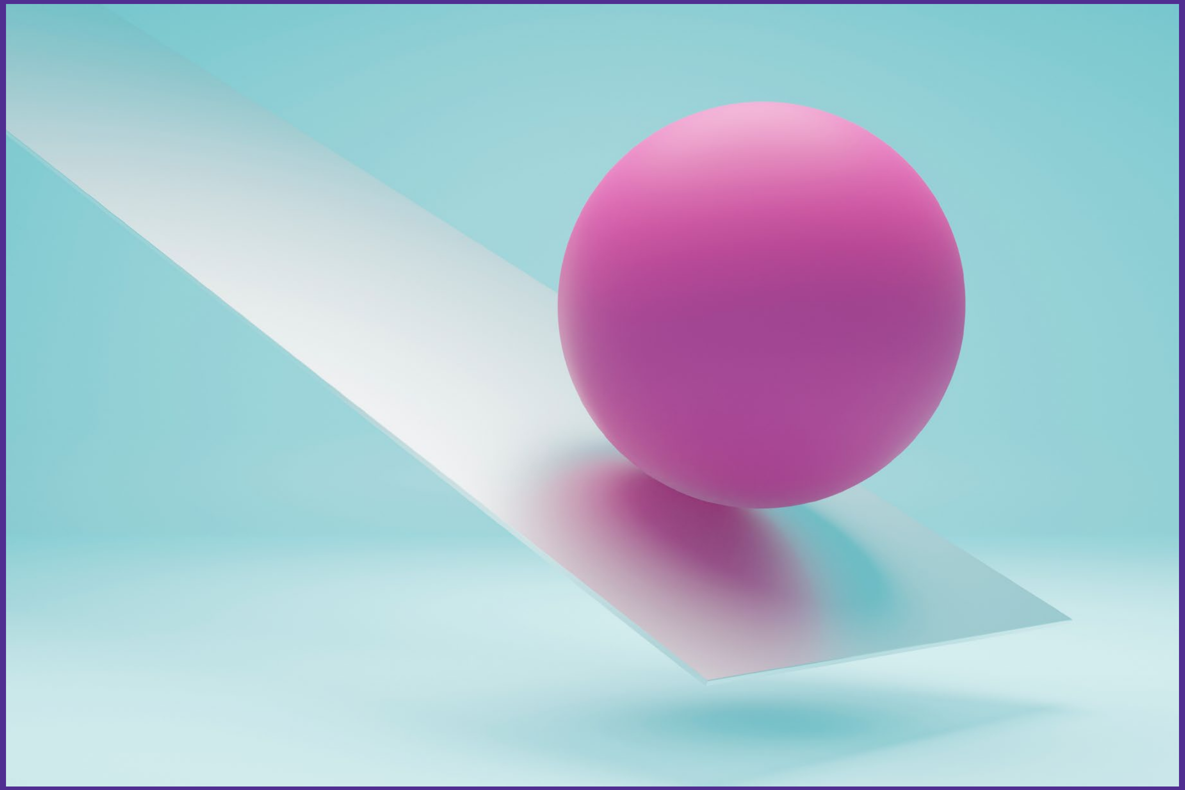
1-800-686-1516

(Option 1 followed by Option 5 to speak to a Gainwell representative)

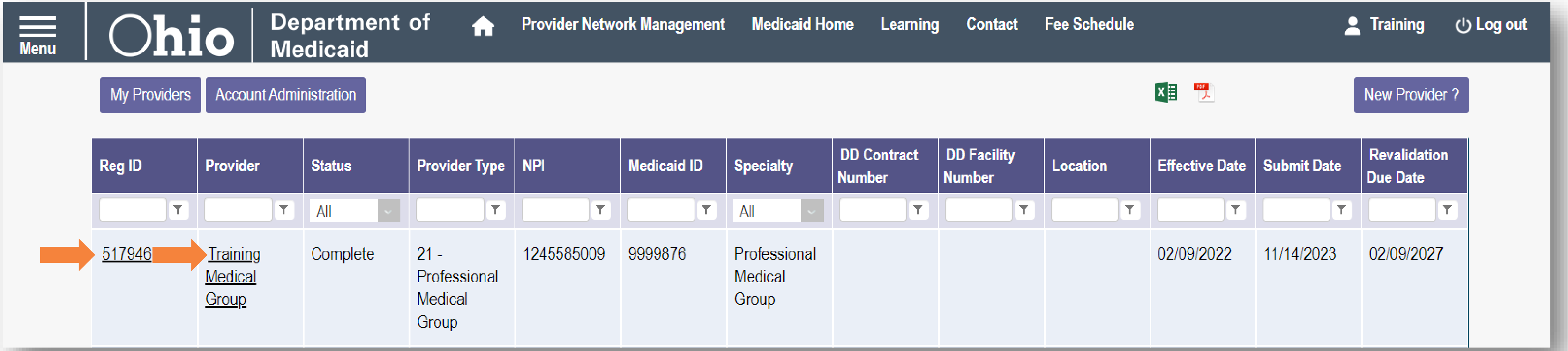


Remittance Advice

Learn how to access Remittance Advice documents through PNM.



Accessing the Self-Service Panel

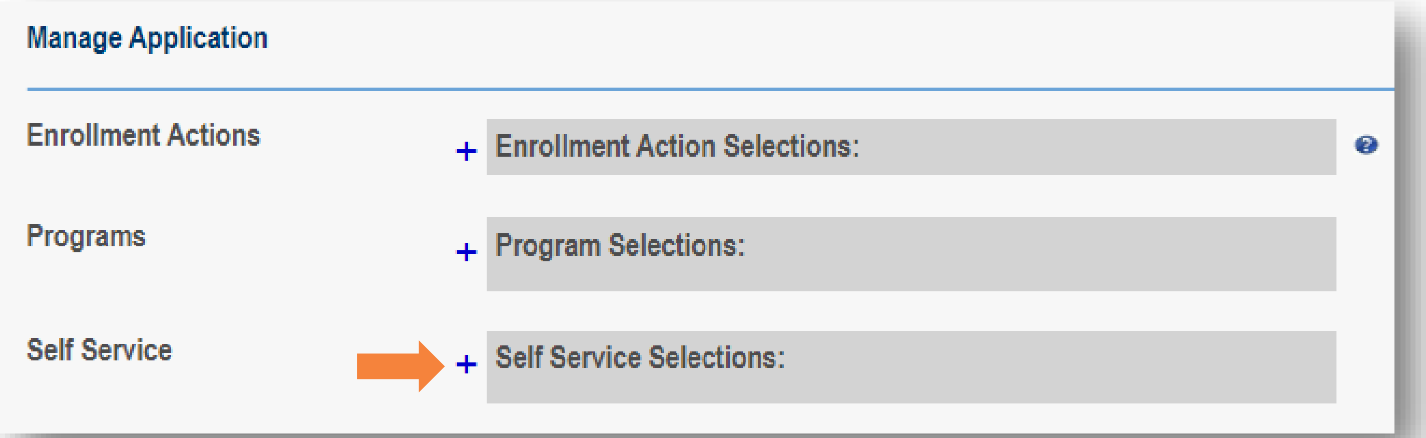


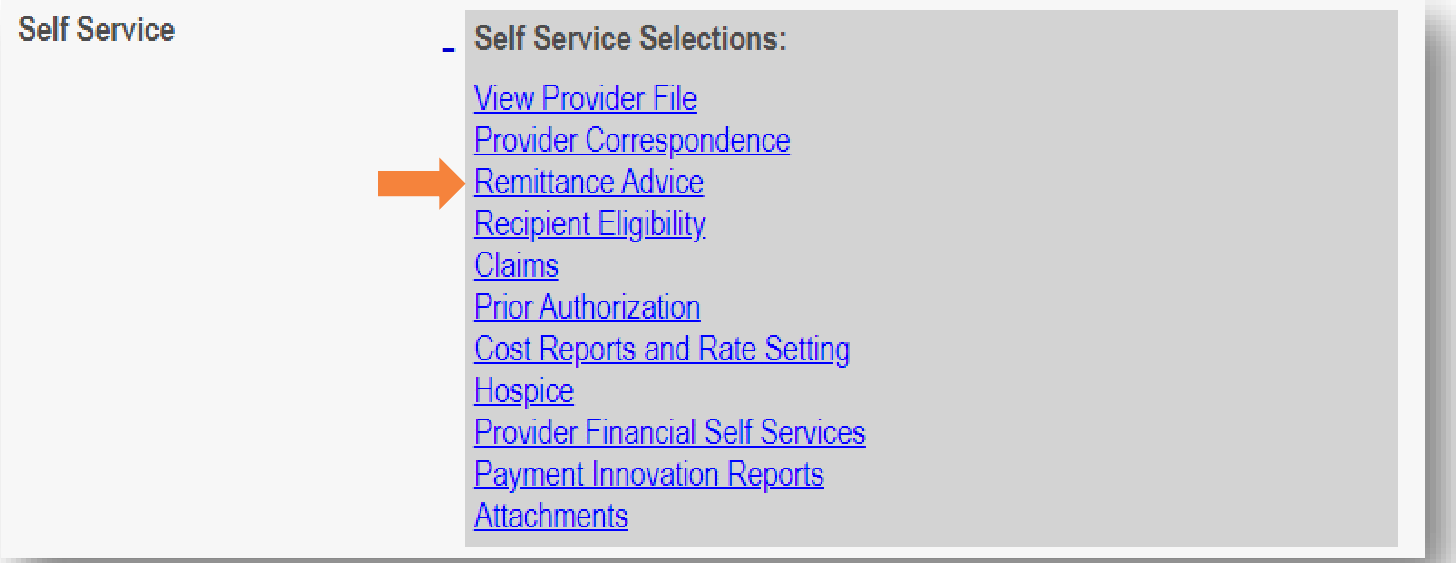
Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
		All				All						
517946	Training Medical Group	Complete	21 - Professional Medical Group	1245585009	9999876	Professional Medical Group				02/09/2022	11/14/2023	02/09/2027

- From your homepage or dashboard, click on the Reg ID or Provider Name hyperlink to access the Provider Management Home page.

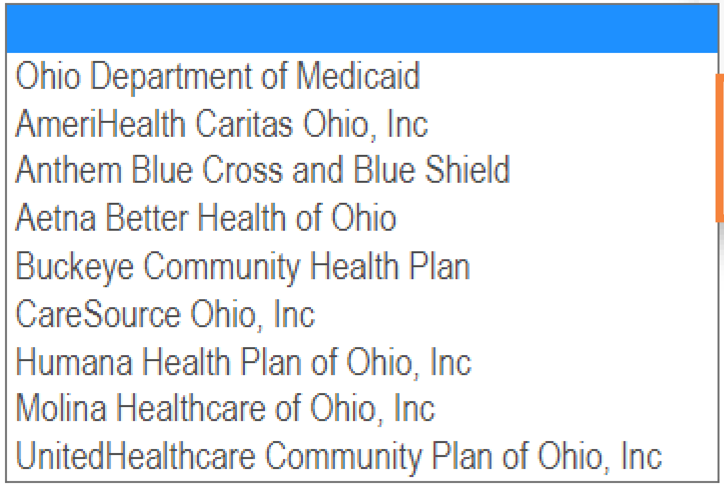
Accessing the Self-Service Panel

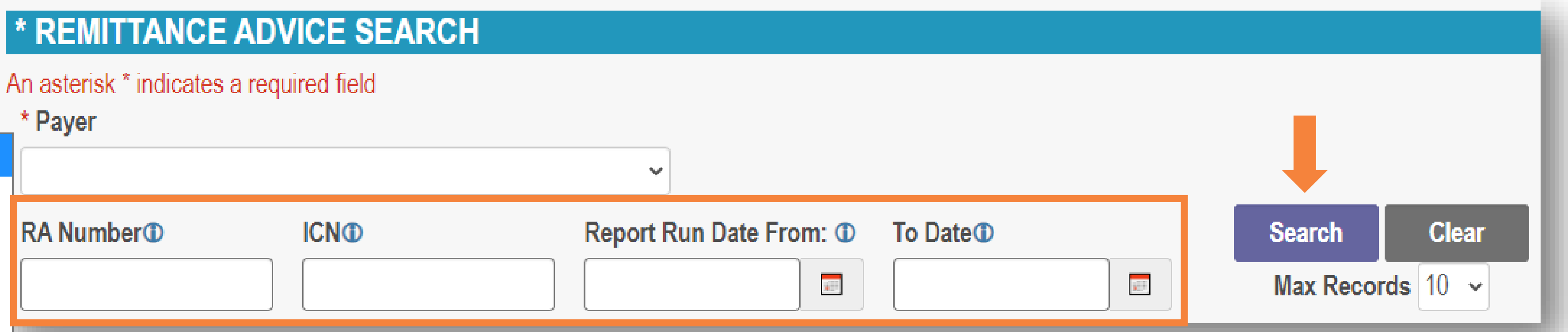
- On the Provider Management Home Page, locate the Manage Application section.
- Expand the Self Service section.
- From the Self Service Selections, click ‘Remittance Advice.’
- For an Agent to have the blue ‘Remittance Advice’ hyperlink appear, they need the proper roles from the Administrator:
    - **View Remittance Advice** – to have the ability to view and download remittance advice documents.





Searching Remittance Advice





ICN field does not currently return data for fee-for-service remittance advices.

- Select a Payer from the drop-down menu *(required).*
- Enter the Remittance Advice (RA) Number (if available).
- Enter the Internal Control Number (ICN) (if available).
- Enter a Report Run Date From.
- Enter a Report To Date.
- Click **Search**.

Searching Remittance Advice

REMITTANCE ADVICE SEARCH RESULT

RA Number	Report Run Date	
202305041719541954	4/29/2023 8:00:00 PM	Download Report pdf

- Remittance Advice Search Results appear at the bottom of the page.
- Click **‘Download Report’** or **‘pdf’** to open a copy of the RA report.
  - **The PDF copy of the report will download to the designed download folder for your browser.**
- Once downloaded, open the document.

Searching Remittance Advice

Example of Remittance Advice pdf pulled from PNM

Ohio Department of Medicaid

Provider Remittance Advice

As of 04/18/2024

Remit Date: 4/18/2024 — **NPI :** [redacted]

Group Provid : [redacted] — **Remittance Advice #:** [redacted]

Line	Line Status	Reason	Remark	Service Date From	To	Remit Revenue Code	Remit Service Code	Modifiers OR Tooth#	Remit Units	Amount Billed	TPL Amt And/Or MC Amt	Refund Amount	Member Amount	Recoup Amount	Copay	Amount Paid
Service Provider ID: [redacted]					**Service Provider:** [redacted]											**Service Provider NPI:** [redacted]
BMS Claim Type :PRACTITIONER																
Claim Status : PAID																
Claim ID [redacted]					*Patient Name:* [redacted]		*Mem ID:* [redacted]							*Status: PAID*		
					Submitted Mem ID: [redacted]				*Patient Number:* [redacted]		*Auth #:*					
1		45		04/03/2024	04/03/2024		98941	AT	1	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$22.25
Rule Description:																
					Totals for claim # [redacted]					$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$22.25
					Totals By Servicing Provider :					**$60.00**	**$0.00**	**$0.00**	**$0.00**		$0.00	**$22.25**

DISBURSEMENT OF FUNDS

Totals by Group/Pay to Provider	
Billed Claim Amount	***$60.00***
TPL/MC Amount	***$0.00***
Member Amount	***$0.00***
Medicaid Payment Amount	***$22.25***
Capitated Payment Amount	***$0.00***
Less: Recoupment Amount	
TOTAL	***$22.25***

* If there are any questions regarding this payment, please contact GainwellTechnologies Provider Services at 800-686-1516

[redacted]

Claim Status Explanations:

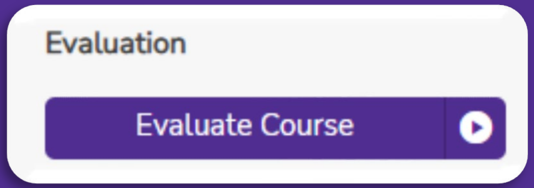
DENIED: The claim has failed the adjudication process and has been denied.
PAID: The claim has been finalized and the payment process is complete.
REVERSED: The claim has been finalized. Errors have been identified and a mirror image of the claim has been created to correct the errors.
RECOUPMENT: This claim has been finalized. The Recoup Amount relates to the reversal claim indicated.

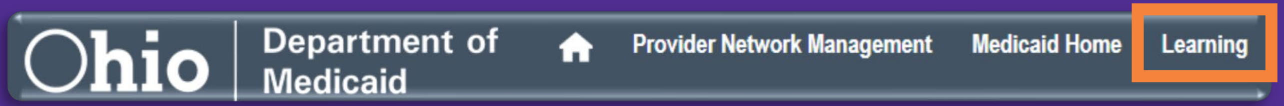
Contact Information

Phone Number	
Ohio Dept of Medicaid Integrated Help Desk	**1-800-686-1516** Claims Assistance/Questions/Payment Information: *Option 1* PNM Assistance/Error Messages: *Option 2*

Emails	
ODM Integrated Help Desk	**ihd@medicaid.ohio.gov**
PNM Troubleshooting/ Error Messages	**pnmsupport@medicaid.ohio.gov**
Ohio Medicaid Enrollment (for updates to specialties)	**Medicaid_Provider_Update@medicaid.ohio.gov**
Ohio Medicaid Credentialing Questions	**credentialing@medicaid.ohio.gov**
Training Assistance and Resources	**ohiotrainingteam@maximus.com**

Thank you for joining!





- Please evaluate this course in Absorb, by locating the course title, and provide us with your feedback which allows for improvements to future training sessions.
- Training materials & guides can be found in the Absorb LMS and on the ‘Learning’ tab within PNM.
- For help with PNM or Absorb, email the Maximus Training Team at ohiotrainingteam@maximus.com.