



Department of Developmental Disabilities
Division of Information Technology Services

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Provider Services Management (PSM)

User Guide for Certification

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Department of Developmental Disabilities
Division of Information Technology Services
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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 (Provider Network Management (PNM) Module) and using the system for certification.

Enrollment Action Options

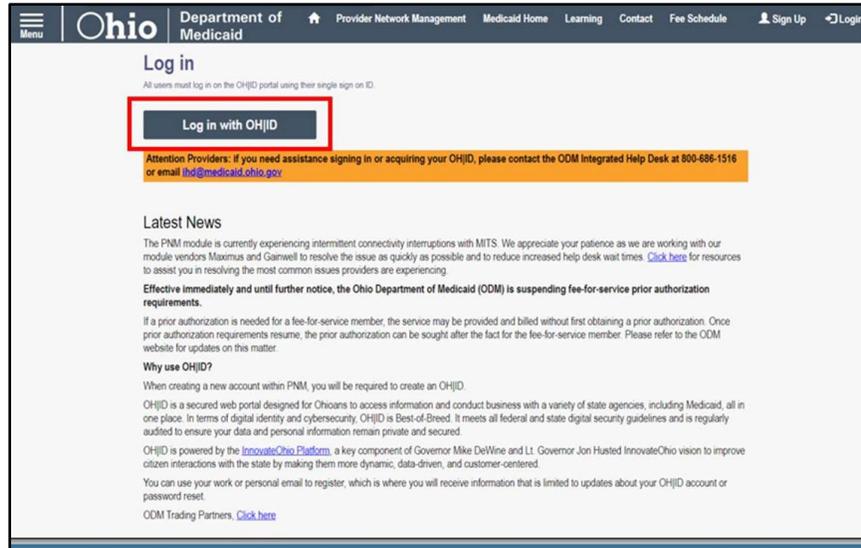
This chart gives a basic overview of the steps you will be performing throughout the process of enrollment, as well as the order in which to take those steps.



Accessing PNM

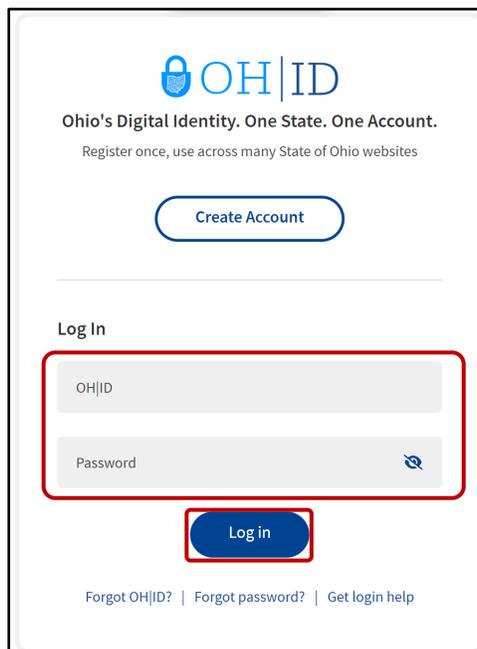
To access the Provider Services Management (PSM) application, you must first log in to the Provider Network Management (PNM) module. You must also have a valid OH|ID User ID and be an authorized user of the Ohio Department of Administrative Services (DAS) and the Department of Developmental Disabilities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

1. To begin, navigate to the Provider Network Management (PNM) system by using the access link (https://ohpnm.omes.maximus.com/OH_PNM_PROD/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. You will be redirected to the OH|ID login page. Log in with your username and password. Click **Log in**.



3. 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



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.

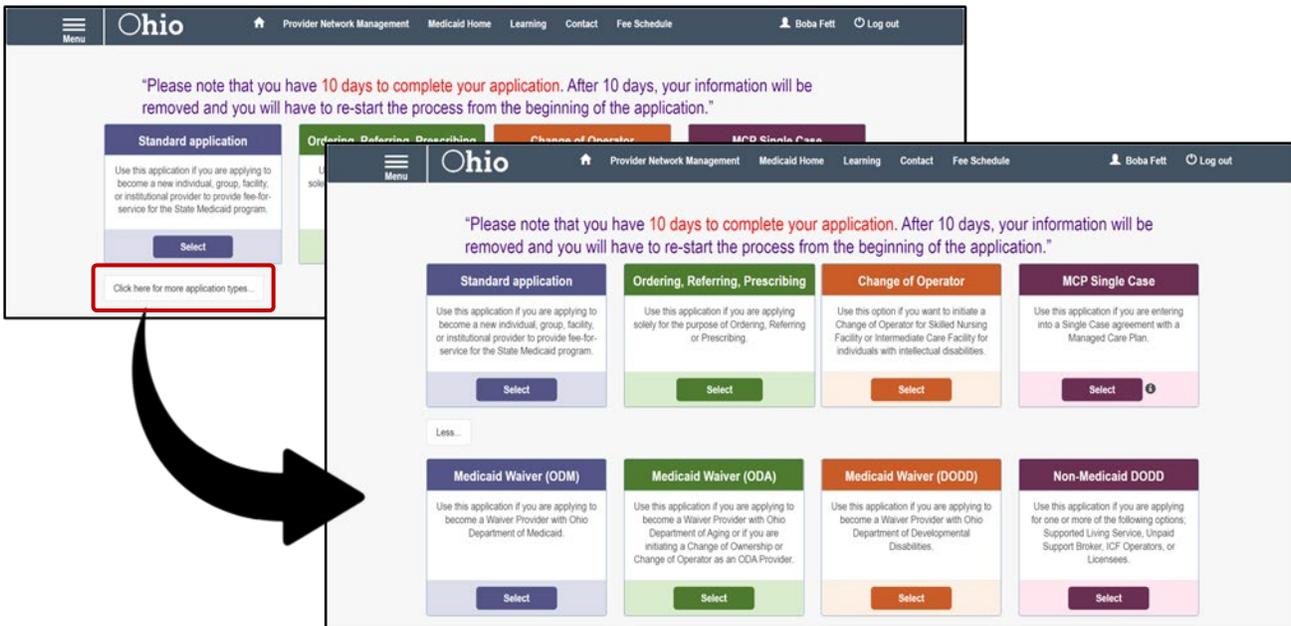
4. The PNM landing page will load.

Accessing PSM from PNM

For New Providers

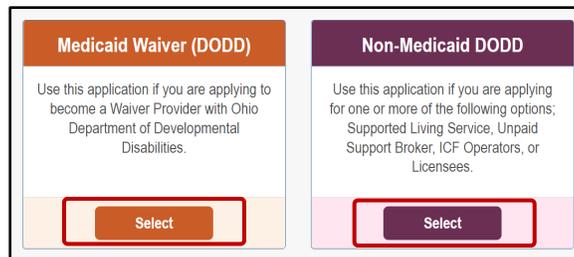
1. From the PNM landing page, click **New Provider?** in the top right-hand corner.

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



Providers who have any 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.



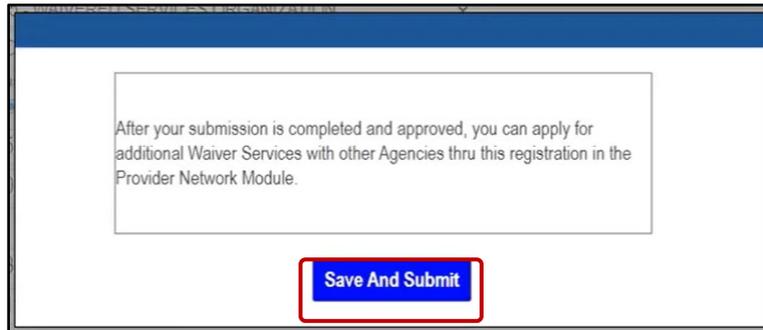
5. Fill in all the relevant fields and click **Save**.



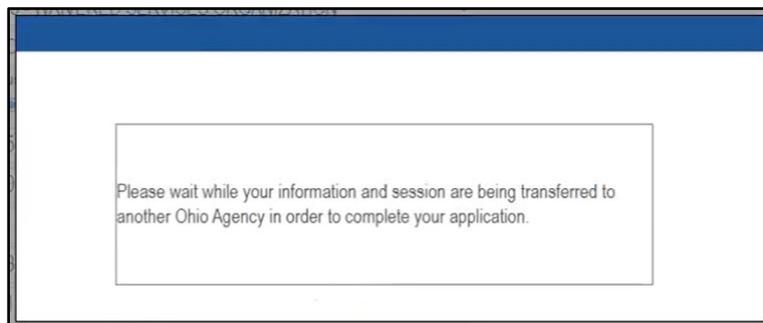
Starting in October 2022, all new providers wishing to become Medicaid providers will be required to provide their National Provider Identifier (NPI) number. If the NPI you enter does not match the registered Business Entity or Provider name, you will not be able to proceed with the application.

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**.

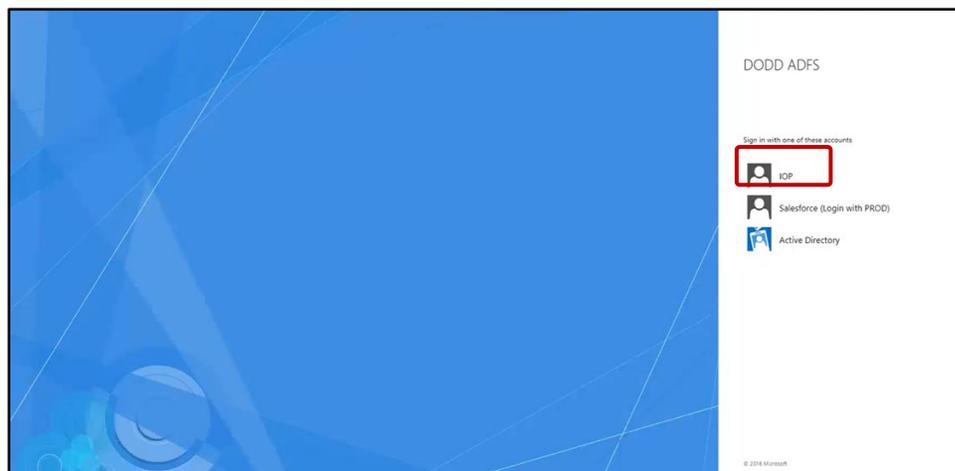
7. Click **Save and Submit**.



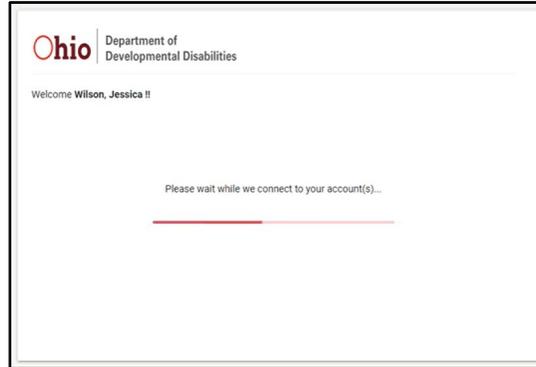
8. A notification will appear. Wait until the connection to PSM is made (this may take a few seconds).



9. Select **IOP** (if it appears).

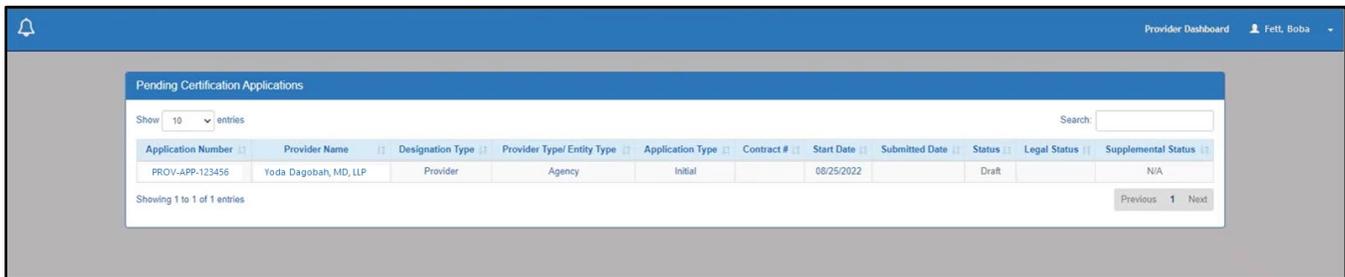


10. You will be redirected to the DODD Apps login system. Wait while the page loads and connects you to PSM. This may take a few seconds.



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 **Reg ID** or provider name of the application/profile you wish to access.



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

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



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.

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.

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

The screenshot shows the PSM landing page with two tables. The top table, 'Contracts', has columns for Contract#, Name, Provider Type, Certification Status, Sanction Status, Certification Start, and Certification End. The bottom table, 'Pending Certification Applications', has columns for Application Number, Provider Name, Designation Type, Provider Type/ Entity Type, Application Type, Contract #, Start Date, Submitted Date, Status, Legal Status, and Supplemental Status.



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.

The screenshot shows the 'Pending Certification Applications' table with the following data row highlighted:

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.

The screenshot shows the 'Provider Home' dashboard. On the left is a navigation menu with 'Provider Dashboard' highlighted. The main content area is titled 'Provider Home' and contains a 'Provider Demographics' section with the following details:

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:	5558675309		
Email:			

Below the demographics is a link: 'Edit Email and Phone Number'. Underneath is a prompt: 'Please select the application you wish to begin.' Two tabs are visible: 'Certification Applications' (highlighted with a red box) and 'Demographic Applications'. The 'Certification Applications' tab is active, showing options: 'Withdraw Services' (Create application to allow active providers to withdraw Services to active certification. View Fees), 'Add Services' (Create application to allow active providers to add Services to active certification. View Fees), and '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.

This close-up screenshot shows the 'Please select the application you wish to begin.' prompt and the 'Certification Applications' tab (highlighted with a red box). The active tab displays the following options:

- 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.



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 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			



All other addresses must be updated through PNM.

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
DD Waiver Nursing	ADAMS, ALLEN, +
Homemaker Personal Care (HPC) Transportation	ADAMS, ALLEN, +



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.

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:	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

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.

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:	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 removes the DODD certification. It does not remove ODM or ODA certifications.

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.

The screenshot shows the 'Provider Services' page. The sidebar on the left has 'Certification History Information' highlighted with a red box. The main content area shows 'Provider Demographics' for 'Alfred E Newman'. At the bottom of the main content area, there are four tabs: 'Application History', 'Communication History', 'Document View', and 'Certification Notification', with 'Application History' highlighted by a red box.

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

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**.

The screenshot shows the 'Provider Services' page with 'Medicaid Information' highlighted in the sidebar. The main content area shows 'Provider Demographics' for 'ACME Cartoon Services'. At the bottom of the main content area, there is a 'Medicaid Waiver Information' sub-tab highlighted with a red box.

Field	Value	Field	Value
Certification Expiration:	06/07/2023	Certification Status:	Active
Provider Name:	ACME Cartoon Services	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:	1011 Main at Akron, OH 44301		
Phone:	3308675309		
Email:	noemail@noemail.com		

Provider Medicaid Information - Active Providers						
MITS 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						
MITS 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			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.

Sanction History

Provider Demographics

Certification Expiration: 06/07/2023 Certification Status: Active
 Provider Name: Alfred E. Newman Sanction Status: None
 Contract Number: 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: 558675309
 Email: fakeemail@noemail.com
 Edit Email and Phone Number

Provider Suspensions And Revocations

Service	County	Start Date	End Date	Is State	A Services Wide?	Per County?	Adjudication Date	Appeal Hearing Date	All Services Per County?	Is ODM Suspension?	Is Proposal Denied?	Is State Service?	Created On	Proposal Notification Sent	Proposal Date	Proposal Denied Date	Proposal Notification Sent	Revocation Date	Proposal End Date
[Empty table body]																			

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
[Empty table body]								

User Associations

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

User Associations

Provider Demographics

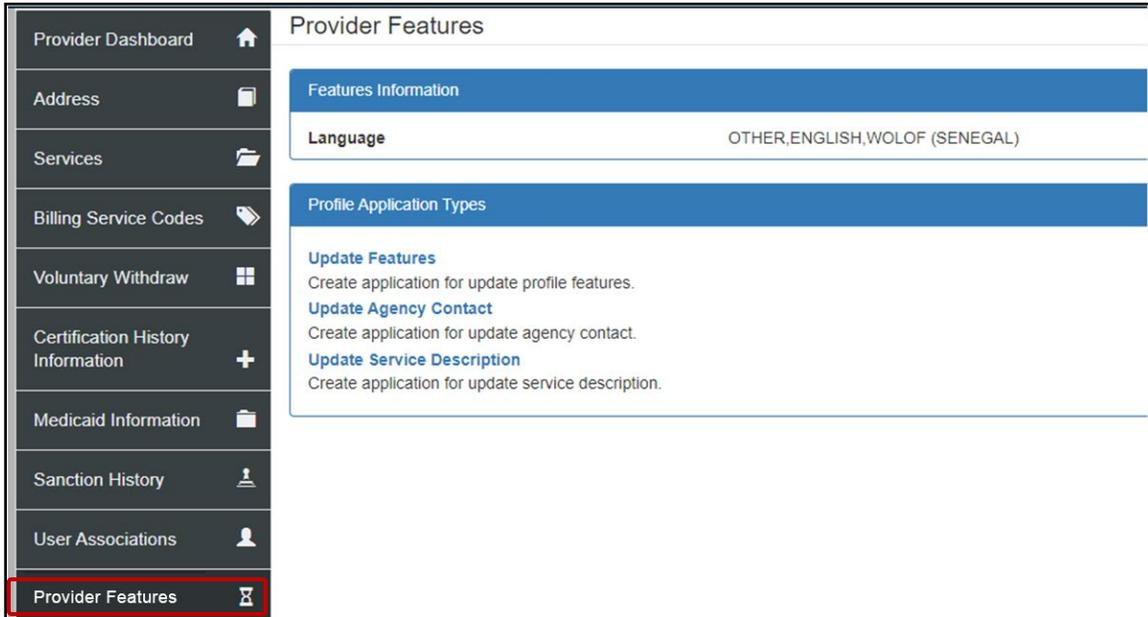
Certification Expiration: 06/07/2023 Certification Status: Active
 Provider Name: Alfred E. Newman Sanction Status: None
 Contract Number: 564567 Certification Span: 06/08/2020 - 06/07/2023
 Provider Type: Agency Supplier Id: 1234567
 SSN/TIN: 11223333
 Designation Type: Provider
 Address: 1 Main St. Akron, OH 44301
 Phone: 558675309
 Email: fakeemail@noemail.com
 Edit Email and Phone Number

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.

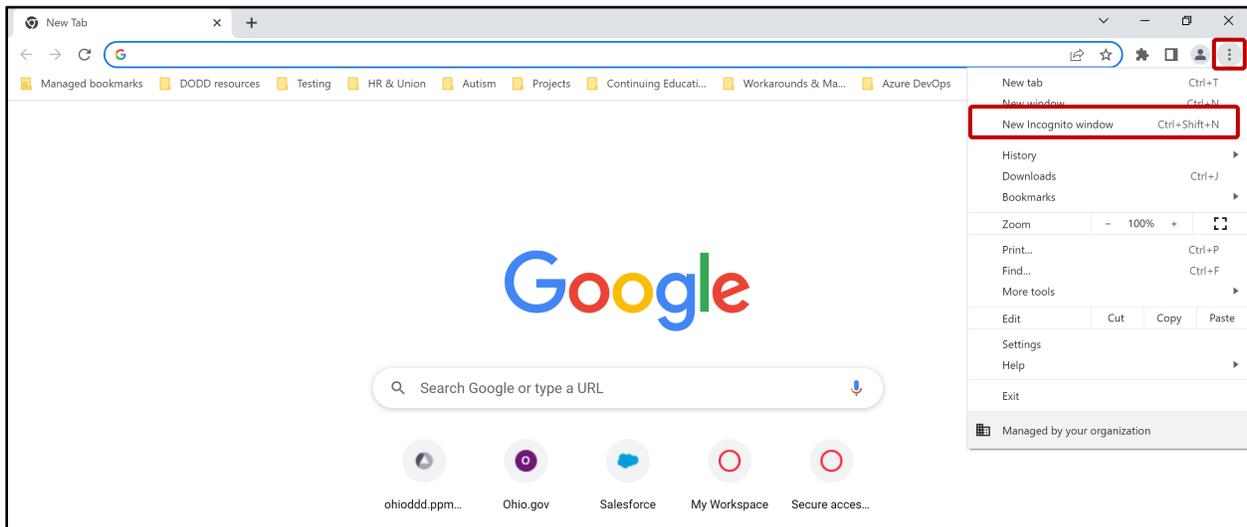


Tips for using PNM and PSM

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.

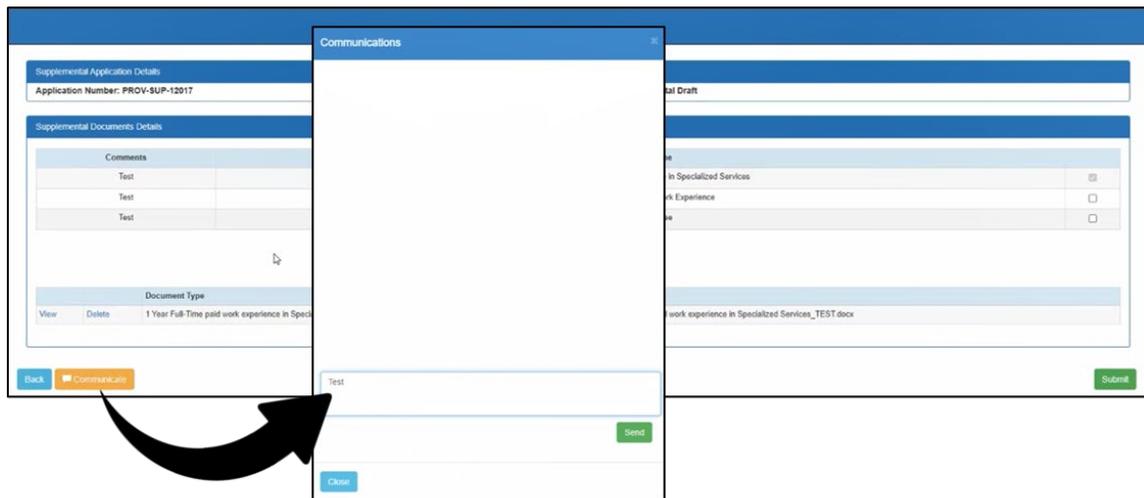
DODD links

Providers who have any application open with a sister state agency will be unable to access DODD links.

Contact Information

Communicate Button

To communicate directly with a certification staff member 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 certification staff member has responded, 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.

Contacts

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

DODD Provider Certification

Website – www.DODD.Ohio.Gov

DODD Waiver Providers – Provider.Certification@dodd.ohio.gov

DODD Licensure Development – Licensuredevelopmentapps@dodd.ohio.gov

ODA Provider Certification

Website – www.aging.ohio/certification-changes

ODA Provider Certification – Provider_Inquiry@age.ohio.gov

PNM contact information Ohio Department of Medicaid

Phone Number ODM Integrated Help Desk (IHD) - 1-800-686-1516

Email - IHD@medicaid.ohio.gov