



Ohio Department of Medicaid

## **ODM 2022 Press**

July 14, 2022

### **In This Issue:**

- [Join Us for the Next Generation Ohio Medicaid Program Provider Overview Webinar!](#)
- [Provider Enrollment and Maintenance Update](#)
- [Registration is open for Provider Network Management \(PNM\) Training!](#)
- [OhioRISE Launch Update](#)
- [The OhioRISE Program Has Launched. Do You Have Questions?](#)
- [Six Ways You Can Support OhioRISE Implementation](#)
- [Reminder! Practitioner Modifiers on Aetna OhioRISE Claims](#)

## Join Us for the Next Generation Ohio Medicaid Program Provider Overview Webinar!

We are excited to share that the Ohio Department of Medicaid (ODM) is kicking-off its provider awareness and training efforts in preparation for the October 1, 2022, Stage 2 launch of the Next Generation program! To begin these efforts, we will be hosting a 2-hour webinar to share information on the exciting changes Ohio Medicaid providers can expect, including an overview on the transition to the Ohio Medicaid Enterprise System (OMES) modules, upcoming training plans and dates, and how providers can receive communications from ODM throughout the Next Generation transition and implementation.

Providers, please utilize the links below to register for the provider group session that you best fit into. We kindly request that providers only join one live event due to capacity limitations.

Associations, please share this information with your provider contacts to make sure all providers are educated on Ohio Medicaid's Next Generation program.

The webinar is being offered several times and will also be made available as a recording on [Resources for Providers webpage of the Ohio Medicaid Next Generation website](#).

<b>Provider Group</b>	<b>Webinar Date / Time</b>	<b>Registration Link</b>
<b>Physicians, Physician Groups, Podiatrists</b>	Tuesday, July 19 <sup>th</sup> 3:00pm – 5:00pm ET	<a href="#">Click here to register</a>
<b>Behavioral Health Organizations and Individual BH Practitioners</b>	Wednesday, July 20 <sup>th</sup> 1:00pm – 3:00pm ET	<a href="#">Click here to register</a>
<b>Hospitals, Ambulatory Surgical Centers, Pharmacies</b>	Thursday, July 21 <sup>st</sup> 9:00am – 11:00am ET	<a href="#">Click here to register</a>
<b>DODD, ODA, ODM HCBS Waiver Providers (Independent Providers and Agencies, Assisted Living Providers)</b>	Friday, July 22 <sup>nd</sup> 10:00am – 12:00pm ET	<a href="#">Click here to register</a>
<b>Physicians Assistants, Advanced Practice Nurses, Occupational Therapists, Physical Therapists, Dietitians, Audiologists, Speech Language Therapists, Medicaid School Program</b>	Monday, July 25 <sup>th</sup> 3:00pm – 5:00pm ET	<a href="#">Click here to register</a>
<b>Rural Health, Community Health Centers, General Public Health, FQHC</b>	Tuesday, July 26 <sup>th</sup> 9:00am – 11:00am ET	<a href="#">Click here to register</a>

<b>Dentists, Optometrists, Chiropractors (Non-Physician), DPM Professional Degrees)</b>	Wednesday, July 27 <sup>th</sup> 1:00pm – 3:00pm ET	<a href="#">Click here to register</a>
<b>Long Term Care Facilities (SNF and ICF-IID), Home Health Agencies, Hospice</b>	Thursday, July 28 <sup>th</sup> 3:00pm – 5:00pm ET	<a href="#">Click here to register</a>
<b>DME Providers, Transportation Providers, Other Providers</b>	Friday, July 29 <sup>th</sup> 10:00am – 12:00pm ET	<a href="#">Click here to register</a>

Want to learn more about the benefits Ohio Medicaid members and providers will experience through the Next Generation program Stage 2 launch? Check out the [PNM & Centralized Credentialing](#) and [Single Pharmacy Benefit Manager \(SPBM\)](#) pages of the [managedcare.medicaid.ohio.gov](http://managedcare.medicaid.ohio.gov) website.

For questions, please contact [ODMNextGen@medicaid.ohio.gov](mailto:ODMNextGen@medicaid.ohio.gov).

The Ohio Department of Medicaid (ODM) is committed to providing access and inclusion and reasonable accommodation in its services, activities, programs and employment opportunities in accordance with the Americans with Disabilities Act (ADA) and other applicable laws. To request a reasonable accommodation due to a disability, please contact ODM’s ADA coordinator at 614-995-9981/TTY 711, Fax 1-614-644-1434, or Email: [ODM\\_EEO\\_EmployeeRelations@medicaid.ohio.gov](mailto:ODM_EEO_EmployeeRelations@medicaid.ohio.gov) **at least three (3) business days prior to the scheduled meeting**. Further information can be found here: [Notice of Nondiscrimination](#).

[Return to Top](#)

## Provider Enrollment and Maintenance Update

Beginning Aug. 1, the Ohio Department of Medicaid (ODM) will temporarily stop accepting provider enrollment applications as we transition to the new Provider Network Management (PNM) module. **New providers should enroll by July 31** or plan to hold enrollment applications until Oct. 1. **Information about OhioRISE provider enrollment during this time is forthcoming.**

If you are a provider who is not currently enrolled and wish to enroll to provide any services under the Next Generation of Ohio Medicaid, please visit the following link to the Ohio Medicaid online application by July 31: <https://portal.ohmits.com/Public/Providers/Enrollment/tabId/49/Default.aspx>

Beginning Aug. 31, all provider demographic and agent maintenance update functionality will be closed for conversion of data in MITS. **Enrolled providers should update their demographic information in MITS by Aug. 30** or plan to hold updates until Oct. 1. Please visit the following link to the MITS Secure Portal Login: <https://portal.ohmits.com/Public/MenuRedirect.aspx?Login%20Redirect>

**Please make sure to add or update all practice locations and provider affiliations in advance of data conversion.**

On Oct. 1, provider enrollment and maintenance-related activities will resume and be accessed using PNM. For more information about PNM and trainings, please visit: <https://managedcare.medicaid.ohio.gov/managed-care/centralized-credentialing>

## Registration is open for Provider Network Management (PNM) Training!

As you are likely aware, Ohio Medicaid is in the process of implementing our Next Generation program to focus on the individual rather than the business of managed care so that we can do better for the people we serve. One way we hope to achieve this vision is through the implementation of the Provider Network Management (PNM) module to reduce the administrative burden on providers.

### Training and Learning Management System

In preparation for Stage 2 go-live (Oct. 1, 2022), we are offering a variety of training options including self-paced, virtual, and in-person training options. Absorb, the Learning Management System (LMS), is where you will access the self-paced training and sign up for the virtual and/or in-person sessions.

### LMS Registration

Training sessions are scheduled to begin Aug. 1, 2022, and it is important that you create an account in the LMS to ensure you have access to all training sessions, answer forms, and PNM resources in advance. Click on the appropriate link below, based on your provider type, to access the LMS and follow the steps to create your account and register for training:

Provider Group	Enrollment Key	Enrollment Key Link
Individual Providers	individualprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=individualprovider">https://ohiopnm.myabsorb.com?KeyName=individualprovider</a>
Group/Organization Providers	grouporgprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=grouporgprovider">https://ohiopnm.myabsorb.com?KeyName=grouporgprovider</a>
Hospital Providers	hospitalprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=hospitalprovider">https://ohiopnm.myabsorb.com?KeyName=hospitalprovider</a>
Facility Providers	facilityprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=facilityprovider">https://ohiopnm.myabsorb.com?KeyName=facilityprovider</a>
Behavioral Health Individual Providers	bhindividualprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=bhindividualprovider">https://ohiopnm.myabsorb.com?KeyName=bhindividualprovider</a>
Behavioral Health Organization Providers	bhorgprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=bhorgprovider">https://ohiopnm.myabsorb.com?KeyName=bhorgprovider</a>
DODD Waiver Providers	doddwaiverprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=doddwaiverprovider">https://ohiopnm.myabsorb.com?KeyName=doddwaiverprovider</a>
DODD Non-Medicaid Providers	doddnonmedprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=doddnonmedprovider">https://ohiopnm.myabsorb.com?KeyName=doddnonmedprovider</a>

<b>ODA Waiver Providers</b>	odawaiverprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=odawaiverprovider">https://ohiopnm.myabsorb.com?KeyName=odawaiverprovider</a>
<b>ODM Waiver Providers</b>	odmwaiverprovider	<a href="https://ohiopnm.myabsorb.com?KeyName=odmwaiverprovider">https://ohiopnm.myabsorb.com?KeyName=odmwaiverprovider</a>

**Questions**

Please email [ohiotrainingteam@maximus.com](mailto:ohiotrainingteam@maximus.com) with any questions regarding training sessions or additional information.

***About the PNM and Centralized Credentialing***

The PNM module and Centralized Credentialing program are part of the “Big 5” strategic initiatives being implemented within the Next Generation of Ohio Medicaid’s managed care program.

The PNM will replace the current Medicaid Information Technology System (MITS) provider enrollment subsystem provider portal. This module will be implemented along with Centralized Credentialing, which is a state-level single centralized provider credentialing process. These initiatives will modernize the system by streamlining processes and reducing administrative burdens for providers. For more information about PNM and Centralized Credentialing, visit the [Managed Care website](#).

Thank you in advance for your consideration and for your support of ODM’s Next Generation vision.

[Return to Top](#)

**OhioRISE Launch Update**

On July 1, Governor Mike DeWine announced the Ohio Department of Medicaid’s (ODM) launch of OhioRISE (Resilience through Integrated Systems and Excellence), Ohio’s first-ever highly specialized behavioral health program for children and youth with the most complex behavioral health needs who are served by Medicaid. Since then, OhioRISE has enrolled over 6,000 children and youth into the program!

OhioRISE was created with the goal of developing a child- and family-centric system of care that works to increase accessibility to in-home and community-based services to keep families together. ODM worked with stakeholders and local community partners and care providers to identify areas of need for Ohio’s youth and children. This led to the addition of new and improved services such as Intensive and Moderate Care Coordination, Intensive Home-Based Treatment (IHBT), Behavioral Health Respite, Primary Flex Funds, Mobile Response and Stabilization Services (MRSS), and in-state Psychiatric Residential Treatment Facilities (PRTF).



“From the very beginning, the creation of OhioRISE has been informed by the lived experience of families like mine. ODM and Aetna have listened to my story and the stories of other families and have taken those stories to heart and have used them as a guide for their work.” - Mark Butler, an OhioRISE-enrollee’s dad and member of the OhioRISE Advisory Council

The [OhioRISE Launch Information page](#) on the OhioRISE website provides regular updates regarding the program’s implementation. ODM releases weekly OhioRISE launch reports under the “OhioRISE Launch Reports” tab of this page. Visit the webpage to learn about the impact OhioRISE is having on Ohio families.



If you have any questions, please attend OhioRISE implementation open office hours, available every Tuesday from 2-3 p.m. until Aug. 30. Click [here](#) to join the office hours meeting each week. [Click here](#) for an overview of the OhioRISE launch announcement and read the [OhioRISE launch announcement press release](#). Additional information about the OhioRISE program can be found on the [OhioRISE webpage](#).

[Return to Top](#)

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## The OhioRISE Program Has Launched. Do You Have Questions?

We want to make OhioRISE’s continued implementation as smooth as possible for you! Representatives on ODM’s, Aetna’s, and the Ohio Medicaid’s managed care organizations’ help desk hotlines are prepared to assist providers with all OhioRISE-related questions.

For Ohio Medicaid-related questions, providers should contact **ODM’s Integrated Help Desk (IHD) at 800-686-1516**, which is available Monday through Friday 8 a.m.-4:30 p.m. IHD’s Interactive Voice Response System (IVR) provides 24/7/365 access to information regarding client eligibility, claim and payment status, and provider information. Agents on the IHD hotline are able to assist with issues and questions related to:



- Using the Child and Adolescent Needs and Strengths (CANS) assessment tool and CANS IT system.
- Medicaid Information Technology Information System (MITS).
- General Medicaid member eligibility questions.
- General Medicaid payment/billing questions and issues.
- Enrolling as an Ohio Medicaid provider.

For OhioRISE specific-questions, please contact **Aetna’s OhioRISE Provider Experience Help Line at 833-711-0773 (option 2)**, which is available Monday through Friday 7 a.m.-8 p.m. OhioRISE Provider Experience Help Line representatives are able to assist you with issues and questions related to:



- Contracting with Aetna/as an OhioRISE Plan provider.
- OhioRISE member claims, payment/billing questions and issues.
- OhioRISE member prior authorization.
- Verifying a member’s OhioRISE eligibility.

Each of ODM’s managed care organizations (MCOs) have provider hotlines that are available to assist you. Contact information and hours vary by plan and according to the information available at [medicaid.ohio.gov/resources-for-providers/managed-care/provider-mcp-resources](https://medicaid.ohio.gov/resources-for-providers/managed-care/provider-mcp-resources). MCO provider hotline representatives are able to assist with issues and questions related to:



- MCO member claims, payment/billing questions and issues.
- MCO prior authorization for a member with the MCO.
- Verifying a member’s MCO eligibility.
- Contracting with the MCO.

Please find more information and regular updates about the OhioRISE launch on the [OhioRISE Launch Information page](#) of the [OhioRISE webpage](#). Additional resources for OhioRISE community partners and providers can be found on the [Resources for Community Partners and Providers page](#) of the [OhioRISE webpage](#).

[Return to Top](#)



## Six Ways You Can Support OhioRISE Implementation

The OhioRISE program launched on July 1! Below are six ways that you can continue to support the OhioRISE program.



### 1. Talk to families, youth, and other community partners about OhioRISE.

- [Click here](#) to view the OhioRISE brochure. We encourage you to distribute to youth and their families who you think may benefit from the program. The brochure provides high-level information regarding OhioRISE to help youth and their families understand the program and its major components. Youth and their families will find information about eligibility, covered services, Child and Adolescent Needs and Strengths (CANS) assessments, how to get more information on OhioRISE, contact information for questions, and more.
- [Click here](#) to view the OhioRISE flyer, which provides comprehensive information on OhioRISE so that community partners have the knowledge necessary to talk to youth and their families regarding the program. The OhioRISE flyer provides supplemental information that is more in-depth than the OhioRISE brochure, including information about the basics of OhioRISE, eligibility, covered services, enrollment, and scheduling a CANS assessment.



### 2. Facilitate the CANS assessment by referring or providing CANS assessments for children/youth who may need to be assessed for eligibility.

- If you’re a certified Ohio Children’s Initiative CANS assessor, you can conduct CANS assessments that are used to determine OhioRISE eligibility. Please remember to put the assessment in the [CANS IT system](#), where eligibility will be assessed. If determined eligible, a child/youth’s OhioRISE enrollment will be effective on the day their assessment is put into the IT system. Resources for CANS assessors, including information [on billing Medicaid](#)

[for CANS assessments](#), [a flyer for CANS assessors](#), and [a flyer for young people and families](#) about the CANS and OhioRISE, can be found [here](#).

- If you encounter a child/youth who might benefit from OhioRISE services and supports, you can suggest that they obtain a CANS assessment to assess their eligibility for the program. They can contact their managed care plan's member services line to be referred to a CANS assessor if they have Medicaid managed care, or they can contact the Medicaid Consumer Hotline at 800-324-8680 (TTY: 800-292-3572) to be provided with a list of local CANS assessors.



### **3. Participate in a Child and Family Team when requested by a child/youth and family.**

- If you provide services to or work with a child/youth enrolled in OhioRISE, you may be asked to be part of their Child and Family Team (CFT). Outreach will come from care coordinators at the OhioRISE CMEs or the OhioRISE plan. [Click here](#) to learn more about a CFT in the OhioRISE CME manual.



### **4. Leverage the CFT process and child- and family-centered care plan (CFCP) when serving and working with children and youth enrolled in OhioRISE.**

- You can coordinate and align your services and work with an OhioRISE enrollee through the CFT process. For example, your treatment plan can inform the CFCP, and the CFCP can help you do your work too.
- [Click here](#) to learn more about the CFT process and CFCP in the recorded Module 2 OhioRISE community and provider training or [click here](#) to access the training deck.
- [Click here](#) to learn more about a CFT in the OhioRISE CME manual.



### **5. Provide treatment services and natural supports to OhioRISE-enrolled children and youth.**

- We're all working together to build a strong network of behavioral health service providers and natural supporting partners who can help young people enrolled in OhioRISE.
- If you'd like to provide Medicaid-billable behavioral health services to children and youth enrolled in OhioRISE, [click here](#) to access OhioRISE provider enrollment and billing guidance.



### **6. Build relationships with Aetna, the OhioRISE Plan, and your local OhioRISE Care Management Entities (CMEs) – you'll be working together to serve young people enrolled in OhioRISE.**

- In addition to establishing key points and methods of contact, you can help Aetna and the CMEs understand current and desired community capacity for services and supports to help children and youth in OhioRISE.
- [Click here](#) to view the OhioRISE CMEs page of the OhioRISE webpage. You will find the contact information of the OhioRISE CME serving your geographic area under the "CME Contact Information" tab.
- You can contact Aetna's OhioRISE Provider Experience Help Line at 833-711-0773.

[Return to Top](#)



## Reminder! Practitioner Modifiers on Aetna OhioRISE Claims

As a reminder, ODM and Aetna Better Health of Ohio have agreed to align OhioRISE practitioner modifier requirements for outpatient and professional claims with those used in ODM's fee-for-service program. In accordance with this set of changes, the OhioRISE Provider Enrollment and Billing Guidance and the OhioRISE Care Management Entity (CME) Manual, both available on the [OhioRISE Resources for Community and Providers page](#), were updated on June 21. Both documents now describe Aetna's practitioner modifier requirements for community behavioral health services as aligning with those in ODM's fee-for-service program.

**With the implementation of this update in Aetna's billing requirements, Aetna will NOT REQUIRE practitioner modifiers on the following types of claims**, unless the rendering practitioner holds multiple licenses or credentials with differing scope of practice.

- Community mental health agency claims (provider type 84).
- Community substance use disorder treatment provider claims (provider type 95).
- OhioRISE CME claims.
- Other professional and behavioral health services reimbursed in accordance with Appendix DD of Ohio Administrative Code (OAC) rule 5160-1-60 (this includes BH services rendered by providers other than community MH/SUD agencies).
- Outpatient hospital claims submitted for Enhanced Ambulatory Patient Groups (EAPG) reimbursement.

**In alignment with ODM fee-for-service policy, Aetna will require practitioner modifiers on outpatient hospital claims submitted for Outpatient Hospital Behavioral Health (OPHBH) reimbursement.** Aetna's OPHBH practitioner modifier requirements will mirror ODM's fee-for-service requirements.

### Practitioners with multiple licenses or credentials

Aetna will require rendering practitioners holding multiple licenses or credentials with differing scopes of practice to use ODM's requirements for enrollment and claims submission, including:

- Provider enrollment with a multi-license specialty.
- Rendering provider reporting their additional licensure/credentials on claims.
- Use of modifiers identified on ODM's dual licensure grid, which can be found on <https://bh.medicaid.ohio.gov/manuals>.

**Aetna will be reconfiguring its claims engine to incorporate the requirements outlined above.** Until this reconfiguration is complete, Aetna will need to process some claims manually. Providers will not be required to resubmit or adjust claims at a later date if their claims are processed manually because of Aetna's reconfiguration timeline.

Other changes were made to the [OhioRISE Provider Enrollment and Billing Guidance](#) and the [OhioRISE Care Management Entity Manual](#) on June 14, 2022, including some clarifying language and corrections made based on stakeholder feedback. Those changes are noted in the version logs at the beginning of each document.

The [Medicaid Behavioral Health Provider Manual](#) was also updated on June 14, 2022, to clarify that **CANS assessments must be entered in Ohio's CANS IT system only to establish and maintain OhioRISE eligibility.**

[Return to Top](#)



Feel free to distribute the information contained within this update to your colleagues, organization's members, or with anyone who you think might find it useful. We want all Ohioans to know what is going on with ODM's strategic initiatives.

Please also encourage anyone who you think might be interested in receiving similar updates to [subscribe to the ODM 2022 Press](#).

## Connect With Us



Our email address will remain active through transition to and implementation of Ohio Medicaid's next generation program! We are always open to your ideas and feedback. To view our past newsletters, please [visit our website here](#).

