

OhioRISE Provider Enrollment During System Transition (Aug. 1, 2022-Sept. 30, 2022)

In preparation for the Oct. 1 launch of the new Provider Network Management (PNM) module, which will reduce administrative burden on providers, ODM will not accept new provider enrollment applications through the MITS Provider Enrollment System starting Aug. 1.

In recognition of the ongoing enrollment of OhioRISE members and the needs to support and build the system of care related to the July 1 launch of the [OhioRISE program](#), ODM and Aetna Better Health of Ohio (Aetna) have partnered to develop a process for during this time. Organizational or individual practitioners who will be providing OhioRISE services can be screened for enrollment so that they can provide and bill for services. Currently enrolled Medicaid providers will also be able to add OhioRISE specialties during the provider enrollment system downtime.

OhioRISE Provider Enrollment During the Provider Enrollment System Downtime

Providers seeking to contract with Aetna or render services for an entity contracted with Aetna who also need to enroll as Ohio Medicaid providers must reach out to Aetna at ohrise-network@aetna.com. When managed care organizations (MCOs) identify providers that need to be enrolled to provide services to OhioRISE enrollees, they will share Aetna's contact information with the provider. ODM will not accept paper applications sent by providers or other MCOs.

Upon contact from an individual or organizational provider intending to enroll as an Ohio Medicaid provider to contract with Aetna, Aetna will:

1. Confirm the provider intends to contract to provide OhioRISE-covered services.
2. Email the provider the OhioRISE Managed Care Only Provider Application and Ohio Medicaid Provider Agreement (ODM 10283) forms for completion. Questions on the form are based on federal and state requirements and must be answered to complete provider screening and enrollment. Organizational providers must disclose detailed owner and managing employee information requested on the form.
3. Assist the providers with completing necessary forms and identifying and gathering relevant information to accompany the application.
4. Email the completed screening checklist, provider application form, and required documentation for each provider via encrypted email to ODM.
5. Work with ODM and the provider to address any questions and obtain additional information necessary to complete enrollment. Upon receiving notice that the individual or organizational provider is appropriately enrolled with ODM, update the OhioRISE provider files and notify the provider that claims may be submitted.

Upon receipt of the email and documentation described above from Aetna, ODM Provider Enrollment staff will:

1. Ensure information necessary to complete required database checks was included.

- a. If all information necessary to screen the application is not received, ODM staff will reach out to Aetna and the provider to try to obtain the necessary information to complete the screening.
2. Complete screening against required database resources in accordance with ORC 5164.34 and OAC 5160-1-17.8.
3. Take the following actions according to the month in which the provider passed screening to be enrolled.

During August:

- If the applicant successfully passes screening to be enrolled prior to Aug. 31, ODM will manually add the provider's information in MITS and complete the enrollment making the provider active. ODM will issue a welcome letter directly to the provider and copy Aetna on the notification email to the provider.
- The Provider Master File (PMF), which is used by the OhioRISE plan and the MCOs to ensure providers are actively enrolled with Medicaid, will be updated to include the provider enrolled through this process. Providers may submit claims to the relevant payer upon addition to the payer's network.
- If the provider does not successfully pass screening, ODM will issue appropriate notice with due process rights to the provider and copy Aetna on such correspondence.

During September:

- If the applicant successfully passes screening, the provider will be notified via email with a cc: to Aetna. The email will include the expected enrollment effective date based on the application/certification date, the provider type, and relevant provider specialty or specialties. A welcome letter and a Medicaid Provider number will not be issued. Credentialing requirements in 5160-1-42 will not be required for organizational or independently licensed practitioners as part of this process.
- The PMF will be updated when the PNM module goes live Oct. 1, 2022. The provider's information, which will include name, NPI, service address, group affiliations, enrollment date, provider type, and provider specialty or specialties, will be added to a supplemental file that will be shared with Aetna and the MCOs on a weekly basis. Providers may submit claims to the relevant payer upon addition to the payer's network.
- If the provider does not successfully pass screening, ODM will issue appropriate notice with due process rights to the provider and copy Aetna on such correspondence.

During October:

- ODM will manually enroll the providers screened during September in the PNM (with a backdated effective date to match the application date) and issue the welcome letter and the Medicaid Provider ID. Providers may submit claims to the relevant payer upon addition to the payer's network.
- ODM will begin screening new applications submitted in the PNM provider enrollment system.

Please note that effective Oct. 1, 2022, all provider enrollment applications must be submitted using Ohio Medicaid's new Provider Network Management (PNM) module. After its implementation, the PNM module will be the single point for providers to complete provider enrollment, centralized credentialing, and provider self-service.

Enrolled Provider OhioRISE Specialty Additions during the Provider Enrollment System Transition

During August:

- Providers who already have an Ohio Medicaid Provider ID who need to add a specialty, update their affiliation, or add a new credential to their Medicaid enrollment to bill for services to OhioRISE members may continue to do so following the procedures for adding a new specialty, as outlined in the [OhioRISE Provider Enrollment and Billing Guidance](#). Specialties added following this process will be reflected on the PMF and providers may submit claims to the relevant payer upon addition to the payer's network.

During September:

- Providers who already have an Ohio Medicaid Provider ID who need to add a specialty to their Medicaid enrollment to bill for services to OhioRISE members will reach out to Aetna at ohrise-network@aetna.com to request the addition of the relevant specialty and include the NPI, the Ohio Medicaid Provider ID, and attach required documentation as outlined in the [OhioRISE Provider Enrollment and Billing Guidance](#).
- Aetna will:
 1. Confirm the provider is a Medicaid-enrolled provider.
 2. Confirm the provider intends to add an OhioRISE specialty to serve OhioRISE enrollees.
 3. Confirm the appropriate certification or attestation is attached.
 4. Send an encrypted email to ODM's provider enrollment team requesting that the applicable specialty for the new service be added to the enrolled provider type, include the NPI and Ohio Medicaid ID, and attach required documentation.
- ODM will:
 1. Confirm the provider is a Medicaid-enrolled provider.
 2. Confirm the appropriate certification or attestation is attached.
 3. Complete necessary screening related to addition of the specialty.
 4. If the applicant successfully passes screening, the provider will be notified via email with a cc: to Aetna. The email will include the expected enrollment effective date based on the application/certification date, the provider type, and relevant provider specialty or specialties.
 - a. The PMF will be updated after the PNM module goes live Oct. 1, 2022. The provider's information, which will include name, NPI, service address, enrollment date, group affiliation(s), provider type, and provider specialty or specialties, will be added to a supplemental file that will be shared with



Aetna and the MCOs on a weekly basis. Providers may submit claims to the relevant payer upon addition to the payer's network.

5. If the provider does not successfully pass screening, ODM will issue appropriate notice with due process rights to the provider and copy Aetna on such correspondence.

During October:

- Effective Oct. 1, 2022, all provider specialty requests must be submitted using Ohio Medicaid's new Provider Network Management (PNM) module.
- ODM will manually add the additional specialty or specialties to providers screened during September in the PNM with a backdated effective date to match application date and issue the welcome letter and the Medicaid Provider ID. Providers may submit claims to the relevant payer upon addition to the payer's network.

Contacts For Support

For Ohio Medicaid provider enrollment questions, please contact ODM's Integrated Help Desk (IHD) at 800-686-1516, which is available Monday through Friday 8 a.m.-4:30 p.m.

For Aetna/OhioRISE plan contracting 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.