



Ohio Department of Medicaid

ODM 2022 Press

October 6, 2022

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The “Select Provider” button on the Provider Network Management (PNM) Module has been disabled

Maximus has disabled the “Select Provider” button on the PNM. When available, this button allows provider administrators to obtain assignment of a Medicaid ID for their provider account.

We became aware of a potential security issue and are providing full support to Maximus as they work to correct the issue.

While this is being corrected, to assign Medicaid IDs to Administrator accounts in the PNM module, providers will need to ***call the Ohio Medicaid Integrated Help Desk at 1-800-686-1516 and select option 2, and then select option 3 to speak to a live agent.*** Call representatives will confirm provider credentials prior to updating the system. Representatives are available during the following dates and times:

Today through Friday, October 14

- Monday-Friday 7 a.m. – 7 p.m.
- Saturday 8 a.m. – 5 p.m.

Monday, October 17 and ongoing

- Monday-Friday 8 a.m. – 4:30 p.m.

We recognize that the wait times are inconvenient and are actively adding support representatives to assist you with this process. We apologize for this and appreciate your patience and partnership.

Thank you,

The Ohio Department of Medicaid

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Prescribers, Pharmacists, and Support Staff – What you need to know for the SPBM Web Portal Launch

The recorded SPBM Web Portal training is now available for prescribers, pharmacists, and support staff. Viewing this training is important for prescribers, pharmacists, and support staff to learn about the many tools available on both the public facing and secure portal. The public facing portal includes access to reference material such as the Unified Preferred Drug List and criteria. The secure portal, which requires login credentials, provides access to specific patient information and the ability to reach the SPBM Clinical help desk via web chat. SPBM Clinical staff can also be reached via phone and email.

To access the recordings, please follow the below links:

- [Prescribers and Prescriber Support Staff Link](#)
- [Pharmacists and Pharmacy Support Staff](#)

If you have accessed Gainwell's Ohio Learning Management System (LMS) previously, please use the same credentials set up during your registration to log in. If you have not, you will need to complete registration for the system to access the recording.

If you have questions, please contact Gainwell Technologies by phone at: 1-833-491-0364 or by email at: OH_MCD_PBM_network@gainwelltechnologies.com.

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Identifying your assigned role within the PNM Module

Wondering what role you have been assigned in the Provider Network Management (PNM) Module? Visit the Quick Reference Guide: [QRG – Identifying your role within PNM](#) to learn more.

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OH|ID password recovery using SMS

As Medicaid providers continue to log in to the Provider Network Management (PNM) module or the Single Pharmacy Benefit Manager (SPBM) using an OH|ID account, we strongly encourage users to enable SMS recovery within their OH|ID account settings. Some providers have encountered issues accessing password recovery communications due to their organization's email or internet security protocols, and emails may have been routed to spam folders or quarantined. To avoid this password or username recovery issue, we recommend all providers enable and utilize SMS recovery instead.



To enable SMS recovery when creating your OH|ID:

- Complete steps 1-4 of account creation (Email Verification, Personal Info, Pick a Username, Pick a Password).
- On step 5, “Account Recovery,” be sure to enter your mobile phone number.
- After entering your mobile phone number, a PIN will be sent to your phone. Enter that PIN when prompted on the Account Recovery page and select “continue.”
- You have now enabled SMS recovery.

For users with existing OH|ID accounts:

- Log in to your OH|ID account at <https://ohid.ohio.gov>.
- Select “Account Settings” from the top menu.
- Select “Password Recovery” under the “Signing into OH|ID” heading.
- Select “Set Up” in the “Text Message” box.
- Enter your mobile phone number.
- After entering your mobile phone number, a PIN will be sent to your phone. Enter that PIN when prompted on the Account Recovery page and select “continue.”
- You have now enabled SMS recovery.

Thank you for your continued patience as we work to improve the OH|ID single sign-on experience for Medicaid providers.

For more information

For questions or additional OH|ID account support, please reach out to the ODM Integrated Help Desk (IHD) at 800-686-1516. Representatives are available on the following special schedule for the next week:

- October 6-7 from 7 a.m.-7 p.m. ET.
- October 8 from 8 a.m.-5 p.m. ET.
- October 10-14 from 7 a.m.-7 p.m. ET.

Regular IHD hours, which resume on October 17, are Monday-Friday from 8 a.m.-4:30 p.m. ET.

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Reminder: New guidance for OhioRISE provider enrollment and billing effective October 1



On October 1, the Ohio Department of Medicaid (ODM) launched Centralized Credentialing in the Provider Network Management (PNM) module. The PNM module replaces the Medicaid Information Technology System (MITS) and serves as a single entry point for enrollment, revalidations, credentialing, and more.

OhioRISE providers should be aware that claims and prior authorizations for a managed care organization (MCO) or Aetna, the OhioRISE plan, will continue to be submitted directly to the MCO or Aetna until the December 1 launch of the Fiscal Intermediary (FI). The launch of the FI will implement additional improvements to streamline claims processing, prior authorization requests, member eligibility requests, and claim status inquiries and attachments for providers. ODM has updated its guidance to help OhioRISE providers understand provider enrollment and specialty addition changes that went into effect October 1. Please view the updated [OhioRISE Provider Enrollment and Billing Guidance document](#) available on the [Resources for Community Partners and Providers page](#) of the [OhioRISE webpage](#) to learn more. Other notable changes to the guidance document include clarification around Mobile Response and Stabilization Service (MRSS) billing.

If you have questions related to Centralized Credentialing and the PNM module, please contact ODM's Integrated Help Desk (IHD) at 800-686-1516. Provider representatives are available Monday through Friday from 8 a.m.-4:30 p.m.

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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.

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