

# Updating Provider Network Management (PNM) Module Data as the ODM System of Record

September 28, 2023

# Meeting Agenda

**Purpose:** The purpose of this presentation is to update providers, trading partners, and provider associations about guidance released to the Next Generation Medicaid managed care organizations (MCOs), OhioRISE plan, and MyCare Ohio plans (MCOPs) on the integration and use of the Ohio Department of Medicaid's (ODM) Provider Network Management (PNM) module data, including the provider master file (PMF) and all supplemental files.

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# ODM's System of Record: Prover Network Management (PNM) Module

Effective date February 15, 2023

**The PNM Module became the ODM's system of record for Medicaid provider data.**

The Managed Care Entities (MCEs) began to transition to utilize Provider Master File (PMF), a complete extract of provider data, for daily reconciliation of provider data to:

- » Ingest information (daily), including provider affiliation, to ensure timely and accurate claims payment.
- » Validate (daily) provider eligibility and ineligibility.
- » Ensure accurate and aligned provider data in provider directories.
- » Evaluate network adequacy.
- » Outreach to providers to confirm updates & direct to the PNM Module for updates.

# PNM Module Data Integration Expectations

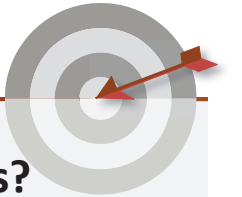
- ✓ ODM's expectation and goal is that for each Medicaid provider the PNM Module and the MCE systems data is current, aligned, and consistent for the purpose of adjudicating/paying claims and updating provider directories.
- ✓ Providers are directed to update their ODM record in the PNM Module.
- ✓ Providers will not send changes directly to MCEs when the information is already included in the PNM Module. Provider data or information that is not collected in the PNM Module and therefore can be sent directly to MCEs when requested (e.g., provider capacity, telehealth availability, specialist information) may be collected from providers by the MCEs and maintained in their systems to meet provider directory requirements.
- ✓ MCEs must not accept changes from providers into their own systems that are inconsistent with PNM system data shared through the PMF.
- ✓ MCEs will conduct daily reconciliation, 7 days per week, of Medicaid provider data from the PNM Module.

# Expectations for Providers to Avoid Claims Denials

## PNM as the System of Record

**Effective October 20**, Next Generation Medicaid managed care organizations (MCO), the OhioRISE plan, and MyCare Ohio plans must use provider data from Ohio Medicaid's Provider Network Management (PNM) module as it is the official system of record. To ensure the provider data sent from the PNM to the managed care entities (MCE) is accurate, it is imperative that your records are updated within the PNM Module. **Effective October 20, if your data in the PNM module does not match your data on the submitted claim, your claims will be denied for payment.**

## Expectations and Communications Timeline



### What is new and expected of providers and trading partners?

- MCEs will only use data and information ODM has on file from each provider as entered in the PNM Module to adjudicate claims.
- MCEs will not be using historical or other information outside of the PNM Module data.
- If the provider data in the PNM Module does not match data the submitted claim, the MCE will be denying claims for payment.

### Calendar of Communication

- IHD Help Desk messaging, ODM Press article, and website announcements will be distributed September 28.
- Notifications will be sent directly by email and a text campaign to providers will begin the week of October 6.
- ODM will be monitoring the MCE claims denials and will work with providers to mitigate any issues after the October 20 transition.

## Expectations for Providers to Avoid Claims Denials

The MCEs will integrate and use the Provider Network Management (PNM) Module data, to ensure the prompt and timely adjudication and payment of claims for services rendered to Medicaid managed care members. Data elements included on this slide will be matched to data submitted on claims.

**All provider data within the PNM Module should be updated as soon as changes occur.**

<b>MCEs conduct <u>daily reconciliation</u> of Medicaid provider data.</b>	
Provider Name	Rendering Provider NPI
Group and Group Member Affiliations	ORP Provider NPI
Group/Provider Enrollment Status with ODM (Active/Not Active)	Rendering Provider Taxonomy
Provider Enrollment Date	Rendering Specialties and Specialty Effective and End Date
Provider Type	Specialty Types (primary and secondary) for Behavioral Health
Provider Specialty(ies)	Change of Provider Type
Provider ZIP Code	Certifications (i.e. CLIA Information, vent)
Billing Provider NPI	Educational Markers
Provider Medicaid ID	

# Provider Actions

1. Check that all data submitted on a claim and within the [PNM Module](#) (e.g., addresses, affiliations, specialties, locations) is accurate and up to date.

The screenshot shows the top navigation bar of the Ohio Department of Medicaid website. The navigation bar includes the Ohio Department of Medicaid logo, a home icon, and links for Provider Network Management, Medicaid Home, Learning, Contact, and Fee Schedule. On the right side of the navigation bar, there are links for Sign Up and Login. Below the navigation bar, the main content area features a 'Log in' heading, a sub-heading 'All users must log in on the OH|ID portal using their single sign on ID.', and a dark blue button labeled 'Log in with OH|ID'. Below the button, there is an orange banner with the text: 'Attention Providers: if you need assistance signing in or acquiring your OH|ID, please contact the ODM Integrated Help Desk at 800-686-1516 or email [ihd@medicaid.ohio.gov](mailto:ihd@medicaid.ohio.gov)'.

For technical support or assistance, contact Medicaid's Integrated Helpdesk (IHD) at 800-686-1516 and follow the prompts for Provider Enrollment (option 2, option 2) or email [IHD@medicaid.ohio.gov](mailto:IHD@medicaid.ohio.gov). Representatives are available 8 a.m.-4:30 p.m. Eastern time Monday-Friday.  
[Provider Help Desk FAQ](#)

# Provider Actions

2. Access [Provider Education & Training Resources](#) within the [PNM 'Learning' tab](#) for step-by-step instructions.

Ohio Department of Medicaid

Provider Network Management Medicaid Home **Learning** Contact Fee Schedule

## Provider Education & Training Resources

Frequently Asked Questions (FAQ)

- [Frequently Asked Questions](#)

Provider Category User Guides

- [Behavioral Health Individual](#)
- [Behavioral Health Organization](#)
- [Change of Operator \(CHOP\) Entry](#)
- [Comprehensive Maternal Care \(CMC\)](#)
- [Comprehensive Primary Care \(CPC\)](#)
- [Delegated Credentialing](#)
- [DODD Waiver and Non-Medicaid](#)
- [Group/Organization](#)
- [Individuals](#)
- [Long Term Care Facility](#)
- [ODA Waiver](#)
- [OhioRISE](#)

Quick Reference Guides

- [Accessing MITS Secure Portal from PNM](#)
- [Accessing Remittance Advice](#)
- [Creating OH ID for IOP PNM Login](#)
- [County Court Role - Recipient Eligibility](#)
- [General Application](#)

New Users *(never been a provider with ODM, ODA, or DODD)*

- [DODD New Provider Application](#)
- [ODA New Provider Application](#)
- [New Provider Application](#)
- [New Provider Application Type 19](#)

Existing Users

- [Accessing the 1099 Information](#)
- [Adding a Hospital Affiliation](#)
- [Adding an Individual Provider to a Group/Organization](#)
- [Affiliations](#)
- [Adding/Updated Electronic Fund Transfer \(EFT\) Banking Information](#)
- [Agent Assignment & Actions](#)
- [Behavioral Health - Adding Specialties/New Provider Type](#)
- [Changing Provider Administrators](#)
- [Converting ORP to Standard \(FES\)](#)
- [Disenrolling a Provider from Ohio Medicaid](#)
- [EVV Training](#)
- [PNM Initial Login](#)
- [Provider Correspondence](#)
- [Provider Directory](#)
- [Provider Communications](#)
- [Provider Homepage](#)
- [Provider Public Search](#)
- [Revalidation](#)
- [Self-Service Functions](#)
- [Updating or Adding Owner Information](#)
- [Updating or Adding Professional License Information](#)
- [Updating or Adding Practice Locations](#)
- [Updating or Adding a Specialty](#)
- [Upload Documents](#)

Cost Reports and Rate Setting

- [OIMES Cost Report and Rate Setting Web Portal FQHC RHC Training Slide Deck](#)
- [OIMES Cost Report and Rate Setting Web Portal Hospital Training Slide Deck](#)
- [OIMES Cost Report and Rate Setting Web Portal LTC Training Slide Deck](#)
- [OIMES Cost Report and Rate Setting Web Portal MSP Training Slide Deck](#)

[Download Acrobat reader here \(opens new window\)](#)

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ODM Provider Enrollment and Assistance  
1-800-686-1516

Mailing Address: Ohio Department of Medicaid  
Provider Enrollment Unit  
P.O. Box 1461  
Columbus, OH 43216-1461

For technical support or assistance, contact Medicaid's Integrated Helpdesk (IHD) at 800-686-1516 and follow the prompts for Provider Enrollment (option 2, option 2) or email [IHD@medicaid.ohio.gov](mailto:IHD@medicaid.ohio.gov). Representatives are available 8 a.m.-4:30 p.m. Eastern time Monday-Friday.

[Provider Help Desk FAQ](#)



## Provider Actions

3. Continue to update data in the PNM Module as soon as changes occur and carefully review to match data submitted on claims. MCEs will use this information as the system of record moving forward.

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[Provider Help Desk FAQ](#)

**Q & A**

**Thank you!**