Focus on the **INDIVIDUAL** rather than the business of managed care

We want to do better for the people we serve

Ohio Department of Medicaid

ODM Press

February 17, 2023

The *ODM Press* is a periodic email update on the progress of the ODM strategic initiatives for providers, associations, and advocacy organizations.

New initiatives launched on February 1

We are now nearly three weeks after our February 1 launch of the Next Generation managed care plans, new Electronic Data Interchange (EDI), and Fiscal Intermediary (FI). These initiatives provide an enhanced and personalized healthcare experience for our members with more transparency and visibility of care and services for our providers.

We know that this is a big change for many of you and appreciate your partnership to making the Next Generation program a success. ODM is actively working on system issues to help provide you a more streamlined experience. We understand this transition has adjusted how you submit and access claims and want to remind Ohio Medicaid providers of some important information.

Where do you submit claims?

For providers who utilize direct data entry (DDE):

- FFS claims submitted using DDE continue to be submitted from a Medicaid Information Technology System (MITS) portal page accessed via a link in the Provider Network Management (PNM) module. FFS claims submitted through the PNM module continue to be paid by OAKS, the State of Ohio's accounting system.
- Managed care claims submitted using DDE should be processed through the applicable managed care entity (MCE) portal.

For providers who utilize a trading partner:

- All managed care and FFS claims submitted by trading partners are submitted through the new EDI. **Please work with your trading partners if you would like to request confirmation of a claim already submitted.**

Where do you edit claims?

Edits to claims, including adjustments and voids, are submitted utilizing the same method (MCE portal, MITS page accessed via the PNM module, or through a trading partner utilizing the new EDI) as the original claim submission. **Claims submitted via trading partners are not viewable within the PNM module.**

Where do you go for more information on claims?

For claims submitted but not yet paid:

- If a trading partner submitted the claim through the new EDI and the claim was passed to the MCE, including claims sent from Ohio Department of Medicaid (ODM) to the MCE for adjudication, the provider should visit the applicable MCE's portal.
- FFS claims submitted but not yet paid are not visible to providers. **These claims will not be visible in the PNM module until a future system release.**

For paid claims:

- All payers' .pdf remittance advices (RA) are available to providers on the PNM portal. This includes MITS, FI, and MCO RAs.
- If a provider is enrolled with ODM to receive an 835, that enrollment applies to both FFS and MCO activity. 835s from all payers are delivered by the trading partner.

Do you have questions?

Information is available on the [submitting claims and prior authorizations page](#) on the Next Generation website. For additional help contact the Integrated Helpdesk (IHD) at 800-686-1516 or IHD@medicaid.ohio.gov. Representatives are available during special hours February 1-24:

- 7 a.m.-7 p.m. Monday-Friday, except Monday, February 20, hours are 8 a.m.-5 p.m.
- 8 a.m.-5 p.m. Saturdays and Sundays.

After February 24, regular hours of 8 a.m.-4:30 p.m. will resume Monday-Friday.

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Important: update on remittance advices for fee-for-service claims delivered via PNM

Ohio Department of Medicaid is addressing an issue where fee-for-service remittance advices are unable to be viewed in the Provider Network Management (PNM) module. All fee-for-service remittance advices will be available in the PNM module by **Tuesday, February 21, 2023.**

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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.

Please also encourage anyone who you think might be interested in receiving similar updates to subscribe to the ODM 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.