



Ohio Department of Medicaid

## **ODM Press**

April 6, 2023

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

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## Register now for Provider Network Management module refresher training



Ohio Department of Medicaid (ODM) in partnership with Maximus, the Provider Network Management (PNM) module vendor, is excited to share we are continuing our provider awareness and training efforts. **Registration is now open for the April 19-26 PNM module refresher training.** The [training schedule](#) is posted and available on the [Next Generation website](#). Below you will find how to register and a list of training topics.

### Learning management system registration

Absorb, the learning management system (LMS), is where you can access virtual and self-paced training sessions. If you do not have an account in the LMS, it's important that you create one to access all training sessions, answer forms, and view a variety of PNM module resources. Access the [job aid](#) and follow the steps to create your account and register for training.

### Training agenda

Training module topics include:

- Account Administration and Dashboard.
- New Enrollment.
- Affiliations.
- Updates & Revalidations.

### For more information

To learn more about the PNM module and Centralized Credentialing, visit the [PNM and Centralized Credentialing page](#) on the [Next Generation website](#). If you are experiencing any technical issues accessing the PNM module or have specific questions, please contact the

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ODM Integrated Helpdesk (IHD) at 800-686-1516 or [IHD@medicaid.ohio.gov](mailto:IHD@medicaid.ohio.gov). The IHD is open 8 a.m.-4:30 p.m. Monday-Friday, Eastern time.

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## New care coordination roles help members



Ohio Department of Medicaid (ODM) is committed to continuously improving the member experience. After hosting listening sessions in 2019 to collect input from members, ODM developed a new approach to care coordination as part of the Next Generation program.

With the February 1 launch of Next Generation managed care plans, each plan now offers more care coordination services to help members navigate their care. More services also means additional specialized staff support, including four care coordination roles: care manager, care manager +, care guide, and care guide +.

- The **care guide** assists members with short-term goals and one-time needs.
- The **care manager** assists members with long-term goals and more complex needs.

ODM recognizes that individuals who receive services through ODM's managed care program may have additional community supports through enrollment in a home- and community-based waiver, a comprehensive primary care practice, or the OhioRISE plan. These community supports are referred to as care coordination entities (CCE) or care management entities (CME) and provide care in addition to care coordination services provided through each managed care organization (MCO). Care coordination staff at MCOs support collaboration between the member, the plan, and the CCEs and CMEs.

- The **care guide +** works with CCEs and CMEs to support short-term needs and proactively avoid gaps in care.
- The **care manager +** works with CCEs and CMEs to support a member's long-term, intensive needs.

The Next Generation managed care plan changes do not apply to MyCare Ohio plans, which continue to provide benefits to Ohioans who receive both Medicaid and Medicare benefits, with enhanced coordination of medical, behavioral, and long-term care services.

Providers can encourage members to reach out to their MCOs directly to learn more about care coordination. MCOs will help members identify the most appropriate support staff based on their health needs and goals.

For additional information and resources, refer to the [care coordination](#) webpage.

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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](#).

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