

Withdraw Services

Step 1:

Go to:

https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx

Select **Log into with OH|ID**.

ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx

Menu | Ohio Department of Medicaid | Home | Provider Network Management | Medicaid Home | Learning | Contact | Fee Schedule | Sign Up | Login

Log in

All users must log in on the OH|ID portal using their single sign on ID.

Log in with OH|ID

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 lhd@medicaid.ohio.gov

Latest News

The PNM module is currently experiencing intermittent connectivity interruptions with MITS. We appreciate your patience as we are working with our module vendors Maximus and Gainwell to resolve the issue as quickly as possible and to reduce increased help desk wait times. [Click here](#) for resources to assist you in resolving the most common issues providers are experiencing.

Effective immediately and until further notice, the Ohio Department of Medicaid (ODM) is suspending fee-for-service prior authorization requirements.

If a prior authorization is needed for a fee-for-service member, the service may be provided and billed without first obtaining a prior authorization. Once prior authorization requirements resume, the prior authorization can be sought after the fact for the fee-for-service member. Please refer to the ODM website for updates on this matter.

Why use OH|ID?

When creating a new account within PNM, you will be required to create an OH|ID.

OH|ID is a secured web portal designed for Ohioans to access information and conduct business with a variety of state agencies, including Medicaid, all in one place. In terms of digital identity and cybersecurity, OH|ID is Best-of-Breed. It meets all federal and state digital security guidelines and is regularly audited to ensure your data and personal information remain private and secured.

OH|ID is powered by the [InnovateOhio Platform](#), a key component of Governor Mike DeWine and Lt. Governor Jon Husted InnovateOhio vision to improve citizen interactions with the state by making them more dynamic, data-driven, and customer-centered.

You can use your work or personal email to register, which is where you will receive information that is limited to updates about your OH|ID account or password reset.

ODM Trading Partners, [Click here](#)

Step 2:

Log in using your OH|ID credentials.

OH|ID

Ohio's Digital Identity. One State. One Account.

Register once, use across many State of Ohio websites

Create Account

Log In

OH|ID
perryNM

Password
.....

Log in

[Forgot OH|ID?](#) | [Forgot password?](#) | [Get login help](#)

Step 3:

Check the box beside yes and **WAIT**.

Warning: Selecting Cancel will begin the entire login process over again.

Terms

Whoever knowingly, or intentionally accesses a computer or computer system without authorization or exceeds the access to which that person is authorized, and by means of such access, obtains, alters, damages, destroys, or discloses information, or prevents authorized use of the information operated by the State of Ohio, shall be subject to such penalties allowed by law. All activities on this system may be recorded and/or monitored. Individuals using this system expressly consent to such monitoring and evidence of possible misconduct or abuse may be provided to appropriate officials. Users who access this system consent to the provisions of confidentiality of the information being accessed, but have no expectation of privacy while using this system.

In the event that an unauthorized user is able to access information to which they are not entitled, the user should immediately contact the site administrator.

Yes, I have read the agreement

Cancel

Step 4:

Access the Reg ID # associated to the DODD contract by clicking on the Reg ID or the name field.

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
10111	ACME CARE	Complete	80 - Medicare Certified Home Health Agency	5657806595	654789	MEDICARE CERTIFIED HOME HEALTH AGENCY				05/28/11	05/04/16	01/01/23
51500	SAUL GOODMAN	Complete	38 - NON-AGENCY NURSE - RN OR LPN	6542857985	312654	PON/ODM WAIVER REGISTERED NURSE	2563195	5689235		07/08/10	04/15/16	12/01/22
45678	CONNER MC CLOUD	Complete	38 - NON-AGENCY NURSE - RN OR LPN	3569865421	481855	PON/ODM WAIVER REGISTERED NURSE	7712854	1542369		05/04/09	03/21/16	09/28/25
86753	SMITH JOHN V	Inactive	38 - NON-AGENCY NURSE - RN OR LPN	7046132864	656599	PON/ODM WAIVER REGISTERED NURSE	2562863	8542325		03/16/09	05/10/16	12/13/19

Step 5:

Expand the enrollment actions section and chose the **Begin DODD Enrollment Profile Update** link.

Provider Management Home
Registration Information

Provider Name: Theodore NoName
Medicaid ID: 123456
Effective Date: 06/27/2019
Revalidation Due Date: 06/26/2024
Term Date: [Empty]

DODD Certification Start Date: 03/29/2021
DODD Certification End Date: 03/28/2024
DODD Contract Number: 5150330

Manage Application

Enrollment Actions

- Enrollment Action Selections:
 - Begin DODD Enrollment Profile Update**
 - Begin ODM Enrollment Profile Update
 - Add ODA Services
 - Edit Key Provider Identifiers
 - Request Disenrollment

Programs + Program Selections:

Self Service + Self Service Selections:

My Current and Previous Applications

Reg ID	Enrollment Action	Program	Application Id	PNM Application Status
387		Medicaid	439992	ENROLLED
387	Application Flow - Standard - UPDATE REGISTRATION	DD	607384	NOT PROCESSED

Step 6:

Upon redirection to PSM, the contract number will display.

Contract#	Name	Provider Type	Certification Status
955689	ACME Cartoon Health Care Agency LLC	Agency	Voluntarily Withdrawn

Step 7:

Choose the **contract number** to access the contract home page.

Contract#	Name	Provider Type	Certification Status	Sanction Status
955689	ACME Cartoon Health Care Agency LLC	Agency	Voluntarily Withdrawn	Voluntarily Withdrawn

Step 8:

From the Provider Dashboard, select **Certification Applications**.

Provider Dashboard

- Address
- Services
- Billing Service Codes
- Voluntary Withdraw
- Certification History Information
- Medicaid Information
- Sanction History
- User Associations
- Provider Features

Provider Home

Provider Demographics

Certification Expiration:	06/07/2023	Certification Status:	Active
Provider Name:	Alfred E. Neuman	Sanction Status:	None
Contract Number:	1234567	Certification Span:	1/1/2022 - 1/1/2099
Provider Type:	Agency	Supplier Id:	
SSN/TIN:	11223333		
Designation Type:	Provider		
Address:	1 Main St, Akron, OH 44301		
Phone:	5558875309		
Email:			

Edit Email and Phone Number

Please select the application you wish to begin.

Certification Applications Demographic Applications

Certification Applications

Withdraw Services
Create application to allow active providers to withdraw Services to active certification.
[View Fees](#)
View Fees that are owed or history on fees already paid.

Step 9:

Select **Withdraw Services** to start the application.

Please select the application you wish to begin.



The screenshot shows a web interface with two tabs: "Certification Applications" (active) and "Demographic Applications". Under "Certification Applications", there are three items: "Certification Applications", "Withdraw Services" (highlighted with a red box), and "View Fees". The "Withdraw Services" item has a sub-description: "Create application to allow active providers to withdraw Services to active certification." Below it, "View Fees" has a sub-description: "View Fees that are owed or history on fees already paid."

Step 10:

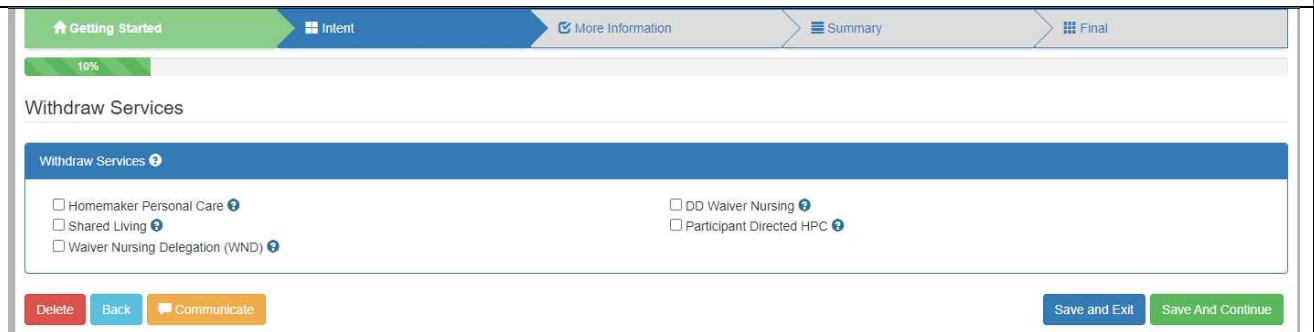
Click **Continue** at the bottom of the "Getting Started" page.




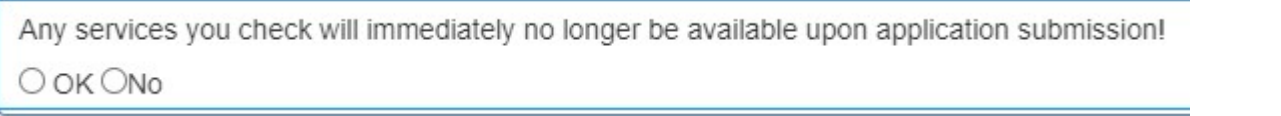


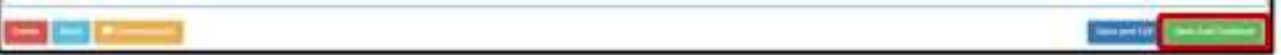
The screenshot shows a progress bar with five steps: "Getting Started" (100%), "Intent", "More Information", "Summary", and "Final". Below the progress bar, the "Getting Started" section contains text about providers and a note about birth certificates. At the bottom, there are buttons for "Delete", "Back", "Communicate", and "Continue" (highlighted with a red box).

Step 11:

On the Intent screen, check the box beside the service(s) you wish to withdraw from your current certification. Click **Save and Continue**.



The screenshot shows a progress bar with five steps: "Getting Started", "Intent" (10%), "More Information", "Summary", and "Final". Below the progress bar, the "Withdraw Services" section has a blue header and a list of services with checkboxes: "Homemaker Personal Care", "Shared Living", "Waiver Nursing Delegation (WND)", "DD Waiver Nursing", and "Participant Directed HPC". At the bottom, there are buttons for "Delete", "Back", "Communicate", "Save and Exit", and "Save And Continue".

<p>Step 12:</p> <p>You will need to explain that you are applying for new services in the Explanation text box and click Add. The date will auto populate. Example: withdrawing non-medical transportation services.</p>	
<p>Step 13:</p> <p>You will be required to acknowledge you wish to withdraw the service(s) as they will no longer be available upon submission of application.</p>	
<p>Step 14:</p> <p>Go to the “Attestations” section, check the box next to I accept the terms and conditions mentioned above, enter your first and last initial in the text box, and click Agree.</p>	
<p>Step 15:</p> <p>In the Non-Disclosure Agreement section, enter your initials in the text box next to Applicant Initials and click Agree.</p>	
<p>Step 16:</p> <p>Click Save and Continue at the bottom of the page. If any errors are returned, you will see them listed at the top of the page. Correct all missing or incorrect information and click “Save and Continue” again.</p>	

Step 17:

On the Summary page, confirm the information is correct and click **Submit**.

Getting Started Intent More Information Summary Final

90%

Summary

Application Information

ContractNumber :	2573780	Provider Type :	Independent	Application Number :	PROV-APP-136539
Application Type :	Service Change - Add Additional Service	Designation Type :	Provider	Source Id :	1234567890
DODD Fee :	\$25.00	Total Fee :	\$25.00		

Existing Services Information

Non-Medical Transportation (NMT)

County: FRANKLIN Accepts New Clients: Yes

Click here to see what...

Click here to check how you can update your browser

Still need help? Email us at ITSCallCenter@dodd.ohio.gov or call 1-800-617-6733, and choose option 4.

Delete Back Communicate Exit **Submit**

Step 18:

Do you want to submit the application box will display. Click **Yes** to submit the application.

Do you want to Submit the application?

Please be advised that you will not be able to make any changes to your application once you proceed past this point. Are you sure you would like to proceed?

No Yes