

# PNM user guidance and troubleshooting techniques for CPC providers

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## I cannot log into the Provider Network Management (PNM) module

**Users must have an OH|ID to access the PNM module.**

1. Go to [myohio.gov](http://myohio.gov).
2. Fill in the appropriate fields with user information to create your account. An email confirmation will be sent following successful registration.
3. Once you have logged in, please fill in the required fields with the correct security information and address any error messages that appear if you complete the security questions unsuccessfully.
4. **Be sure to fully complete the process.**

## Comprehensive Primary Care (CPC) link issues

### I do not have the CPC links

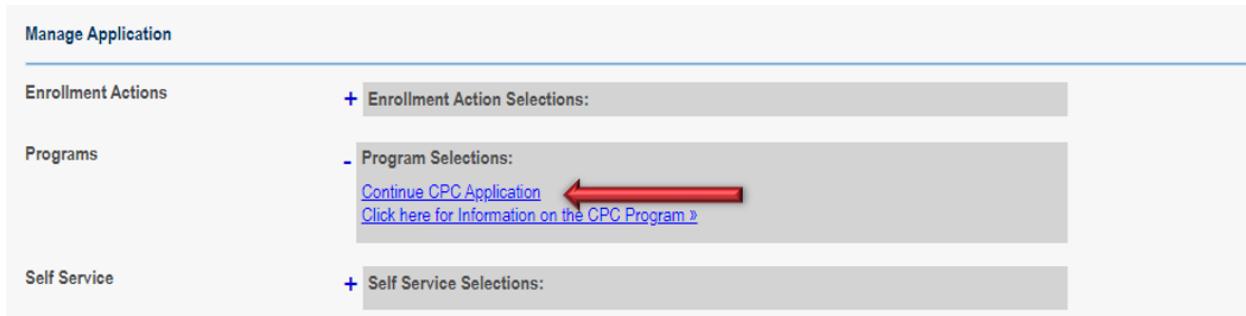
All appropriate provider files need to show on your dashboard.

1. Log into PNM with your new OH|ID credentials.
  - a. Do NOT try to use your previous MITS username and password.
2. Your homepage (dashboard) will not have any provider files listed until you have access.
  - a. Administrators will need to request each Medicaid (Med) ID provider file to be assigned to them, if not already done during PNM pre-registration.
    - i. **Request access by calling the Integrated Help Desk (IHD) at 800-686-1516, option 2, then 3, and request each seven-digit ID to be assigned to you.**
3. Administrators assign proper roles to Agent for each necessary provider file.
  - a. Administrators have access to the CPC links under the appropriate provider file once the file is on their dashboard.
  - b. **Agents must be granted the CPC Agent role for each CPC Med ID provider file before CPC links become available.**

### I cannot find the CPC links

1. Are you currently participating in CPC or have you participated in the past?
  - a. **Yes:** The CPC links are found under your CPC Med ID that was issued when you enrolled.
  - b. **No:** The CPC links are found under the Med ID that received the invitation to enroll.
2. Are you re-attesting an already existing practice partnership?
  - a. **Yes:** Just like with MITS, the convening practice must re-attest the entire partnership by going into the CPC practice partnership CPC Med ID (convener ID) provider file.
    - i. Contact us if you need to verify or are unsure of what CPC Med ID you need to be re-attesting under.

## I started the CPC application, but I cannot get back in to finish it



The screenshot shows the 'Manage Application' interface. The 'Enrollment Actions' section has a '+ Enrollment Action Selections:' button. The 'Programs' section has a '- Program Selections:' button, which is expanded to show 'Continue CPC Application' and 'Click here for Information on the CPC Program ». A red arrow points to the 'Continue CPC Application' link. The 'Self Service' section has a '+ Self Service Selections:' button.

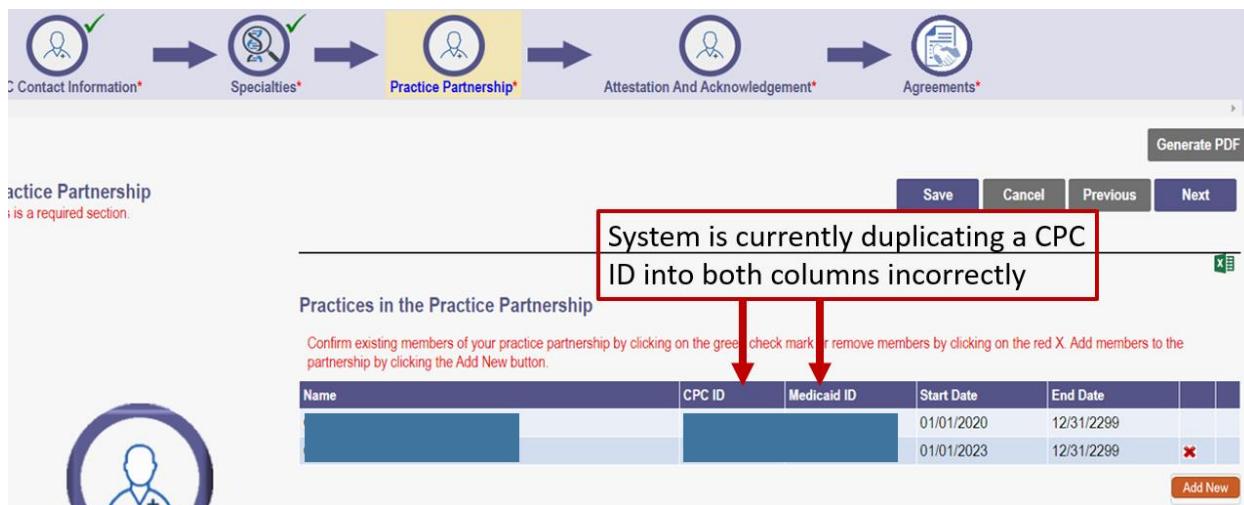
- **Administrators** continuing a saved, unsubmitted CPC application:
  - You should have the capability to go back into the application (regID) and complete it. You need to click on the correct one and select “Continue CPC application.”
- **Agents** continuing a saved, unsubmitted CPC application:
  - If a “create new” enrollment was initiated, you will not have access to it because that started the process for a new CPC Med ID to be created, which the agent will not have on their dashboard.
  - If a “re-attest” was initiated, you can go to that application (regID) off your dashboard and select “Continue CPC application.”
- **All users must click “Submit for Review” once all pages are marked with a green check mark.**

## There are issues with my practice partnership (PP)

### Need-to-know PP information

- PP conveners can add PP members, if eligible, by clicking the “Add new” button and entering the appropriate information.
- PP conveners can remove PP members by clicking the red “X” to the right of the practice.
- Each PP member must be green checked if that PP member is going to continue participating in the partnership and is eligible.
  - **Exception:** The convening practice will not have a green checkmark or red “X,” as that practice cannot be changed.
- If you are re-attesting a practice partnership, the system may force you to upload something, even if you are not adding any new practice partnership members.
  - Upload one of your original partnership forms to bypass it.
  - You are required to upload the proper forms if establishing a new practice partnership or adding at least one new practice to an existing practice partnership.
  - The practice partnership forms are located on the [ODM CPC Enrollment webpage](#).
- If you click a CPC link under the wrong provider file, it initiates a new enrollment or re-attestation in the system, which will most likely block other CPC links from being available.
  - There is no function for the user to cancel the started application, you must contact us and request the incomplete application to be removed from the system.

## It looks like PP members are missing



System is currently duplicating a CPC ID into both columns incorrectly

Name	CPC ID	Medicaid ID	Start Date	End Date
	01/01/2020	12/31/2299		
	01/01/2023	12/31/2299		X

It is possible that the PP member has been removed, by one of two ways:

1. A user has clicked the red "X."
  - a. **Solution:** Click "Add new" and re-add the PP member into the partnership.
2. A CPC link, under another provider file, has been clicked, starting another enrollment or re-attestation and causing the removal of the PP member from the existing partnership.
  - a. **Solution:** Contact us so that the other pending application can be removed from the system by Maximus, allowing the PP member to be re-added to the existing partnership.

Another possible scenario is there is a known defect in the system that is causing the Med ID column to not be populating correctly – it is duplicating the CPC ID.

- The CPC ID column will list the known CPC Med ID (if applicable) that is linked to the regular Med (billing) ID.
  - For PP members, it will most likely be the CPC Med ID that was issued when that practice was participating in CPC, as an Individual Entity, prior to the start of the practice partnership.
- The "Medicaid ID" column should be listing the regular Medicaid (billing) ID.
  - **Solution:** Be aware that it will show like this until the defect fix is deployed. **There is no cause for concern.**

## One of the PP members is missing the green check and red "X"



Convening practice

Name	CPC ID	Medicaid ID	Start Date	End Date
	01/01/2020	12/31/2299		
	01/01/2023	12/31/2299		X

The convening practice to the partnership will not have a green check or red "X" to the right of it because that practice cannot be changed if the partnership is being re-attested. The first row in the above picture is a convening practice and therefore has no mark.

**There are no PP members listed on my PDF printout for my CPC application.**

Specialties				
Specialty	Primary	Start Date	End Date	
CPC - PRACTICE PARTNERSHIP	Yes	01/01/2021	12/31/2299	

Practice Partnership				
Practices in the Practice Partnership				
Name	CPC ID	Medicaid ID	Start Date	End Date
No Practice Partnership Information found				

#### Ohio Medicaid Provider Agreement

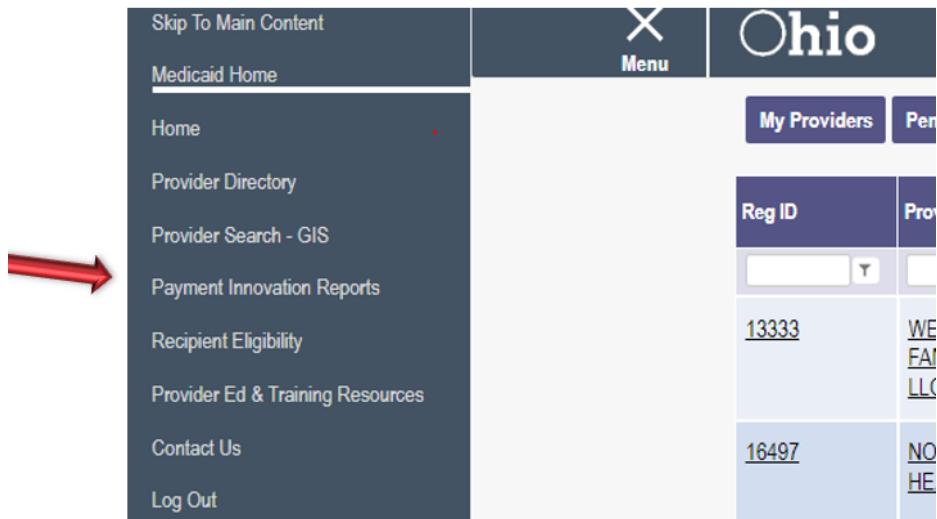
*All Providers must read the statements below and agree to the terms*

There is a known defect in the system that is causing the application PDF to generate with no PP members listed for a practice partnership. **This is not impacting who is participating in CPC, so there is no cause for concern currently.**

#### I cannot access my CPC reports.

##### Accessing CPC reports

1. Click "Menu" on the top left side of screen.
2. Click "Payment Innovation Reports" in the Menu drop down.



The screenshot shows the Ohio Medicaid website. On the left, a vertical menu is open with a red arrow pointing to the 'Payment Innovation Reports' link. The menu includes links for Home, Provider Directory, Provider Search - GIS, Payment Innovation Reports, Recipient Eligibility, Provider Ed & Training Resources, Contact Us, and Log Out. On the right, a search results table is displayed with two rows of data. The columns are labeled 'Reg ID' and 'Prov'. The first row shows Reg ID 13333 with Provider WEFA LLC. The second row shows Reg ID 16497 with Provider NOHE.

Reg ID	Prov
13333	WE FA LLC
16497	NO HE

All Administrators can access this. Agents must be assigned the “Provider Payment Innovation Reports Agent” role for the Med ID that is being issued reports.

### All Alternative Payment Method (APM) reports



The screenshot shows a search results page titled 'Report Search Results'. The top navigation bar includes links for Document ID, Report Type, Effective Date, End Date, Release Quarter, Report Format, Date Available, and Date First Accessed. The main content area displays a table of search results with columns for Document ID, Report Type, Effective Date, End Date, Release Quarter, Report Format, Date Available, and Date First Accessed.

All APM reports are accessed the same way. Current ODM APMs include CPC, CMC, and Episodes of Care.

1. Click “Payment Innovation Reports” to be transported to the Haven MITS subsystem.
2. Perform a CPC report search by leaving the date range blank or by entering in the desired time frame.
3. Click on the desired row in the search results to download it. Just like MITS, reports can be downloaded, saved, and/or printed.
4. Click the little header arrows to recategorize search results.

### We have been approved for next year, but we need to change something.

Need to add or remove CPC for Kids? Need to add an eligible practice to the partnership? Need to update your CPC contact?

1. Users that have access to the CPC Med ID can go back into that provider file and click the CPC update link once the original enrollment or re-attestation application has been approved.
2. Once the update has been submitted and processed, an update letter will be generated and an email notification will get sent out.

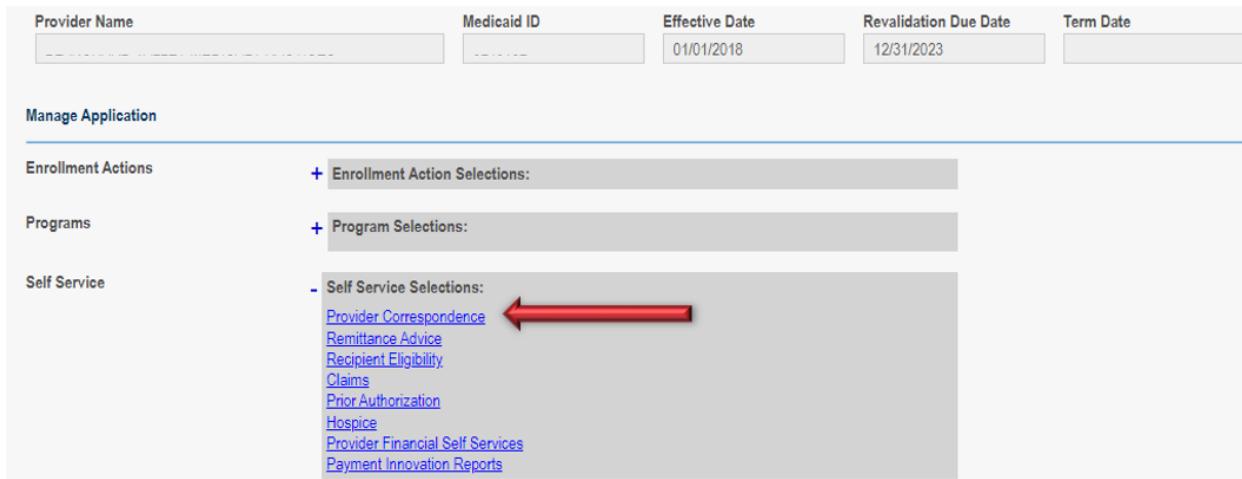
At any time of the year, a user with access to the CPC Med ID can update the CPC contact information as needed. OAC requires provider files to be updated within 30 days of a change.

See the CPC Enrollment User Guide in PNM for step-by-step instructions.

## I cannot access the CPC notices/letters.

### CPC Enrollment Correspondence

1. Open the “Self Service” section and click on “Provider Correspondence” under the corresponding Med ID or the CPC Med ID that was issued a letter or notice.



The screenshot shows the 'Manage Application' interface with the 'Self Service' section expanded. Under 'Self Service Selections', the 'Provider Correspondence' link is highlighted with a red arrow pointing to it.

Provider Name	Medicaid ID	Effective Date	Revalidation Due Date	Term Date
		01/01/2018	12/31/2023	

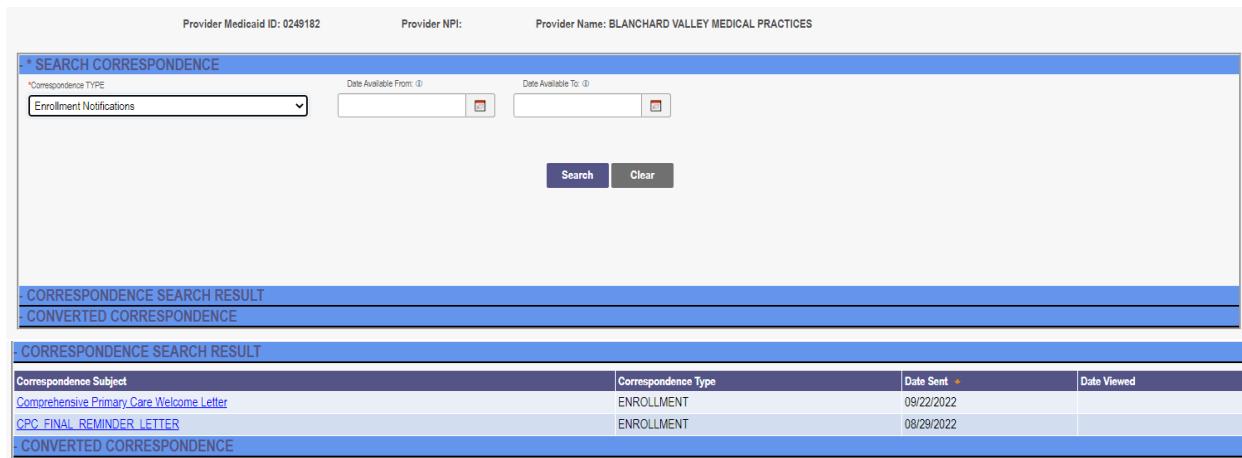
Manage Application

Enrollment Actions + Enrollment Action Selections:

Programs + Program Selections:

Self Service - Self Service Selections:  
Provider Correspondence   
Remittance Advice  
Recipient Eligibility  
Claims  
Prior Authorization  
Hospice  
Provider Financial Self Services  
Payment Innovation Reports

2. Select “Enrollment Notifications” in the drop down. Search results appear in a new box below where you can view, download, and save.



The screenshot shows the 'SEARCH CORRESPONDENCE' page with the 'Correspondence TYPE' dropdown set to 'Enrollment Notifications'. The search results table shows two entries:

Correspondence Subject	Correspondence Type	Date Sent	Date Viewed
Comprehensive Primary Care Welcome Letter	ENROLLMENT	09/22/2022	
CPC FINAL REMINDER LETTER	ENROLLMENT	08/29/2022	

### CPC welcome letters

- Welcome letters will include the Medicaid ID that has been approved as well as the corresponding CPC Med ID.
- If a practice partnership has been approved, the letter will list the regular Medicaid ID (billing ID) for the practice that is the convener (leader) to the partnership and the practice partnership CPC Med ID.

- It will not list all the practice partnership members – that information can be found by going into the provider file.

P.O. Box 1461  
Columbus, Ohio 43216-1461  
Phone 800-686-1516  
Fax 614-995-5904

Body

**Subject:** Comprehensive Primary Care Welcome Letter  
Dear Provider,  
The Ohio Department of Medicaid (ODM) is pleased to welcome you to the Ohio Comprehensive Primary Care (CPC) Program for 2023. Your organization will be participating in an alternative payment model designed to promote and support primary care infrastructure for improved population health outcomes. This letter serves as notification of approval for participation in the Ohio CPC Program for program year 01/01/2023-12/31/2023.  
Your Ohio Medicaid provider number [REDACTED] will be participating as a practice partnership with CPC Convener ID [REDACTED].  
Your enrollment in Ohio CPC is based on eligibility criteria specified in the Ohio Administrative Code and your organization's commitment to the following: sharing necessary data with the State and payers, participating in learning activities, and meeting standard activity requirements. Additional information and more specific program requirements can be found on [ODM's CPC website](#).  
We look forward to working with your organization in achieving our shared goal for improving health outcomes for all Ohioans. In the coming weeks, you will receive additional information to support your participation in Ohio CPC. Please call Provider Assistance at 800-686-1516 if you have any questions.

## User tips and tricks

### CPC enrollments and re-attestations

- Administrators must re-assign all roles to each agent – that did not carry over from MITS.
  - There can still only be one Administrator for each Medicaid ID.
  - Administrators can no longer assign Medicaid IDs to themselves.
- Administrators can assign agents the ability to complete CPC enrollments and re-attestation applications by assigning the CPC Agent role.
- The user **MUST** click “Submit for review” for the application to be processed – despite the “Save” pop-up box implying otherwise
- If a CPC application is denied/rejected for any reason, an email notification goes to the CPC contact with an explanation as to why.
- Links for enrollment are found either under your billing Med ID or your CPC Med ID if you are already known to CPC.
- Users can check the status of their CPC enrollment/re-attestation applications by going back into that provider file.
- If a user starts any kind of provider file update, even non-CPC related, that initiates a workflow in PNM and the CPC links will no longer be accessible until the initiated workflow is either cancelled or fully completed.
  - We advise that, if any provider file updates are needed, the CPC enrollment/re-attestation is completed, and then other provider file actions may be done.

## Homepage

- Dashboard view – reorganize your list by clicking the headers.
- Click the Reg ID or the Provider name to view information and complete necessary actions.



My Providers													Pending Agent Requests	Account Administration	New Provider ?
Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date			
13333		Complete	21 - Professional Medical Group			Professional Medical Group				08/08/10	04/22/19	08/30/24			
16497		Complete	21 - Professional Medical Group			Professional Medical Group				09/20/08	08/08/16	08/08/21			
50079		Complete	72 - Nurse Practitioner Individual			Family Practice				01/11/19	03/14/19	01/10/24			
57252		Inactive	20 - Physician/Osteopath Individual			Nuclear Medicine				08/28/06		08/15/13			
59749		Inactive	30 - Dentist Individual			General Dentistry				08/27/07		12/30/09			

## Training and resources

- [Medicaid Managed Care provider training webpage](#).
- [Absorb, Learning Management System](#).
- Go to the Learning tab at any time and access User Guides. Two important ones to review:
  - CPC enrollment user guide.
  - Agent assignments and actions.



Provider Education & Training Resources

Provider Category User Guides

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

Quick Reference Guides

- [General Application](#)

New Users

- [Creating OH ID for IOP PNM Login](#)
- [New Provider Application](#)

Existing Users

- [Adding a Group Affiliation](#)
- [Adding a Hospital Affiliation](#)
- [DODD New Provider Application](#)
- [EVV Training](#)
- [ODA New Provider Application](#)
- [PNM Initial Login](#)
- [Provider Correspondence](#)
- [Provider Directory](#)
- [Provider Homepage](#)
- [Provider Public Search](#)
- [Revalidation](#)
- [Select and Transfer Providers](#)
- [Updating a Provider File](#)
- [Upload Documents](#)
- [Agent Assignment & Actions](#) 
- [Self-Service Functions](#)

“CPC Agent” role for  
CPC & CMC enrollment  
functions

“Provider Payment  
Innovation Reports  
Agent” role to view  
CPC & CMC reports