Participant Direction

PROVIDER APPLICATION USER GUIDE

Welcome!

This document was created to help applicants navigate the participant direction provider application process.

Participant direction is a voluntary service option available to individuals on Ohio's PASSPORT and MyCare Waiver Programs. Participant direction recognizes the individual knows their needs best and is designed to give individuals more choice and control over how, when, and from whom they receive their services.

In participant direction, the individual recruits and hires their provider independent from a personal care service agency. The person the individual hires becomes certified through the Ohio Department of Aging (ODA) instead of becoming employed through an ODA certified personal care service agency. The individual is the employer, and the provider is the employee. The individual is responsible for recruiting, hiring, firing, managing, evaluating provider performance, keeping employer records, and setting the provider's work schedule. The individual can designate a representative of their choice to assist with some or all their employer responsibilities.

Two service options fall under participant direction. This includes Choices Home Care Attendant Service (C-HCAS) and Consumer Directed Personal Care Service (CD-PCS):

Choices Home Care Attendant Service (C-HCAS)
The provider can assist the individual with tasks such as money management, ADLs (bathing, dressing, feeding, toileting, etc.), IADLs (grocery shopping, meal preparation, managing transportation, house cleaning, etc.), escort and transportation, errands outside the home, respite, homemaking, home maintenance, and chores. The

individual sets the provider's hourly wage with the help of their case manager or waiver service coordinator. The provider can transport the individual under C-HCAS if they show proof of an active driver's license and general liability vehicle insurance.

Consumer-Directed Personal Care Service (CD-PCS)
The provider can assist the individual with tasks such as ADLs (bathing, dressing, feeding, toileting, etc.), IADLs (grocery shopping, meal preparation, managing transportation, house cleaning, etc.), errands outside the home, respite, and homemaking. The provider has an hourly pay rate set by the state. The provider cannot transport the individual as a task under CD-PCS.

A person may apply to become a participant direction provider with or without an individual identified to work for. If the applicant already has an individual identified to work for, the individual should discuss this with their case manager or waiver service coordinator as soon as possible. It is important the case manager or waiver service coordinator is aware of the individual's interest in participant direction. The provider's application is one step in the participant direction enrollment process. An applicant cannot be paid for providing care until they are an ODA certified provider, have an individual identified to work for, the participant direction enrollment process is finished in its entirety, and a start date is set by the individual's case manager or waiver service coordinator.

More information from the Ohio Department of Aging about participant direction can be found here.

Definition Guide:

ODA = Ohio Department of Aging

ODM = Ohio Department of Medicaid

PAA = PASSPORT Administrative Agency

Individual = the PASSPORT/MyCare Waiver recipient. Often referred to as consumer or member.

Case Manager = employed at the PAA who plans, coordinates, monitors, evaluates, and authorize services for PASSPORT recipients.

Waiver Service Coordinator = responsible for developing the waiver service plan and procuring providers and equipment to address identified needs and goals to assure health, safety, and welfare for MyCare recipients.

OHID = State system that offers a single-entry point to state agency systems. Must have an OHID to access any state agency system.

PNM = The Ohio Department of Medicaid provider front-door system. This is the OHID system where every provider must begin their provider application.

PCW = ODA's provider application. From PNM, the applicant will be transferred to PCW to continue the application process.

NPI = National Provider Identifier. This is a unique 10-digit identification number issued to health care providers in the United States by the Centers for Medicare and Medicaid Services.

Contact Information:

For questions/concerns that cannot be answered here, contact the individual's case manager, waiver service coordinator, or provider team. They will do their best to provide support and assistance. If unsure who to contact:

> ➢ PASSPORT consumers or providers can contact 1-866-243-5678 or [find the PASSPORT administrative agency](#) to be connected to the appropriate PAA.
> ➢ MyCare members can contact the appropriate [MyCare plan,](#) and providers can contact the appropriate [provider resource](#).

For questions/concerns about PNM or OHID, contact ODM at:

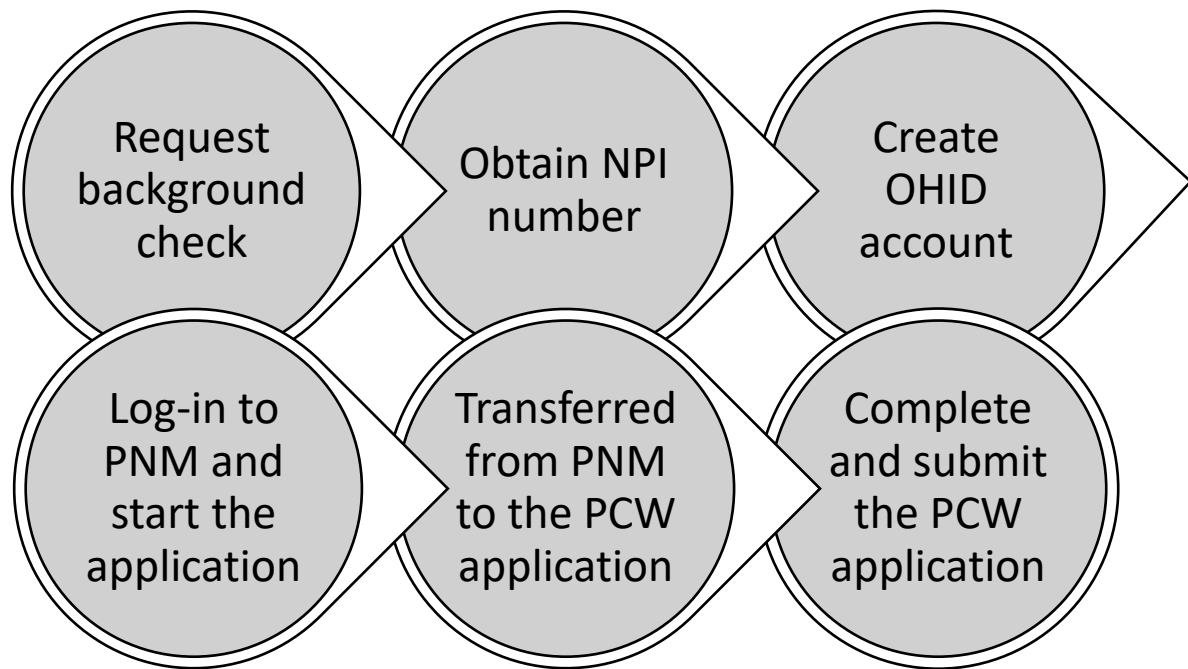> ➢ 1-800-686-1516
> ➢ IHD@medicaid.ohio.gov

For questions/concerns about the PCW application, contact the ODA provider certification team at:

> ➢ 1-877-632-7827 or 614-466-9848
> ➢ Provider_Enrollment@age.ohio.gov

Information and Resources:

> ➢ [PNM Provider Page](#)
> ➢ [PNM Online tutorials](#)
> ➢ [PNM Learning Resources](#)

> ➢ [ODA C-HCAS Provider Certification](#)
> ➢ [ODA CD-PCS Provider Certification](#)
> ➢ [PASSPORT Participant Direction](#)

Application Process Quick Overview:

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┌──────────┐   ┌──────────┐   ┌──────────┐
│ Request  │ > │ Obtain   │ > │ Create   │ >
│background│   │ NPI      │   │ OHID     │
│ check    │   │ number   │   │ account  │
└──────────┘   └──────────┘   └──────────┘
┌──────────┐   ┌──────────┐   ┌──────────┐
│ Log-in to│ > │Transferred│ > │ Complete │
│ PNM and  │   │ from PNM │   │and submit│
│ start the│   │to the PCW│   │ the PCW  │
│application│  │application│   │application│
└──────────┘   └──────────┘   └──────────┘
```

General Tips, Tricks, and Suggestions:

➢ The applicant should keep log-in information and ID numbers in an easily accessible safe place. Important ones include:
  - Email log-in information
  - OHID log-in information
  - PNM log-in information (this is the same as the OHID log-in)
  - OHID number ([Locating your OHID number after creating account](#))
  - Reg ID (assigned when initially applying in PNM)
  - Tax ID (this is the applicant's social security number)
  - NPI number
  - Application ID number (assigned after applying in PCW)
  - Medicaid number (assigned when the applicant receives their provider certification from ODA)

➢ Every part of this process is completed online. The applicant must have access to a computer and the internet.

➢ The applicant must have an email address to complete this process. If they do not already have one, some free options include:
- [Gmail](#)
- [Yahoo](#)
- [Microsoft Outlook](#)

➢ Use a desktop computer for this process instead of a mobile device (cell phone, tablet, etc.).

➢ Do not switch between different desktops if stopping and resuming the application. If you start the PNM or PCW on one desktop and pause the application, resume the application on the same desktop you were using.

➢ It is recommended the applicant completes the PNM and PCW applications when they are started.

➢ When working in the PNM and PCW application systems, it is suggested the applicant open the [Google Chrome](#) web browser on a desktop computer and then:
- Open incognito window by clicking the three vertical dots in the top right-hand corner of the browser and then clicking "New Incognito window."
- Clear out cookies by clicking the three vertical dots at the top right-hand corner of the browser and then selecting," Settings," "Privacy and security," "Clear browsing data," and "Clear data."

➢ The applicant should use their legal name throughout this process. Do not use nicknames.

➢ Before starting, the applicant should first determine if they are applying as a Choices Home Care Attendant Service (C-HCAS) provider or a Consumer Directed Personal Care Service (CD-PCS) provider. This will be the first question on the PCW application.

➢ Information entered in PNM must be correct before moving forward. This includes social security number, legal name, birthdate, email address, etc. Double check all information is correct before moving forward. If incorrect information is entered, it will significantly delay this process, as it may require the withdrawal of the application and the applicant starting over with applying.

➢ When starting the PCW application, there is a cost at the top of the page geared towards agency applicants. This cost does <u>NOT</u> apply to participant direction applicants. There is no application fee for C-HCAS and CD-PCS applicants.

➢ PCW requires specific documents to be uploaded in the application. Before starting the application, the applicant should gather all required documents (except the background check, W-9, and Non-Disclosure Statement) and be prepared to upload these documents electronically to the PCW application. The following checklists show the required documents needed for the PCW application:
- [ODA Choice Home Care Attendant Checklist](#)
- [ODA Consumer-Directed Personal Checklist](#)

- ➢ It is suggested the background check (BCI) is sent directly to ODA and is requested before the applicant begins the application. Details on requesting the BCI are found here:
  - [ODA Choice Home Care Attendant Checklist](#)
  - [ODA Consumer-Directed Personal Checklist](#)
  - The BCI is not uploaded to the PCW application. BCI document upload is grayed out on the PCW application and will not allow an applicant to upload the BCI.
  - The BCI must be received by ODA before the application can be reviewed. The BCI can be requested at any time during this process, but it is strongly encouraged that it is done as soon as possible to prevent delays in the processing of the application.

- ➢ Updates about the status of the PCW application will come via email. The applicant should check their email including the spam/junk folder regularly.

- ➢ PCW is also a Department of Developmental Disabilities (DODD) system, so an applicant may see DODD in areas of PCW.

- ➢ Applicants cannot apply for more than one ODM, DODD, or ODA provider certification at a time. An applicant needs to finish one certification before beginning the next.

Application Process:

1. Obtain an NPI number:

- If an applicant already has an NPI number, it is important they do
  NOT create a new one. The applicant will use their existing NPI.
  - The applicant can search for their NPI number here if they do
    not already know it.
- Apply for an NPI number here.
  - Use this *How to Apply for an NPI Online* guide to apply for an
    NPI number if needed.
  - Use this Taxonomy Guide to complete the *Taxonomy* section of
    the application. At minimum, use code 3747P1801X.
  - Once the application is completed the applicant will receive
    their new NPI number in approximately 24 hours through email.

2. Create an OHID account:

- Create a new OHID account here.
  - Use *Creating OHID Account for PNM* guide for creating an OHID
    account if needed.
  - If an applicant has an existing OHID account, it is important they
    do NOT create a new one. The applicant will use their existing
    OHID account for the next step. If the applicant has an existing
    OHID and creates a new one, this will significantly delay the
    application process.
  - If the applicant does not know what their OHID log-in is or is
    unsure if they have an OHID log-in, they will need to contact
    ODM at 1-800-866-1516 or IHD@medicaid.ohio.gov.

3. Log in to PNM:

- Go to the PNM website and log in using the OHID log-in
  information.
  - Use *PNM Initial Log-In* guide if needed.

4. Start the PNM application:
- Once the applicant is logged into PNM, start the PNM application using the instructions in the *ODA Provider Enrollment Applications* document. Follow instructions for *Provider Information (Individual).*
  - If the "*New Provider?*" button is not showing per step 1 on page 7, contact ODM at 1-800-866-1516 or IHD@medicaid.ohio.gov.
  - The PNM application will expire in 10 days if not completed. It is very important it is completed within this deadline.
  - To return to an incomplete PNM application, follow the instructions on the *ODA Provider Enrollment Applications* document.

5. Complete and submit the PCW application:
- The applicant has 90 days to complete and submit the PCW application. Any application not completed within 90 days of submission is closed as incomplete.
- To return to an incomplete PCW application, follow instructions on the *ODA Provider Enrollment Applications* document.

6. Submitted application goes to ODA's certification team for review:
- Once ODA's certification team begins to review the application, the applicant will receive emailed updates about the application. It is important the applicant responds promptly.
- Once the application is reviewed and considered accurate and complete, a notification is sent to the PAA.

7. The individual and applicant move forward in the next step of the participant direction enrollment process.