



Prior to Applying for Certification

Agency Provider

To become an agency provider, you will be required to obtain documentation to submit with your application. You should complete each of the items listed below prior to starting a certification application.

All agencies **MUST** have a person identified as the Director of Operations (DOO) who is:

- Responsible for the day-to-day operations of the agency.
- At least 21 years of age.
- Able to read, write and understand English.

A Director of Operations Designee (Designee) may also be identified and must meet the same requirements as the DOO.

• OH|ID Account

An OH|ID Account is the single logon required to access Provider Network Management (PNM) module, DODD's Provider Services Management (PSM) system and other state systems.

If you have an existing OH|ID account, you will not be required to create a new one to apply for DODD certification.

If you do not have an existing OH|ID account, create your OH|ID account by following these steps:

- Visit PNM website at https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx.
- Select Sign Up in the upper right corner.
- You will be redirected to OH|ID's website.
- Select Create Account.
- Follow the steps outlined to create a new OH|ID account.

If you have any questions, please contact the Integrated Helpdesk at 800-686-1516, option 7 or IHD@medicaid.ohio.gov. Representatives are available 8:00am – 4:30 p.m. Monday – Friday.

As of October 1, 2022, PNM is the single front door entry for all provider applications for Medicaid and waiver service providers. Applicants and providers will use this system to navigate into Provider Services Management (PSM) to complete their DODD application. A 'New' provider is someone who has never been a provider in the State of Ohio. Information and step-by-step guides, with screenshots on navigating through PNM to PSM, can be found on DODD's website <https://dodd.ohio.gov/providers/all-provider-resources/pnm>.



- **BCI Background Check**

The DOO and the Designee (if applicable) will be required to complete a Bureau of Criminal Identification and Investigation (BCI) background check when applying to become a certified provider.

You may visit the Ohio Attorney General's website at <https://www.ohioattorneygeneral.gov/Business/Services-for-Business/WebCheck/Locations> to find a webcheck location nearest you.

Reason Code: 5123.169

Must be sent from the Attorney General's office directly to:

Ohio Department of Developmental Disabilities
Provider Certification
30 East Broad Street, 13th floor
Columbus, OH 43215

Please Note: This process may take up to **30-45 business days** for DODD to receive your background check(s). Please get background check prior to applying for certification.

If you have questions about completing the BCI Background Check, please contact the Ohio Attorney General's office at 877-224-0043.

- **FBI Background Check**

If the DOO/Designee has lived outside of Ohio anytime in the last 5 consecutive years, the DOO/Designee will also be required to complete a FBI background check.

You may visit the Ohio Attorney General's website at <https://www.ohioattorneygeneral.gov/Business/Services-for-Business/WebCheck/Locations> to find a webcheck location nearest you.

Reason Code: 5123.169 or 5126.28

Must be sent from the Attorney General's office directly to:

Ohio Department of Developmental Disabilities
Provider Certification
30 East Broad Street, 13th floor
Columbus, OH 43215



Please Note: this process may take up to **30-45 business days** for DODD to receive your background check(s). Please get background checks prior to applying for certification.

If you have questions about completing the FBI Background Check, please contact the Ohio Attorney General's office at 877-224-0043.

- **OhioPays – Payee ID Number (Formerly Supplier ID)**

OhioPays is the system where businesses and individuals register as a Payee, monitor payments, and update their profile when needed. This is the system that issues payments to providers.

A Payee is any individual or organization who receives funds from the State of Ohio.

Documentation/Information required prior to registering:

- Social security number (SSN) and your name.
- Primary address must match IRS W-9 address.
- Banking information, including bank routing number and account number.
- You may be required to attach a voided check or bank letter with wet signature.

Visit <https://ohiopays.ohio.gov/getting-started/welcome> and select How to Register.

If you have any questions, please contact OBM Shared Services at 877-644-6771 or via email at OBM.SharedServices@OBM.ohio.gov.

Please Note:

- This process may take up to **10-14 days** to receive a Payee ID number.
- If a payee ID number is not provided at registration, it will be sent to the email e-mail address provided.
- You may be contacted to verify your bank information for direct deposit.

- **National Provider Identifier (NPI) Number**

What is an NPI? An NPI is a 10-digit numeric identifier. It doesn't have information about you, like the state where you practice, your provider type, or specialization. Your NPI won't change, even if your name, address, taxonomy, or other information changes.

As an agency provider, you will need to obtain an entity type 2 NPI number. You must apply for the NPI using the agency's employer identification number (EIN).



To apply for an NPI number, please visit [Nation Plan and Provider Enumeration System \(NPPES\)](#) to complete the web-based application. Agency providers must create a username and password through the Identity & Access Management (I&A) System and log in to NPPES using that username and password.

Taxonomy:

A taxonomy code is a code that describes the type of provider, classification, and the area of specialization. You will be required to select a taxonomy based on the type of service you provide. Choose the code that most closely matches the service you are applying to provide. You may review the taxonomy code sheet by visiting <https://taxonomy.nucc.org/>.

NPPES Helpdesk (for NPI issues): 1-800-465-3203.

Please Note: This process may take up to **10 business days** to obtain your NPI number. Please complete this process prior to applying for certification.

- **Employer Identification Number (EIN)**

An Employer Identification Number (EIN) is also known as a Federal Tax Identification Number and is used to identify a business entity. An EIN is issued by the Internal Revenue Service (IRS) and can be applied for online by visiting <https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>.

- **Initial Training Requirements for DOO/Designee**

The DOO/Designee are required to complete the “Training Requirements for Director of Operations” provided by the department or by an entity using department-provided curriculum.

The curriculum includes:

- “National Alliance for Direct Support Professionals” code of ethics.
- Rights of individuals set forth in section 5123.62 of the Revised Code and the agency provider’s responsibilities set forth in sections 5123.63 and 5123.64 of the Revised Code.
- Facilitating community participation and integration for individuals served.
- Service documentation and billing for services.
- Rule 5123-17-02 of the Administrative Code including a review of health and welfare alerts issued by the department.
- Internal compliance programs.
- Empathy-based care.

Visit DODD MyLearning at <https://mylearning.dodd.ohio.gov/> for training courses available through DODD.



- **Director of Operations and Director of Operations Designee (if applicable)
Experience Requirements**

The DOO/Designee will be required to submit documentation for the following experience requirements.

Definition: Specialized Services means a program or service designed and operated to serve primarily individuals with developmental disabilities, including a program or service provided by an entity licensed or certified by the department.

- **Section 1 (must meet one of the following in this section):**
 1. One year of full-time paid work experience with supervision of employees, development, oversight, and/or supervision of programs or services and financial management of an organization. A letter on letterhead from a previous employer with contact information to be verified by DODD. Resumes will not be accepted.
- **Section 2 (must meet one of the following in this section):**
 1. One year of full-time (or equivalent part-time) paid work experience in the provision of specialized services to persons with developmental disabilities. A letter on letterhead from a previous employer with contact information to be verified by DODD. Resumes will not be accepted.
 2. Documentation from a County Board, medical professional, or individual's ISP to show the applicant has four years of experience providing care to a family member with a developmental disability.
- **Section 3 (must meet one of the following in this section):**
 1. A bachelor's degree from an accredited college or university.
 2. A high school diploma or certificate of high school equivalence **AND** 2A or 2B.
 - 2A. Four years of full-time (or equivalent part-time) paid work experience as a supervisor of specialized services. A letter on letterhead from a previous employer with contact information to be verified by DODD. Resumes will not be accepted.
 - 2B. Documentation from County Board, medical professional, or individual's ISP to show the applicant has four years of experience providing care to a family member with a developmental disability.

****Note: Experience with a family member can be used for one of the above sections only.****

- **Electronic Visit Verification (EVV) Sign-up and Training (Services billed in 15-minute units require providers to log their services using EVV.)**



Link to training and helpful resources can be found on our website:

[https://dodd.ohio.gov/providers/billing/Electronic%20Visit%20Verification%20\(EVV\)](https://dodd.ohio.gov/providers/billing/Electronic%20Visit%20Verification%20(EVV))

- **Helpful Resources**

DODD Support Center: 1-800-617-6733 Option 5 or email provider.certification@dodd.ohio.gov;
Option 4 for IT/Security or DODD system access issues

PNM Assistance: 1-800-686-1516 or email pnmsupport@medicaid.ohio.gov.

ODM Integrated Helpdesk: 1-800-686-1516 – Provider Enrollment – option 2, then option 2; for OH|ID issues – option 7 or ihd@medicaid.ohio.gov.

Ohio Attorney General's Office: 1-877-224-0043 or visit
<https://www.ohioattorneygeneral.gov/FAQ/Background-Check-FAQs.aspx> for a list of frequently asked questions.

NPPES Helpdesk (for NPI issues): 1-800-465-3203.

All local county boards of developmental disabilities have a provider liaison available for assistance.