



NETWORK *Notification*

Notice Date: November 1, 2024
To: Ohio MyCare Providers
From: CareSource
Subject: Claim Validation Based on the ODM PNM System
Effective Date: December 2, 2024

Summary

The Ohio Department of Medicaid (ODM) prohibits payment to Ohio MyCare providers who are not affiliated through registration within the Provider Network Management (PNM) module (that affiliation is evidenced by the Provider Master File) EXCEPT claims for emergency services. CareSource will start enforcement on December 2, 2024. CareSource will reject Ohio MyCare claims when the provider does not meet the matching validation of the Provider Master File (PMF). Claims from providers with an active Medicaid ID within the PMF, including those registered with ODM with Provider Type 19 (Single Case Agreement) will not reject.

If the claim is not an emergency claim, CareSource will reject if any the following requirements are not met:

- a) The rendering provider on the claim is listed as an active provider in the PMF as of the claim's Date of Service.
- b) The billing provider on the claim is listed as an active provider on the PMF as of the claim's Date of Service.
- c) The rendering provider is affiliated with the billing provider on the PMF as of the claim's Date of Service.

The rejection codes are as follows:

- 562 - Invalid National Provider Identifier (NPI) (Billing and Rendering Rejections)
- 677 - Entity Not Affiliated (Affiliation Rejection).

FAQ

Question: What action as a provider should I take?

Answer: Review and confirm your information with ODM to ensure your data is correct.

Question: How do I engage ODM to confirm?

Answer: Options are:

- Through the PNM Module - [Log In \(maximus.com\)](https://maximus.com)
- Contact Ohio Medicaid's Integrated Helpdesk (IHD) at 800-686-1516 and follow the prompts for Provider Enrollment (option two, option two)
- Email: IHD@medicaid.ohio.gov. ODM Representatives are available Monday-Friday, 8:00 a.m. to 4:30 p.m. Eastern Time (ET).

Question: Do all providers have a rendering provider and billing provider NPI?

Answer: No, smaller providers may not have a group affiliation and register themselves for a Medicaid ID only, or a single NPI that will be used for claims submissions.

Question: When did ODM resume the provider revalidation process?

Answer: ODM resumed the provider revalidation notices in June 2023 as part of the federally required unwinding process from the COVID-19 public health emergency. ODM issued a series of notices with the first one delivered 120 days prior to your Medicaid agreement end date. Subsequent reminders were issued at 90 days, 60 days, and a final notice at 30 days.

Question: How do you know if you are due for revalidation with ODM?

Answer: View the Correspondence folder in the PNM module

Revalidation notices are posted in the PNM module and can be accessed in the “Correspondence” folder. Please be sure to select the type of correspondence from the drop-down (in this case, “Enrollment Notices”), and search for the “Revalidation Notices”. Review the [Accessing Communications within PNM Quick Reference Guide](#) for step-by-step instructions.

NOTE: If you think you are due for revalidation but have not received notices, please log in to the PNM module and **verify that the primary contact information is accurate** in accordance with your Ohio Medicaid Provider Agreement. All mailers and email notices are directed **to the primary contact individual or address identified in the system.**

Questions for CareSource?

Please contact Provider Services at **1-800-488-0134**, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET).

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