



Frequently Asked Questions

Provider Enrollment

OHIO DEPARTMENT OF MEDICAID

NOVEMBER 2016

OHIO DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

How do I enroll as a Medicaid practitioner?

You may access the provider enrollment web portal by going to the Medicaid [provider enrollment web page](#) and clicking on the “[Enroll as a New Provider](#)” link. You may also find a presentation which includes instructions for how to enroll as a provider [here](#).

Who can I contact if I have questions related to provider enrollment?

You may email the provider enrollment mailbox at bh-enroll@medicaid.ohio.gov or call the provider enrollment hotline at 1-800-686-1516.

How do I know if I need to enroll as an individual Medicaid practitioner?

The following practitioners must enroll as a Medicaid provider:

Rendering Practitioner (MITS Provider Type)	
Physician (MD/DO) Psychiatrist (20)	Licensed Independent Social Worker (37)
Certified Nurse Practitioner (72)	Licensed Professional Clinical Counselor (47)
Clinical Nurse Specialist (65)	Licensed Independent Marriage and Family Therapist (52)
Physician Assistant (24)	Licensed Independent Chemical Dependency Counselor (54)
Registered Nurse (38- Specialty 384)	Licensed Practical Nurse (38- Specialty 385)
Licensed Psychologist (42)	

What about practitioners not listed in the chart above?

Practitioners not listed in the chart above do not need to enroll in MITS. Examples include Licensed Social Workers, Licensed Professional Counselors, Licensed Chemical Dependency Counselors, Chemical Dependency Counselor Assistants, etc. Claims for services rendered by these practitioners should leave the rendering field on the claim blank and use a modifier to identify the educational level of the person who rendered the service. In these cases the NPI of the practitioner's supervisor should also be listed on the claim in the supervisor field. See more detail in the Medicaid Behavioral Health Provider Manual to be posted [here](#).

When do I need to enroll in MITS as an individual practitioner?

You should enroll in MITS as early as possible so your agency can continue to deliver and bill for services without interruptions once the Ohio Medicaid behavioral health redesign occurs on **July 1, 2017**. Medicaid suggests that practitioners enroll in MITS no later than April 1, 2017 to avoid any interruptions in service provision or claims payment.

Will my agency's Medicaid claims be paid if their practitioner's application is still pending?

No. Beginning **July 1, 2017** Ohio Medicaid will require that any claims for services rendered by practitioners on the list above must include the National Provider Identifier of the rendering or, ordering, referring, or prescribing (ORP) practitioner on those claims. If the rendering practitioner is not actively enrolled in Ohio Medicaid, claims for services rendered by those practitioners will be denied.

I have made an error in my application, how can I fix it?

You should call the provider enrollment hotline at 1-800-686-1516. Provider enrollment may be able to fix minor mistakes. Some errors may only be fixed by the applicant, which may require a new application.

If the error can be corrected by submitting additional information, you can follow the steps below to upload additional information to an already submitted application: Go to <http://www.medicaid.ohio.gov/PROVIDERS/EnrollmentandSupport/ProviderEnrollment.aspx>

- 1) Click on the "Check Provider Enrollment Status" link
- 2) Type in the Application Tracking Number (ATN) for your application and business/last name in ALL CAPS
- 3) Click "Search"
- 4) Click "Upload Required Documents"

How will Medicaid contact me if they have a question about my application?

Medicaid will contact an applicant via email using the email address submitted in the application.

If I am already enrolled as Ordering, Referring or Prescribing (ORP) provider, do I also need to enroll as a rendering (billing) provider?

Not unless you intend to bill Medicaid directly as an individual practitioner separate from your employment with your behavioral health agency.

For example, Dr. Smith has his own Medical practice, but also works two days per week under contract with ABC Mental Health Agency. ABC mental health agency has enrolled Dr. Smith in Medicaid as an ORP. However, Dr. Smith also wants to begin serving Medicaid clients in his independent practice. In order for his service as an independent practitioner to be reimbursed by Ohio Medicaid he must enroll in Medicaid as a billing/rendering practitioner.

What applicant information must match the information found on the National Plan and Provider Enumeration System (NPPES) site?

Only the individual practitioner's name and NPI must identically match the listing found on the NPPES site. If a practitioner's name has changed since they originally obtained their NPI, they will have to make changes to the NPPES website in order to match their Medicaid application.

Which ownership type should I select when I am enrolling as an individual practitioner who is enrolled by a community behavioral health agency?

We suggest that you select the option "**Sole Proprietorship**" when enrolling as an individual practitioner employed by an agency.

Previous instructions stated individual practitioners should submit "Unknown" for ownership type. Should I update my ownership type to "Sole Proprietorship"?

No. If you have already successfully enrolled as an individual practitioner and received a Medicaid provider number, you do not need to change this information. .

Since I will not be paid directly by Ohio Medicaid, why must I submit a W-9 and complete the 1099 Tax ID information section? Will I receive a 1099 form at the end of the year?

Ohio Medicaid requires enrolling practitioners to submit a completed W-9 to verify the applicant's Social Security Number for screening purposes. Disclosure of the individual practitioner's SSN is a Federal and state requirement.

Ohio Medicaid requires the completion of the 1099 Tax ID information for all applicants who are enrolling to be an active provider. As an individual rendering practitioner, you are enrolling in MITS as an active provider. If you never bill directly and only appear as a rendering provider, you will not receive a 1099. If you do submit claims over \$600 for the tax year, Medicaid is required to send you a 1099.

Practitioners enrolling as "ORP" only are not required to complete the 1099 tax information portion of the Medicaid application.

What address should I list as my practice location?

You should list the address of the office or facility where you intend to provide services.

What address should I list to receive my postal mail?

You should list the address at which you can most reliably receive postal mail. This is the address to which the Ohio Department of Medicaid will send any necessary written communication.

What email address should I list?

You should list the email address of the behavioral health agency at which you are employed.

How long will it take for my Medicaid practitioner application to be processed?

Please allow at 60 days from the date of submission for approval. Applications which are complete and accurate may be processed more quickly.

How can I affiliate with my provider agency or my agency affiliate with me?

Effective July 1, 2017, a practitioner must be “affiliated” with their employing agency(ies) in order for the agency’s Medicaid claims to be successfully processed for any services rendered by that practitioner. Affiliation can be initiated when the practitioner completes their Medicaid enrollment form or it can be done by either the applicant or their agency after the practitioner is successfully enrolled in Medicaid.

Step by step instructions on affiliating a practitioner with one or more agencies may be found in the presentation [here](#). Agencies may also affiliate themselves with actively enrolled practitioners.

Please Note: Many behavioral health agencies are enrolled with Ohio Medicaid as more than one type of provider. E.g. a community mental health agency (Medicaid provider type 84) and a community substance use disorder treatment program (Medicaid provider type 95). For each of these “lines of business” the provider agency has a different NPI. Practitioners who render services for both “lines of business” must be affiliated with both of the agency’s NPIs.

How can I update my provider / practitioner demographic information in MITS (e.g. address or name change)?

You may either use the secure provider portal to change your demographic information following the instructions posted [here](#) or following those included below. You may also call the provider enrollment hotline at 1-800-686-1516. Note that no self-service changes may be made to an application that has been submitted and not yet finalized. These changes may only be made by calling the provider enrollment hotline at 1-800-686-1516.

1) Sign in to the Secure Provider Portal

Ohio
Department of Medicaid

Welcome, OH SUPER USER UAT A (R31.0) Tuesday 09/27/2016 8:53:27 AM

Super User Providers Account Trading Partners Claims Episode Claims Eligibility Prior Authorization Reports Portal Admin Security Trade Files Admin

demographic maintenance 1099 information provider faq mits days report correspondence self attestation hospital cost report ordering/referring/ prescribing search group affiliation group members

Name MOR, WAY
Provider ID 0160416 09/09/2016-12/31/2299
Zip Code 43215

You can view your Remittance Advices, your 835 transactions, by clicking Reports on the menu bar.

Messages *** No rows found ***

Claim Activity Summary	
Number of Claims Paid in Current Month	0
Amount Paid in Current Month	\$0.00
Number of Claims Denied in Current Month	0
Number of Claims Paid in Past 12 Months	0
Amount Paid in Past 12 Months	\$0.00
Number of Claims Denied in Past 12 Months	0
Number of Suspended Claims	0
Number of Claims in Final Disposition	0
Date of Most Recent Payment	
Type of Most Recent Payment	N/A

Quick Links

- ODM Provider Page
- Provider Enrollment
- Medicaid Managed Care Program
- 1099 Information
- Fee Schedules

2) Select "demographic maintenance" from the list of tasks

The screenshot shows the Ohio Department of Medicaid website. At the top, there is a search bar and a navigation menu with items like 'Super User', 'Providers', 'Account', etc. Below the navigation menu, there is an 'Admin' section with a list of tasks. The 'demographic maintenance' link is highlighted with a red box, and a red arrow points to it. Below the tasks, there is a breadcrumb trail: 'Service Location > Location Name Address > Service Language > 1099 Mailing Address'. The main content area displays 'Provider Information' for a provider with Medicaid ID 0160416 MCD, located at 50 TOWN, COLUMBUS, OH 43215.

3) Select "Location Name Address"

This screenshot is similar to the previous one, but the 'Location Name Address' link in the breadcrumb trail is highlighted with a red box, and a red arrow points to it. The rest of the page content remains the same.

4) Select which address you want to update

The screenshot shows the 'Location Name Address' update form. At the top, it displays the provider information from the previous screen. Below that is a table of addresses. The 'SERVICE LOC' row is highlighted with a red box. Below the table, there is a text prompt 'Select row above to update' with a red arrow pointing to it. The form contains various input fields for name, address, phone, and email.

Address Type	Name	Address 1	City	State	Zip	Zip + 4	Phone 1
HOME OFFICE	MOR_WAY	50 TOWN	COLUMBUS	OH	43215		(614)555-1212
MAIL TO	MOR_WAY	50 TOWN	COLUMBUS	OH	43215		(614)555-1212
PAY TO	MOR_WAY	50 TOWN	COLUMBUS	OH	43215		(614)555-1212
SERVICE LOC	MOR_WAY	50 TOWN	COLUMBUS	OH	43215		(614)555-1212

5) After making all of your changes be sure to save the record

The screenshot shows a web-based form for Medicaid Provider Information. The top section displays provider details: Medicaid Provider ID (0160416 MCD), National Provider ID, Practice ID, Provider Type (25 - NON-AGENCY PERSONAL CARE AIDE), Ownership (NO), Medicaid Effective Date (09/09/2016), Medicaid End Date (09/08/2021), Address Type (PRACTICE LOCATION), Address (50 TOWN), City (COLUMBUS), County (FRANKLIN), State/Zip (OH 43215), and Phone (614-555-1212).

The middle section is titled "Location Name Address" and contains a table with columns: Address Type, Name, Address 1, City, State, Zip, Zip + 4, and Phone 1. The table lists four locations: HOME OFFICE, MAIL TO, PAY TO, and SERVICE LOC, all with the same address and phone number.

The bottom section is titled "Type changes below." and contains various input fields: Name Type (Business Name/Personal Name), Name (MOR WAY), Title, Address Type (SERVICE LOC), Country (UNITED STATES), Contact Name (WAY MOR), Phone 1 (614)555-1212, Phone 2 (000)000-0000, Fax 1 (000)000-0000, Fax 2 (000)000-0000, Address 1 (50 TOWN), Address 2, City (COLUMBUS), State (OH), Zip (43215), E-Mail (ME@ME.COM), and Confirm E-Mail.

At the bottom right, there are "save" and "cancel" buttons. A red arrow points to the "save" button.