



Department of Medicaid  
Department of Mental Health and Addiction Services

# Webinar: CBHC Practitioner Enrollment File and Universal Roster

May 30, 2019



Behavioral Health Redesign

# Agenda

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**Background and Taskforce Creation**

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**Taskforce Participants**

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**Provider Enrollment and Credentialing New Tools**

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**Tentative Implementation Timeline**

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**CBHC Practitioner Enrollment File: Purpose**

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**CBHC Practitioner Enrollment File: Process**

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**CBHC Practitioner Enrollment File Instructions**

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**Tips and Tricks When Reading the File**

---

**Responsibilities of CBHCs**

---

**CBHC Universal Roster**

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**Review of CBHC Universal Roster Template**

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**MCP Email Contacts**

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**Resources**

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# Background and Taskforce Creation



## OVERVIEW

- When workforce changes occur (new hires, changes to licensure/certification, etc.), community behavioral health centers (CBHCs) must update the Ohio Department of Medicaid (ODM) Medicaid Information Technology System (MITS) as well as each managed care plan (MCP).
- MCPs currently require CBHCs to use MCP-specific rosters to update practitioner information in their systems.
- CBHCs are not able to see licensure/specialty information of their affiliated practitioners in MITS.
- In December 2018, a taskforce was created to develop processes that would ease the burden on CBHCs related to credentialing practitioners.
- The taskforce includes representatives from ODM, OhioMHAS, CBHCs, and behavioral health trade associations.

# Taskforce Participants



## PARTICIPANT LIST

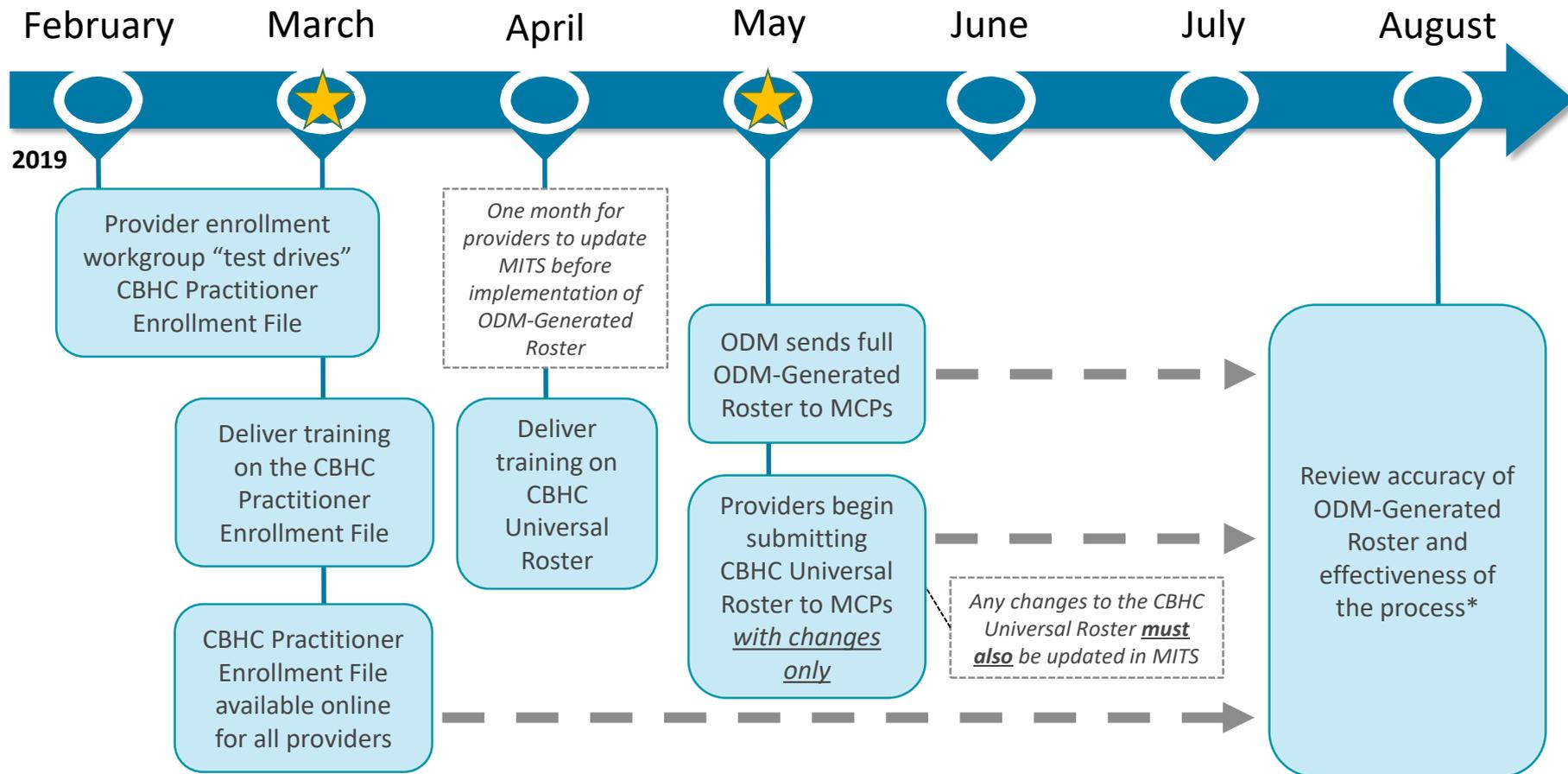
- BrightView
- Community Drug Board
- Oriana House
- Signature Health
- Ohio Council of Behavioral Health & Family Services Providers
- Ohio Department of Mental Health and Addiction Services
- Child Focus
- House of New Hope
- Pastoral Counseling Service of Summit Co.
- The Village Network
- Ohio Department of Medicaid
- Medicaid Managed Care Plans

# Provider Enrollment and Credentialing New Tools

## What are the new tools?

- » Step 1: CBHC Practitioner Enrollment File – an online spreadsheet listing all BH agencies and all affiliated practitioners, including specialties, that cannot be seen in the MITS secure portal.
- » Step 2: CBHC Universal Roster – a single roster submitted by providers when reporting staff changes to Medicaid MCPs. It includes practitioner changes and is intended as an interim step to migration to the ODM-Generated Roster.
- » Step 3: ODM-Generated Roster – an ODM-generated report using information from MITS, which will replace the use of each of the MCP-specific rosters and the CBHC Universal Roster for ongoing changes to practitioner enrollment and affiliation. After the interim phase is complete, the ODM-Generated Roster will serve as the main communication link between ODM and the MCPs and will allow for the CBHC Universal Roster to be discontinued.

# Tentative Implementation Timeline



*\*The goal is to get to an ODM-Generated Roster only.*



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# CBHC Practitioner Enrollment File



Behavioral Health Redesign

# CBHC Practitioner Enrollment File: Purpose



## Purpose



- The CBHC Practitioner Enrollment File provides a master listing of all CBHCs (provider types 84 and 95 only) enrolled with ODM and their affiliated practitioners.
- CBHCs that are both provider types 84 and 95 are listed separately.
- The report provides information on practitioner specialties which cannot currently be viewed in the MITS secure portal.

# CBHC Practitioner Enrollment File: Process

*This first step requires active participation on the part of CBHCs.*



## Process



- The CBHC Practitioner Enrollment File is available at <https://bh.medicaid.ohio.gov/manuals> under “Enrolling Practitioners in Medicaid” section and will be refreshed **every week**.
- All CBHCs should review the data specific to their organization and **make any corrections or updates in MITS**.
- The information contained in the CBHC Practitioner Enrollment file is limited to necessary details only (will NOT include SSN and Medicaid ID).

# CBHC Practitioner Enrollment File Instructions: Tab 1

## Tab 1 - Active

- Shows “active” practitioner enrollments, specialties, and affiliations in MITS.
- Displays provider types and specialties in MITS that are not available for CBHCs to view in MITS.
- Reflects the individual provider’s current record maintained in MITS.

A	B	C	D	E	F	G
Organization Name	Organization_Nbr	Affiliated_Provider_Name	Affiliated_Provider_NPI	Affiliated_Provider_Type	Affiliated_Provider_Prmy_Spec	Affiliated_Provider_Specialty2
VILLAGE NETWORK	1093103988	WILLIAMS KIMBERLY M	1154606598	38 - NON-AGENCY NURSE -- RN OR LPN	385 - BEHAVIORAL HEALTH LPN	383 - PDN/ODM WAIVER LICENSED PRACTICAL NURSE
VILLAGE NETWORK	1093103988	GOBROGGE JANET L	1992890867	72 - Nurse Practitioner Individual	213 - Psychiatric	213 - Psychiatric
VILLAGE NETWORK	1093103988	NEHRER JONATHAN M	1124195896	20 - Physician/Osteopath Individual	201 - GENERAL PRACTICE	201 - GENERAL PRACTICE
VILLAGE NETWORK	1093103988	BOWMAN DEMETRA I	1598805814	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	KNIGHT SUSAN K	1881723484	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	BURR-BARTOLO MELISSA S	1649427709	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	DOUD CHRISTOPHER R	1740589563	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	GOTTFRIED JENNIFER M	1588947352	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	HARTMAN JERRY D	1184811127	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	GELLNER EVE A	1629225719	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	HUTCHINGS KIMBERLY L	1245595545	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	HARTMAN KIMBERLY Y	1720276660	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	JONES RYAN M	1043588858	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	KARGER JENETTE R	1518301415	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	KAYLOR ROBIA L	1336196377	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	HUGHES NANCY L	1861826570	38 - NON-AGENCY NURSE -- RN OR LPN	384 - BEHAVIORAL HEALTH RN	384 - BEHAVIORAL HEALTH RN
VILLAGE NETWORK	1093103988	MCCARTY TRACI L	1164610739	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	MEHEN CHRISTINE E	1437557253	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	PLANT AMANDA L	1851630289	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	BROWN MICHELLE M	1427398452	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	PORTER JENNIFER A	1659569317	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	STEPHEN HELEN	1760820856	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	REYNOLDS LAURA M	1154661767	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	SHEAFFER MARLENE	1669641049	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	SEIBEL CARA E	1295782027	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	SOMMERS MICHAEL	1518087519	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	TAPOLA JESSICA R	1023288842	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	THOMPSON KAYLA A	1710313382	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	WHITE TIFFANY R	1720348394	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	BOETZ MANDY R	1689003667	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	HOOPS KRISTEN D	1265692289	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	IVEY CRISTINA S	1053765479	38 - NON-AGENCY NURSE -- RN OR LPN	384 - BEHAVIORAL HEALTH RN	384 - BEHAVIORAL HEALTH RN
VILLAGE NETWORK	1093103988	HUNTSMAN TAMATHA J	1538569173	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	BOUCHET VANESSA	1780003947	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR
VILLAGE NETWORK	1093103988	BAUMGARDNER CHRISTINE M	1346652088	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	PAXTON DAVID J	1639366735	37 - SOCIAL WORK	370 - LICENSED INDEPENDENT SOCIAL WORKER	370 - LICENSED INDEPENDENT SOCIAL WORKER
VILLAGE NETWORK	1093103988	PERRIELLO-MAYER ANNA	1619338969	47 - CLINICAL COUNSELING	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR	474 - LICENSED PROFESSIONAL CLINICAL COUNSELOR

Active Inactive



# CBHC Practitioner Enrollment File Instructions: Tab 2

## Tab 2 - Inactive

- Shows “inactive” practitioners still showing as being “actively” affiliated with the organization.
- This information is intended to isolate inactive practitioners and give CBHCs an opportunity to end date these affiliations in MITS.
- Please note that this tab is filtered down to the basics so it does not show specialties.

A	B	C	D	E
Organization_Name	Organization_NF	Affiliated_Provider_Name	Affiliated_Provider_NPI	Affiliated_Provider_Type
VILLAGE NETWORK	1093103988	WARSAWSKI JACOB L	1083074983	96 - PARA-PROFESSIONALS
VILLAGE NETWORK	1093103988	MCGINTY SHANNON K	1558559427	47 - CLINICAL COUNSELING
VILLAGE NETWORK	1093103988	DEN HEIJER LINDA J	1598952756	37 - SOCIAL WORK
THE VILLAGE NETWORK	1124057914	MCGINTY SHANNON K	1558559427	47 - CLINICAL COUNSELING
THE VILLAGE NETWORK	1124057914	DEN HEIJER LINDA J	1598952756	37 - SOCIAL WORK
HOUSE OF NEW HOPE	1134354475	YOUNG RACHEL M	1366640617	37 - SOCIAL WORK
SIGNATURE HEALTH INC	1174884787	THOMAS AMY	1194754796	37 - SOCIAL WORK
SIGNATURE HEALTH INC	1174884787	WASSERSTEIN ADELLA	1538250204	20 - Physician/Osteopath Individual
SIGNATURE HEALTH INC	1174884787	JOHNSON MARK	1548489339	37 - SOCIAL WORK
SIGNATURE HEALTH INC	1174884787	GROSS LINDA	1588603674	20 - Physician/Osteopath Individual
SIGNATURE HEALTH INC	1174884787	ASHLEY AMANDA	1659772481	38 - NON-AGENCY NURSE -- RN OR LPN
SIGNATURE HEALTH INC	1174884787	WISELEY-CORTLAND BARBARA	1720127137	65 - Clinical Nurse Specialist Individu
SIGNATURE HEALTH INC	1174884787	LEWIS ANEESAH	1750898813	54 - CHEMICAL DEPENDENCY
SIGNATURE HEALTH INC	1174884787	SWARINGEN SHANNA	1881041218	20 - Physician/Osteopath Individual
SIGNATURE HEALTH INC	1477575348	WASSERSTEIN ADELLA	1538250204	20 - Physician/Osteopath Individual
SIGNATURE HEALTH INC	1477575348	JOHNSON MARK	1548489339	37 - SOCIAL WORK
SIGNATURE HEALTH INC	1477575348	LEWIS ANEESAH	1750898813	54 - CHEMICAL DEPENDENCY
SIGNATURE HEALTH INC	1477575348	SWARINGEN SHANNA	1881041218	20 - Physician/Osteopath Individual
COMMUNITY DRUG BOARD INC	1588929376	VERMA BIPIN B	1063662534	20 - Physician/Osteopath Individual
COMMUNITY DRUG BOARD INC	1588929376	MURPHY ERICA	1447779939	54 - CHEMICAL DEPENDENCY
COMMUNITY DRUG BOARD INC	1588929376	STROZIER RONIQUÉ G	1548674864	38 - NON-AGENCY NURSE -- RN OR LPN
COMMUNITY DRUG BOARD INC	1588929376	MISJA CHARLES M	1649465071	20 - Physician/Osteopath Individual
COMMUNITY DRUG BOARD INC	1588929376	QUINTANA BUD E	1902979974	20 - Physician/Osteopath Individual
BRIGHTVIEW LLC	1659769446	FERRELL MEGAN	1275049397	54 - CHEMICAL DEPENDENCY
BRIGHTVIEW LLC	1659769446	COLLINS WILLIAM	1447791637	54 - CHEMICAL DEPENDENCY
BRIGHTVIEW LLC	1659769446	HUIZENGA JAMES E	1659362697	20 - Physician/Osteopath Individual
BRIGHTVIEW LLC	1659769446	MALLORY JENNIFER	1972018182	54 - CHEMICAL DEPENDENCY

# CBHC Practitioner Enrollment File Instructions: Tips and Tricks When Reading the File



## TIPS AND TRICKS

- If multiple specialties are shown, they are all open spans.

***Please note:*** All paraprofessional specialties remain open due to the ability to render services across specialties for these practitioners.

- Column F (active primary specialty) and Columns G, H and I (additional specialties) may have duplicate information due to system limitations.
- There will be two lines for a practitioner if a CBHC is both a PT 84 and PT 95 and the practitioner is affiliated with both sides of the business.
- Some practitioners may appear in the “Active” tab even though they were end dated in MITS because they have two different Medicaid IDs, one of which may still be active.

# CBHC Practitioner Enrollment File Instructions: Tips and Tricks When Reading the File, Cont'd



## TIPS AND TRICKS

- CBHCs must affiliate each and every Medicaid ID that a practitioner has within the MITS secure portal. Example:
  - Practitioner Smith enrolls as a Paraprofessional-QMHS (Medicaid ID 1234567) and affiliates with The Village Network.
  - Practitioner Smith earns a LSW, re-enrolls with Medicaid as a LSW and is issued a new Medicaid ID 8910111.
  - This new Medicaid ID must now be affiliated with The Village Network.  
**Anytime a new Medicaid ID is issued, that newly issued Medicaid ID must be affiliated with the employing organization.**
  - Practitioner Smith should end date the affiliation for the old Medicaid ID.
- In order to execute an affiliation in MITS, a CBHC user must go through the established security protocol prior to making the update.
  - Please do not use short cut links for the MITS secure portal. Bypassing security will not allow affiliations to be performed.

# Responsibilities of CBHCs



- Ensure that staff providing Medicaid covered services are enrolled in MITS as a Medicaid provider
- Review data for the agency in the CBHC Practitioner Enrollment File, available on the BH website: <https://bh.medicaid.ohio.gov/manuals>.
- If discrepancies are found upon review, CBHCs must make the necessary changes to their enrolled/affiliated practitioners in MITS (more details available on following slide).
  - ***This is a critical step to ensure that accurate information is shared with the MCPs and will reduce the possibility of pended or denied claims.***

## Responsibilities of CBHCs, Cont'd



Changes (new hire, terminations, and individual licensure/credentialing changes) should be made in the MITS provider portal (maintaining accurate affiliation of rendering providers) or by e-mailing ODM at [MEDICAID\\_PROVIDER\\_UPDATE@medicaid.ohio.gov](mailto:MEDICAID_PROVIDER_UPDATE@medicaid.ohio.gov) for updates to provider specialties. Please remember the e-mail request for updates should include the following information:

- Provider name
- NPI
- Medicaid ID
- A statement describing the request
- Supporting documentation (i.e., if the request for a new specialty is due to a new license, a copy of the license)

***ODM will move forward with an ODM-Generated Roster when MITS is accurate.***



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# CBHC Universal Roster



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# CBHC Universal Roster



## What is the CBHC Universal Roster?



- CBHCs have had to report any staffing changes to all MCPs, each with their own roster. To streamline this process, ODM worked with the MCPs to create a single, simplified roster across all MCPs, known as the CBHC Universal Roster.
- **The CBHC Universal Roster is used to communicate changes to the plans and should be submitted monthly at a minimum, or as changes occur.**
- **Providers only need to include changes such as new hires, current employees with new license/certification, and terminations.**

# CBHC Universal Roster

*The MCPs began accepting and using the CBHC Universal Roster on May 1<sup>st</sup>.*



## Additional Details



- The CBHC Universal Roster will be used for a limited time while the ODM-Generated Roster is being tested. Once the ODM-Generated Roster is determined to be accurate, the CBHC Universal Roster will be discontinued.
- New provider organizations who are initially contracting with an MCP will need to complete the MCP-specific contracting process which may include a different roster or other documentation needed for credentialing.

# Review of CBHC Universal Roster Template



**Instructions Tab** – information on the purpose of the Roster, column descriptions for when filling out the template, and additional guidance

A	B
<p>This Universal Roster should be used to report information about practitioners rendering services on the behalf of the organization. Information about rendering practitioners should first be noted by marking the Add/Change/Term column for the status of the individual practitioner, and then by filling out the corresponding column information that collects provider information, practice specialties, identification numbers, and primary service locations. <i>All columns listed on the Universal Roster are considered to be required information wherever applicable to the practitioner. Note: A practitioner will need to be listed multiple times when providing services at multiple service locations.</i></p>	
<p>If adding a new service location, please also submit a completed ODI Standardized Credentialing Part B Form along with this Universal Roster. Because CBHC providers are credentialed at the organization level, separate credentialing is <b>not</b> required for rendering providers. The ODI Standard Credentialing form can be found here: <a href="https://insurance.ohio.gov/Consumer/Documents/Standardized%20Credentialing%20Form.pdf">https://insurance.ohio.gov/Consumer/Documents/Standardized%20Credentialing%20Form.pdf</a></p>	
<p>Should you have any questions, please contact the MCO representatives listed on the Contact List tab.</p>	
Column Name	Column Description
<b>Add/Change/Term?</b>	Indicate whether you need to Add a Provider, Change Provider Information, or Terminate an Affiliated Provider
<b>Effective Date of Add/Change/Term</b>	Provide the effective date of the addition, change, or termination
<b>Last Name</b>	Rendering Provider's Last Name
<b>First Name</b>	Rendering Provider's First Name
<b>Middle Initial</b>	Rendering Provider's Middle Initial
<b>Primary Degree</b>	High School Diploma, HS + 3 years, Associate's Degree, Bachelor's Degree, Master's Degree, Doctorate
<b>Secondary Degree</b>	High School Diploma, HS + 3 years, Associate's Degree, Bachelor's Degree, Master's Degree, Doctorate
<b>Primary Licensure/Certification</b>	MD/DO, Licensed Psychologist, LISW/LSW, LPCC/LPC, LIMFT/LMFT, LICDC/LCDC, CDCA, QMHS, CMS, PRS
<b>Primary State License #</b>	Active current registered license in State of Ohio
<b>Secondary Licensure/Certification</b>	MD/DO, Licensed Psychologist, LISW/LSW, LPCC/LPC, LIMFT/LMFT, LICDC/LCDC, CDCA, QMHS, CMS, PRS
<b>Secondary State License #</b>	Active current registered license in State of Ohio
<b>Provider's Gender</b>	Provider's gender
<b>Provider's Date of Birth</b>	Provider's date of birth
<b>Primary Specialty</b>	Psychiatry, Addiction, OB/GYN, Pediatrics, Geriatrics, etc.

Instructions

Universal Roster

Contact List





# Review of CBHC Universal Roster Template



**Contact List Tab** – includes MCP-specific provider contracting and relations contacts and the email boxes to send roster updates

A	B	C	D	E	F	G	H	I		
<b>MANAGED CARE – BEHAVIORAL HEALTH CONTACTS &amp; RESOURCES</b>										
<p><b>AETNA BETTER HEALTH</b></p> <table border="0"> <tr> <td><u>Provider Contracting:</u> Matt Koblens KoblensM@AETNA.com</td> <td><u>Provider Relations:</u> Rick Welch WelchR@aetna.com</td> </tr> </table> <p>Please email roster updates to OH_Contracting@aetna.com. We recommend updating us about newly hired practitioners as soon as possible.</p>									<u>Provider Contracting:</u> Matt Koblens KoblensM@AETNA.com	<u>Provider Relations:</u> Rick Welch WelchR@aetna.com
<u>Provider Contracting:</u> Matt Koblens KoblensM@AETNA.com	<u>Provider Relations:</u> Rick Welch WelchR@aetna.com									
<p><b>BUCKEYE HEALTH PLAN</b></p> <table border="0"> <tr> <td><u>Provider Contracting:</u> Mike George ohnegotiators@centene.com Phone: 614-549-3865</td> <td><u>Provider Relations:</u> Charlene McCarthy BehavioralHealth@centene.com Phone: 866-246-4356 ext. 24291</td> </tr> </table> <p>Please email roster updates to Ohiocontracting@centene.com. We recommend updating us about newly hired practitioners as soon as possible.</p>									<u>Provider Contracting:</u> Mike George ohnegotiators@centene.com Phone: 614-549-3865	<u>Provider Relations:</u> Charlene McCarthy BehavioralHealth@centene.com Phone: 866-246-4356 ext. 24291
<u>Provider Contracting:</u> Mike George ohnegotiators@centene.com Phone: 614-549-3865	<u>Provider Relations:</u> Charlene McCarthy BehavioralHealth@centene.com Phone: 866-246-4356 ext. 24291									
<p>▶   Instructions   Universal Roster   <b>Contact List</b>   +</p>										

\*NC  
you  
issu  
info

# MCP Email Contacts

*CBHCs should email their roster updates to:*

MCP	EMAIL
Aetna	<a href="mailto:OH_Contracting@aetna.com">OH_Contracting@aetna.com</a>
Buckeye	<a href="mailto:Ohiocontracting@centene.com">Ohiocontracting@centene.com</a>
CareSource	<a href="mailto:ProviderMaintenance@caresource.com">ProviderMaintenance@caresource.com</a>
Molina	<a href="mailto:MHOProviderUpdates@MolinaHealthCare.com">MHOProviderUpdates@MolinaHealthCare.com</a>
Paramount	<a href="mailto:ProviderRelations.Paramount@ProMedica.org">ProviderRelations.Paramount@ProMedica.org</a>
UnitedHealthcare	<a href="mailto:OhioNetworkManagement@Optum.com">OhioNetworkManagement@Optum.com</a>



# RESOURCES



- April 30<sup>th</sup> CBHC Universal Roster webinar recording, slide deck, and template are available at <https://bh.medicareid.ohio.gov/manuals> and <https://bh.medicareid.ohio.gov/training>.
- March 20<sup>th</sup> CBHC Practitioner Enrollment File webinar recording, slide deck, and Q&A document are posted to the BH website at: <https://bh.medicareid.ohio.gov/manuals> and <https://bh.medicareid.ohio.gov/training>. The latest CBHC Practitioner Enrollment File is available online at: <https://bh.medicareid.ohio.gov/manuals>.
- CBHCs can send questions about the CBHC Universal Roster and CBHC Practitioner Enrollment File to: [BH\\_Webinar@medicareid.ohio.gov](mailto:BH_Webinar@medicareid.ohio.gov).
- The Medicaid MCP BH Provider Enrollment and Credentialing FAQ document is available online at: <https://medicareid.ohio.gov/Managed-Care/For-Managed-Care-Plans#1910242-frequently-asked-questions> (also available at: <https://bh.medicareid.ohio.gov/manuals>).
- Each MCP has a provider services line. Please reference the BH MCP Integration Document available at: <https://bh.medicareid.ohio.gov/Provider/Medicareid-Managed-Care-Plans>.
- Ohio Medicaid Provider Hotline is available for inquiries at 1-800-686-1516:
  - Select option 3 – for current providers, then
  - Select option 5 – to check status of provider, then
  - Select option 3 – to speak with representative.
- ODM “Provider Enrollment” webpage: <https://www.medicareid.ohio.gov/Provider/EnrollmentandSupport/ProviderEnrollment>

# Open-Ended Q&A Discussion

