

Issue	Resource
Any certification questions	certification.support@odmrdd.state.oh.us
Certification packet info	or call: 1-877-289-3636
Denials (914 or 919)	
Haven't provided services for over a year	
Questions re: PAWS enrollment	contact county board: http://mrdd.ohio.gov/contacts/countyboards1.htm
Questions about receipt rates	contact county board: http://mrdd.ohio.gov/contacts/countyboards1.htm
For all other PAWS questions	contact: PAWS.support@odmrdd.state.oh.us
Issues with waiver enrollment	contact county board: http://mrdd.ohio.gov/contacts/countyboards1.htm
	waiver.support@odmrdd.state.oh.us
	1-877-464-6733 central phone #
Issues with security affidavit	E-mail security.support@odmrdd.state.oh.us
Issues with user name or password	E-mail security.support@odmrdd.state.oh.us
Locked out of system	E-mail security.support@odmrdd.state.oh.us
Issues with patient liability	contact: laura.morris@dmr.state.oh.us
Uploading flat files/837 files	Edi.support@odmrdd.state.oh.us
Questions re: NPI	Edi.support@odmrdd.state.oh.us
Want to update your information on the website	pcs.support@odmrdd.state.oh.us
Questions re: the acuity system AAI	Email aai.support@dmr.state.oh.us
Program questions for Daily Rate Application	mail to: Dailyrate-Support@odmrdd.state.oh.us
Technical questions for Daily Rate Application	mail to: DRA-Support@odmrdd.state.oh.us
Entering claims into MBS	http://mrdd.ohio.gov/providers/billingdocs/entering-claims.ppt
Billing patient liability	http://mrdd.ohio.gov/providers/billingdocs/patient-liability.ppt
Error codes	http://mrdd.ohio.gov/providers/billingdocs/claim-reject-errors.pdf
Denial codes	http://mrdd.ohio.gov/providers/billingdocs/denialcodes-ifs.pdf
Need to make an adjustment to claims	http://mrdd.ohio.gov/providers/billingdocs/explanforadj.pdf

Billing patient liability	http://mrdd.ohio.gov/providers/billingdocs/patient-liability.ppt
Viewing weekly reports	http://mrdd.ohio.gov/providers/billingdocs/weeklyreports.pdf
Question re: staff/group size	http://mrdd.ohio.gov/providers/billingdocs/when-to-use.pdf
	If this does not answer your question, contact:
	provider.support@odmrdd.state.oh.us
	or call 1-800-617-6733
incorrect 1099/ did not receive 1099	contact: provider.support@odmrdd.state.oh.us
Have not received check/EFT	check weekly reports to see if one was issued
	contact: provider.support@odmrdd.state.oh.us
Want to receive direct deposit	fill out: http://www.obm.ohio.gov/forms/oaks/EFTDraft%20v2.pdf
	mail to:
	Fiscal Administration
	30 E. Broad St., 13th Fl.
	Columbus, OH 43214-3434
	or fax to 614-466-7359
Questions about account information	contact: heather.kirk@obm.state.oh.us
Address/name change	vender change of information form
	fill out and mail to:
	Fiscal Administration
	30 E. Broad St., 13th Fl.
	Columbus, OH 43214-3434
	or fax to 614-466-7359
Need a check reissued	contact: provider.support@odmrdd.state.oh.us
File status shows a bad file	contact: provider.support@odmrdd.state.oh.us
EFT remittance lookup	email OBM.communications@obm.state.oh.us
	or call (614)644-5759