

### Resource information for ODJFS-administered Waivers

Issue	Resource
Becoming a Provider	Go to <a href="http://www.ohiohcp.org">www.ohiohcp.org</a> and download application packet
Questions regarding application	contact: Bureau of Community Services Policy 614-466-6742
Questions regarding NPI	<a href="https://nppes.cms.hhs.gov/NPPES/Welcome.do">https://nppes.cms.hhs.gov/NPPES/Welcome.do</a>
Where to find a consumer	<a href="http://www.ohiohcp.org/Provider/pr_request.asp">http://www.ohiohcp.org/Provider/pr_request.asp</a>
General information regarding Ohio Home Care Waiver Program	<a href="http://jfs.ohio.gov/ohp/ohc/ohc.stm">http://jfs.ohio.gov/ohp/ohc/ohc.stm</a> or <a href="http://www.ohiohcp.org/provider.html">http://www.ohiohcp.org/provider.html</a>
Source for provider forms	<a href="http://www.ohiohcp.org/Provider/pr_forms.html">http://www.ohiohcp.org/Provider/pr_forms.html</a>
Questions regarding All Services Plan	contact consumer's case manager.
Obtaining All Services Plan	contact consumer's case manager or sign-up for "MyOhioHCP" @ <a href="https://myohiohcp.org/liferay/web/guest/home">https://myohiohcp.org/liferay/web/guest/home</a>
Unable to contact case manager	contact case management agency @ 1-800-616-3718 or 1-800-442-1857 as for case manager's supervisor or Clinical Management.
File complaint regarding failure to obtain All Services Plan	contact: Bureau of Community Services Policy @ 614-466-6742
File a complain against case management agency	contact: Bureau of Community Services Policy @ 614-466-6742
Question regarding billing	contact: Provider Relations @ 1-800-686-1516 -- Choose Option 1, Option 1, Option 3
Technical assistance with billing	contact: Ombudsman @ 614-752-9551
Register for training on billing	website: <a href="http://jfs.ohio.gov/OHP/providers/2009TrainingSchedule.pdf">http://jfs.ohio.gov/OHP/providers/2009TrainingSchedule.pdf</a> or contact: Ombudsman @ 614-752-9551
Submit claims electronically	website: <a href="https://medicaidremit.ohio.gov/default/home.jsf">https://medicaidremit.ohio.gov/default/home.jsf</a>
EFT remittance lookup	website: <a href="https://medicaidremit.ohio.gov/default/home.jsf">https://medicaidremit.ohio.gov/default/home.jsf</a>
Report suspected Medicaid Fraud	contact case management agency @ 1-800-616-3718 or 1-800-442-1857
Report suspected patient abuse	contact case management agency @ 1-800-616-3718 or 1-800-442-1857
Address/name change	website: <a href="http://www.odjfs.state.oh.us/forms/file.asp?id=54850">http://www.odjfs.state.oh.us/forms/file.asp?id=54850</a> and complete form
Have not received check/EFT	Contact SEIU first if member. If SEIU is unable to assist contact: Provider Relations @ 1-800-686-1516 -- Choose Option 1, Option 1, Option 3

Incorrect 1099/did not receive 1099	contact: Provider Relations @ 1-800-686-1516 -- Choose Option 1, Option 1, Option 3
Questions about program rules	contact: case management agency or Bureau of Community Services Policy @ 614-466-6742
Where to get criminal background check completed	website: <a href="http://www.ohioattorneygeneral.gov/Services/Business/WebCheck">http://www.ohioattorneygeneral.gov/Services/Business/WebCheck</a>
Questions regarding Cease & Desist Letter	contact: case management agency @ 1-800-616-3718 or 1-800-442-1857
Questions about Structural Reviews	contact: provider monitoring @ 1-800-616-3718 or 1-800-442-1857. Complete information available online @ <a href="https://myohiohcp.org/liferay/web/provider">https://myohiohcp.org/liferay/web/provider</a>
Questions regarding Notice of Operational Deficiency	contact: the person identified on the notice
Questions regarding a Proposed Adjudication Order	contact: the person identified on the letter
Question regarding submitting an Adjustment	contact: 614-466-5080
Sign-up to receive email alerts regarding claims, program rule changes and other important information	<a href="https://myohiohcp.org">https://myohiohcp.org</a>
Information regarding provider billing	<a href="http://ohiohcp.org/Provider/pr_billing.htm">http://ohiohcp.org/Provider/pr_billing.htm</a>
Information regarding Authorized Trading Partners	<a href="http://jfs.ohio.gov/OHP/tradingpartners/atp_professional.stm">http://jfs.ohio.gov/OHP/tradingpartners/atp_professional.stm</a>
Information about training and continuing education	<a href="http://ohiohcp.org/training/trainedu_default.html">http://ohiohcp.org/training/trainedu_default.html</a>
Where to obtain a "Consumer-Specific Training Option" form	<a href="http://www.ohiohcp.org/cstoandconsrequest.pdf">http://www.ohiohcp.org/cstoandconsrequest.pdf</a>
Having difficulty signing on to "MyOhioHCP"	email: <a href="mailto:tburkhart@carestar.com">tburkhart@carestar.com</a>