

## **Urgent — Is your data current?**

### **Provider network management and centralized credentialing from ODM**

As part of the Next Generation of Medicaid Managed Care, the Ohio Department of Medicaid (ODM) has contracted with Maximus, Inc., a National Committee for Quality Assurance (NCQA)-accredited credentials verification organization (CVO), to complete certain credentialing-related tasks. ODM began **centralized provider credentialing** as part of the Next Generation of Ohio Medicaid Managed Care on October 1, 2022 — the same day ODM launched the provider network management (PNM) website. The PNM website is a modular component of the Ohio Medicaid Enterprise System (OMES) for providers to complete various functions including, but not limited to, enrollment, credentialing, group affiliations, and updating demographics.

It is imperative that providers enroll, credential, and always maintain current data in ODM's PNM website as Anthem Blue Cross and Blue Shield (Anthem) receives provider data directly from ODM. It is also imperative to ensure the enrollment and credentialing tax ID with ODM coincides with the Anthem provider contract. Failure to do so will result in incomplete or inaccurate data in Anthem's systems, thus causing potential issues/delays or denials with authorizations, claims, and more.

Providers must create an OH|ID prior to registering in the PNM website. To begin this process, visit <https://ohid.ohio.gov/wps/portal/gov/ohid/create-account/create-account>. If you need assistance or experience technical issues, please contact the ODM Help Desk at **800-686-1516** or [IHD@medicaid.ohio.gov](mailto:IHD@medicaid.ohio.gov).

If you already have an OH|ID, you can log into the PNM website by visiting [https://ohpnm.omes.maximus.com/OH\\_PNM\\_PROD/Account/Login.aspx](https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx). For assistance with the PNM, website please contact the ODM Help Desk at **800-686-1516**, select option 2, then select option 3 to speak to a live agent.

More information about the Next Generation of Ohio Medicaid Managed Care can be found at <https://managedcare.medicaid.ohio.gov/providers/about-next-gen-program>.

A FAQ for ODM's centralized credentialing questions can be found at <https://managedcare.medicaid.ohio.gov/static/PNM/Centralized-Credentialing-FAQ.pdf>.

Information regarding the NCQA can be found at <https://www.ncqa.org/>.

If you have questions for Anthem, please contact your dedicated Provider Relationship Account Manager or email [OhioMedicaidProvider@Anthem.com](mailto:OhioMedicaidProvider@Anthem.com).

<https://providers.anthem.com/oh>