



NETWORK *Notification*

Notice Date: October 16, 2023
To: Ohio Medicaid Providers
From: CareSource
Subject: Provider Network Management (PNM) Module Update
Effective Date: October 20, 2023

Summary

Effective October 20, Next Generation Medicaid managed care organizations (MCO), the OhioRISE plan and MyCare Ohio plans must use provider data from Ohio Medicaid's Provider Network Management (PNM) module, as it is the official system of record. To ensure the provider data sent from the PNM to the managed care entities (MCE) is accurate, it is imperative that your records are updated within the PNM module. **If your data in the PNM module does not match your data on the submitted claim, your claims will be denied for payment.**

The MCEs download a complete extract of the Provider Master File (PMF) that includes all provider data daily.

Find additional information about the PNM from the Ohio Department of Medicaid at [Ohio Department of Medicaid Important Updates](#).

Impact

After Oct. 20, 2023, your claims will be denied for payment if your data in the PNM module does not match your data on submitted claims. **AVOID CLAIM DENIALS – Make Your PNM updates before Oct. 20, 2023.**

Importance

Actions needed by you as a provider or a trading partner:

1. Check that all data submitted on a claim and within the PNM module (e.g., addresses, affiliations, specialties, locations) is accurate and up to date.
2. Access Provider Education & Training Resources within the PNM 'Learning' tab for step-by-step instructions.
3. Continue to update data as changes occur. MCEs will use this information as the system of record moving forward.

For technical support or assistance, contact Ohio Medicaid's Integrated Helpdesk (IHD) at 800-686-1516 and follow the prompts for Provider Enrollment (option 2, option 2) or email IHD@medicaid.ohio.gov. Representatives are available Monday through Friday, 8 a.m. to 4:30 p.m. Eastern Time (ET).

Questions?

For additional questions, please contact Provider Services at **1-800-488-0134**, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET).

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