



# NETWORK *Notification*

**Notice Date:** December 4, 2023  
**To:** Ohio Medicaid Providers  
**From:** CareSource  
**Subject:** Provider Network Management (PNM) Module Update - UPDATE  
**Effective Date:** October 20, 2023

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## Summary

**Update regarding PNM and Provider Master Form (PMF) Integration is delayed.**

As a result of the feedback and discussion, the **Ohio Department of Medicaid (ODM) has determined that Managed Care Entities (MCE) will not deny claims for PNM System data misalignment at this time.** ODM will continue to work with the MCEs to validate the success of using the PMF and based on that success will determine a date in the near future to initiate this process.

It is essential that providers continue to update their data in the PNM so that the validation testing being done with the plans will be successful. ODM will be moving this change into production and all the work to keep the PNM up to date will ensure there will be minimal impact when it is rolled out.

1. Check that all data submitted on a claim and within the PNM module (e.g., addresses, affiliations, specialties, locations) are accurate and up-to-date.
2. Access Provider Education & Training Resources within the PNM 'Learning' tab for step-by-step instructions.

Next Generation Medicaid managed care organizations (MCO), the OhioRISE plan and MyCare Ohio plans must use provider data from Ohio Medicaid's PNM module as it is the official system of record. To ensure the provider data sent from the PNM to the MCE is accurate, it is imperative that your records are updated within the PNM module.

The MCEs download a complete extract of the PMF that includes all provider data daily.

## Rostering

ODM has been alerted by network providers who operate under a clinically integrated network (CIN) that affiliating to the CIN is critical for accurate claims reimbursement. Currently, the PNM system does not allow these providers to affiliate to the CIN level. Therefore, ODM will allow MCEs to use rosters for the sole purpose of affiliating Medicaid providers to their respective CIN. MCEs must still utilize the PNM system generated PMF as the system of record for affiliations at the Tax ID/group level.

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

## Impact

October 20<sup>th</sup> Go Live was pushed back. New date is TBD.

### **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 1-800-686-1516 and follow the prompts for Provider Enrollment (option 2, option 2) or email [IHD@medicaid.ohio.gov](mailto:IHD@medicaid.ohio.gov). Representatives are available Monday through Friday, 8 a.m.-4:30 p.m. ET.

### **Questions?**

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

OH-MED-P-2431721a