



Ohio

Department of
Developmental Disabilities

Tips For New Agency CEOs

Use a shared email address



When creating a new user ID for an agency in Provider Services Management, also called PSM, consider using an email address that's accessible by the organization and not only by the CEO. That allows the organization to reset the password should the CEO leave employment.

Map your contract to your User ID



If you are a new CEO for an existing agency and the agency's DODD contract number needs to be mapped to your user ID, send a letter of intent using company letterhead with the name of the new CEO, the CEO's newly created PSM user ID, and the Medicaid contract number for the employing agency.

Email that information to jvon.loveless@dodd.ohio.gov or jared.mutchler@dodd.ohio.gov.

Report changes promptly



Report a change of CEO to DODD within 14 days via an application. Submit the new CEO information and documentation using the *Update Demographic Information* application in PSM.

Time to renew?



Time for the agency to renew its certification?

If the CEO changes within 2 weeks of the agency submitting its renewal application, include the new CEO's information in the demographic section of the renewal application.

Otherwise, submit the new CEO information and documentation using the *Update CEO* application in PSM. Remember, using *Update CEO* is not a renewal application and will not renew your certification.

Select Services Carefully



Remember, using an *Add Services* application in PSM is not a renewal application and will not renew your certification. Using an *Add Services* application will only add or remove services that the agency will be certified to provide.

Unchecking a service within the *Withdraw Services* application will end the agency's certification for that service.

Complete initial overview



New CEOs must be sure to complete the [Initial Overview](#) for agency providers online course, available on DODD's website.

Check your work



Make sure you sign and date your application in each of the places your signature is required, such as the W9 form, before uploading documents to your application. Be consistent with the agency's name throughout the application and avoid abbreviations.

Questions?
Provider Certification Hotline
Monday through Friday, 8 AM to 5 PM
1-800-617-6733, option 3

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