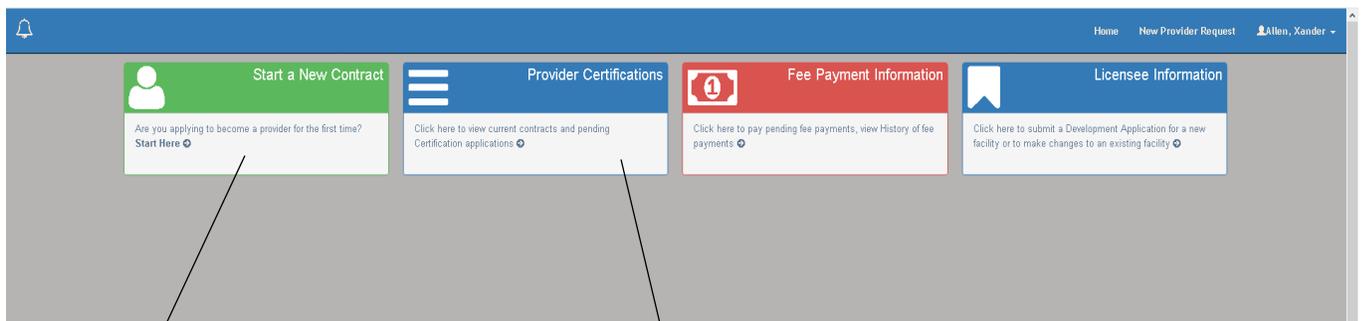


PSM Provider Side View

Providers will continue to log in through the DODD website by choosing applications and then selecting PSM as their application. Once they choose PSM they will be taken to the provider home screen. “Start a New Contract” and “Provider Certification” are the two the providers will need most and are explained below. The red tab “Fee Payment Information” is simply a history of fee payments and a place they can view pending fee payments outside of the application they started. Licensee Information is providers who have a licensed facility. This tab is for providers that need to apply with OPSR.



“Start a New Contract”

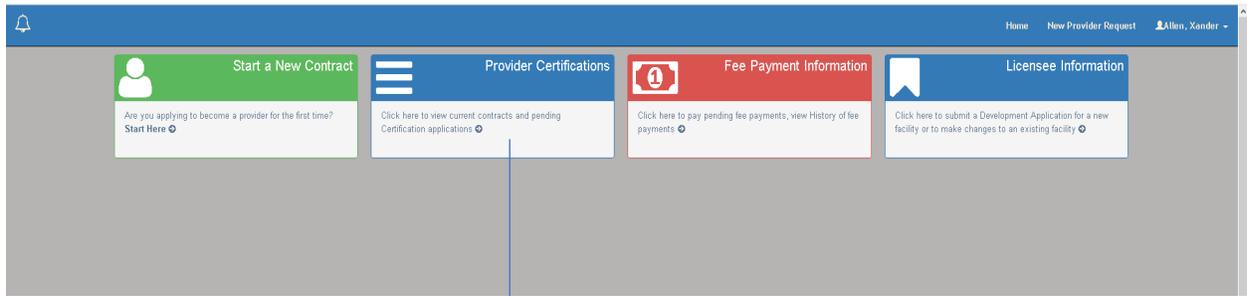
This is for new providers that want to start a new contract. Existing providers will need to choose “Provider Certification” tab and then click on their contract number.

“Provider Certification”

This is for existing providers and new providers that have already started an application. Here is where they can choose their contract number and find information about their contract. It is also where they can see any active applications they have started.

Starting a new contract will have them be sent directly into an application which you can view through the portal view option inside of CRM. As a reminder, the portal view button looks like this.  PORTAL

If the provider chooses Provider Certification they will be taken to a screen that will have different sections.



The top part of this screen is called “Contracts”. This is where certified providers can view information about their contract. They can find lots of information on their own there that will be covered later in this document. The below part is called “Pending Certification Applications”. This is where they can find and open any applications they have started and are not fully complete. If they started an application that they want to delete they can do that themselves. They just need to open the application and click the “cancel” button in the bottom left part of the screen which will create a pop up to warn them that if they delete they will not get a refund and will not be able to use that application again.



You have selected Cancel Application. This will remove your application completely. If you decide to continue, you will need to begin any application from the start. The application will not be retrievable. If you choose to remove your application you will not be able to get a refund for the application fee. Do you wish to cancel and remove your application ?



Provider Home

The screenshot shows the 'Provider Home' page for 'Brady Bunch 2'. The page is divided into a left sidebar with navigation options and a main content area. The main content area has a blue header 'Provider Home' and a sub-header 'Provider Demographics'. Below this, there is a table of provider information:

Certification Expiration:	12/26/2017	Contract Number:	0702008
Provider:	Brady Bunch 2	Status:	Active
Certification Span:	10/16/2017 - 12/26/2017	Provider Type:	Agency
SSN/TIN:	955555555		
Supplier Id:	844444444		
Address:	5 Main St, Lima Bean, OH , 43035		
Phone:	6145252252		
Email:	jared.mutchler@dodd.ohio.gov		

Below the demographics table is a link: [Edit Email and Phone Number](#). Underneath is a section for 'Provider Application Types' with a sub-header 'Renewal Certification'. It contains the following text:

Renewal Certification
Create application for renewal of time limited certification as early as 90 days prior to expiration or as late as 364 days after expiration.

Add Services
Create application to allow active providers to add Services to active certification.

Withdraw Services
Create application to allow active providers to withdraw Services to active certification.

When the provider clicks on their contract they will be taken to the "Provider Home" page where they can find many of the answers to the questions they typically ask. Immediately viewable is their certification span. Any applications that are available to the provider will be displayed below the provider's information. In the example above a renewal application is available because the provider is within 90 days of their contract expiration. If their renewal period is not active there will be more demographics application types available, but inside of the renewal period we want them to make their demographic changes inside of the renewal application. On the top part below all the static information is the "Edit Email and Phone Number" in light blue. Here the provider can click that and change their email and phone immediately without needing to complete and application.

The screenshot shows a modal window titled 'Update Email(s) and Phone Number(s)'. It is divided into three sections: 'Agency Information', 'Primary Contact Information', and 'Home Office Contact Information'. Each section contains input fields for email, phone numbers, and fax numbers.

Agency Information

Agency Email* 0702008

Primary Contact Information

Primary Contact Email* Active

Agency

Home Office Contact Information

Office Contact Email*

Home Office Phone1* Extn Home Office Fax1

Home Office Phone2 Extn Home Office Fax2

Provider Home	
Provider Address	
Services and Counties	
Services Locations	
Medicaid Information	
Billing Service Codes	
Secondary Contacts	
User Associations	
Services Span History	
Certification Span History	
Sanction History	
Applications History	
Communication History	
Documentation View	
Disposition Letters	
Provider Features	
Ownership Information	
Voluntary Withdraw	

- **Provider Address**- Shows the provider's address they have provided in their Initial, Renewal, or Update Address applications. This includes Primary Contact Information, Home Office Information, Billing Information, Mailing Information, and Alternative Information.
- **Services and Counties** – This is where the provider can see the services they are certified for and the counties they are operating in and accepting new clients. They can edit these here as well. (Page 5).
- **Services Locations**- This is for agencies that provider days services it will show the address they provided in their application.
- **Medicaid Information**- Provider can view their MITS Contract type (IO, SELF, LV1), Medicaid #, MITS Provider Type (i.e. 45), as well as the start and end date of their Medicaid contract.
- **Billing Service Codes**- Shows the service and the code that is associated with that service.
- **Secondary Contacts**- Allows the provider to add people who can talk about their agency and aren't listed on their application. They can add them immediately without an application.
- **User Associations** – If a provider has other contracts associated to their user name the contracts will be listed here.
- **Services Span History** – Shows current and past services and the spans for each service. Services may be listed multiple times if they have been certified for it multiple times.
- **Certification Span History**- This shows the provider's spans in the past and their current span.
- **Sanction History** – Shows the provider's sanction history if applicable.
- **Applications History**- This will show the applications history of applications that were submitted through CRM only.
- **Communication History**- This shows the history of all the communications sent through the communicate tab in the CRM application.
- **Documentation View**- This shows all the documents the provider has submitted as well as their completed application, attestations, disclosures ownership info, and agreements from their application. They can view all these documents here.
- **Disposition Letters**- This is where the provider can view all the correspondence sent via email to them. This includes their final letter.
- **Provider Features** – This is where a provider can change their profile features (i.e. Languages spoken, area of focus, etc.), Agency Contact, or service description. This is for their provider search info through DODD.
- **Ownership information and Voluntary Withdraw**- These are self explanatory.

Provider Address

Services and Counties

Services Locations

Medicaid Information

Billing Service Codes

Provider Services

Service Name	Counties	Accepting New Clients Counties
<input type="button" value="Edit"/> CTI--Clinical/Therapeutic Interventionist (SELF Service)	ASHTABULA	ASHTABULA
<input type="button" value="Edit"/> CTI--Senior Level Specialized Clinical/Therapeutic Interventionist (SELF Service)	ASHTABULA	ASHTABULA
<input type="button" value="Edit"/> CTI--Specialized Clinical/Therapeutic Interventionist (SELF Service)	ASHTABULA	ASHTABULA

<input type="checkbox"/> COLUMBIANA	<input type="checkbox"/> Yes	<input type="checkbox"/> COSHOCTON	<input type="checkbox"/> Yes	<input type="checkbox"/> CRAWFORD	<input type="checkbox"/> Yes
<input type="checkbox"/> CUYAHOGA	<input type="checkbox"/> Yes	<input type="checkbox"/> DARKE	<input type="checkbox"/> Yes	<input type="checkbox"/> DEFIANCE	<input type="checkbox"/> Yes
<input type="checkbox"/> DELAWARE	<input type="checkbox"/> Yes	<input type="checkbox"/> ERIE	<input type="checkbox"/> Yes	<input type="checkbox"/> FAIRFIELD	<input type="checkbox"/> Yes
<input type="checkbox"/> FAYETTE	<input type="checkbox"/> Yes	<input type="checkbox"/> FRANKLIN	<input type="checkbox"/> Yes	<input type="checkbox"/> FULTON	<input type="checkbox"/> Yes
<input type="checkbox"/> GALLIA	<input type="checkbox"/> Yes	<input type="checkbox"/> GEauga	<input type="checkbox"/> Yes	<input type="checkbox"/> GREENE	<input type="checkbox"/> Yes
<input type="checkbox"/> GUERNSEY	<input type="checkbox"/> Yes	<input type="checkbox"/> HAMILTON	<input type="checkbox"/> Yes	<input type="checkbox"/> HANCOCK	<input type="checkbox"/> Yes
<input type="checkbox"/> HARDIN	<input type="checkbox"/> Yes	<input type="checkbox"/> HARRISON	<input type="checkbox"/> Yes	<input type="checkbox"/> HENRY	<input type="checkbox"/> Yes
<input type="checkbox"/> HIGHLAND	<input type="checkbox"/> Yes	<input type="checkbox"/> HOCKING	<input type="checkbox"/> Yes	<input type="checkbox"/> HOLMES	<input type="checkbox"/> Yes
<input type="checkbox"/> HURON	<input type="checkbox"/> Yes	<input type="checkbox"/> JACKSON	<input type="checkbox"/> Yes	<input type="checkbox"/> JEFFERSON	<input type="checkbox"/> Yes
<input type="checkbox"/> KNOX	<input type="checkbox"/> Yes	<input type="checkbox"/> LAKE	<input type="checkbox"/> Yes	<input type="checkbox"/> LAWRENCE	<input type="checkbox"/> Yes
<input type="checkbox"/> LICKING	<input type="checkbox"/> Yes	<input type="checkbox"/> LOGAN	<input type="checkbox"/> Yes	<input type="checkbox"/> LORAIN	<input type="checkbox"/> Yes
<input type="checkbox"/> LUCAS	<input type="checkbox"/> Yes	<input type="checkbox"/> MADISON	<input type="checkbox"/> Yes	<input type="checkbox"/> MAHONING	<input type="checkbox"/> Yes
<input type="checkbox"/> MARION	<input type="checkbox"/> Yes	<input type="checkbox"/> MEDINA	<input type="checkbox"/> Yes	<input type="checkbox"/> MEIGS	<input type="checkbox"/> Yes
<input type="checkbox"/> MERCER	<input type="checkbox"/> Yes	<input type="checkbox"/> MIAMI	<input type="checkbox"/> Yes	<input type="checkbox"/> MONROE	<input type="checkbox"/> Yes
<input type="checkbox"/> MONTGOMERY	<input type="checkbox"/> Yes	<input type="checkbox"/> MORGAN	<input type="checkbox"/> Yes	<input type="checkbox"/> MORROW	<input type="checkbox"/> Yes
<input type="checkbox"/> MUSKINGUM	<input type="checkbox"/> Yes	<input type="checkbox"/> NOBLE	<input type="checkbox"/> Yes	<input type="checkbox"/> OTTAWA	<input type="checkbox"/> Yes
<input type="checkbox"/> OUT-OF-STATE	<input type="checkbox"/> Yes	<input type="checkbox"/> PAULDING	<input type="checkbox"/> Yes	<input type="checkbox"/> PERRY	<input type="checkbox"/> Yes
<input type="checkbox"/> PICKAWAY	<input type="checkbox"/> Yes	<input type="checkbox"/> PIKE	<input type="checkbox"/> Yes	<input type="checkbox"/> PORTAGE	<input type="checkbox"/> Yes
<input type="checkbox"/> PREBLE	<input type="checkbox"/> Yes	<input type="checkbox"/> PUTNAM	<input type="checkbox"/> Yes	<input type="checkbox"/> RICHLAND	<input type="checkbox"/> Yes
<input type="checkbox"/> ROSS	<input type="checkbox"/> Yes	<input type="checkbox"/> SANDUSKY	<input type="checkbox"/> Yes	<input type="checkbox"/> SCIOTO	<input type="checkbox"/> Yes
<input type="checkbox"/> SENECA	<input type="checkbox"/> Yes	<input type="checkbox"/> SHELBY	<input type="checkbox"/> Yes	<input type="checkbox"/> STARK	<input type="checkbox"/> Yes
<input type="checkbox"/> SUMMIT	<input type="checkbox"/> Yes	<input type="checkbox"/> TRUMBULL	<input type="checkbox"/> Yes	<input type="checkbox"/> TUSCARAWAS	<input type="checkbox"/> Yes
<input type="checkbox"/> UNION	<input type="checkbox"/> Yes	<input type="checkbox"/> VAN WERT	<input type="checkbox"/> Yes	<input type="checkbox"/> VINTON	<input type="checkbox"/> Yes
<input type="checkbox"/> WARREN	<input type="checkbox"/> Yes	<input type="checkbox"/> WASHINGTON	<input type="checkbox"/> Yes	<input type="checkbox"/> WAYNE	<input type="checkbox"/> Yes
<input type="checkbox"/> WILLIAMS	<input type="checkbox"/> Yes	<input type="checkbox"/> WOOD	<input type="checkbox"/> Yes	<input type="checkbox"/> WYANDOT	<input type="checkbox"/> Yes

The counties the provider operates in have a check box next to them. They “Yes” box next to the county is how they state they are accepting new clients. They need to click save once they are done for the changes to take effect.