



Department of Developmental Disabilities

John Kasich, Governor
John L. Martin, Director

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To: Council of Governments Directors County Board SSA Directors
County Board of DD Provider Cert. Contact Ohio Provider Resource Association
Ohio Association of County Boards DD

From: Tracy Cloud, Asst. Deputy Director, Medicaid Development and Administration

Subject: Frequently Asked Questions: Provider Certification Renewal and Notifications

- 1. There is a concern that the providers won't give a 30 day notice to the individuals they serve if they are choosing not to renew. Has DODD considered how CBs should plan for this?**

County Boards are currently receiving notification of providers who will be expiring 90 days prior to the provider expiration date. In addition, the provider certification contact at each county board receives a spreadsheet once a month indicating the date recertification letters were sent, the expiration date, and the status of the provider's renewal. This is sent to our county board contact for Provider Certification, which can be identified and updated through the Contact Management System on the DODD Application Portal. In the future, the county boards will be able to use the portal to identify upcoming provider expiration dates and the status of a provider's application. This gives sufficient notice to county boards to follow up on the providers who have not responded to renewal notice.

- 2. Does expiring certifications tie into having a back-up provider, in case the primary provider does not go through renewal?**

County Boards are responsible for the health and safety of the individuals they serve. Reports will be available through the Provider Portal that will help counties track the status of providers' during the renewal process. It will provide information about whether a provider has submitted an application and the status of that application. Providers have 90 days to complete pending applications. If the provider does not submit an application and their expiration date is approaching, the county board should determine who will replace them in the event they are not recertified.

- 3. Will the provider be reimbursed for services after their certification has been expired? Is there a grace period for receiving payment after certification has expired? Will billing be rejected as of their expiration date versus allowing them to input their billing and wait on reimbursement once they have renewed? There is concern that the payment to the provider will occur. If they are paid and choose not to renew how are we going to ‘make’ them back out billing so that a new PAWS for the new provider can go through?**

If a provider submits an *incomplete application* prior to expiration, per 5123:2-2-01, they have 90 calendar days to submit a completed application. The provider will not be reimbursed for dates of service after their expiration date if the department has not yet approved their application for renewal; however, if their application is completed and approved within the 90-days, they will be able to resubmit claims for dates of service beginning the date they submitted their original application.

If the provider *does not turn in any application material prior to expiration*, and then turns in an application after the deadline, there will be a gap in certification from the date of expiration to the date that the department received a completed application. In that case, no claims will be paid for dates of service during the gap.

MBS will prevent the reimbursement of claims for dates of service in which the provider was not certified (i.e. post expiration).

- 4. Providers are responsible for their renewal – how much is it the county’s responsibility to help the provider in renewing?**

County boards do not have a responsibility for the renewal process, but do have a responsibility for ensuring the health and safety of the individuals they serve. We recommend that county boards monitor and follow up with providers during the certification process to prevent the disruption of service delivery. A number of counties choose to have an active relationship in the renewal process. For example, some counties have indicated that they plan to set up a computer terminal with web access and provide technical assistance to providers during the renewal process.

- 5. Is there a responsibility that the county has to notify the family/individual if a provider does not complete the renewal process?**

Yes, it is the obligation of the board to contact the family to select a new provider and update the ISP, CPT and PAWS. County Boards are copied on the 90 day letters to providers and receive a spreadsheet monthly indicating the status of upcoming expiring providers. It is recommended that County Boards begin the process of working with providers, families and guardians 60 days out to ensure that there is not a gap in services to individuals receiving services.

- 6. Currently, the PAWS can be directly entered on the state’s website past the expiration date of the provider’s certification. The PAWS confirmation only includes the services that are within the providers’ current certification period. Will the state automatically create a confirmation report for the services authorized after the renewal when the re-certification has been completed?**

The PAWS confirmation reports have been modified to include all authorized services, even those that go beyond the certification expiration date of the provider. There is no need for a second confirmation report to be generated upon recertification.

7. Will the renewals affect the PAWS process?

The renewals will have no effect on the PAWS process.

8. Are the Boards expected to track provider renewal? If so, what would be the best way?

Boards are expected to be aware of whether providers who have active PAWS plans are following up with the Department in regards to their certification renewal.