



# NETWORK *Notification*

**Notice Date:** September 27, 2022  
**To:** Ohio Medicaid Providers  
**From:** CareSource  
**Subject:** Centralized Credentialing and PNM Portal Overview

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## Provider Network Management (PNM)

### What is PNM?

The PNM is a new modular component of Ohio Medicaid Enterprise System (OMES) that will replace the current MITS provider enrollment subsystem and the current MITS provider portal. ODM is in the process of modernizing its management information systems. This modernization roadmap, developed in accordance with the Centers for Medicare and Medicaid Services' (CMS) guidance, includes a transition to a modular system called the OMES that will support ODM in meeting several modernization goals.

As a part of this roadmap, updated and new functionality is being built into OMES rather than MITS.

### What benefits are coming with PNM?

There are several new features and enhancements in the PNM that are designed to streamline processes and reduce administrative burdens for providers.

- Gives providers the ability to view specialties and effective dates.
- Provider change or update requests submitted in the PNM can also be reviewed and accepted within the PNM. There is no need for email or letters. (Includes change of operator notices, name changes, adding specialties, etc.).
- Provides a comprehensive provider directory at the state level.
- Providers may opt in or out of text message notifications.
- No more paper agreements for long term care facilities – all agreements are available online and do not require mailing back and forth for signatures.

Providers have until **Friday, September 23**, to pre-register for the PNM module ahead of the PNM launch on October 1. As a reminder, an OH|ID is required to access the PNM module. Access to key administrative functions could be delayed for providers who do not pre-register. If providers are unable to take advantage of pre-registration, they will still be able to access the PNM and setup their account at go-live on October 1.

To access the PNM pre-registration site, please direct providers to <https://pnm-preregistration.omes.maximus.com>.

For more information, please visit the [PNM and Centralized credentialing website](#).

## Centralized Credentialing

What is Centralized Credentialing and what benefits will it provide?

Effective October 1, ODM is implementing a single, centralized provider credentialing process at the state level with the go-live of the PNM portal. There are many expected benefits of this centralized approach, including:

- Providers subject to credentialing will only undergo one credentialing and recredentialing process at the state level versus a separate additional process for each Ohio Medicaid managed care organization (MCO).
- A Credentialing Verification Organization (CVO) – Maximus, Inc. – will maintain NCQA accreditation requirements for Ohio's MCOs and serve as ODM's single point of contact for providers as they undergo credentialing and recredentialing reviews.
- By establishing delegate agreements with hospital systems and a delegate review process, ODM can deem credentialing work already completed by these providers and reduce or eliminate the need for individual providers such as physicians, nurse practitioners, etc. to engage in multiple credentialing processes

Click [here](#) to access the Centralized Credentialing Frequently Asked Questions.

For more information, please visit the [PNM and Centralized credentialing website](#).

Effective October 1, all provider enrollment applications must be submitted using Ohio Medicaid's new PNM module. After its implementation, the PNM module will be the single point for providers to complete provider enrollment, centralized credentialing, and provider self-service. The PNM module is replacing MITS provider portal.

### 10 Things You Should Know About PNM and Centralized Credentialing

1. **Single entry-point** – the new Provider Network Management (PNM) portal will serve as a single-entry point for enrollment/revalidation, and credentialing.
2. **Self-service capabilities** – provider demographic updates, such as address and ownership changes, can be submitted online rather than sending emails or mailing in forms.
3. **Comprehensive provider directory** - the PNM module will include a comprehensive provider directory and provider network based on managed care provider (MCP) affiliation.
4. **Automatic notification** – providers can opt-in to receive text alerts when new information is available to them and when action is needed in the system.
5. **Single credentialing process** – providers who are subject to the credentialing process will submit a single enrollment and credentialing application to be eligible to contract with any of the Medicaid Managed Care Organizations (MCOs) – no more going through a separate process for each MCO.
6. **Delegate Agreements** - with hospital systems and a delegate review process, ODM can deem credentialing work already completed by these providers and reduce or eliminate the need for individual providers such as physicians, nurse practitioners, etc. to engage in multiple credentialing processes. For providers who are with a qualified delegated credentialing entity, ODM will deem the credentialing work already done by their group to further reduce the administrative burden.

7. **Paper reduction** – providers can bypass manual paper-based processes using the PNM system’s online features. Signatures can be captured electronically, eliminating reliance on the U.S. Post.

8. **MCO data sharing** – provider credentialing data will be transmitted from the PNM directly to Medicaid’s MCOs resulting in greater efficiencies such as reduced communication time for MCOs and providers, along with data consistency between MCOs and ODM.

9. **Enhanced information** - providers will have the ability to see specialty and effective dates directly in the PNM.

10. **Ease of use** – the PNM incorporates an icon-based interface that is easy to use and allows for multiple methods of navigation. Providers can easily return to pages previously viewed or continue adding information by clicking a navigation bar at the top of the application.

*For more information about PNM and Centralized Credentialing, visit the [Managed Care website](#).*

Need Help?

Support Mailbox: [Credentialing@medicaid.ohio.gov](mailto:Credentialing@medicaid.ohio.gov)

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