

Network Notification – Humana Healthy Horizons in Ohio

Notice date: 12/15/2022
To: Humana Healthy Horizons® in Ohio Provider Network
From: Humana Healthy Horizons in Ohio
Subject: ODM Update
Effective date: 2/01/2023

ATTENTION OHIO MEDICAID PROVIDERS

Dear Medicaid Providers,

This is an excerpt from a recent communication you may have already received. Humana Healthy Horizons Ohio wants to ensure you have this information.

Also included is a reminder about using the new Ohio Department of Medicaid Provider Network Management (PNM) module for submitting provider applications, credentialing request and provider demographic updates.

NEXT GENERATION UPDATE FROM ODM

Based on the feedback the Ohio Department of Medicaid (ODM) has received and their commitment to carefully transitioning, **ODM will not implement the new Next Generation managed care plans and the full Ohio Medicaid Enterprise System (OMES) launch on December 1.** The new lineup for implementation is as follows:

- On February 1, 2023, ODM will launch the **Next Generation managed care plans** and program requirements, including exciting improvements that will support members in accessing the healthcare services and supports they need. ODM will also implement the **new Electronic Data Interchange (EDI)**, increasing transparency and visibility of member care and services.
- Subsequently, ODM will fully launch OMES modules to provide streamlined processes for claims, prior authorizations, and other administrative tasks for providers.

There will be no disruption in services for members.

Members who select (or selected) a Next Generation managed care plan – like Humana Healthy Horizons in Ohio – will start receiving services from that plan on February 1, 2023.

In addition, you can obtain a variety of Humana Healthy Horizons in Ohio provider materials and resources online at **Humana.com/Providers** (no registration required). Medicaid-specific materials, communications and quality resources can be found at **Humana.com/HealthyOH**, including:

- Answers to frequently asked questions
- Availity portal
- Claims and payments
- Communications and network notices
- Documents and resources
- External medical review
- Join our network
- Optimization of pregnancy outcomes
- Pharmacy
- Prior authorization
- Services for children
- Telehealth services
- Training materials

Please reach out to the Next Generation mailbox at ODMNextGen@medicaid.ohio.gov with questions.

Thank you for your continued partnership and support of the Next Generation Ohio Medicaid program.

Reminder – PNM Module

Effective **October 1, 2022**, Ohio Medicaid providers began to utilize the PNM module from ODM for **submitting provider applications, credentialing request and provider demographic updates**. The PNM module will be the single point for providers to complete provider enrollment, centralized credentialing, and provider self-service.

To access the PNM module, you need to use your OH|ID account. Don't have a OH|ID account? Visit ohid.ohio.gov

For more information, please visit the [PNM and Centralized Credentialing website \[managedcare.medicaid.ohio.gov\]](https://pnm.managedcare.medicaid.ohio.gov)

If you are contracted with Ohio Medicaid and are making a demographic change, adding, or terming a provider to/from your existing contract, please submit your information to the ODM PNM Module.

[Get your State of Ohio digital identification - the OH|ID \[ohid.ohio.gov\]](https://ohid.ohio.gov) today.

Anyone accessing the PNM or the SPBM secure web portal will need an OH|ID to log in and complete key administrative tasks and processes. The following resources are available to providers assist in setting up an account.

- [Create an OH|ID account \[https://ohid.ohio.gov/wps/portal/gov/ohid/create-account/create-account\]](https://ohid.ohio.gov/wps/portal/gov/ohid/create-account/create-account)
- [Get help logging in \[https://ohid.ohio.gov/wps/portal/gov/ohid/help-center/help-logging-in/help-logging-in\]](https://ohid.ohio.gov/wps/portal/gov/ohid/help-center/help-logging-in/help-logging-in)
- [View an in-depth OH|ID account creation user guide \[https://medicaid.ohio.gov/static/Providers/Billing/TradingPartners/OMES/OHID-Account-Creation-User-Guide.pdf\]](https://medicaid.ohio.gov/static/Providers/Billing/TradingPartners/OMES/OHID-Account-Creation-User-Guide.pdf)

Providers needing technical assistance should contact the ODM Integrated Help Desk (IHD) at **800-686-1516** Monday - Friday, 8 a.m. - 4:30 p.m. Eastern time.