

January 23, 2024

Terminations to resume January 23, 2024 Failure to complete Medicaid Agreement Revalidations in the Provider Network Management module

Dear Providers,

If you are currently due for a revalidation in the Provider Network Management (PNM) module, it is imperative that you **take immediate action to complete and submit your revalidation application to renew your Ohio Medicaid Provider Agreement**. Ohio Department of Medicaid (ODM) will begin terminating providers who fail to complete their revalidation prior to their specified deadline, **starting January 23, 2024**.

ODM resumed provider revalidation notices in June 2023 as part of the federally required unwinding process from the COVID public health emergency. ODM issues a series of notices with the first one delivered 120 days prior to your Medicaid agreement end date. Subsequent reminders are issued at 90 days, 60 days, and a final notice at 30 days. If you receive a revalidation notice, it is imperative that you take action to complete your revalidation on time. All providers are subject to either three- or five-year time-limited provider agreements.

Revalidation notices are sent by mail, by email, and are posted in the PNM module.

- Revalidation reminder notices are mailed and emailed to providers prior to the end of their Medicaid agreement.
- The email will be sent from OHPNM@maximus.com to advise you of a revalidation notice in the PNM Correspondence folder. Please check your spam folder for this email.
- Revalidation notices are posted in the PNM module and can be accessed in the Correspondence folder.
- If you think you are due for revalidation but have not received notices, please login to the PNM module and verify that the primary contact information is accurate in accordance with your Ohio Medicaid Provider Agreement.
- All communication is directed to the primary contact information in the system.

If revalidation is needed, a “Begin Revalidation” option appears in the PNM Enrollment Action Selections 120 days prior to the Medicaid Agreement end date. This can be found under the “Manage Application”, “Enrollment Actions” option within the provider file.

For more information

For technical support or assistance, contact Ohio Medicaid’s Integrated Helpdesk (IHD) at 800-686-1516 and follow the prompts for Provider Enrollment (option two, option two) or email IHD@medicaid.ohio.gov. Representatives are available Monday-Friday, 8:00 a.m.-4:30 p.m. Eastern time.

To learn more about the PNM module and Centralized Credentialing, visit the PNM and Centralized Credentialing page at <https://managedcare.medicaid.ohio.gov/managed-care/centralized-credentialing>.

Thank you for your continued participation in the Aetna Better Health of Ohio network.

Sincerely,

Aetna Better Health of Ohio Provider Experience Department

Questions?

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-364-0974 (TTY: 711)**

By Email: COEProviderServices@aetna.com