Quick Reference Guide: Changing Provider Administrators

Steps: *Each Medicaid ID only has one active Provider Administrator at a time. If the assigned Administrator is changed, all administrator rights/privileges to the Medicaid ID transfer to that single user's account.*

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My Providers   **Account Administration** ⬅   New Provider ?

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
517965	Test Training	Complete	69 - Pharmacist	1316344583	9999883	PHARMACIST				03/09/22	03/23/22	03/23/22

A user with an Administrator role can assign their Administrator rights/privileges for a particular practitioner (Medicaid ID), to another user with the Provider Administrator role in PNM. To complete this process, the current Provider Administrator must have the OH|ID number for the 'new' Administrator being assigned. This would be common for Administrator transfers within the same organization.

Click **Account Administration**.

To request an Administrator change be completed by someone other than the current Provider Administrator, please proceed to Step 4.

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Provider Account Administration

Medicaid ID: [9999877 ▾]   Change admin to: [35522277]

Name: [Michael Trainer]   **Change Admin**

Select Agent: [ ]

Search

From the drop-down menu, select the *Medicaid ID* of the provider who needs to be transferred to a new Provider Administrator.

Enter the OH|ID for the 'new' Provider Administrator that the administrator rights/privileges are being transferred to on the line labeled "Change admin to."

Once entered, click **Change Admin**.

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If PNM cannot locate an active Provider Administrator with the OH|ID ID entered, error messages display.

Review the OH|ID entered to ensure it is the correct user's information.

> User ID entered should be a OH|ID account.

> User ID entered does not exist.

My Providers   Account Administration   New Provider ?

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
No providers found												

If the reassignment is successful, the Medicaid ID reassigned will no longer appear on homepage/dashboard of the 'previous' Provider Administrator and will now display for the 'new' Provider Administrator.

Disclaimer: It is the Provider's responsibility to keep information up to date in PNM. This includes specialties, license information, addresses, etc.

Quick Reference Guide: Changing Provider Administrators

Steps:

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Ohio Department of Medicaid
PROVIDER NETWORK MANAGEMENT (PNM)
SYSTEM ADMINISTRATOR CHANGE REQUEST

All enrolled Ohio Medicaid providers are assigned a unique Medicaid ID at the time of enrollment. This number and the provider's NPI establish each provider's record or account with Ohio Medicaid. This includes individual practitioners that do not bill Ohio Medicaid or the Managed Care Entities directly but are identified as rendering practitioners at the time of billing.

Each Medicaid ID, including individual practitioners, must have an assigned PNM Administrator to manage their provider data and assign agent roles as appropriate. The administrator can be the Medicaid practitioner themselves but, in most cases, rendering practitioners that are part of a billing organization give authority to someone at that organization to act as the Administrator of their individual practitioner Medicaid ID.

Each Medicaid ID can only have one active Administrator at a time. If a practitioner moves to another billing organization or there is some business reason that Administrator role must be changed, the Ohio Department of Medicaid requires approval of the individual practitioner to make the Administrator change.

If requesting to become the Provider Administrator for a specific Medicaid ID, please access the PNM System Administrator Change Request Form on the Ohio Department of Medicaid website.

This form is to be completed by the individual practitioner (Medicaid ID) for whom the Provider Administrator is requesting administrator rights/privileges.

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The form needs to be completed with the following details relating to the Provider Administrator assignment:

- Individual Practitioner Name
- Individual Practitioner Medicaid ID
- Individual Practitioner NPI
- New Administrator Name
- New Administrator OH|ID
- New Organization Name

After the details are entered and the document is signed by the practitioner, email the request form to pnmsupport@medicaid.ohio.gov with "Administrator Change Request" listed in the subject line.

Please provide the following information

| Individual Practitioner Name |
| Individual Practitioner Medicaid ID |
| Individual Practitioner NPI |
| New Administrator Name |
| New Administrator OHID |
| New Organization Name |

My signature authorizes the New Organization and New Administrator identified above to manage my Ohio Medicaid provider data in the Provider Network Management system on my behalf.

_____   _____
Authorized By   Date

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| My Providers | Account Administration | | | | | | | | | | | New Provider ? |

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
		All				All						
517965	Test Training	Complete	69 - Pharmacist	1316344583	9999883	PHARMACIST				03/09/22	03/23/22	03/23/22

After receiving the request via email, a technology support specialist will reassign the practitioner to the requested Provider Administrator user account.

Once the assignment is completed, the practitioner will display on the Provider Administrator's homepage/dashboard, allowing access the Medicaid record and assignment of other users (Agents) to the record, if necessary.

Disclaimer: It is the Provider's responsibility to keep information up to date in PNM. This includes specialties, license information, addresses, etc.