USER MANUAL

Comprehensive Primary Care (CPC) Providers

CPC

Ohio | Department of Medicaid

Table of Contents

Introduction 2
Initial Login to PNM 3
Open Enrollment 5
Creating a CPC Individual 6
Creating a CPC Practice Partnership 12
Viewing Correspondence 20
Updating a CPC Enrollment File 22
Re-Attesting 25
  CPC Individual 25
  CPC Practice Partnership 30

Introduction

This document discusses the steps and functions of Comprehensive Primary Care (CPC) Providers. This document explains how to enter a CPC application in PNM for those providers who provide gatekeeper services, number of enrolled individuals assigned, and capacity to accept additional patients.

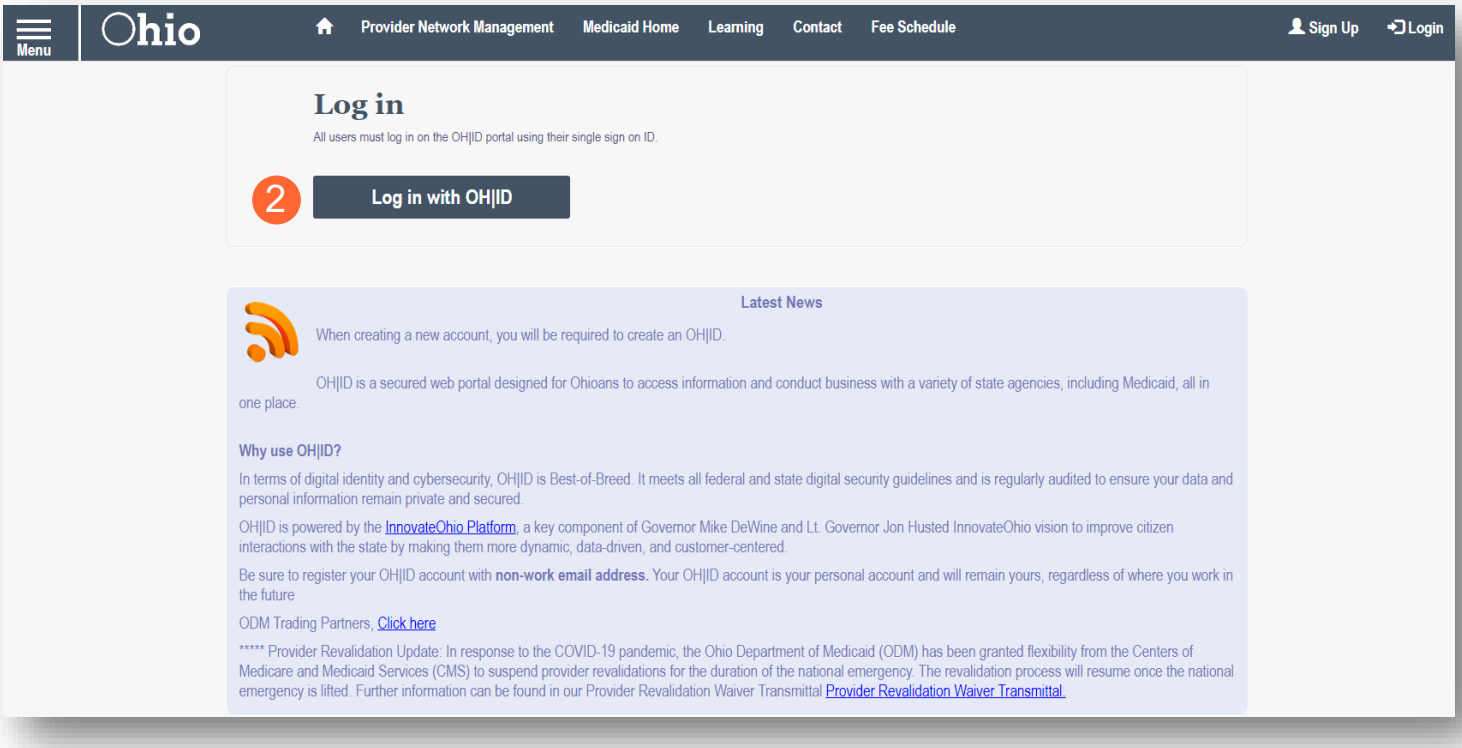
This document outlines the creation of a CPC Individual application and a CPC Practice Partnership Application.

Initial Login to PNM

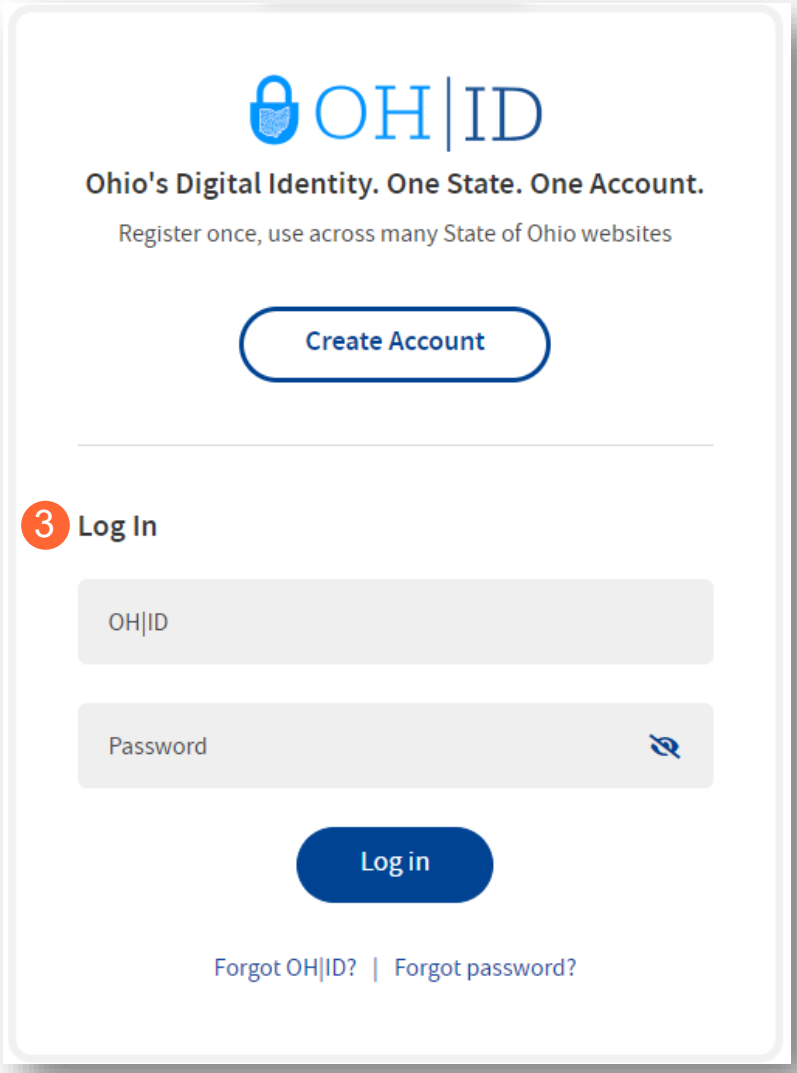
In this section of the user manual we will review the initial steps of logging into PNM. All users will log into the PNM system by using IOP (Innovate Ohio Platform).

Step 1: Visit the PNM web addess: https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx

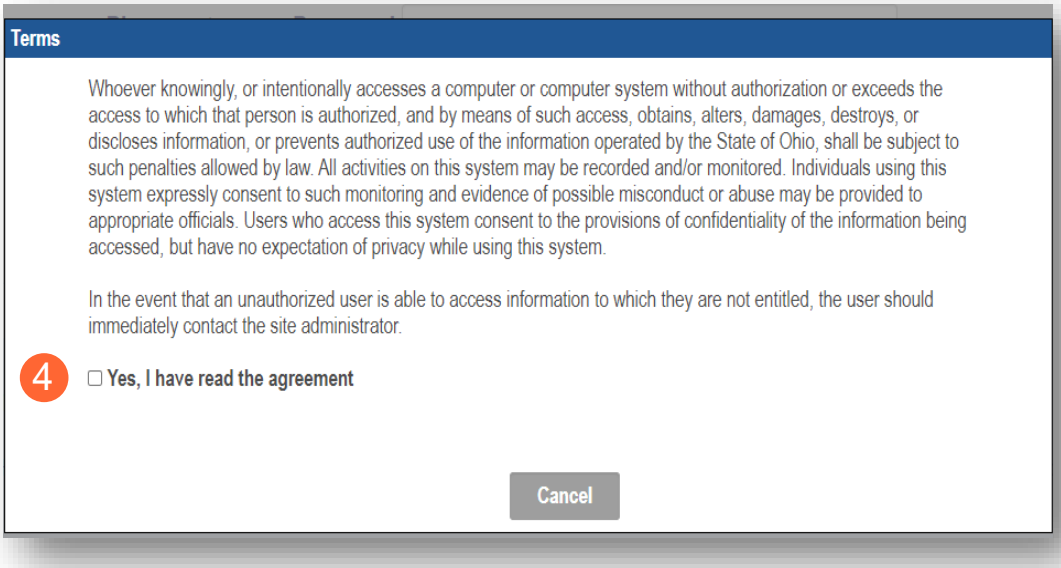
Step 2: Click 'Log in with OH|ID'



Step 3: The system will prompt you to enter your username and password on the IOP login screen illustrated below. Once entered, click 'Log in'



Step 4: You will be redirected to the PNM system. Read the Terms of Use and click "Yes, I have read the agreement" to proceed into PNM

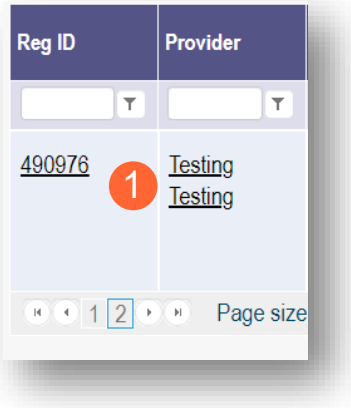


Open Enrollment

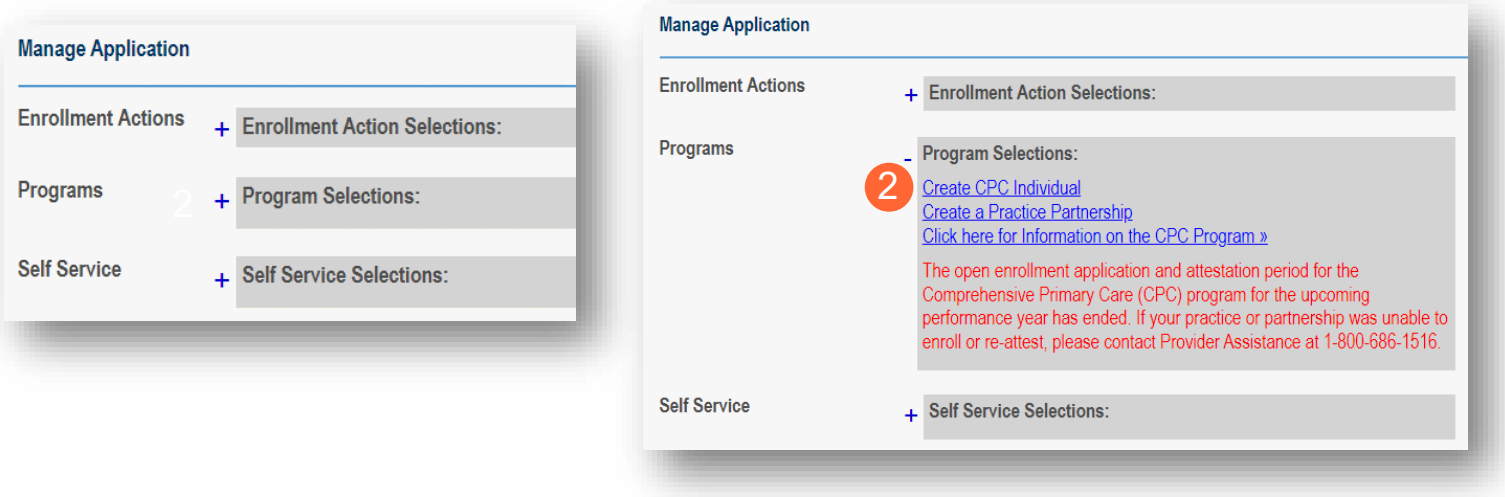
The creation of a CPC Individual or a CPC Practice Partnership can only be initiated during the open enrollment period. A Provider Correspondence notification will be sent prior to the open enrollment period, which typically occurs in the fall. The CPC application must be completed and submitted prior to the conclusion of open enrollment. The program year for CPC runs from January 1st to December 31st.

Creating a CPC Individual

Step 1: Once logged in as a Provider, click the hyperlink under Reg ID or Provider to access the Provider Management page



Step 2: Click the '+' symbol next to 'Program Selections:' and choose 'Create CPC Individual'

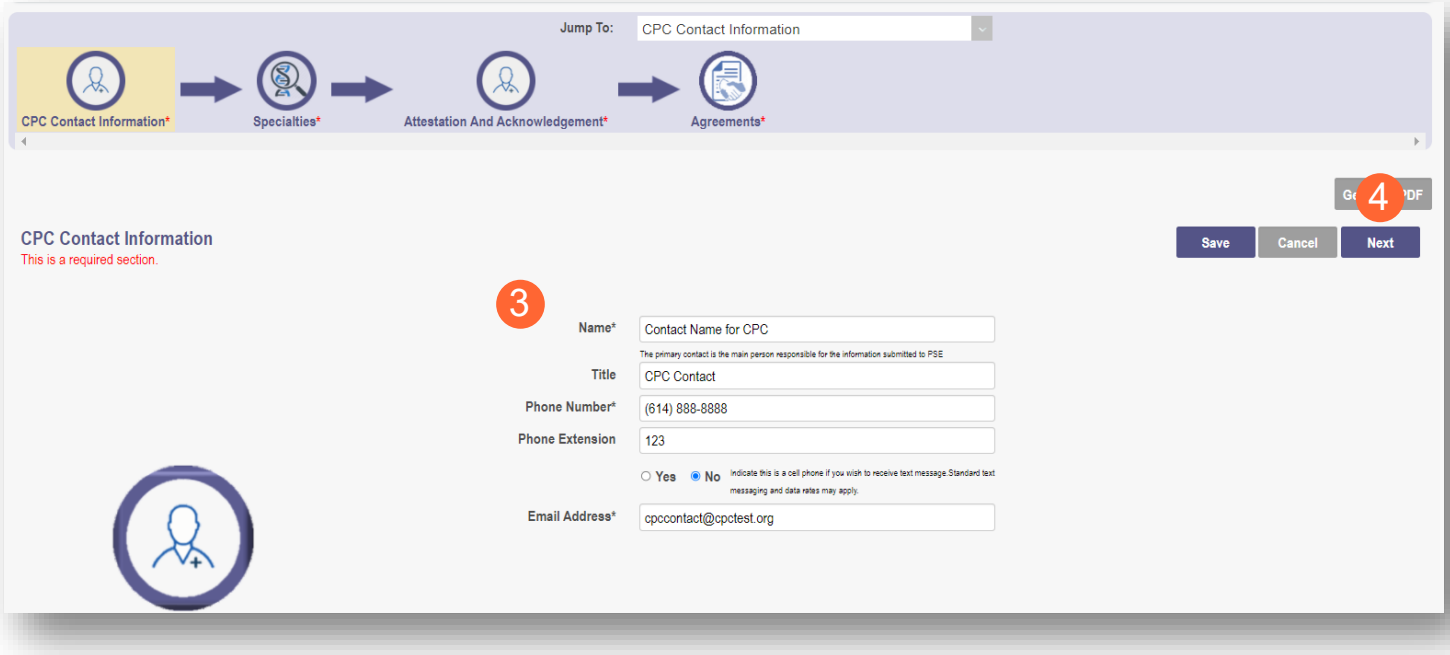


Note: For details on accessing correspondence in PNM, such as an invitation letter, see the Viewing Correspondence section

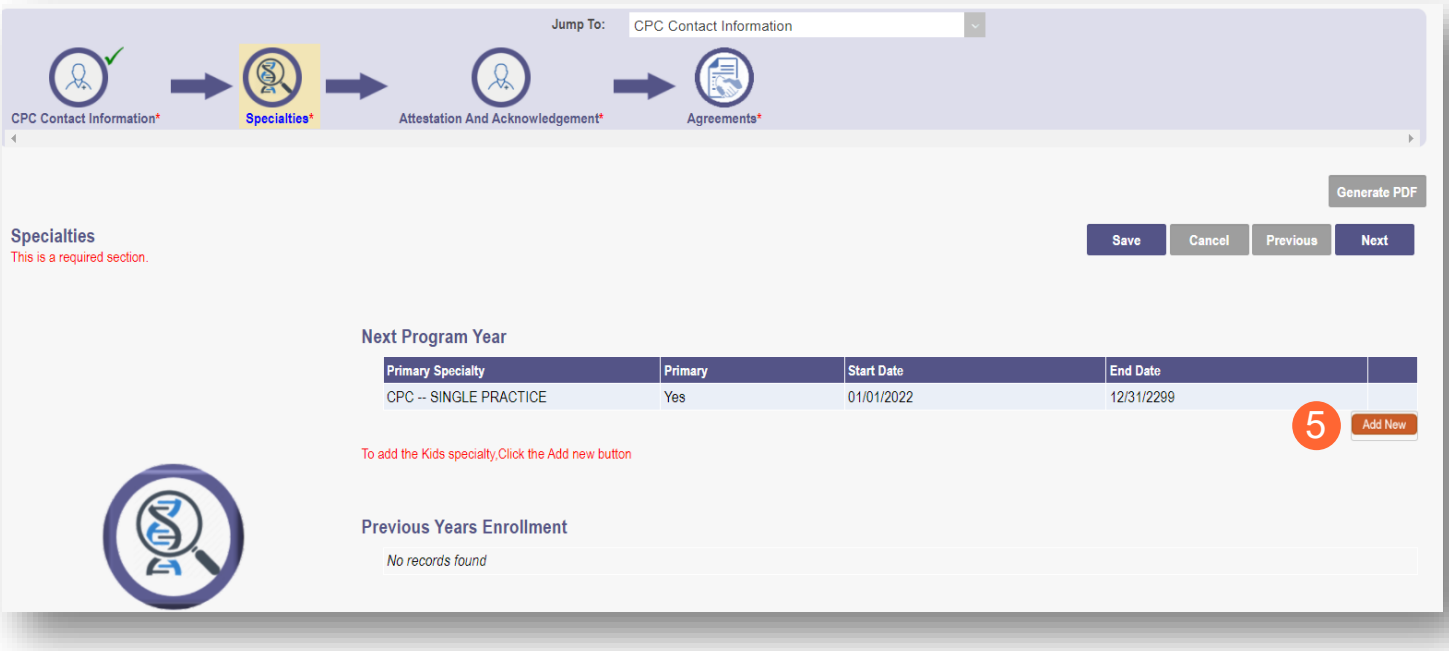
Step 3: Complete the CPC Contact Information page by entering the following information:

- Name
- Title *(not required)*
- Phone Number
  - Indicate if the number is a cell phone and if you wish to receive text messages
- Phone Extension *(not required)*
- Email address

Step 4: Click 'Next' to save the information entered and advance to the next page



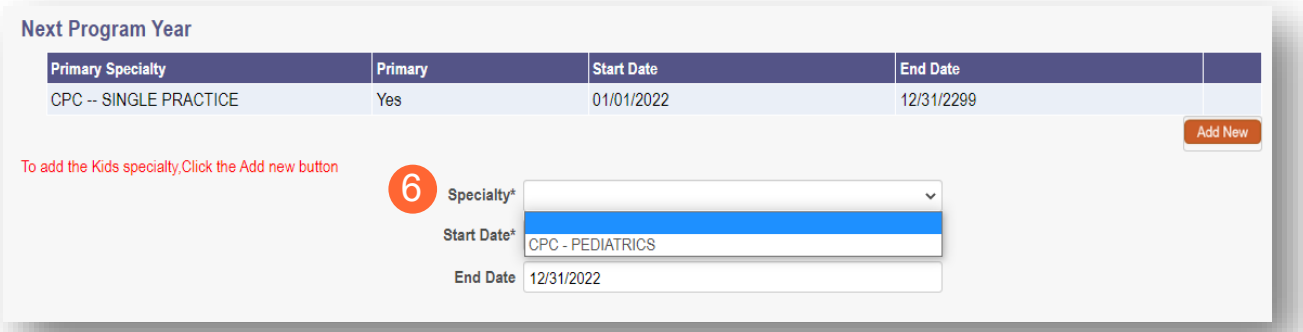
Step 5: The system will automatically add the primary specialty with a start date of the program year and an infinity end date. To add additional specialties (such as the CPC for Kids specialty for qualifying providers), click the 'Add New' button



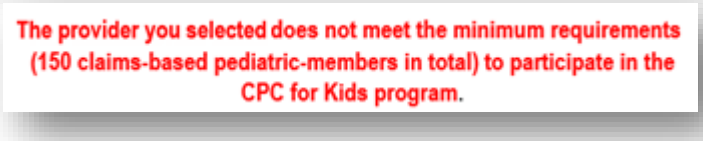
Note: At the end of the program year, the system will either end date the specialty automatically, or keep an infinite date, if the specialty is still active.

Step 6: Select a new specialty from the drop-down menu

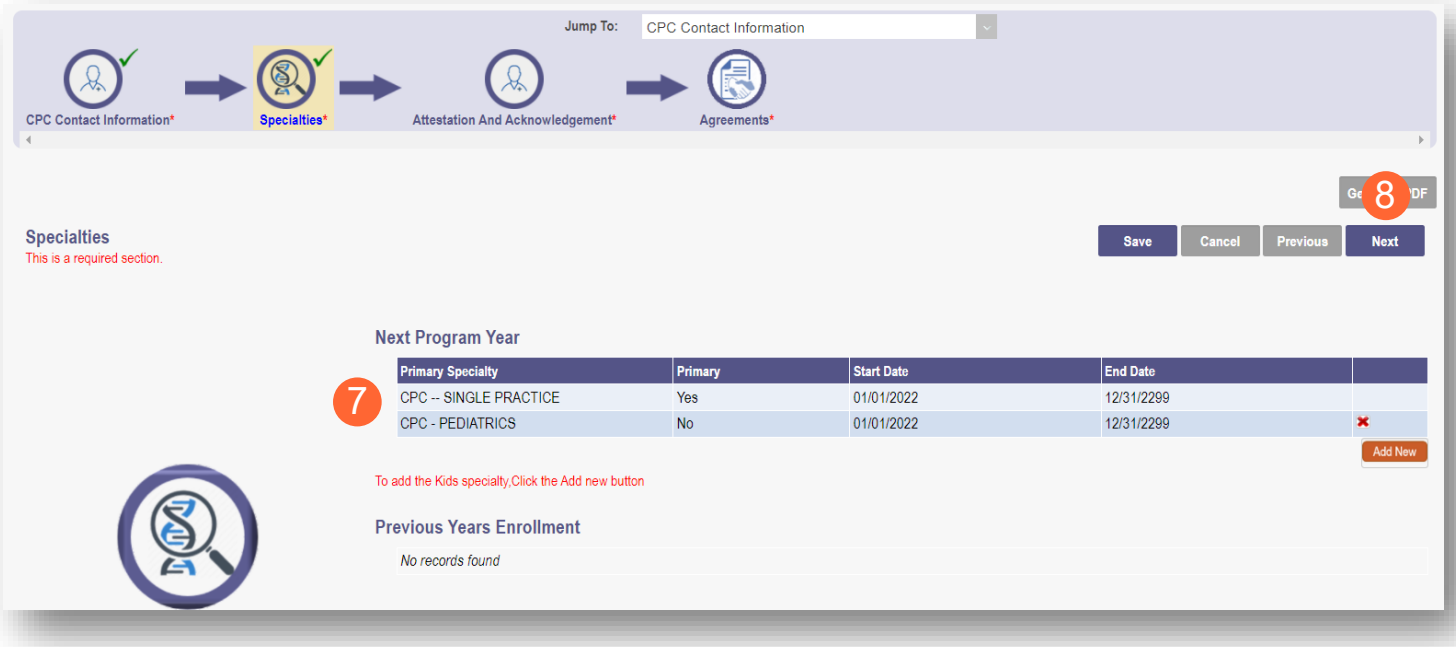
Step 7: Click 'Save' to save the specialty you added. You can review your Specialties in the table



Note: If you do not qualify for the CPC for Kids specialty, you will receive an error message

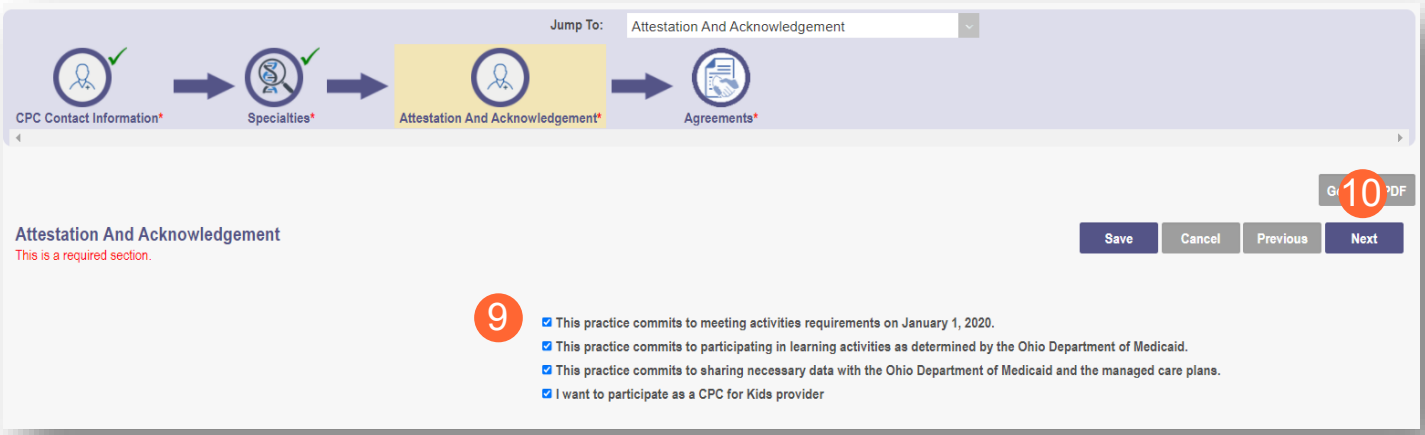


Step 8: Once all specialties have been added, click the 'Next' button to proceed to the next page



Step 9: Read and review all attestation statements. Select the checkboxes to confirm that you agree to each statement *(the attestation for a CPC for Kids provider will only appear if the CPC for Kids specialty was added)*

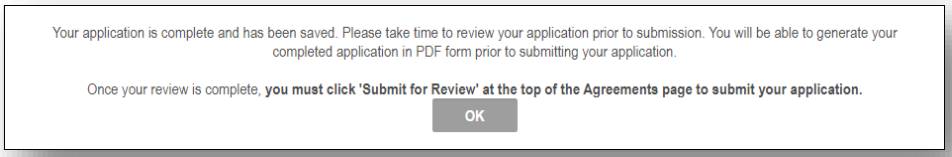
Step 10: Click the 'Next' button to proceed to the next page



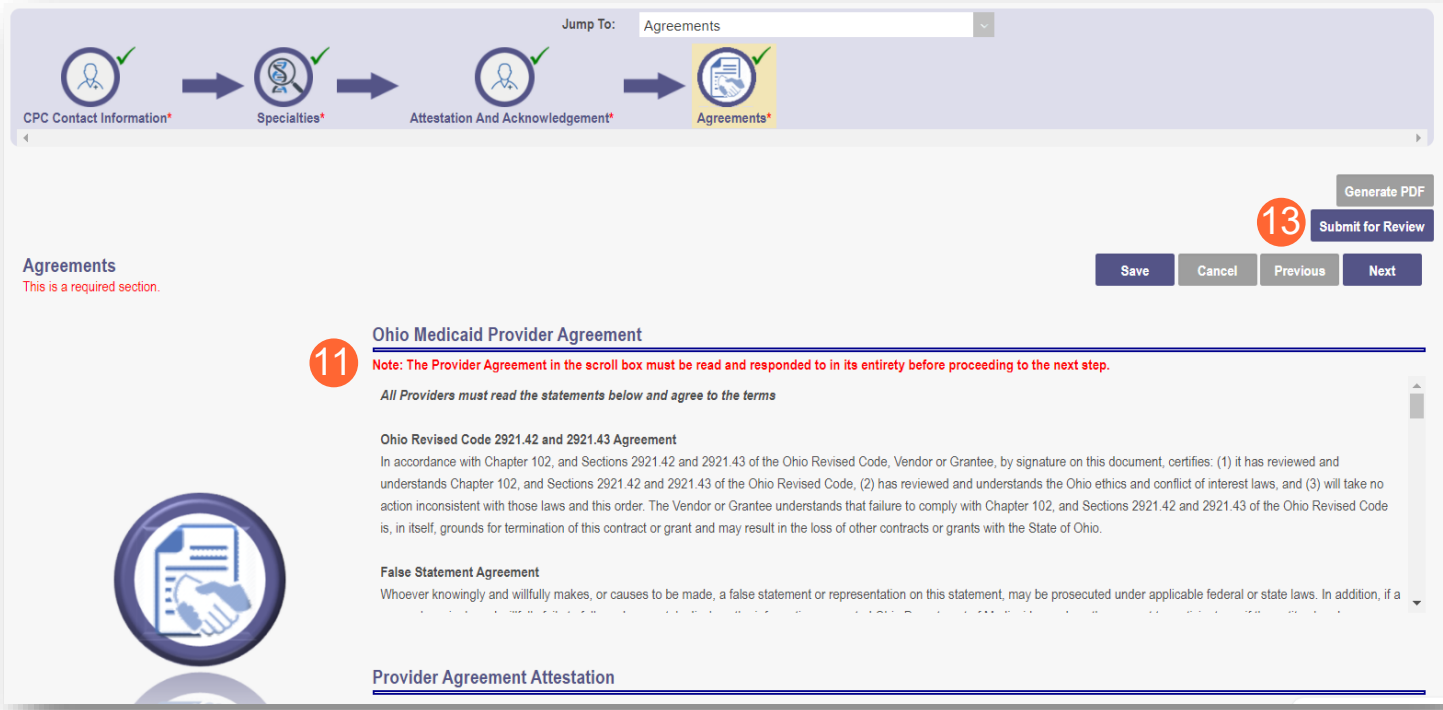
Step 11: Read and review all agreements. Select checkboxes to confirm you have read the agreements and attest the information that you provided is true and accurate.

Step 12: Complete the Provider Agreement Signature

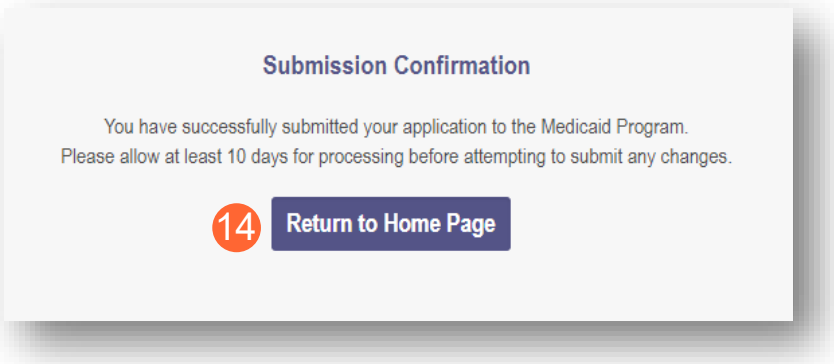
Note: You will receive a message indicating your application is complete and has saved. Click 'OK' to advance



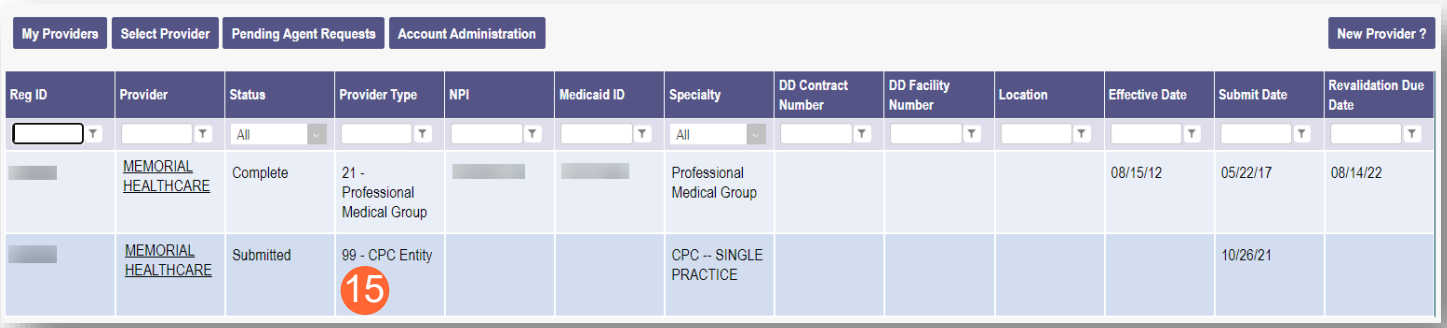
Step 13: If you are ready to submit your application, select 'Submit for Review'



Step 14: You will receive a confirmation message for the application submission. Click 'Return to Home Page'



Step 15: You will be able to see your newly submitted CPC application in a submitted status when you return to your dashboard

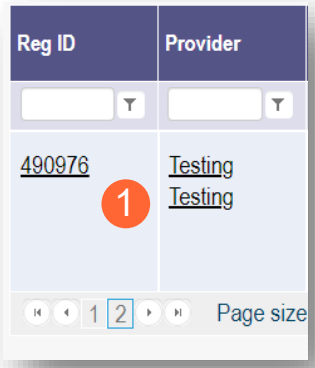


Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
		All				All						
	MEMORIAL HEALTHCARE	Complete	21 - Professional Medical Group			Professional Medical Group				08/15/12	05/22/17	08/14/22
	MEMORIAL HEALTHCARE	Submitted	99 - CPC Entity			CPC -- SINGLE PRACTICE					10/26/21	

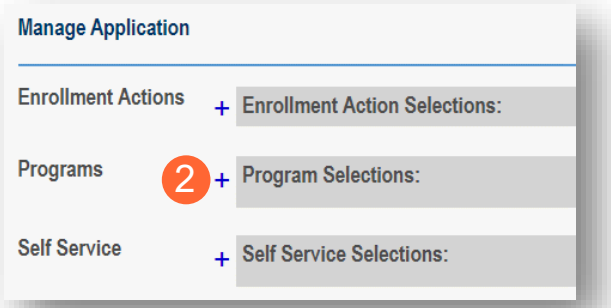
Note: You may have a separate Medicaid ID for your CPC enrollment. Individuals and Practice Partnerships will have different Medicaid IDs, meaning that if a Practice Partnership is added in addition to a CPC Individual, the Medicaid CPC IDs will be different for each.

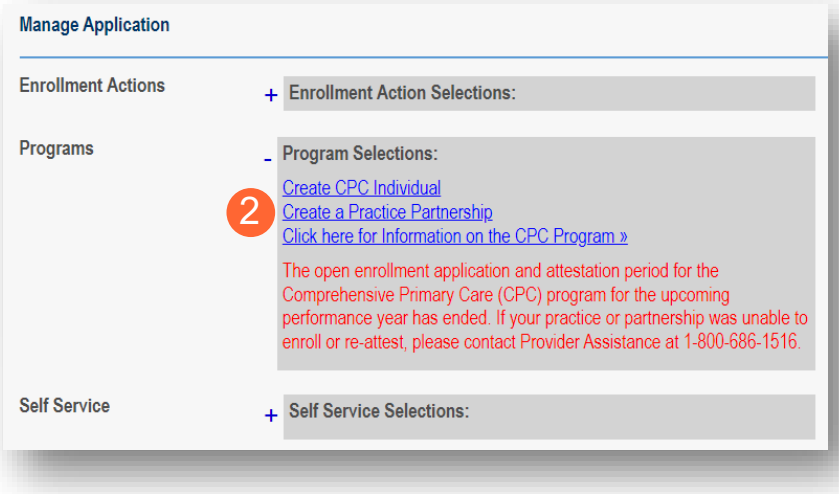
Creating a CPC Practice Partnership

Step 1: Once logged in as a Provider, click the hyperlink under Reg ID or Provider to access the Provider Management page



Step 2: Click the '+' symbol next to 'Program Selections:' and choose 'Create a Practice Partnership'



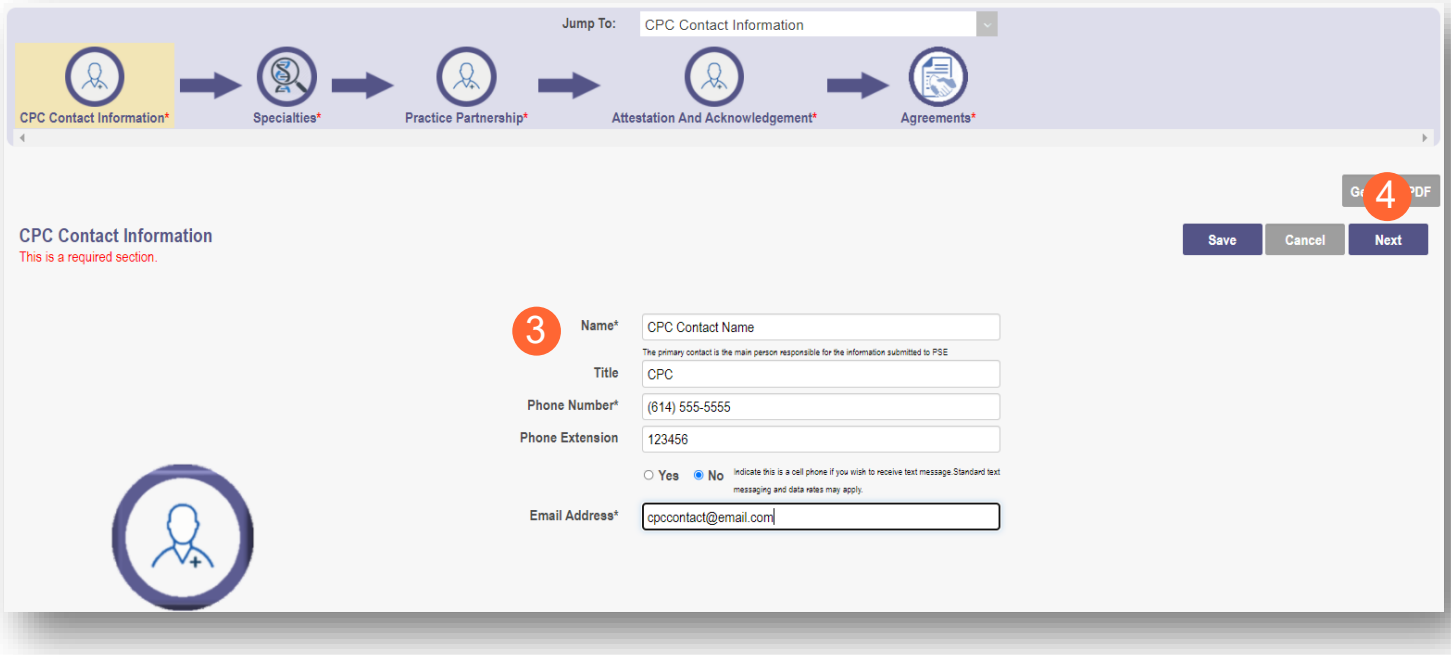


Note: For details on accessing correspondence in PNM, such as an invitation letter, see the Viewing Correspondence section

Step 3: Complete the CPC Contact Information page by entering the following information:

- Name
- Title *(not required)*
- Phone Number
- Indicate if the number is a cell phone and you wish to receive text messages
- Phone Extension *(not required)*
- Email Address

Step 4: Click 'Next' to save the information entered and advance to the next page

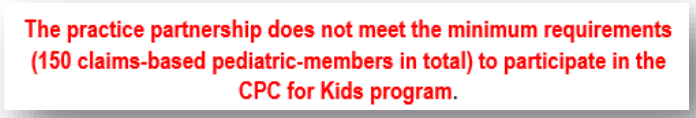


Step 5: The system will automatically add the primary Specialty with a start date of the program year and an infinity end date. To add additional specialties (such as the CPC for Kids specialty for qualifying providers), click the 'Add New' button

Note: At the end of the program year, the system will either end date the specialty automatically, or keep an infinite date, if the specialty is still active.

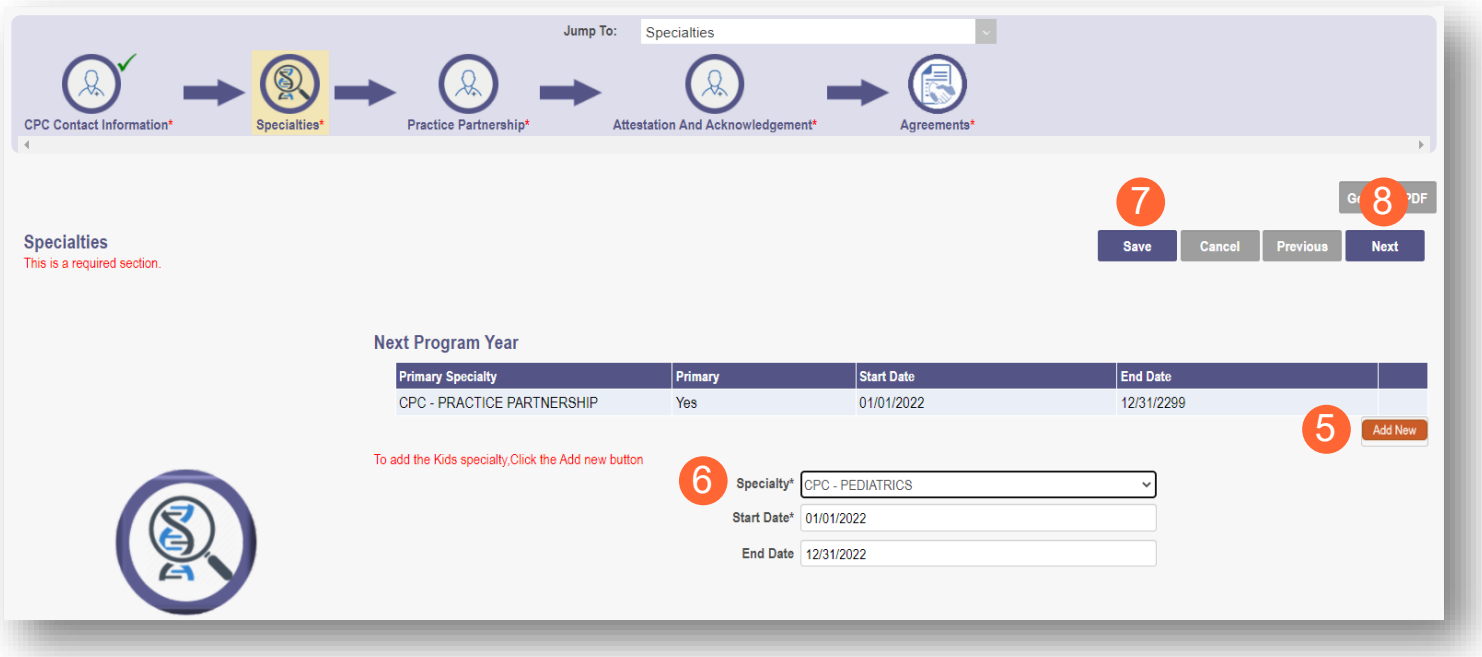
Step 6: Select a new specialty from the drop-down menu

Note: If you do not qualify for the CPC for Kids specialty, you will receive an error message



Step 7: Click 'Save' to save the specialty you added. You can review your Specialties in the table

Step 8: Once all specialties have been added, click the 'Next' button to proceed to the next page

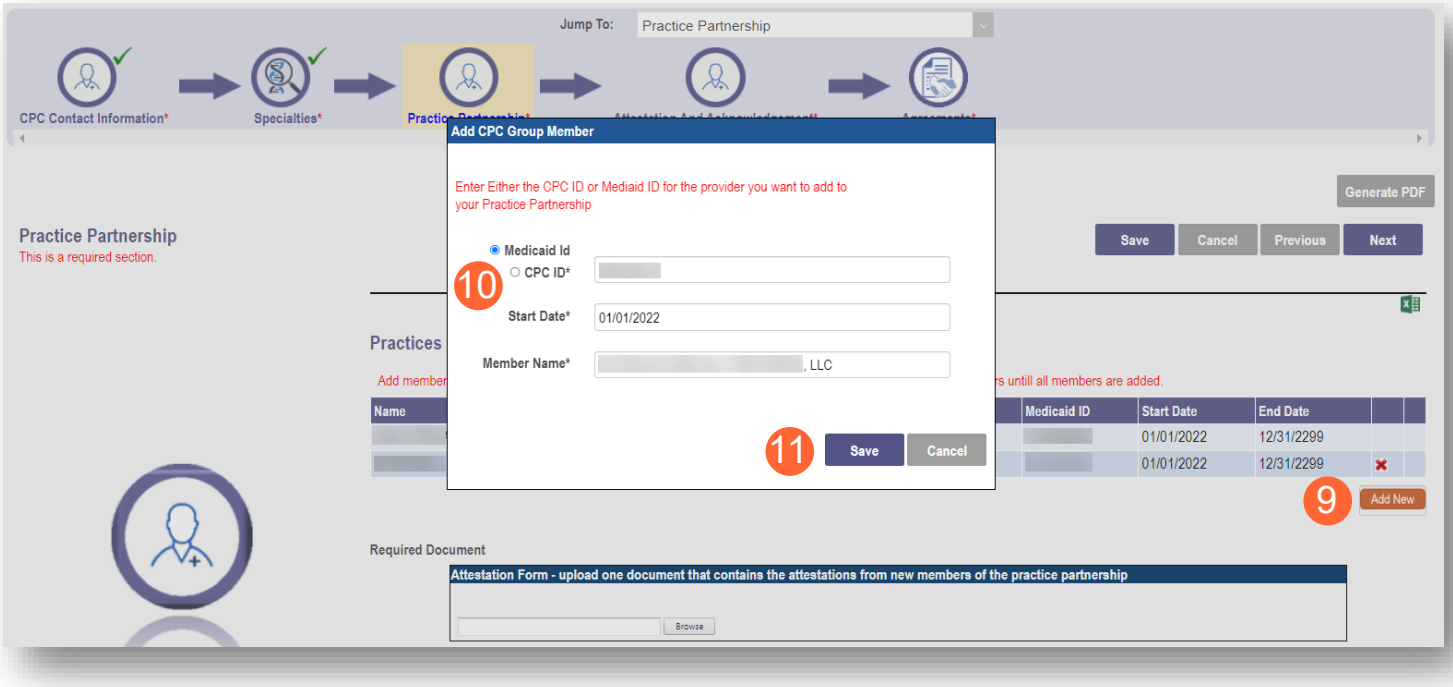


Step 9: On the Practice Partnership page select the 'Add New' button to add a new CPC Practice Member

Step 10: Enter the Medicaid ID or CPC ID of the Practice Member to add them to the Practice Partnership

Note: The Practice Member Name should auto-fill based off the ID number that you enter

Step 11: Once the Practice Member has been added, click 'Save'



Note: If you do not meet the participating criterion, or CPC for Kids specialty criterion, you will receive one of the below messages after clicking 'Save':

CPC Group Member Message

The provider you selected to participate in your practice does not meet the minimum requirements (150 claims-based members) to participate in the CPC program for the upcoming program year. Please remove the practice by clicking the red X.

The practice partnership does not meet the minimum requirements (150 claims-based pediatric-members in total) to participate in the CPC for Kids program.

Alert

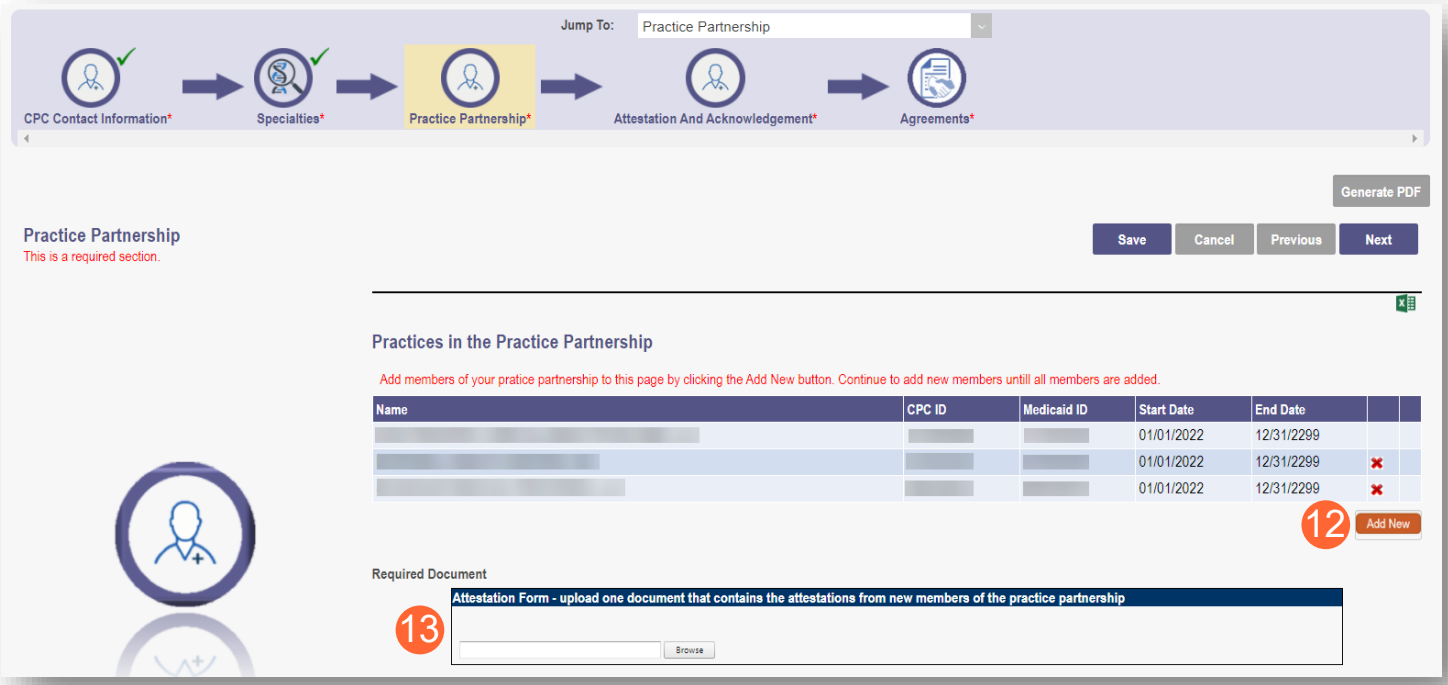
The enrolling provider(s) do not appear to meet the qualifications to be an Ohio CPC Provider and/or CPC for Kids provider.The reason for this denial message is likely due to the patient attribution data that we have. For additional information or questions on your attribution count and eligibility you may contact provider assistance at 1-800-686-1516.
At this time, the application is denied.If you disagree with this denial, you may request a reconsideration pursuant to OAC 5160-70-02. For an administrative review, please send a written request including all information you consider relevant to:

Ohio-CPCEnrollment@medicaid.ohio.gov

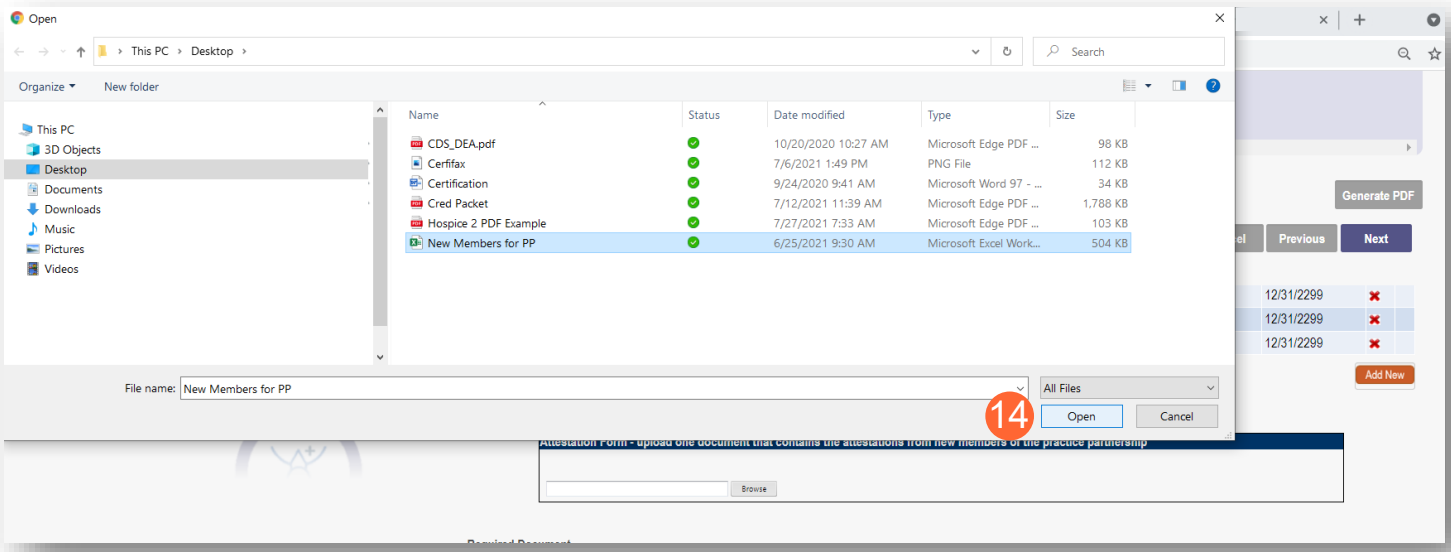
Continue

Step 12: To add additional Practice Members, select ‘Add New’ and repeat the steps above

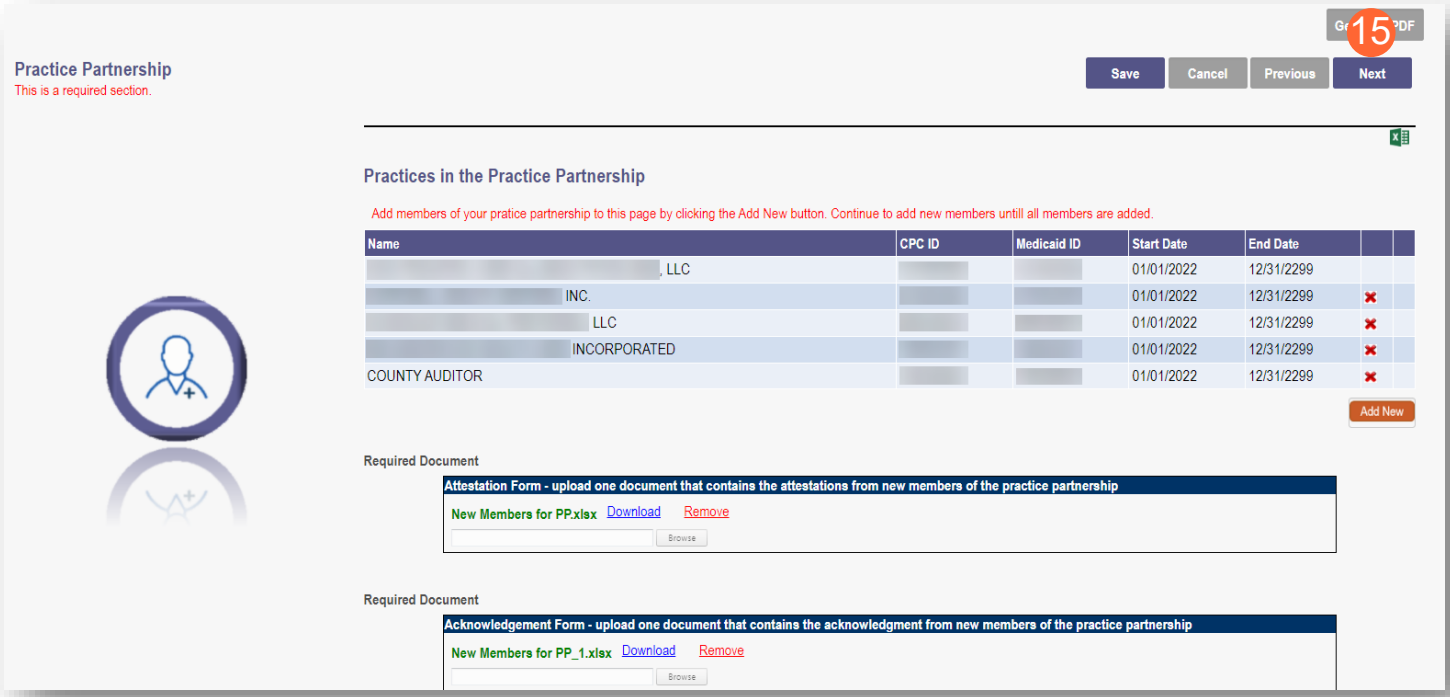
Step 13: Once all Practice Members have been added, attestation and acknowledgement documents must be uploaded for the new practices of the practice partnership. To upload this document, click ‘Browse’



Step 14: Locate on your computer, the file you wish to upload. Select the file and click ‘Open’

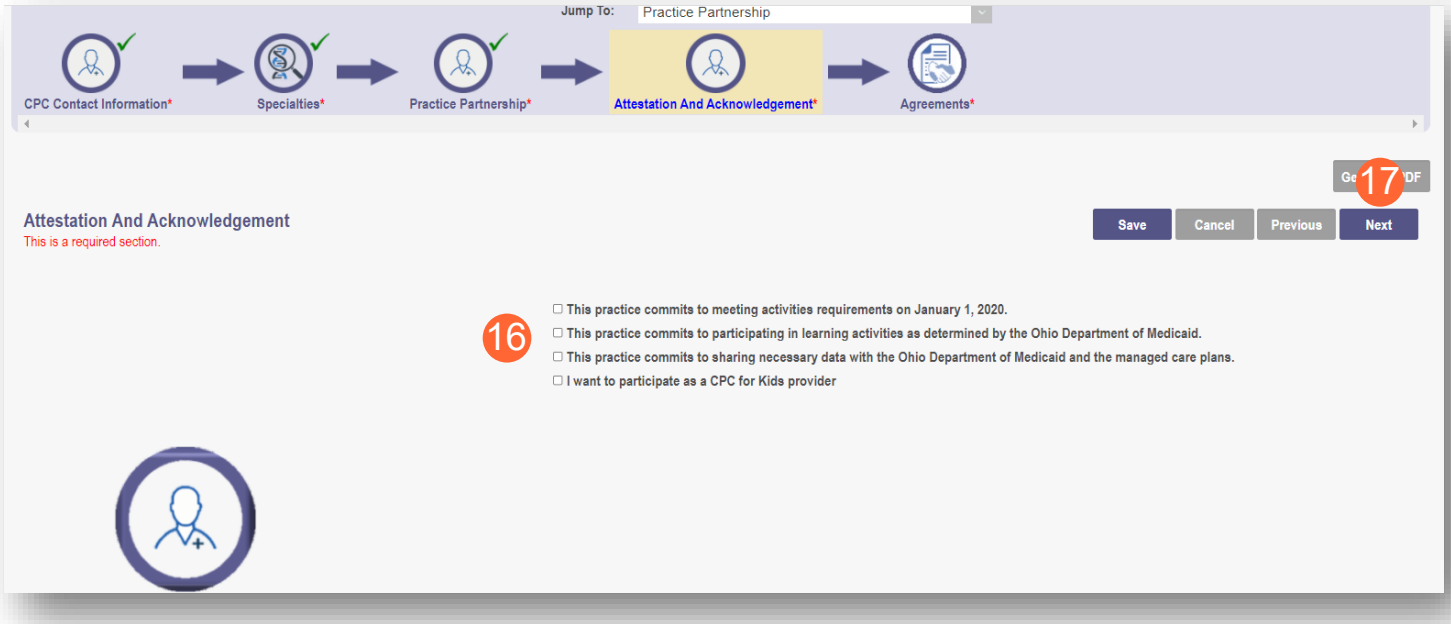


Step 15: When all Practice Members have been added and all documents uploaded, click 'Next' to proceed to the next page



Step 16: Read and review all attestation statements. Select the checkboxes to confirm that you agree to each statement *(the attestation for a CPC for Kids provider will only appear if the CPC for Kids specialty was added)*

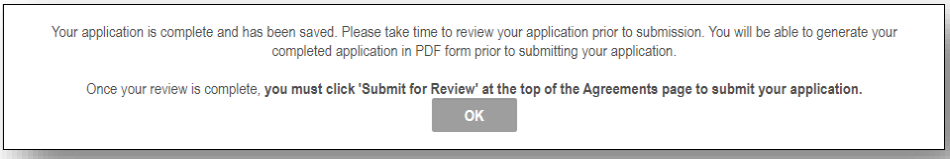
Step 17: Click the 'Next' button to proceed to the next page



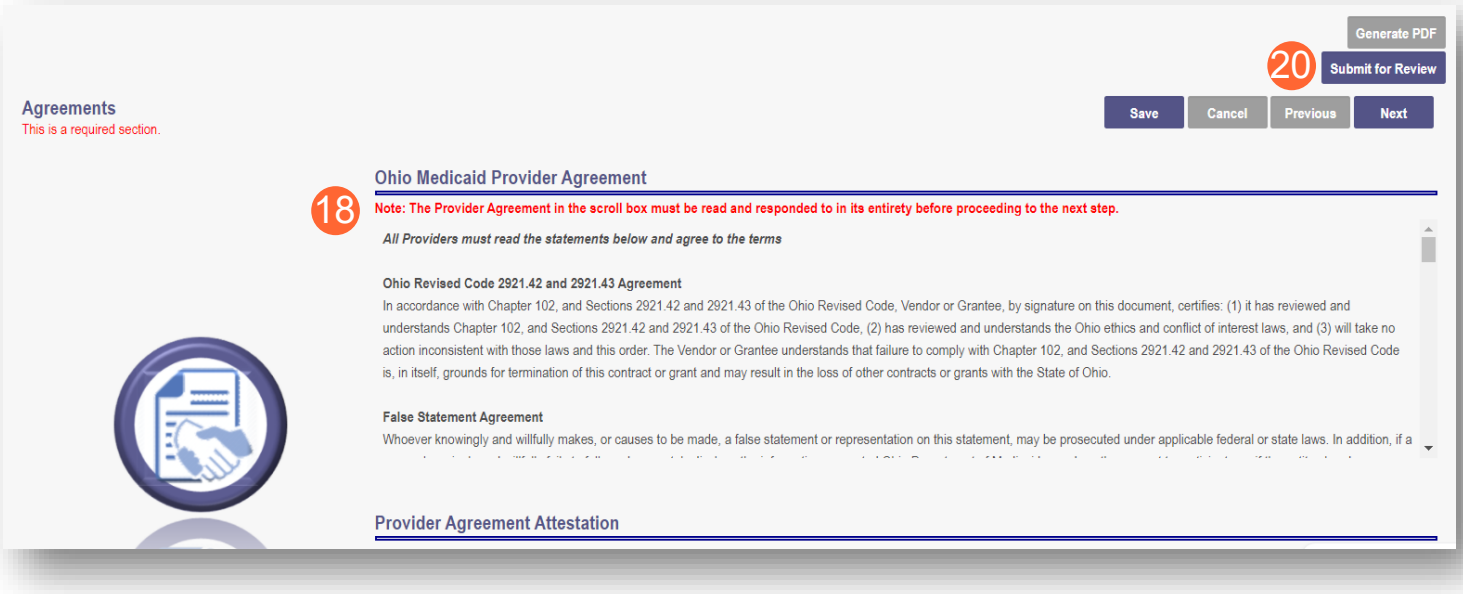
Step 18: Read and review all agreements. Select checkboxes to confirm you have read the agreements and attest the information that you provided is true and accurate.

Step 19: Complete the Provider Agreement Signature

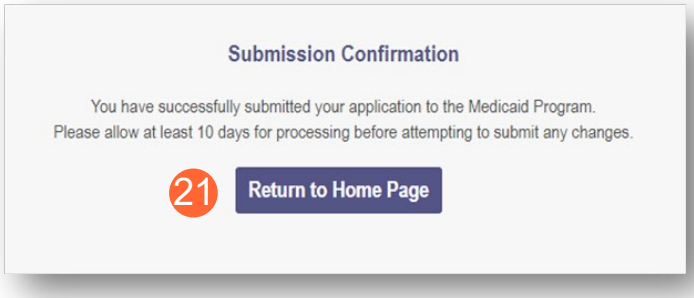
Note: You will receive a message indicating your application is complete and has saved. Click 'OK' to advance



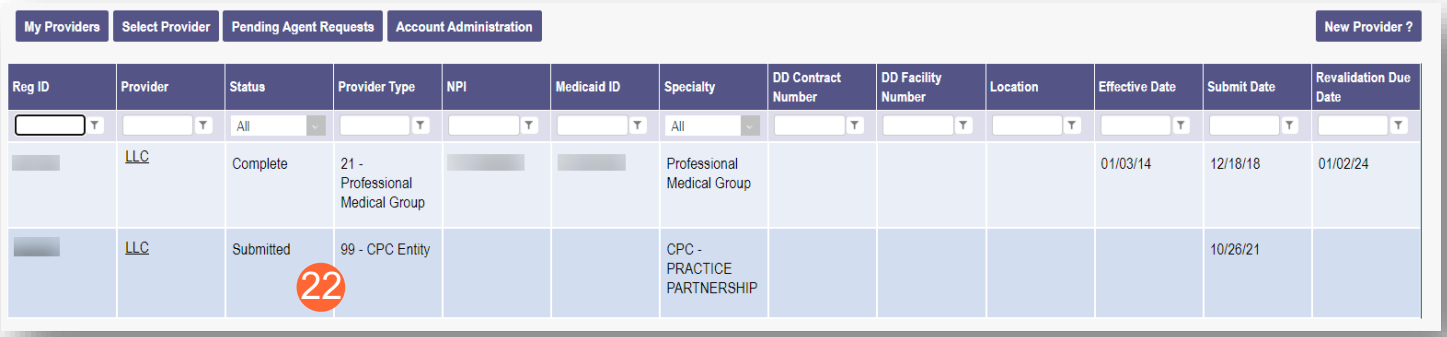
Step 20: If your application is complete, select 'Submit for Review'



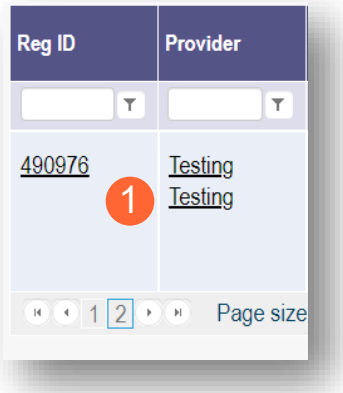
Step 21: You will receive a confirmation message for the application submission. Click 'Return to Home Page'



Step 22: You will be able to see your newly submitted CPC enrollment in a submitted status when you return to your dashboard

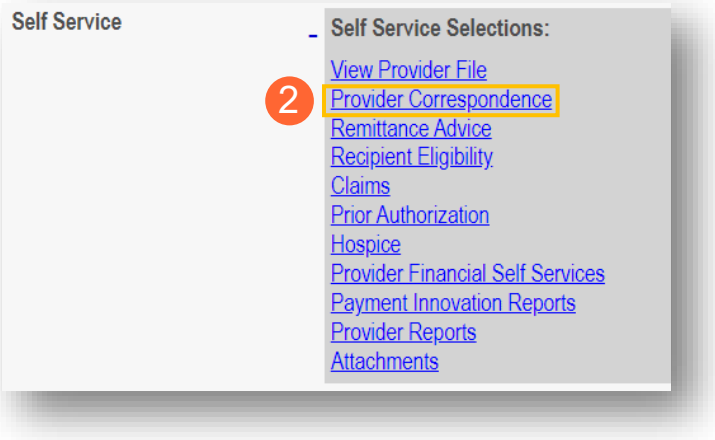


Viewing Correspondence

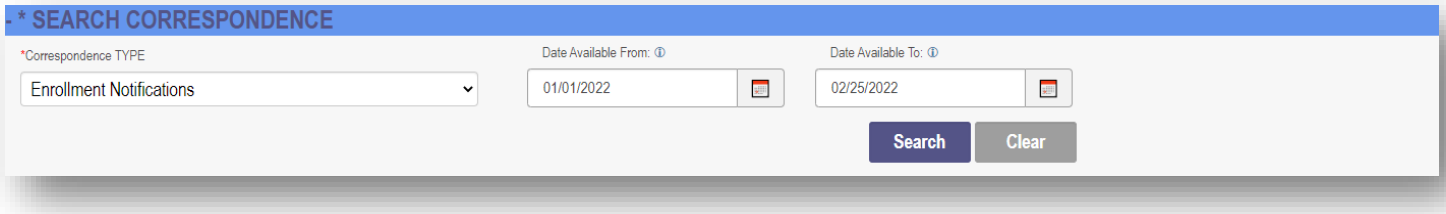


Step 1: Once logged in as a Provider, access your application by clicking on the Reg ID or Provider name

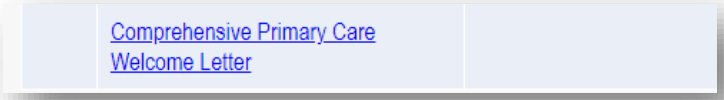
Step 2: You can review a welcome letter by clicking the '+' icon next to 'Self Service' to open the Self Service Selections. Click on 'Provider Correspondence'

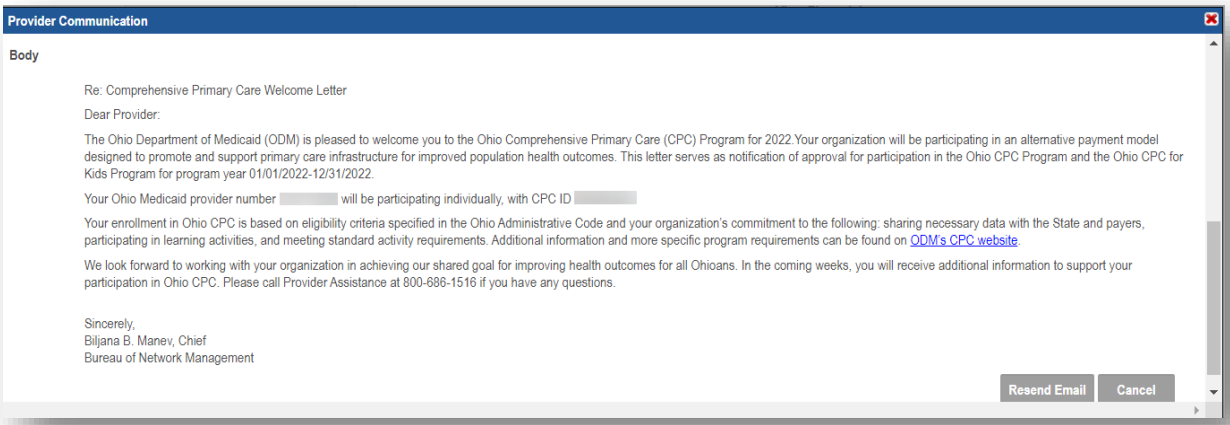


Step 3: Select 'Enrollment Notifications' from the Correspondence Type drop-down and enter a day range. Click 'Search' to locate the correspondence



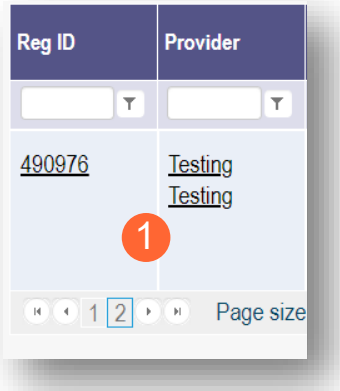
Step 4: Review the search results at the bottom of the page to locate the correspondence. Click on the 'Comprehensive Primary Care Welcome Letter' hyperlink to create a pop-up to view the correspondence



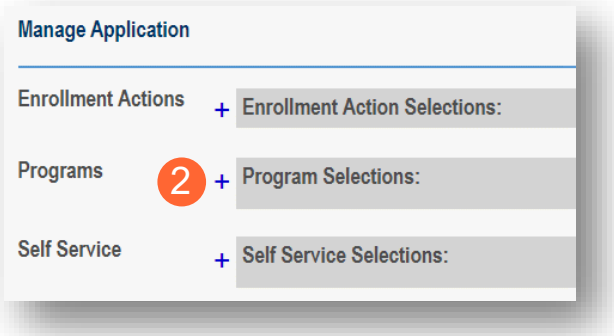


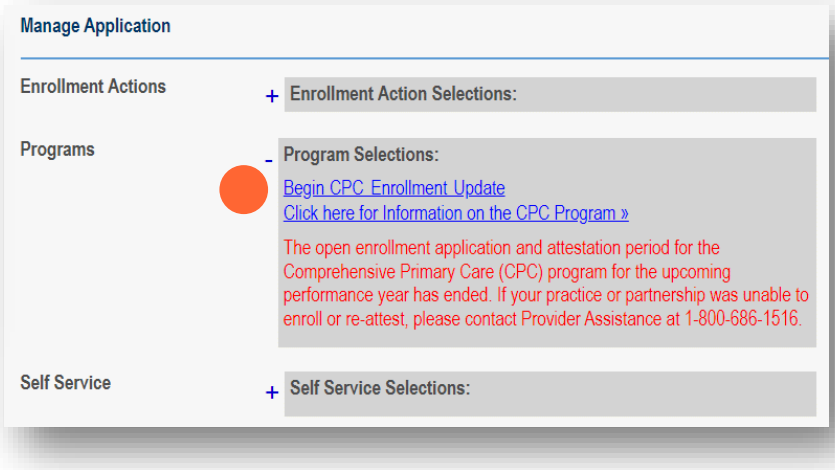
Updating a CPC Enrollment File

Step 1: Once logged in as a Provider, access your application by clicking on the Reg ID or Provider name hyperlink

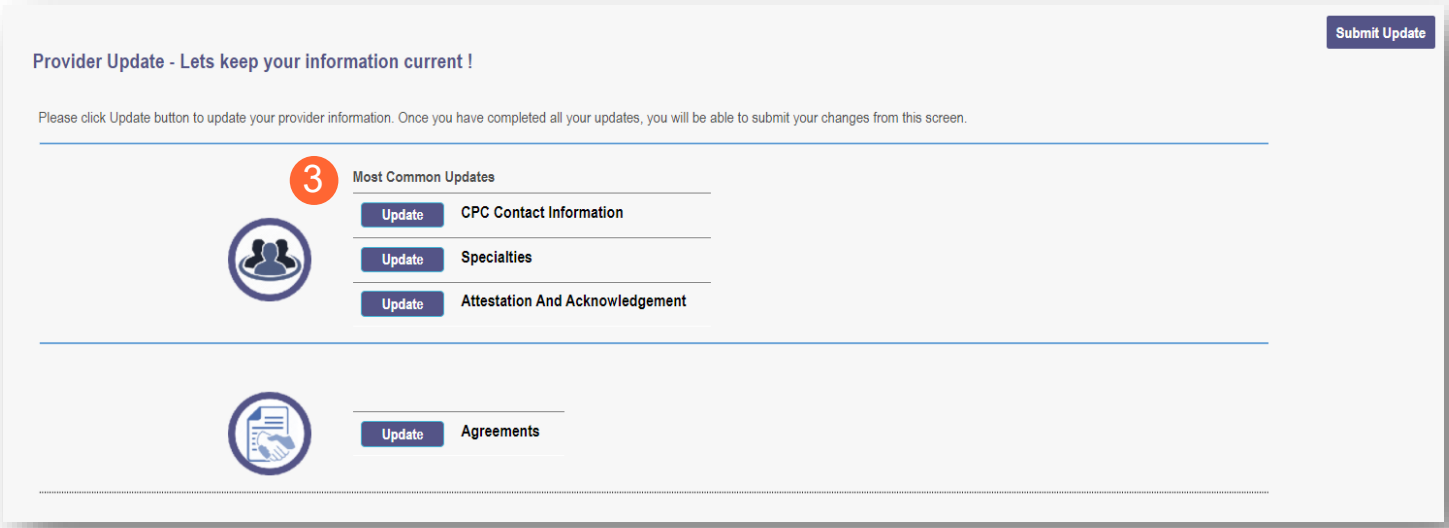


Step 2: Click the '+' symbol next to 'Program Selections:' and choose 'Begin CPC Enrollment Update'

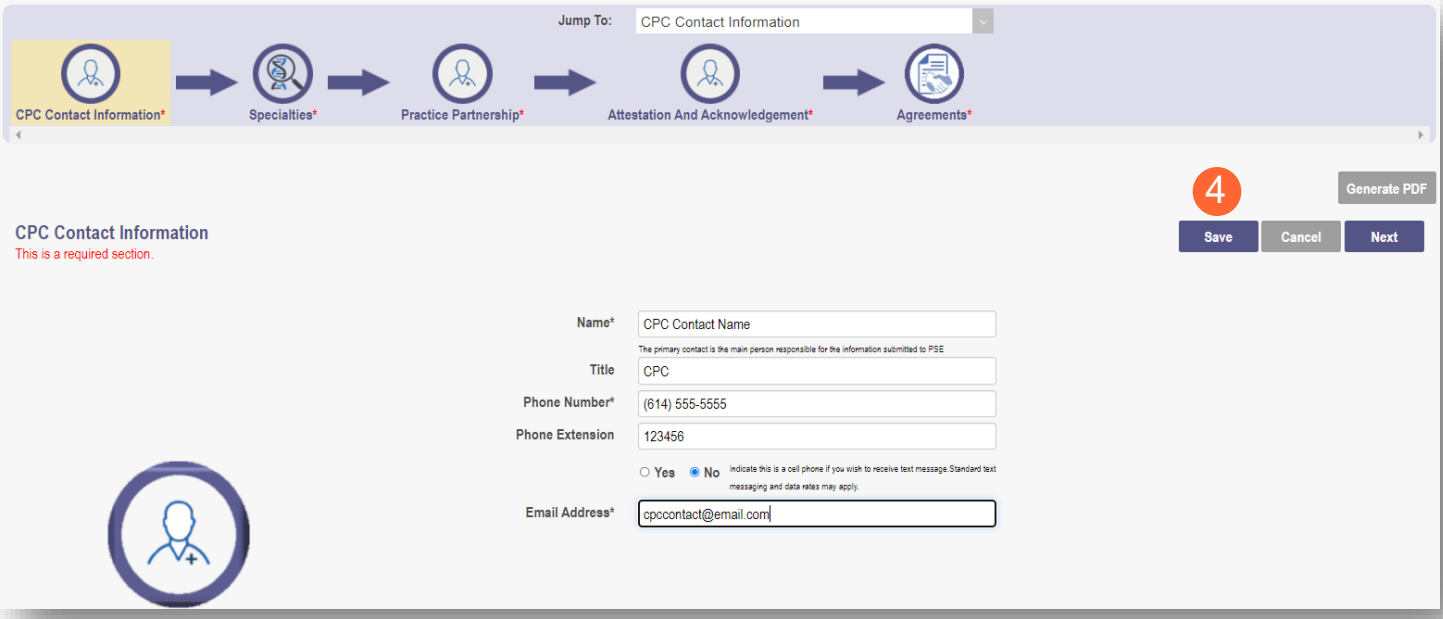




Step 3: Select which page(s) you wish to edit on the application by selecting ‘Update’ next to that page

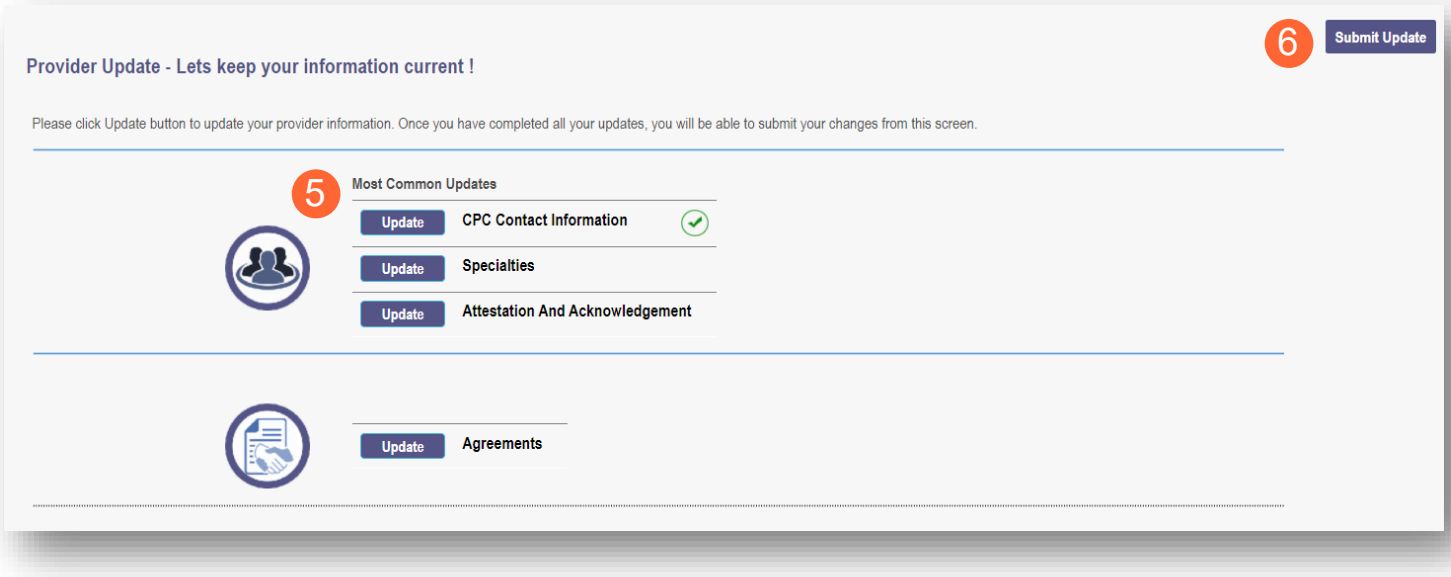


Step 4: Update the information on the page you selected and click ‘Save’



Step 5: The page that has been updated will display a green checkmark. Select 'Update' next to any corresponding pages to make additional updates

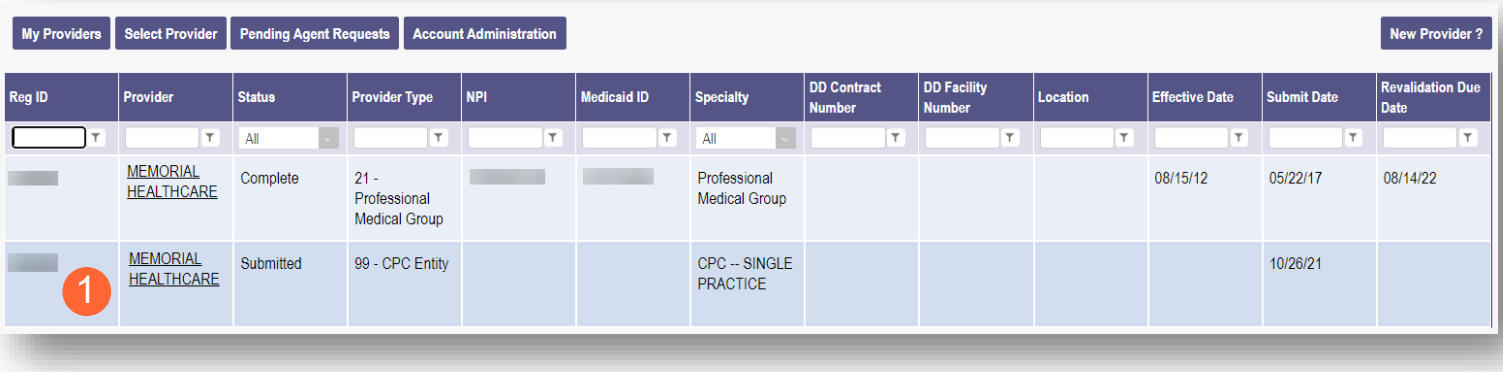
Step 6: Once all updates have been made, click 'Submit Update' to send the application off for review



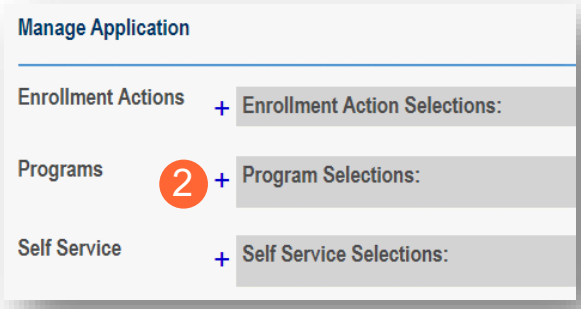
Re-Attesting

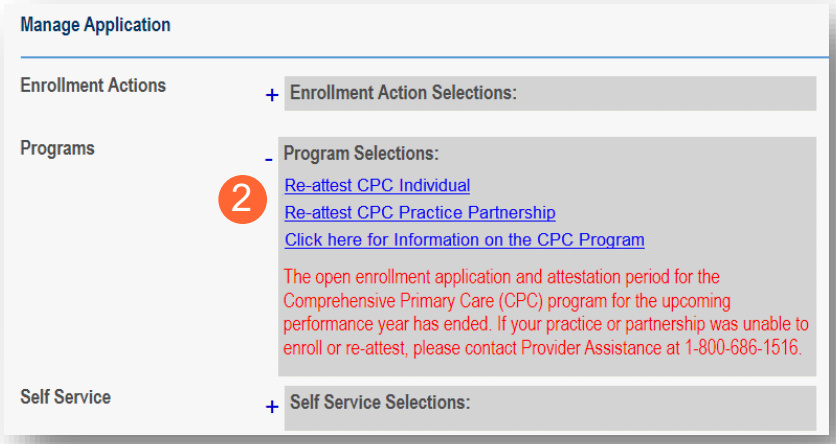
CPC Individual

Step 1: Once logged in as a Provider, click on the Reg ID or Provider name hyperlink for the **CPC Entity**



Step 2: Click the '+' symbol next to 'Program Selections:' and choose 'Re-attest CPC Individual'

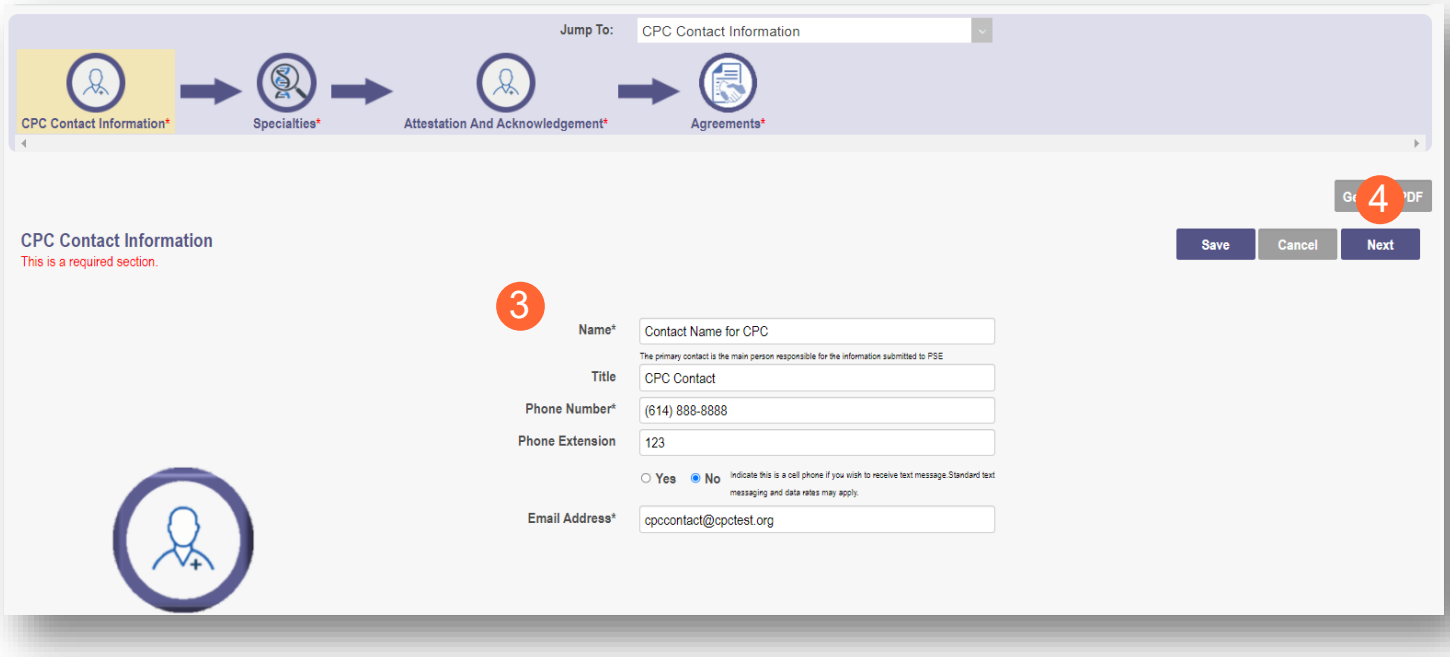




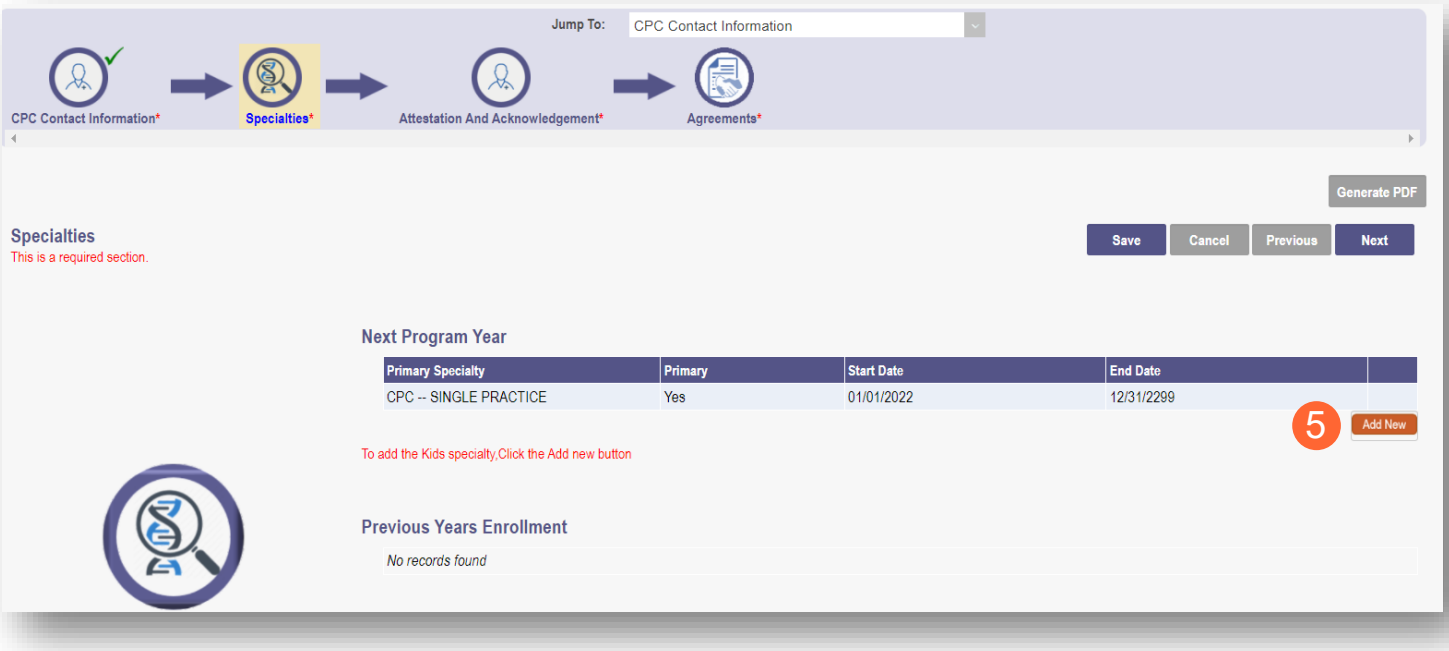
Step 3: Review the CPC Contact Information page and update any of the following information:

- Name
- Title *(not required)*
- Phone Number
    - Indicate if the number is a cell phone and if you wish to receive text messages
- Phone Extension *(not required)*
- Email address

Step 4: Click 'Next' to save the information and advance to the next page



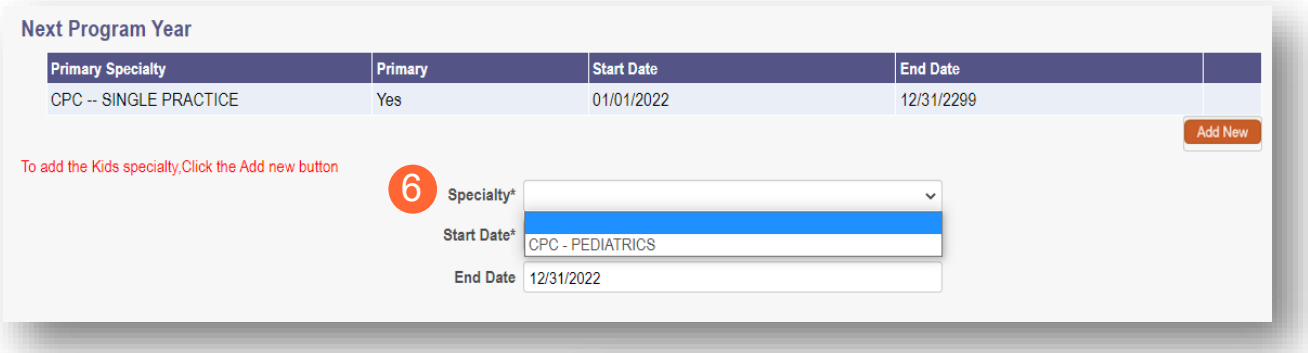
Step 5: The system will automatically add the primary specialty with a start date of the program year and an infinity end date. To add additional specialties (such as the CPC for Kids specialty for qualifying providers), cluck the 'Add New' button



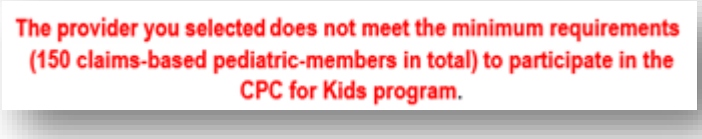
Note: At the end of the program year, the system will either end date the specialty automatically, or keep an infinite date, if the specialty is still active.

Step 6: Select a new specialty from the drop-down menu

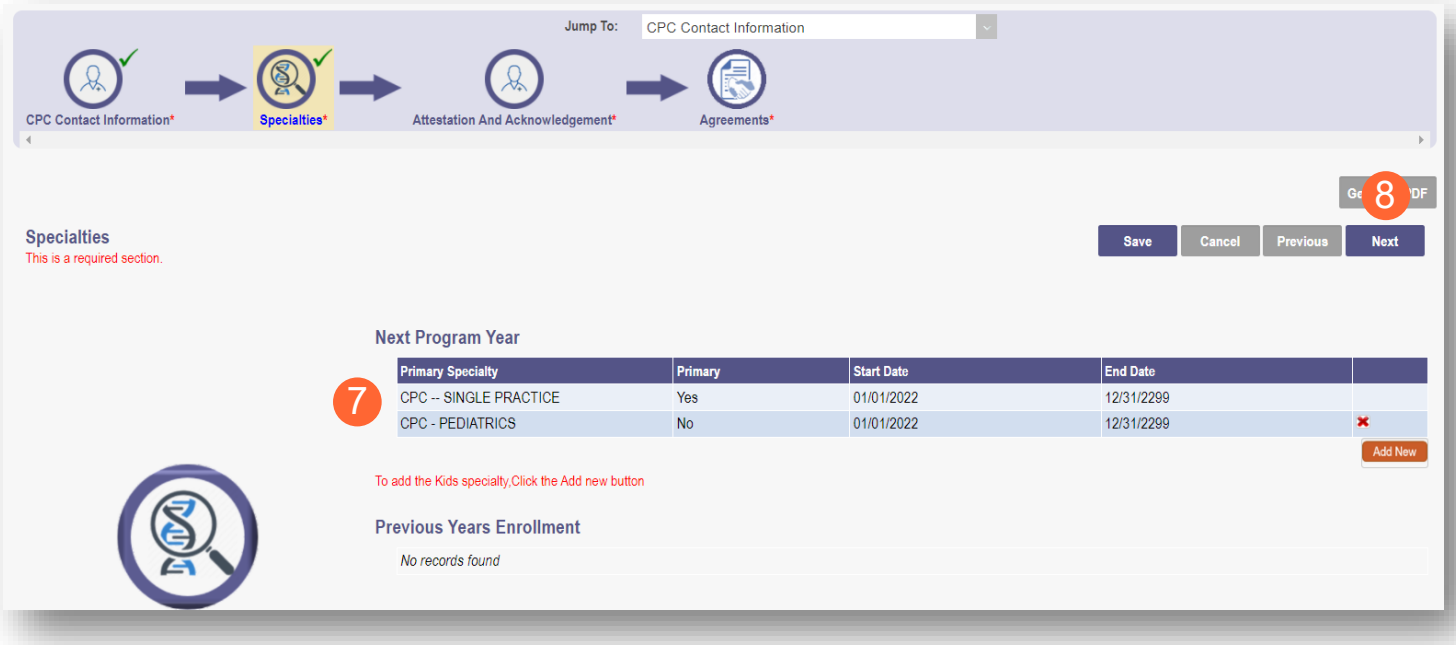
Step 7: Click 'Save' to save the specialty you added. You can review your Specialties in the table



Note: If you do not qualify for the CPC for Kids specialty, you will receive an error message

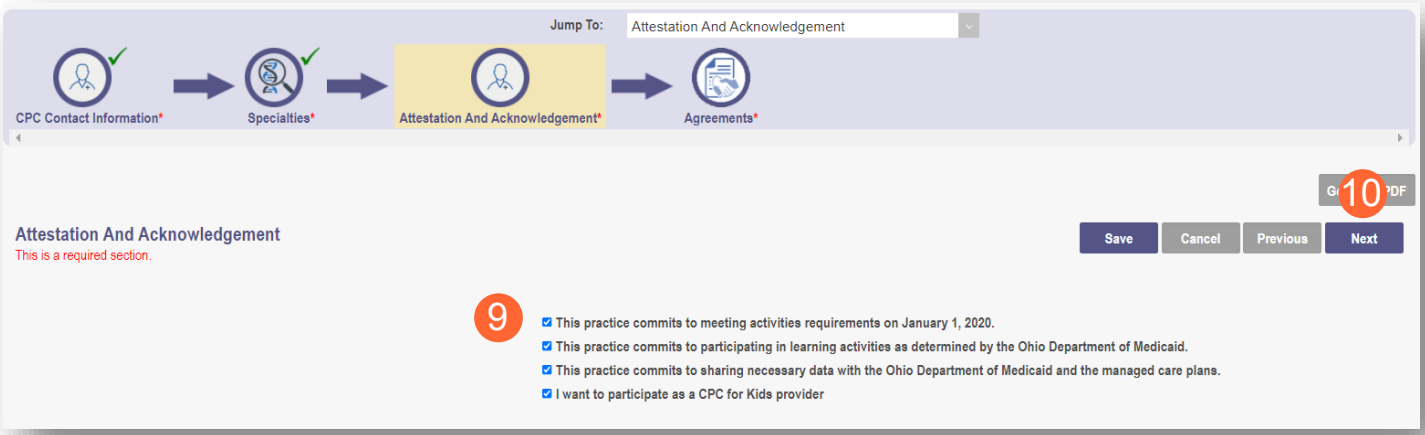


Step 8: Once all specialties have been added, click the 'Next' button to proceed to the next page



Step 9: Read and review all attestation statements. Select the checkboxes to confirm that you agree to each statement *(the attestation for a CPC for Kids provider will only appear if the CPC for Kids specialty was added)*

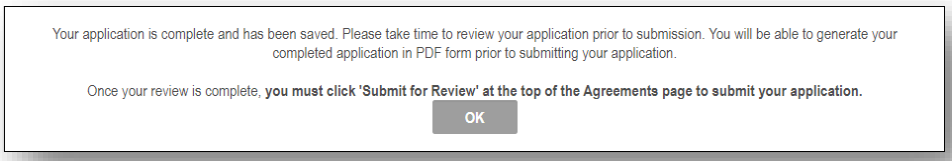
Step 10: Click the 'Next' button to proceed to the next page



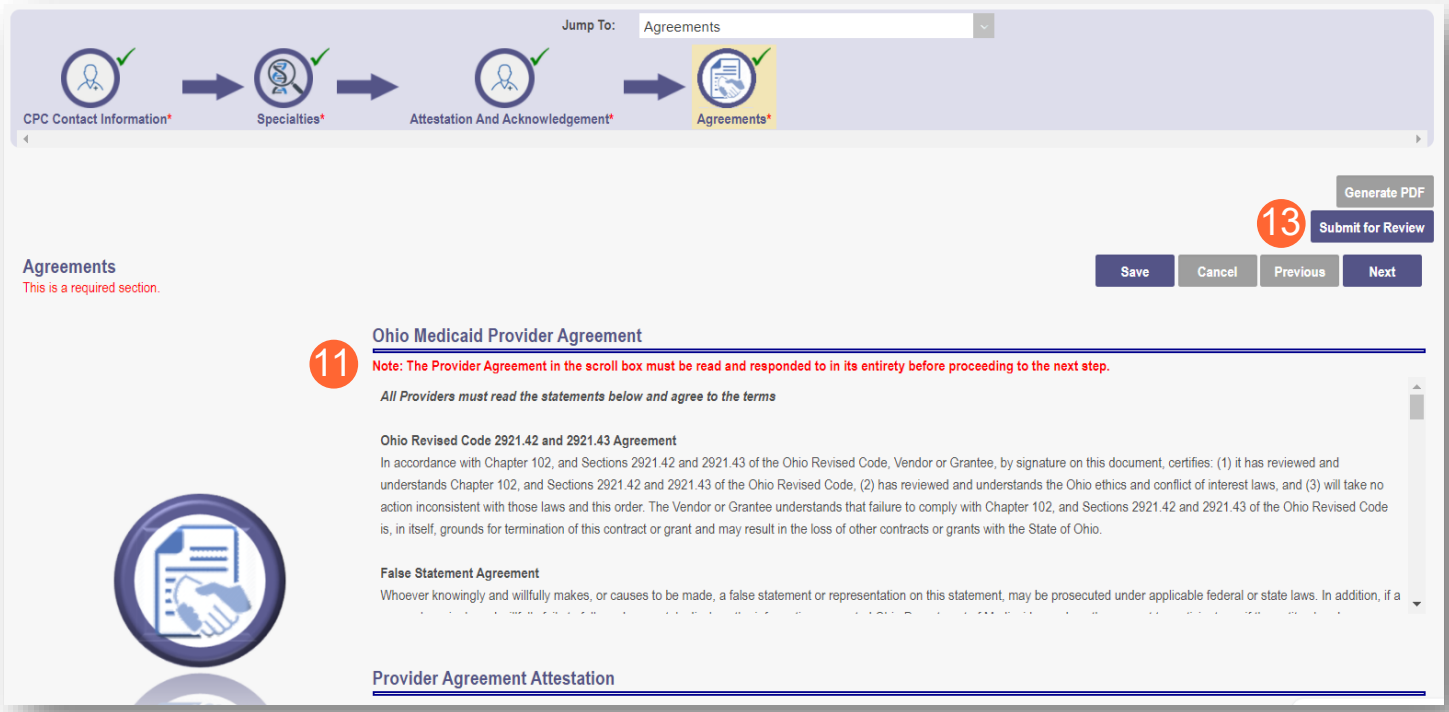
Step 11: Read and review all agreements. Select checkboxes to confirm you have read the agreements and attest the information that you provided is true and accurate.

Step 12: Complete the Provider Agreement Signature

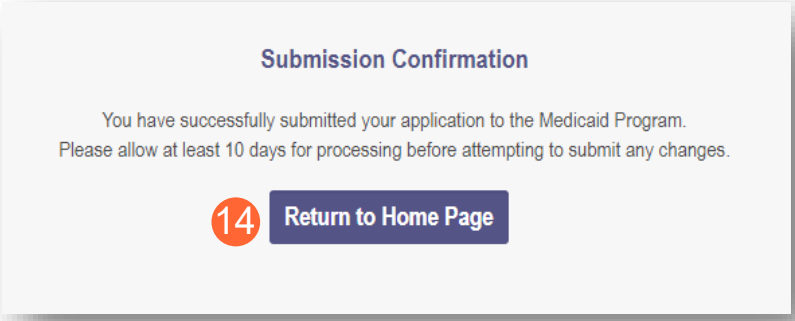
Note: You will receive a message indicating your application is complete and has saved. Click 'OK' to advance



Step 13: If you are ready to submit your application, select 'Submit for Review'

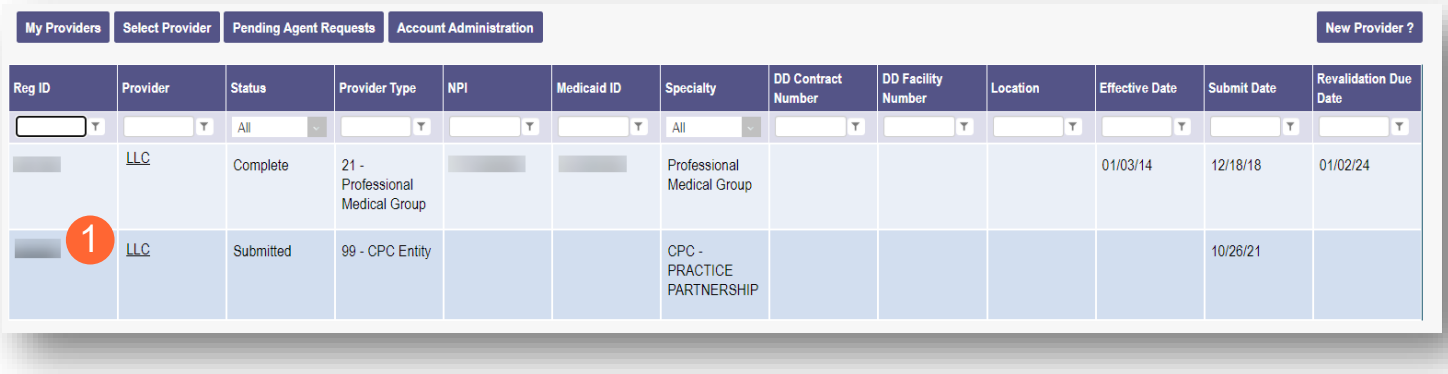


Step 14: You will receive a confirmation message for the application submission. Click 'Return to Home Page'

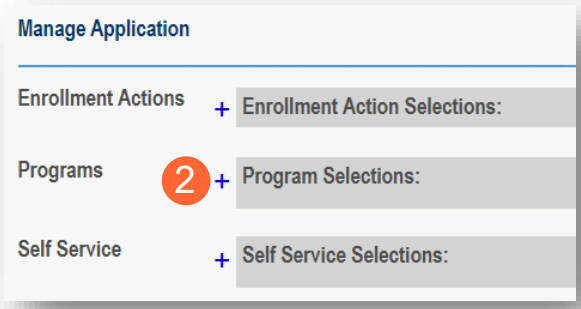


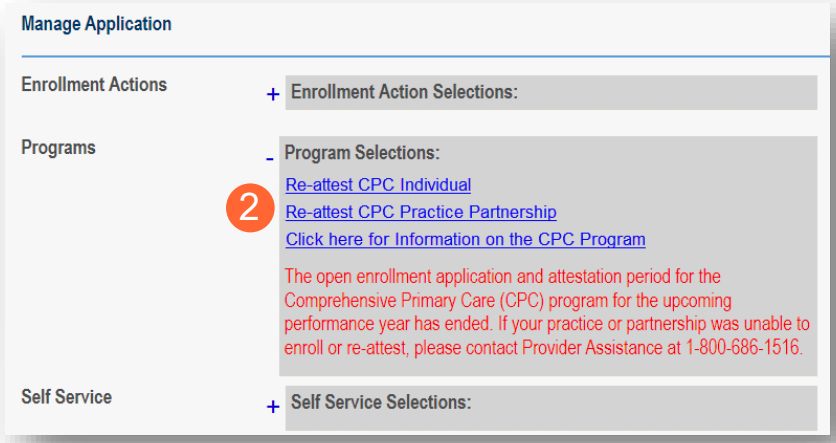
CPC Practice Partnership

Step 1: Once logged in as a Provider, click on the Reg ID or Provider name hyperlink for the **CPC Entity**



Step 2: Click the '+' symbol next to 'Program Selections:' and choose 'Re-attest a Practice Partnership'

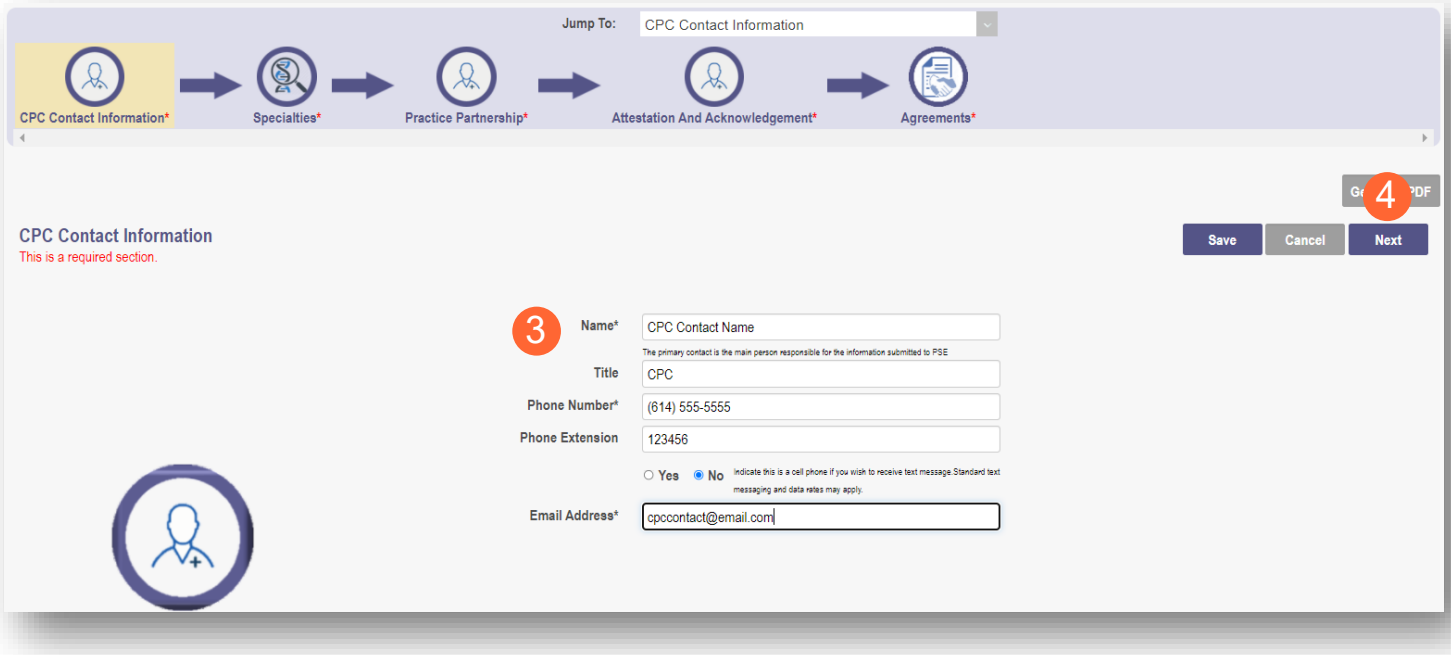




Step 3: Review the CPC Contact Information page and update any of the following information:

- Name
- Title *(not required)*
- Phone Number
- Indicate if the number is a cell phone and you wish to receive text messages
- Phone Extension *(not required)*
- Email Address

Step 4: Click 'Next' to save the information entered and advance to the next page

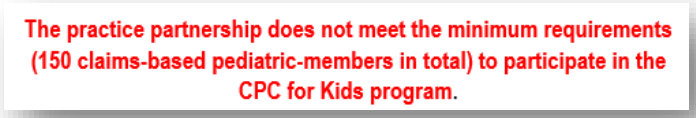


Step 5: The system will automatically add the primary Specialty with a start date of the program year and an infinity end date. To add additional specialties (such as a CPC for Kids specialty for qualifying providers), click the 'Add New' button

Note: At the end of the program year, the system will either end date the specialty automatically, or keep an infinite date, if the specialty is still active.

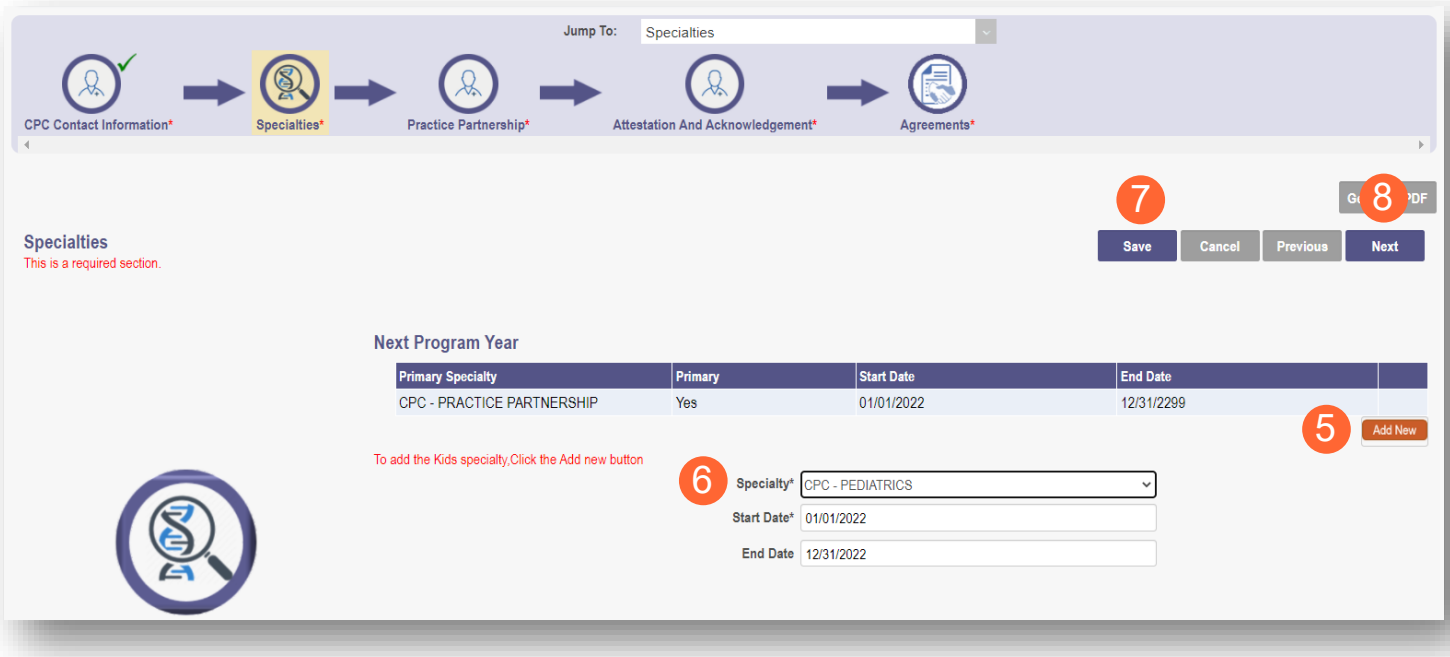
Step 6: Select a new specialty from the drop-down menu

Note: If you do not qualify for the CPC for Kids specialty, you will receive an error message



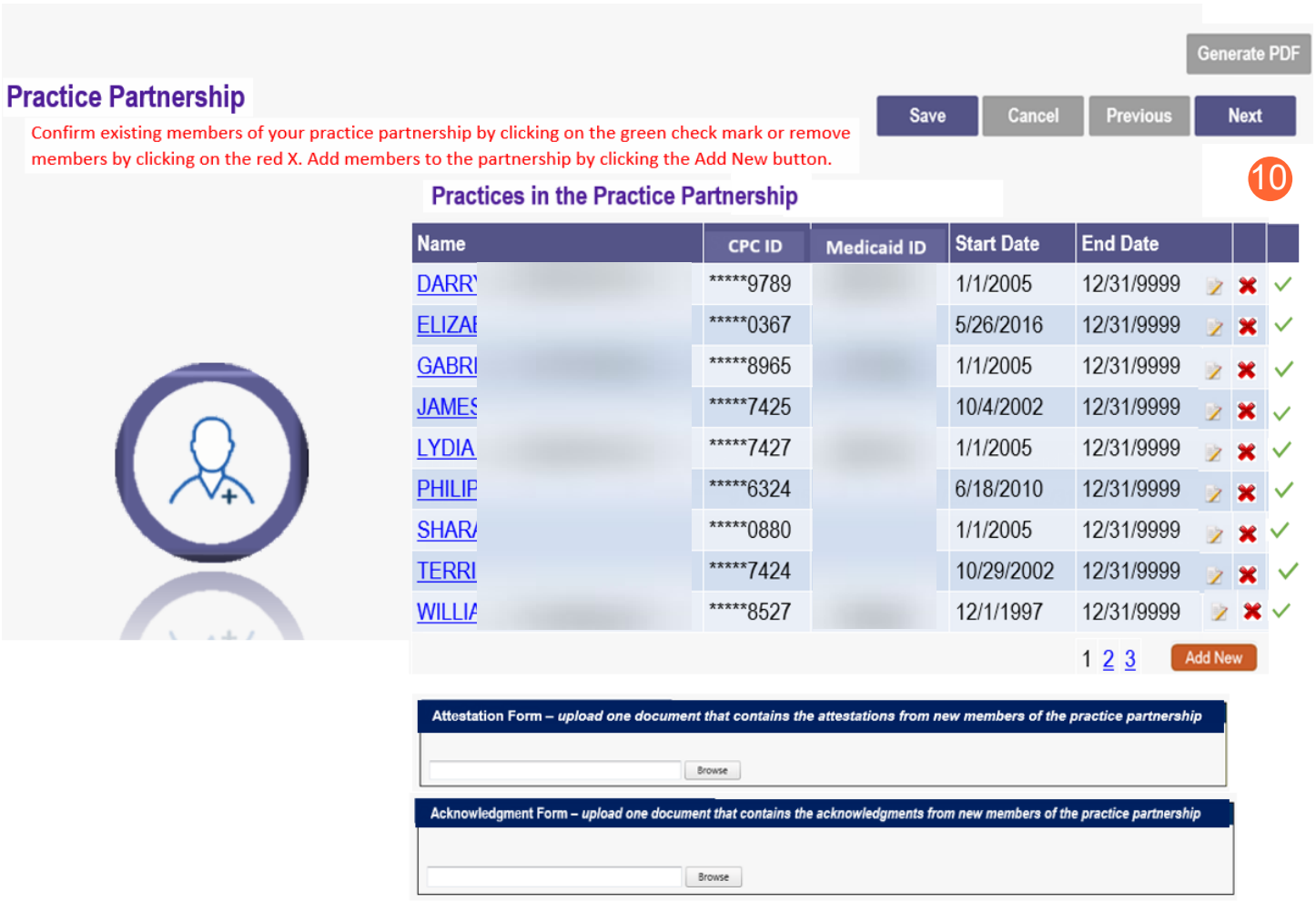
Step 7: Click 'Save' to save the specialty you added. You can review your Specialties in the table

Step 8: Once all specialties have been added, click the 'Next' button to proceed to the next page



Step 9: On the Practice Partnership page, re-attest each practice member listed

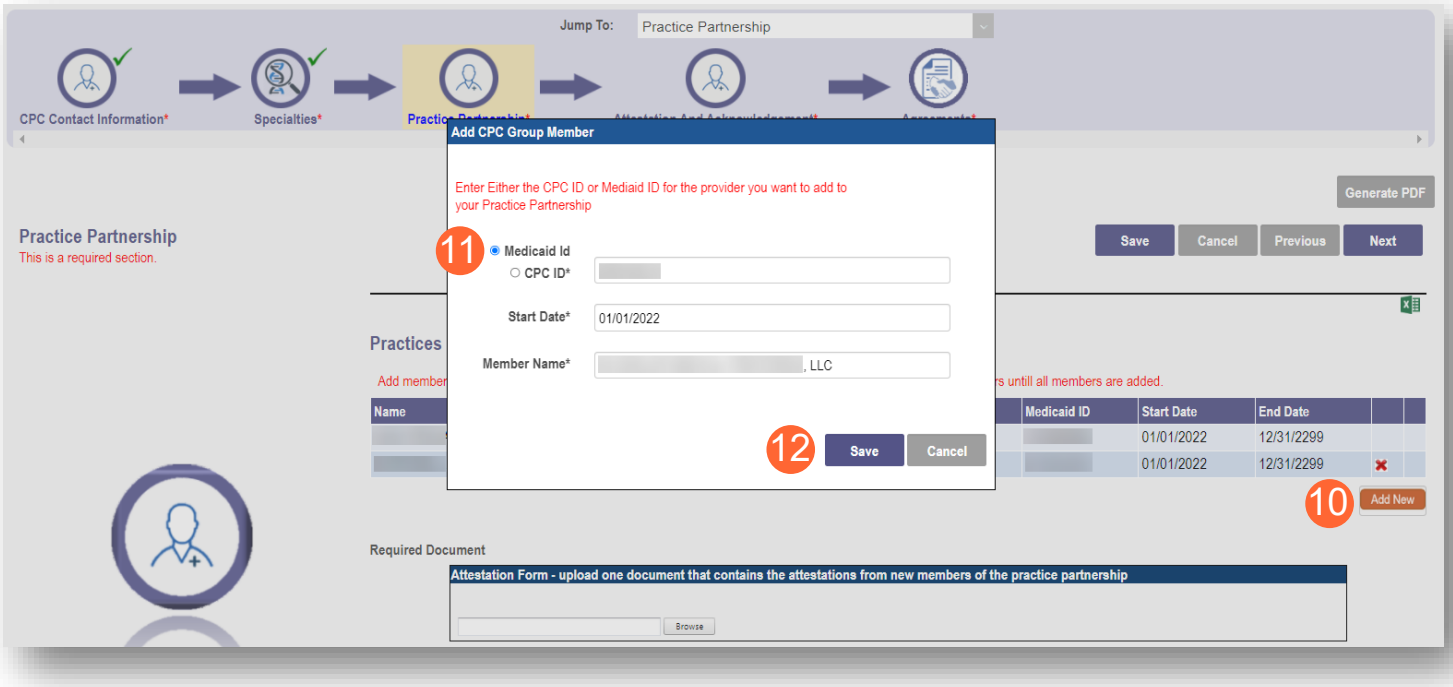
Step 10: Click the green checkmark to affirm or click the red 'x' to remove



Step 11: To add a new member, click Add New

Note: The Practice Member Name should auto-fill based off the ID number that you enter

Step 12: Once the Practice Member has been added, click 'Save'



Note: If you do not meet the participating criterion, or the CPC for Kids specialty criterion, you will receive one of the below messages after clicking 'Save':

CPC Group Member Message

The provider you selected to participate in your practice does not meet the minimum requirements (150 claims-based members) to participate in the CPC program for the upcoming program year. Please remove the practice by clicking the red X.

The practice partnership does not meet the minimum requirements (150 claims-based pediatric-members in total) to participate in the CPC for Kids program.

Alert

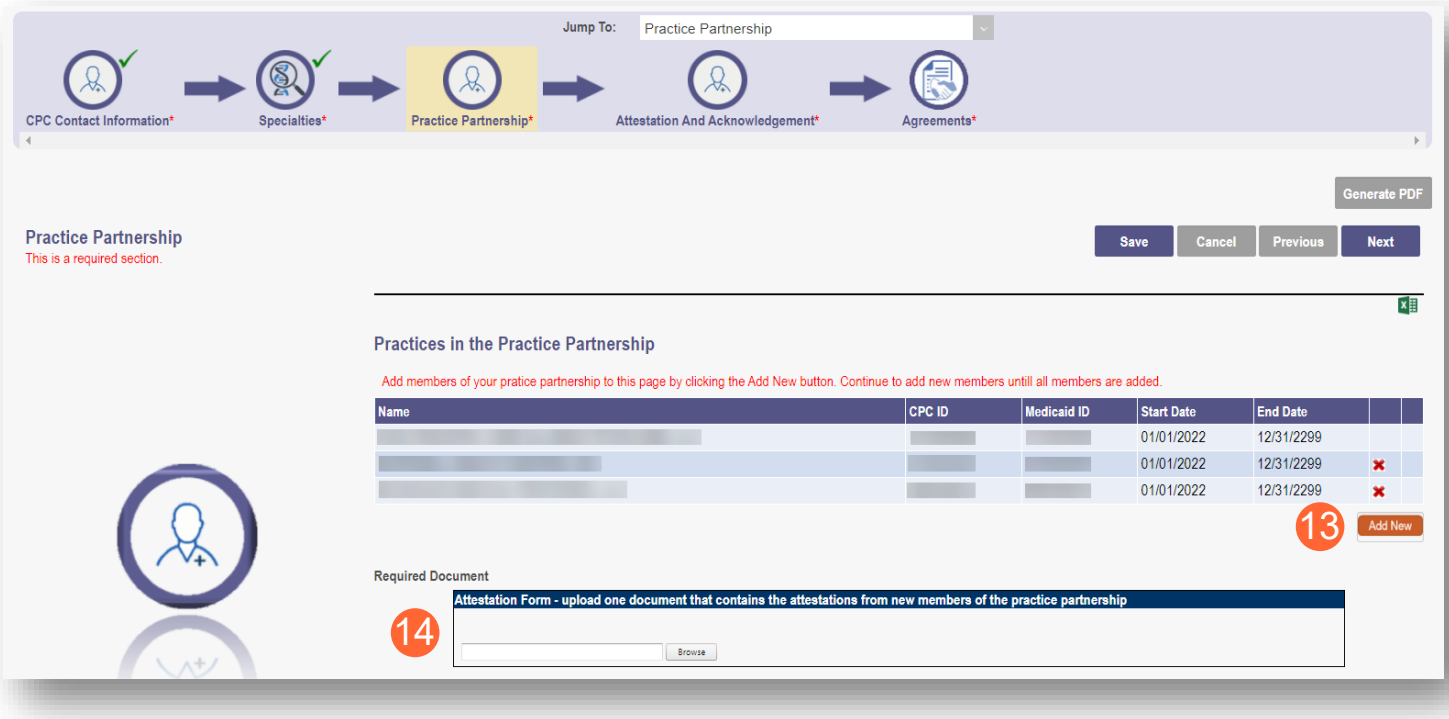
The enrolling provider(s) do not appear to meet the qualifications to be an Ohio CPC Provider and/or CPC for Kids provider.The reason for this denial message is likely due to the patient attribution data that we have. For additional information or questions on your attribution count and eligibility you may contact provider assistance at 1-800-686-1516.
At this time, the application is denied.If you disagree with this denial, you may request a reconsideration pursuant to OAC 5160-70-02. For an administrative review, please send a written request including all information you consider relevant to:

Ohio-CPCEnrollment@medicaid.ohio.gov

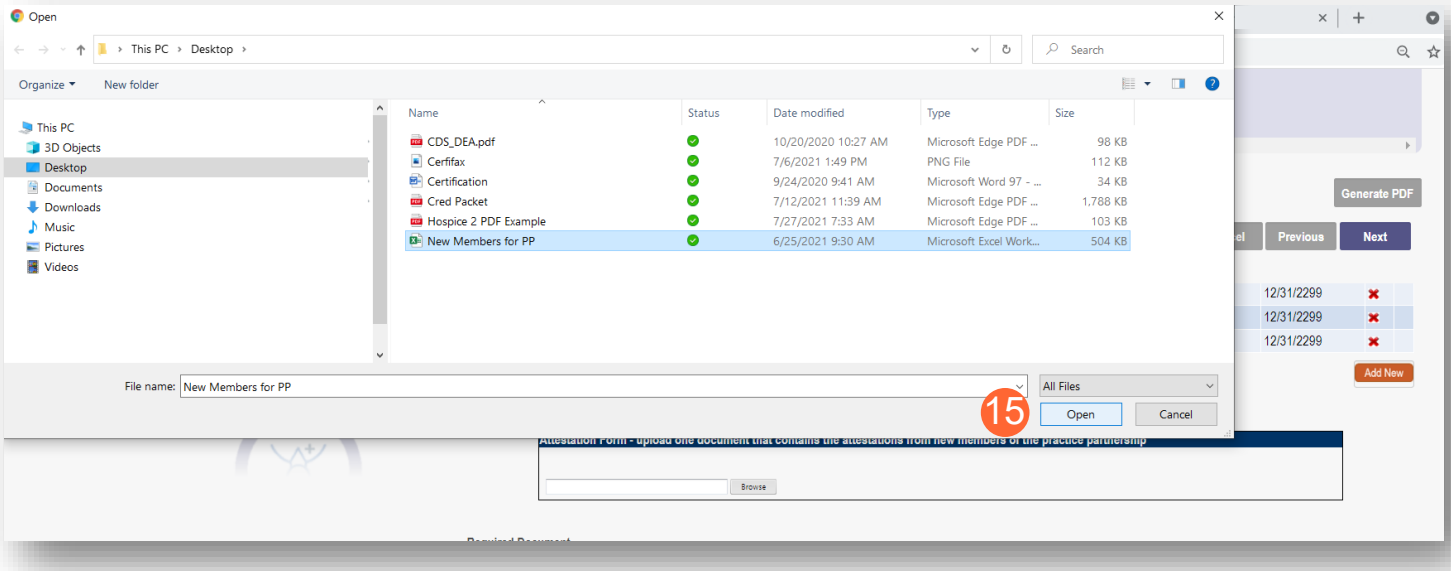
Continue

Step 13: To add additional Practice Members, select 'Add New' and repeat the steps above

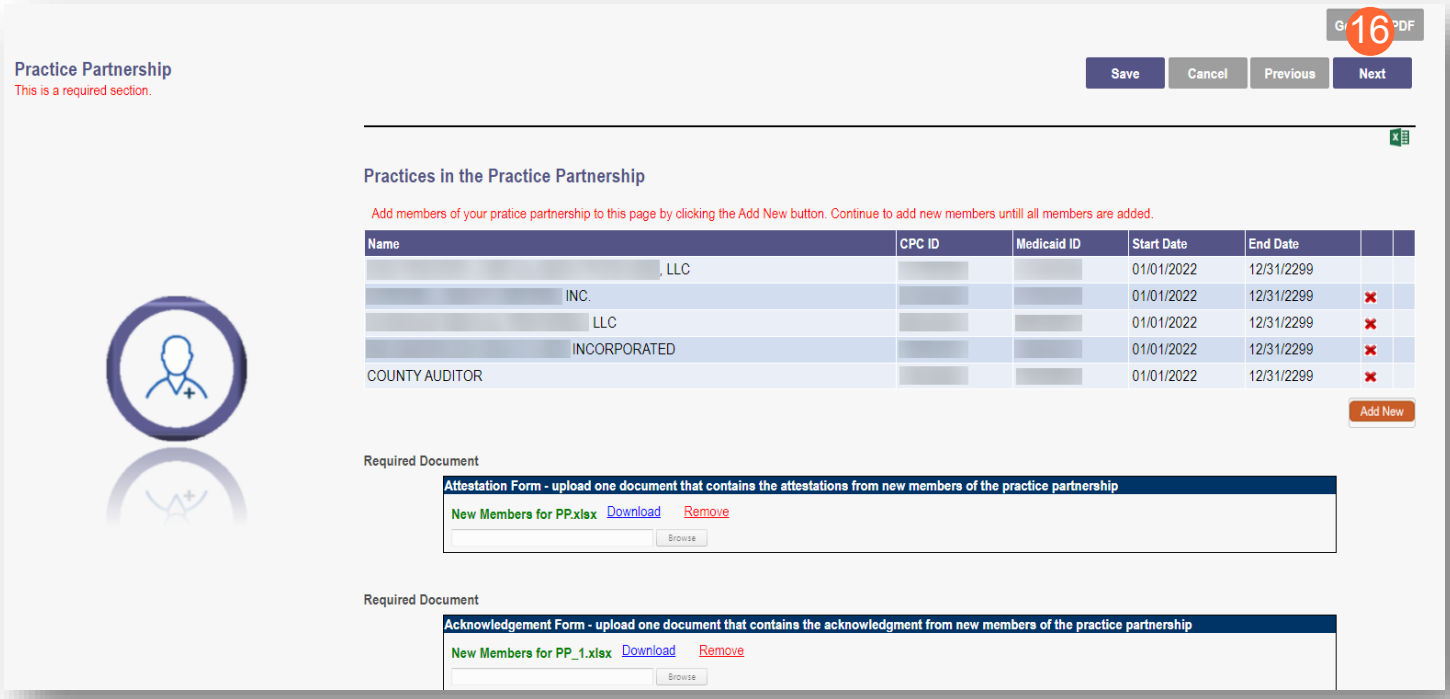
Step 14: Once all Practice Members have been acknowledged or added, attestation and acknowledgement documents must be uploaded for the new practice members of the practice partnership. To upload this document, click 'Browse'



Step 15: Locate on your computer, the file you wish to upload. Select the file and click 'Open'

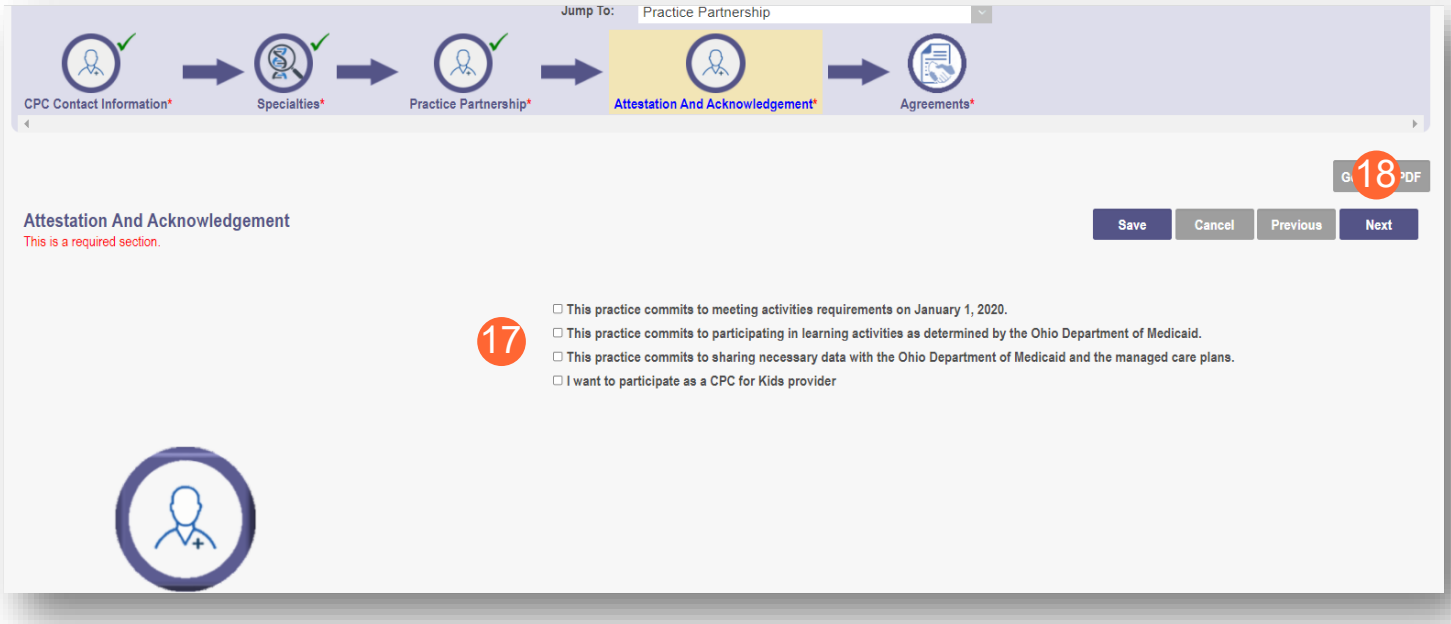


Step 16: When all Practice Members have been affirmed and all documents are uploaded, click 'Next' to proceed to the next page



Step 17: Read and review all attestation statements. Select the checkboxes to confirm that you agree to each statement *(the attestation for a CPC for Kids provider will only appear if the CPC for Kids specialty was added)*

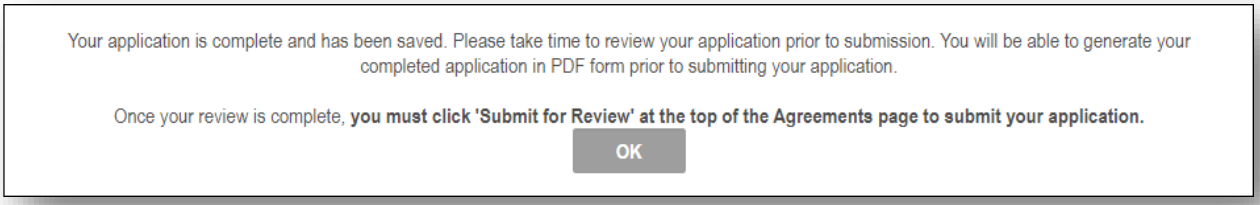
Step 18: Click the 'Next' button to proceed to the next page



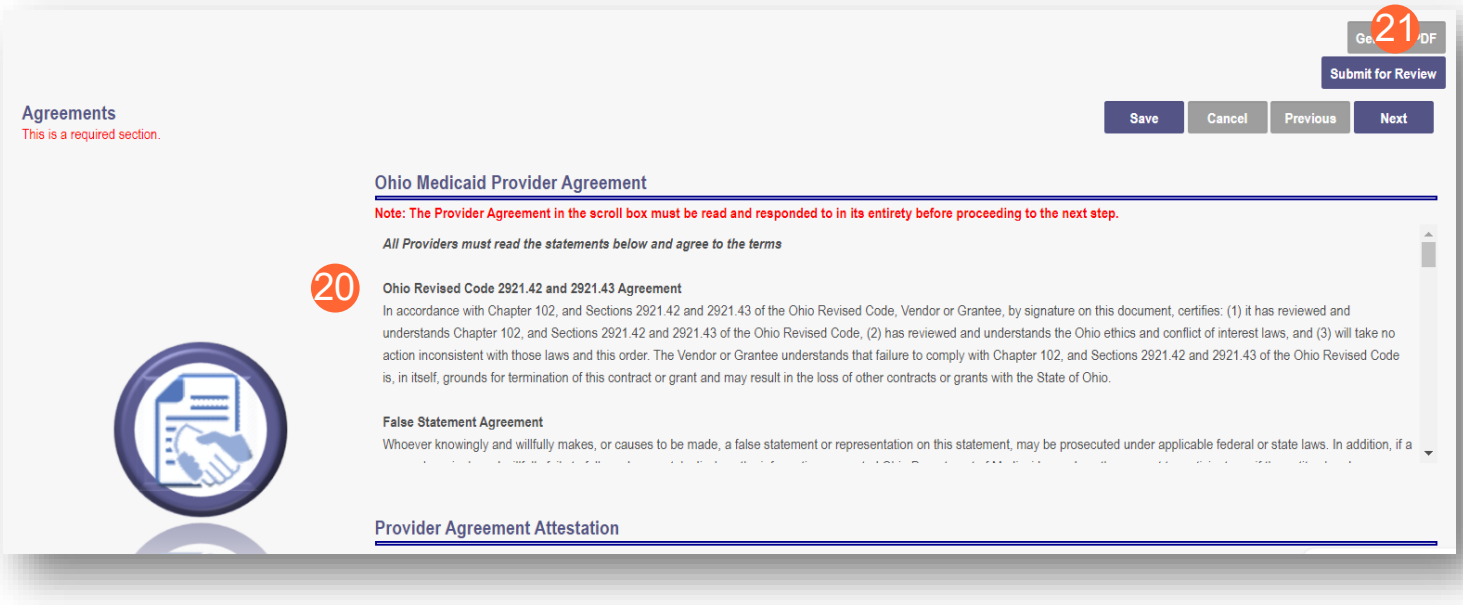
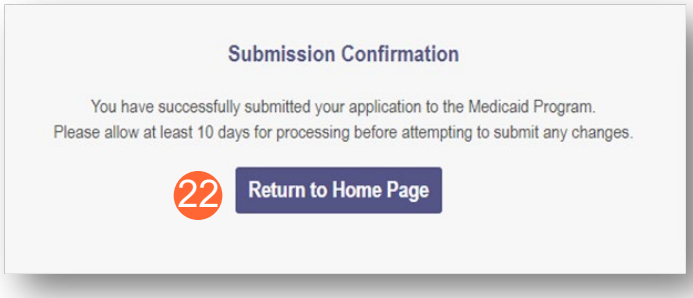
Step 19: Read and review all agreements. Select checkboxes to confirm you have read the agreements and attest the information that you provided is true and accurate.

Step 20: Complete the Provider Agreement Signature

Note: You will receive a message indicating your application is complete and has saved. Click 'OK' to advance



Step 21: If your application is complete, select 'Submit for Review'



Step 22: You will receive a confirmation message for the application submission. Click 'Return to Home Page'