USER MANUAL

Comprehensive Primary Care (CPC) Providers

Department of Medicaid

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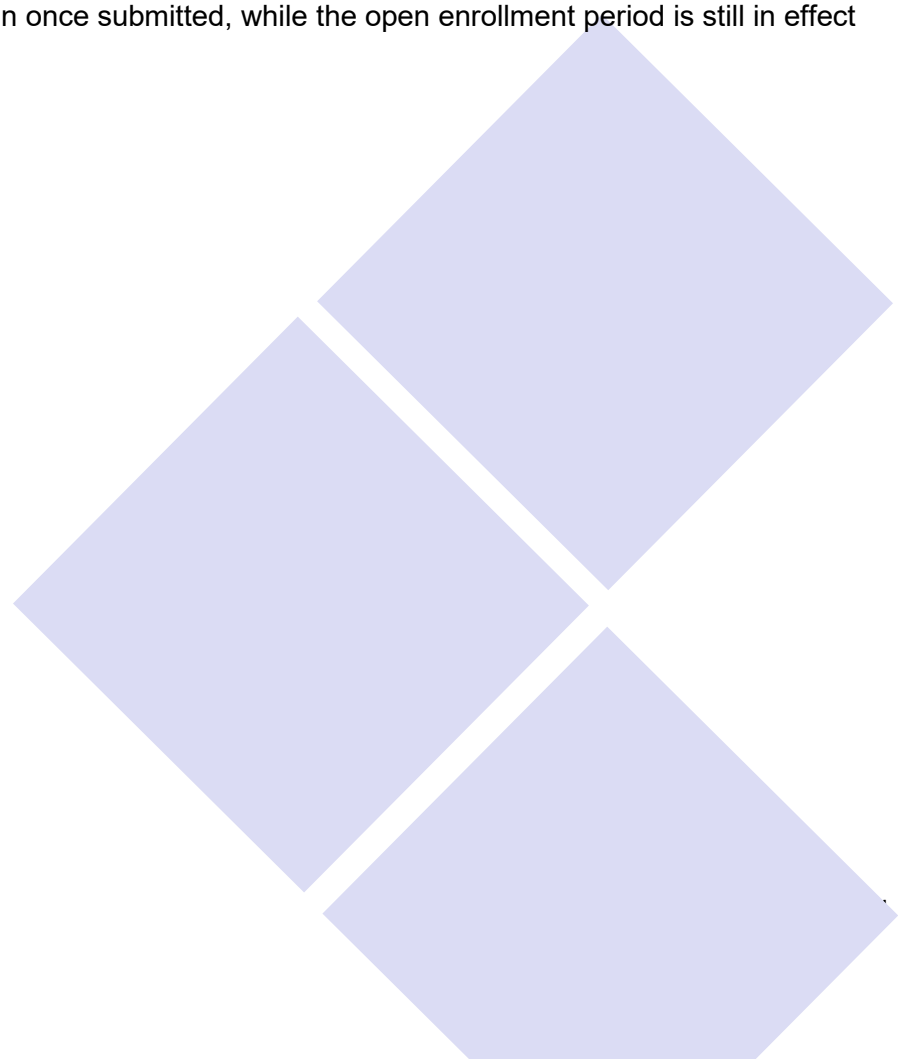
Introduction

This document discusses the steps and functions of Comprehensive Primary Care (CPC) Providers. This document explains how to complete the following in PNM:

- Create a new CPC Individual Entity
- Create a new CPC Practice Partnership Entity
- Continue an entity enrollment application that has been started, but not submitted
- Canceling an ‘in progress’ enrollment
- Access correspondence for invitation letters, reminders, and welcome letters
- Updating CPC Contact Information
- Re-attesting a CPC Individual Entity
- Re-attesting a CPC Practice Partnership Entity
- Canceling an ‘in progress’ re-attestation
- Completing Return to Provider (RTP) process
- Updating CPC Contact Information
- Cancel an Update to CPC Contact Information
- Change CPC enrollment information once submitted, while the open enrollment period is still in effect
- Uploading Clinical Documents

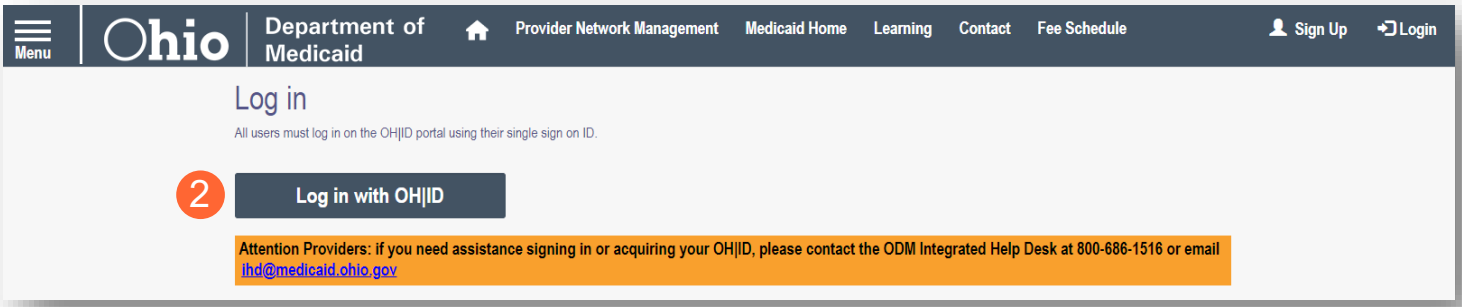


Provider User Initial Login

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

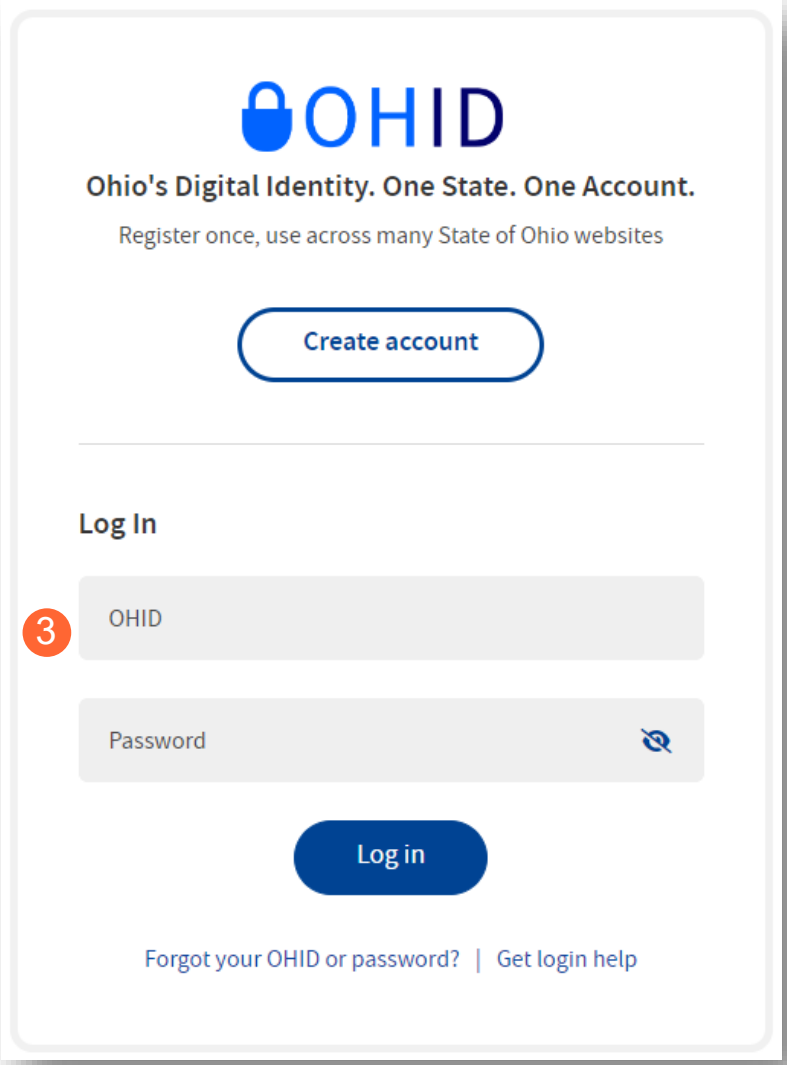
Step 1: Visit the PNM web address: https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx.

Step 2: Click **Log in with OH|ID**.

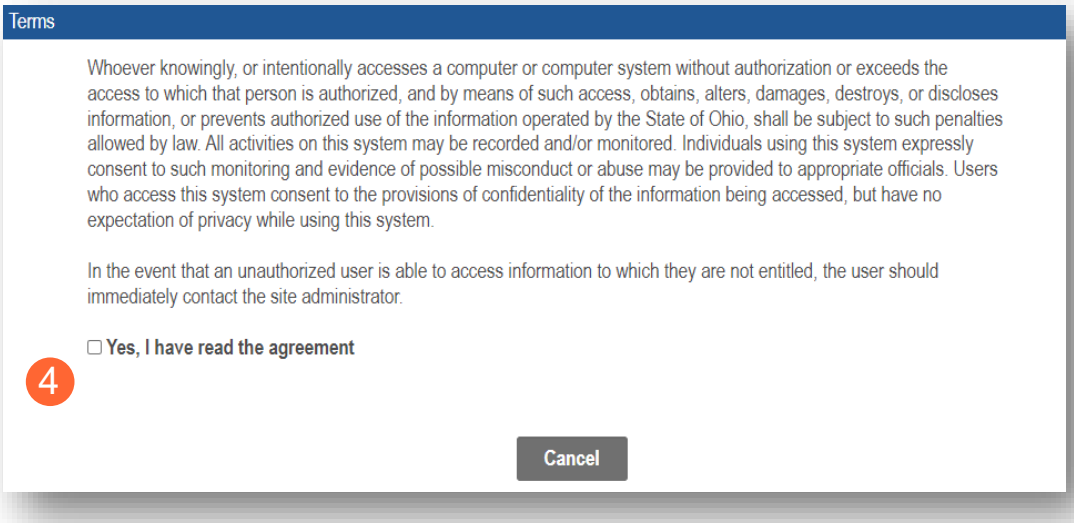


Step 3: The system will prompt you to enter your username and password on the IOP login screen. Once entered, click **Log in**.

- If you have not created an IOP account previously, you can click **Create Account** and follow the steps to create a new account.



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.

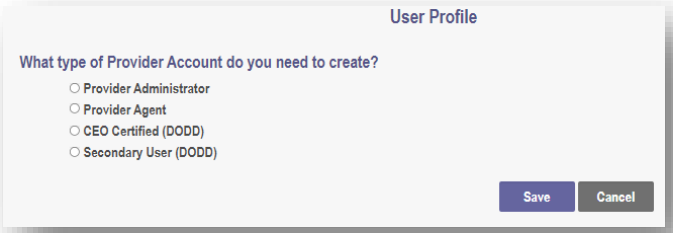


Provider Home Page

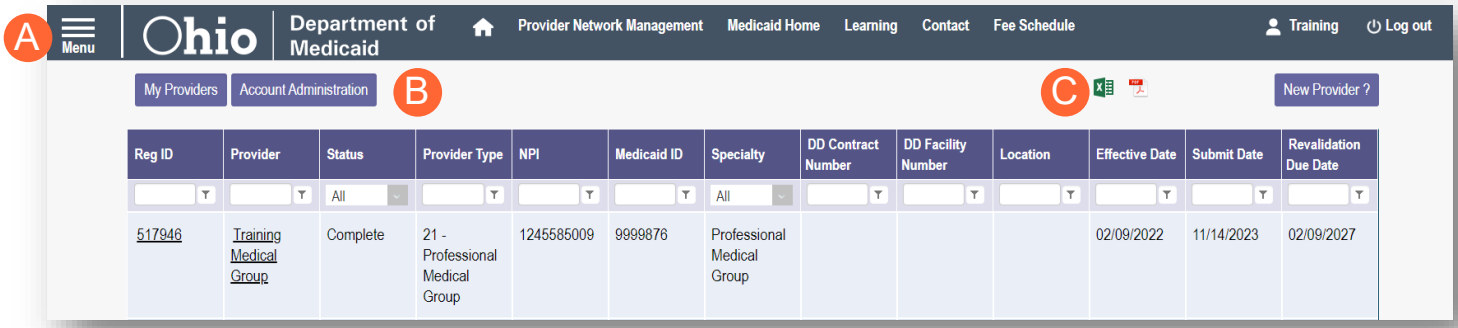
There are two provider roles in PNM:

- **Provider Administrator:** A role assigned to a user in PNM that allows that user to create new enrollment applications, update provider records, and complete revalidations among other tasks. The Administrator role will also be able to grant accesses/actions to other users in PNM, known as Agents.
    - There is one Administrator role per NPI/Medicaid ID. However, a single user with the Administrator role can administer to multiple providers (NPIs/Medicaid IDs).
- **Provider Agent:** A role assigned to a user in PNM that allows that user to complete specific actions such as updating a provider record, revalidation, claims submission, prior authorization, the viewing of reports, etc. These actions are assigned to each Agent by the Administrator for the Medicaid ID.

A user must select a role the first time they log into PNM.



When you first login to the PNM system you will see a variety of buttons to help with administering providers. Some of the buttons, as indicated below, are only accessible to certain user roles.



Menu: The menu can be accessed by clicking on the three bars in the top left corner of the screen. The Menu provides a variety of key topics to choose from such as the Provider Directory, Learning Resources, Contact Us and Alternative Payment Model Reports (A).

Account Administration: This button allows a Provider Administrator to set up Agent users, assign them actions/roles, or transfer the Provider to another Provider Administrator user *(button only displays for users holding the Provider Administrator or CEO Certified role)* (B).

Excel and PDF Icons: These buttons allow you to export the list of providers appearing on your dashboard. Click the 'green' icon to export the list in an Excel format or the 'red' icon to export the list in a PDF format (C).

Program Open Enrollment

The creation of a Comprehensive Primary Care (CPC) Individual entity or a CPC Practice Partnership entity can only be initiated during the open enrollment period. An invitation, via provider correspondence in PNM, 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 the open enrollment period. The program year for Comprehensive Primary Care (CPC) runs from January 1st to December 31st.

Invitations are provided well in advance of the open enrollment start date. Reminder notices are sent during the open enrollment period.

***The option/link to enroll in the CPC program through PNM will only display during this open enrollment period. The primary Medicaid ID must have received an invitation to participate in the program and no other workflows (such as an update) can be in progress on the provider file. If there is a review in progress, the link to enroll in the CPC program will not display.**

Provider Agent Role

In PNM, a Provider Administrator user has full access to all information and can complete any task or function for a Medicaid ID, including a CPC Enrollment, Re-Attestation, and Updating CPC Contact Information. If the Provider Administrator would like to grant access to another user to compelte these functions, the Administrator must assign that user as a Provider Agent to the Medicaid ID for which they need access. The steps for assigning a Provider Agent to a Medicaid ID in PNM can be found in the Agent Assignment and Actions Quick Reference Guide in PNM.

For a Provider Agent to have the ablity to make updates and changes to a CPC enrollment, the Provider Agent user must be given the ‘APM Agent’ role/action by the Provider Administrator for the Medicaid ID. After a ‘CPC Entity’ provider type 99 is originally created, it is important for the Provider Administrator to grant access to the Provider Agent under this newly created Medicaid CPC ID, in addition to the Medicaid ID (billing ID) of the primary provider type.

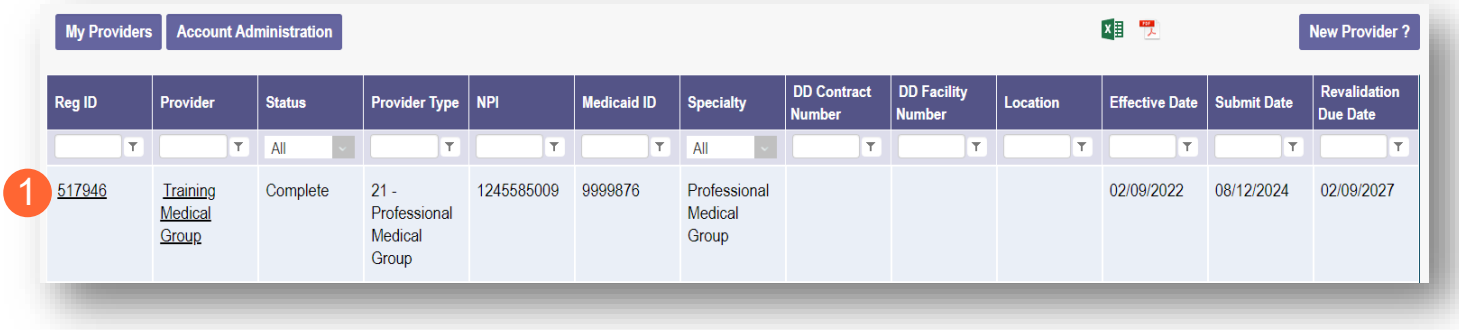
Viewing Correspondence

If there is not a CPC Contact listed, correspondence is sent from ODM/PNM to the email address listed on the Correspondence Address page of a Medicaid enrollment application/record for a Medicaid ID. Otherwise, if a CPC Contact is listed, correspondence will be sent to that email address.

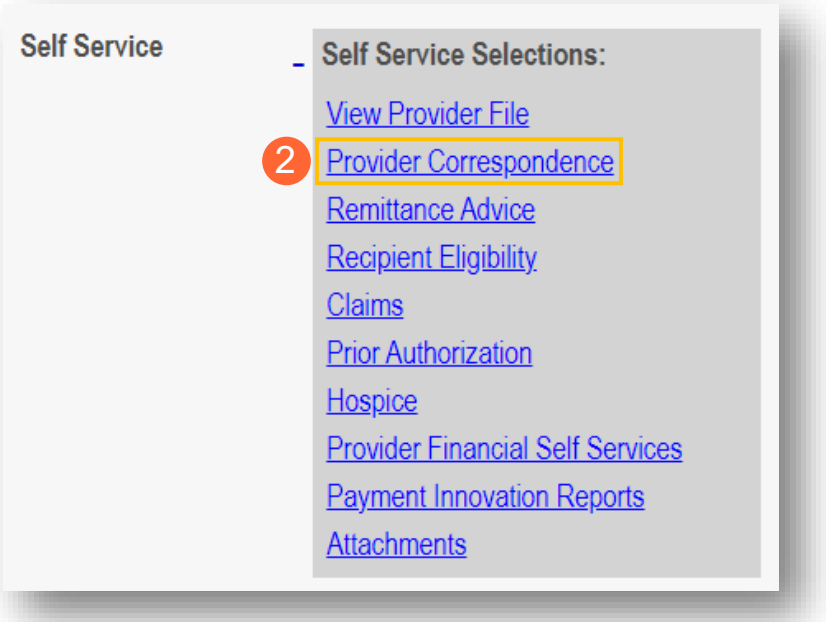
For Comprehensive Primary Care (CPC) open enrollment invitations are sent by ODM via this correspondence method in PNM. Communications regarding the Program Welcome Letter will be sent to the newly created 'CPC Entity' (Provider Type 99).

For a Provider Agent user to have access to Provider Correspondence in PNM, they will need to be assigned to the Medicaid ID of either the CPC Entity or the primary provider type (if no CPC Entity) by the Provider Administrator and have the 'Correspondence' action role assigned to them for that Medicaid ID.

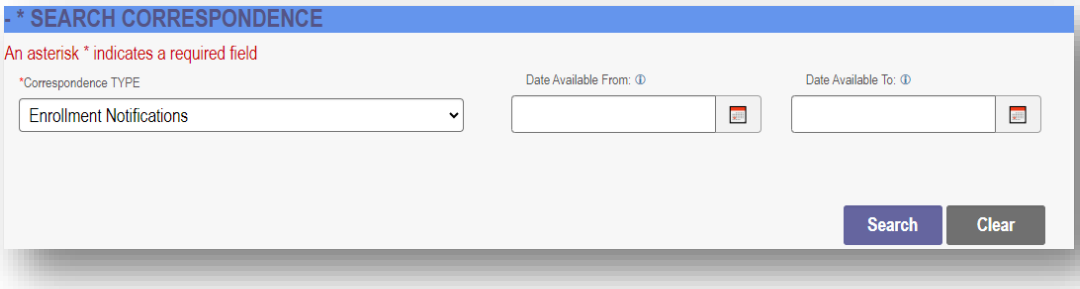
Step 1: Once logged into PNM, access the provider's Medicaid enrollment information by selecting the Registration (Reg ID) or Provider hyperlink for the Medicaid ID of the primary provider type (or the CPC Entity type if one exists).



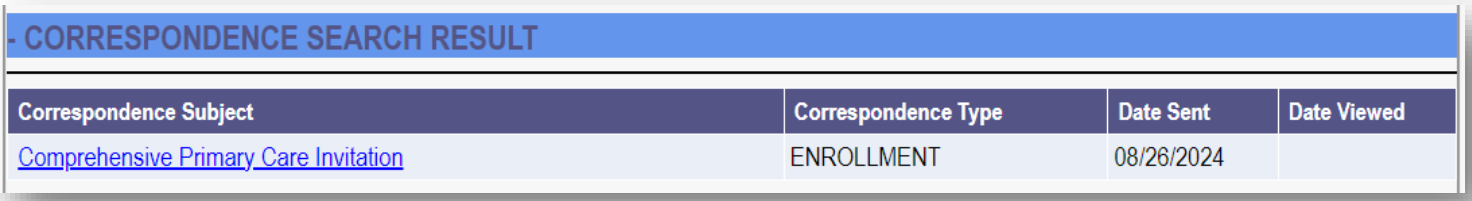
Step 2: You can review all correspondence for the Medicaid ID by clicking the '+' icon next to 'Self Service' to open the Self Service Selections and then selecting "Provider Correspondence."

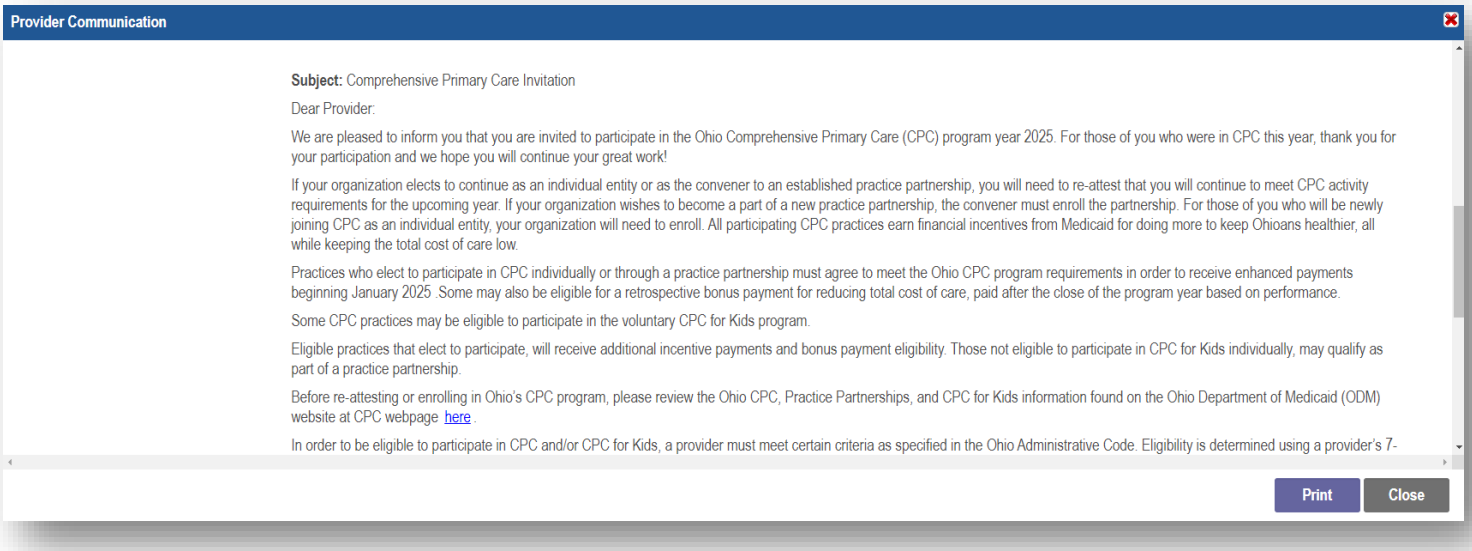


Step 3: Select 'Enrollment Notifications' from the Correspondence Type drop-down (A Correspondence Type is required; a Date range is not required). Click **Search** to locate the correspondence.



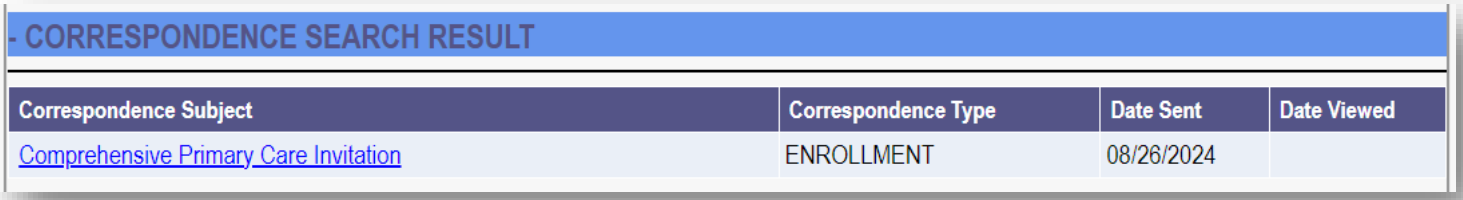
Step 4: Review the search results at the bottom of the page to locate the different correspondence messages. Click on the hyperlink to create a pop-up window to view the correspondence.





Open Enrollment Invitation

The invitation for the program's open enrollment period is available under correspondence and is accessible by clicking the 'Comprehensive Primary Care Invitation' link or the 'Comprehensive Primary Care Invitation Reminder' link or the 'Comprehensive Primary Care Final Invitation Reminder' link.

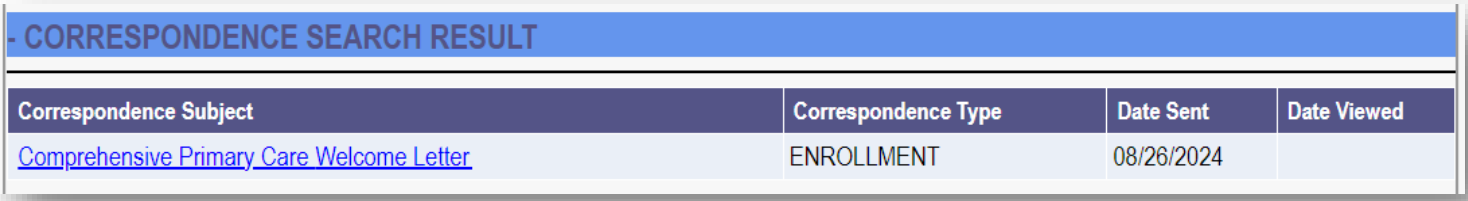


- CORRESPONDENCE SEARCH RESULT

Correspondence Subject	Correspondence Type	Date Sent	Date Viewed
Comprehensive Primary Care Invitation	ENROLLMENT	08/26/2024	

Program Welcome Letter

The program welcome letter, after enrollment is approved by ODM, is available under correspondence and can is accessible by clicking the 'Comprehensive Primary Care Welcome Letter' link.



- CORRESPONDENCE SEARCH RESULT

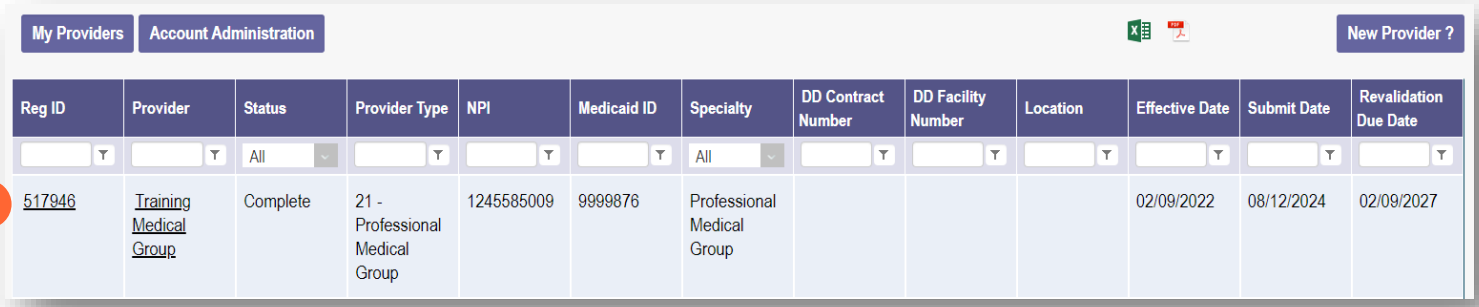
Correspondence Subject	Correspondence Type	Date Sent	Date Viewed
Comprehensive Primary Care Welcome Letter	ENROLLMENT	08/26/2024	

Creating a CPC Individual Entity

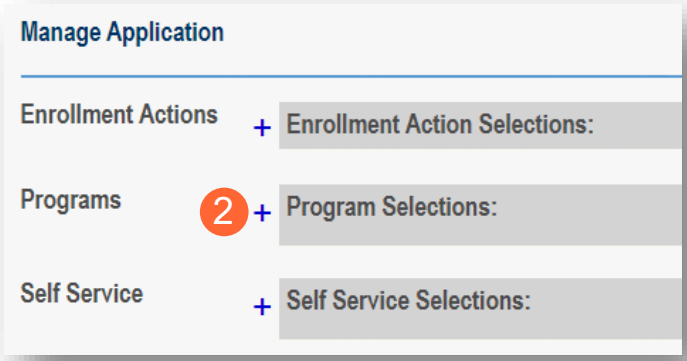
Step 1: Once logged in as a Provider Administrator, or Provider Agent with the 'APM Agent' role assigned, click the hyperlink under Reg ID or Provider to access the Provider Management page.

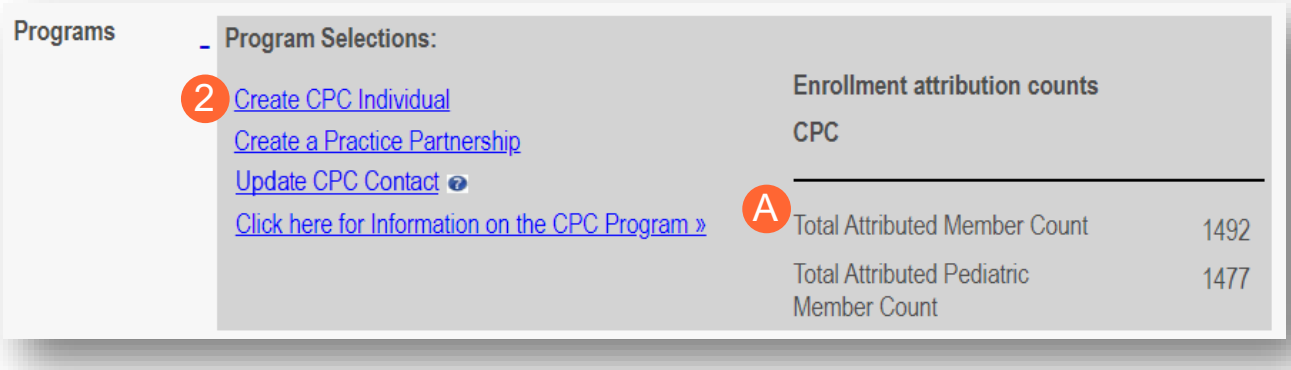
Note: If you are a Provider Administrator and the Medicaid/provider is not listed on your dashboard, the provider will need to complete the Provider Administrator Change Request Form to assign you as the Administrator.

If you are a Provider Agent and do not see the Medicaid ID/provider on your dashboard, please contact the Provider Administrator to be assigned to the Medicaid ID.



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



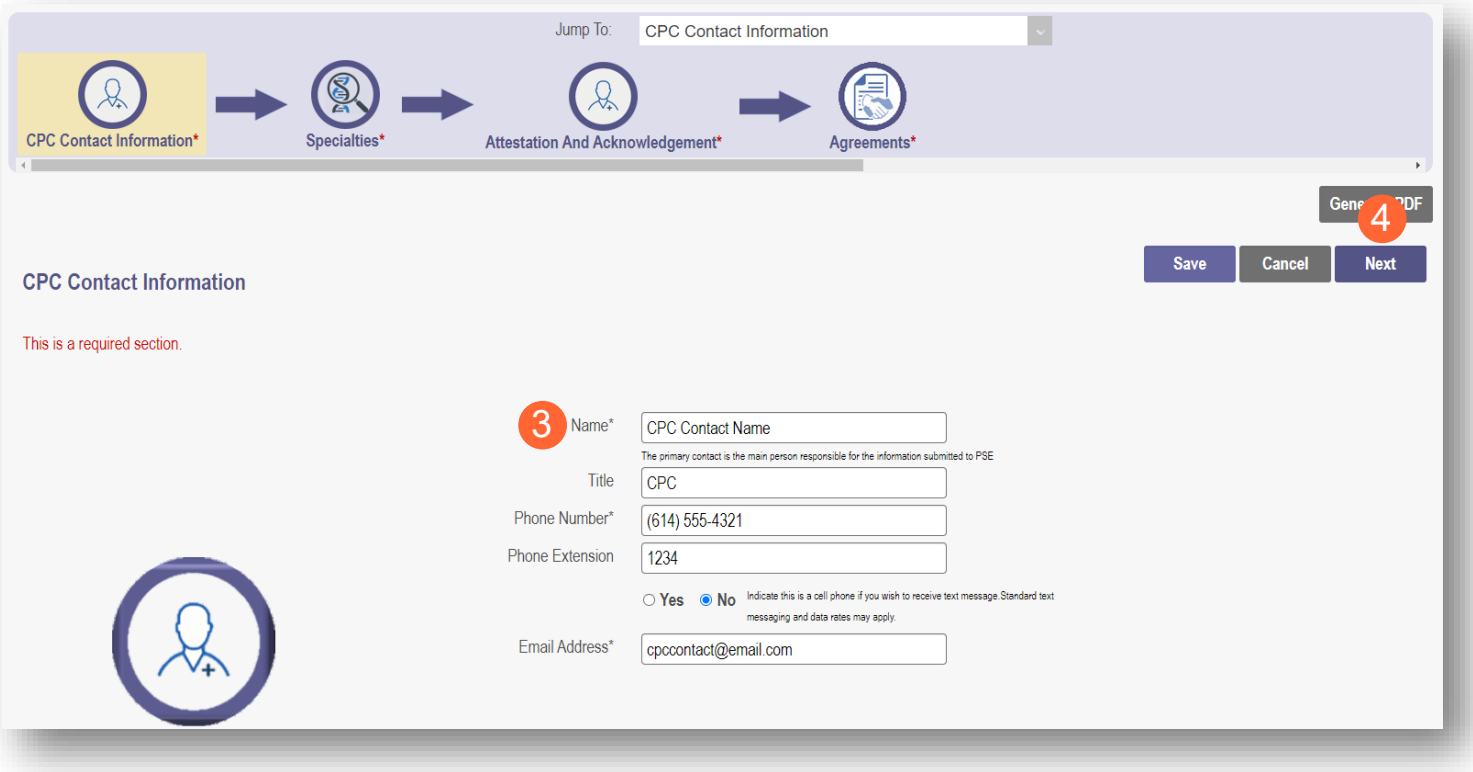


Note: The CPC enrollment attribution counts appear on the PNM page under the Programs section (A).

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

- Name
- Title *(not required)*
- Phone Number
- Phone Extension *(not required)*
    - Indicate if the phone number is a cell phone and if text messages would like to be received.
- Email Address

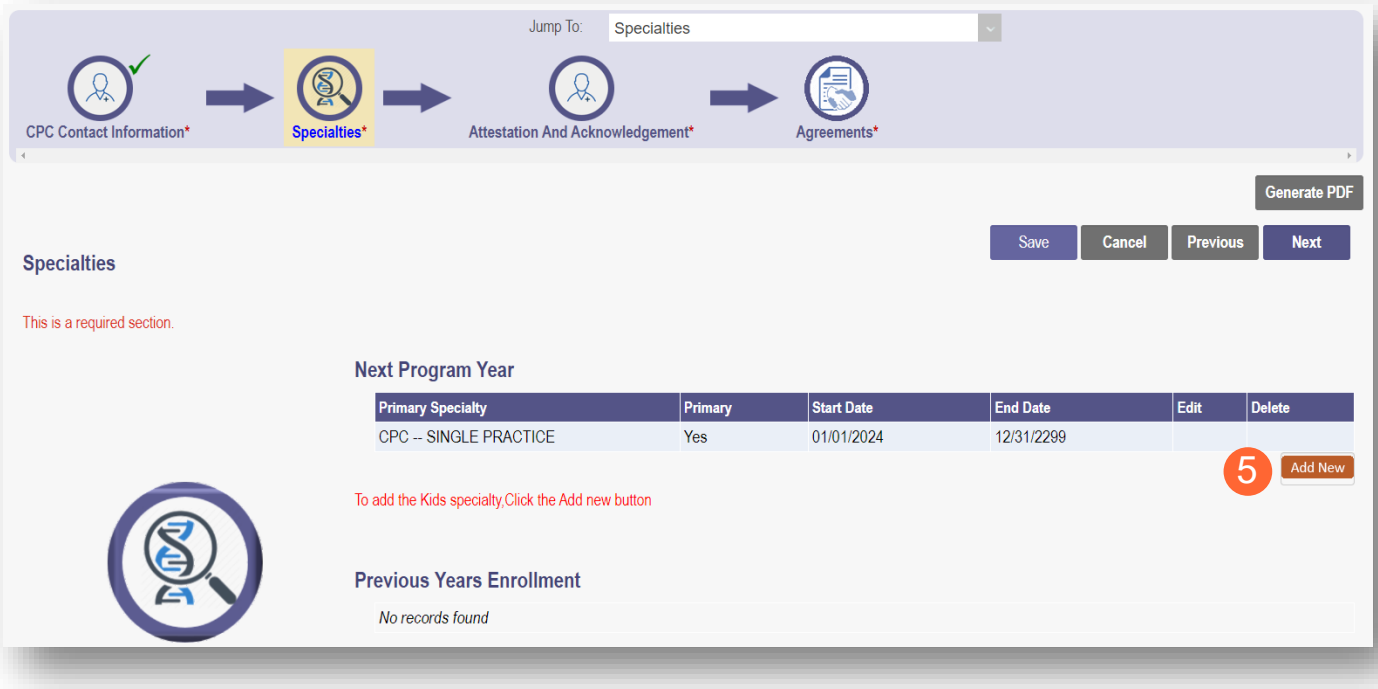
Step 4: Click **Next** to save the information entered and advance to the next page.



Step 5: The system will automatically add the primary specialty with a start date of the upcoming program year and an infinite end date. To add the CPC for Kids specialty, for qualifying providers, click the **Add New** button.

Note: If the CPC for Kids specialty does not need to be added, skip to Step 8.

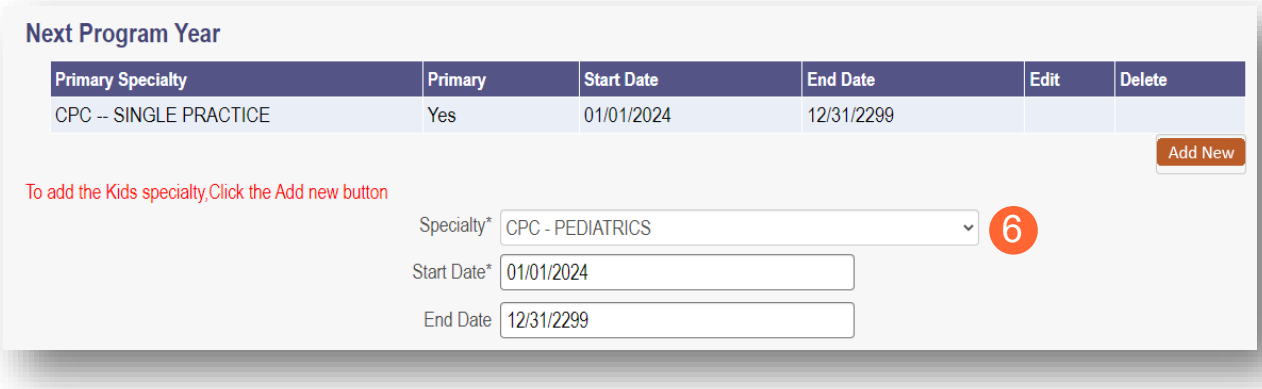
Steps 6 & 7 are only for adding the CPC for Kids specialty.



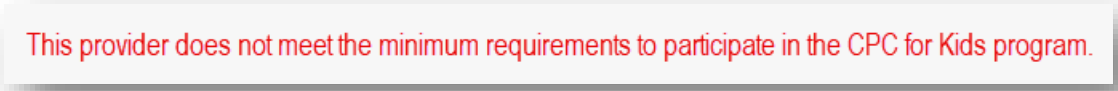
Step 6: Select 'CPC – PEDIATRICS' from the drop-down menu.

Note: The Start Date auto-populates to [today's] date and the End Date auto-populates to an infinite date.

Step 7: Click **Save** to save the added CPC for Kids specialty. Review the Specialties in the table.

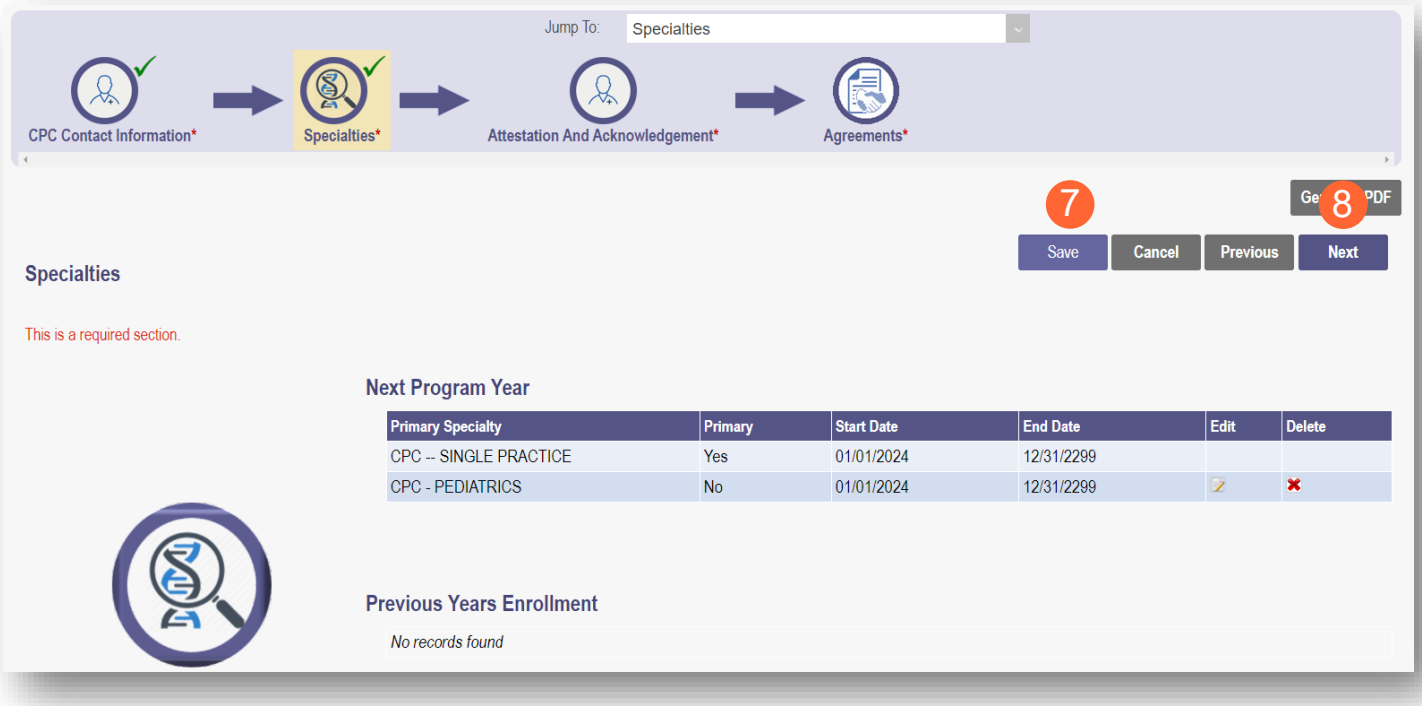


Note: If the provider does not qualify for the CPC for Kids specialty, an error message displays.



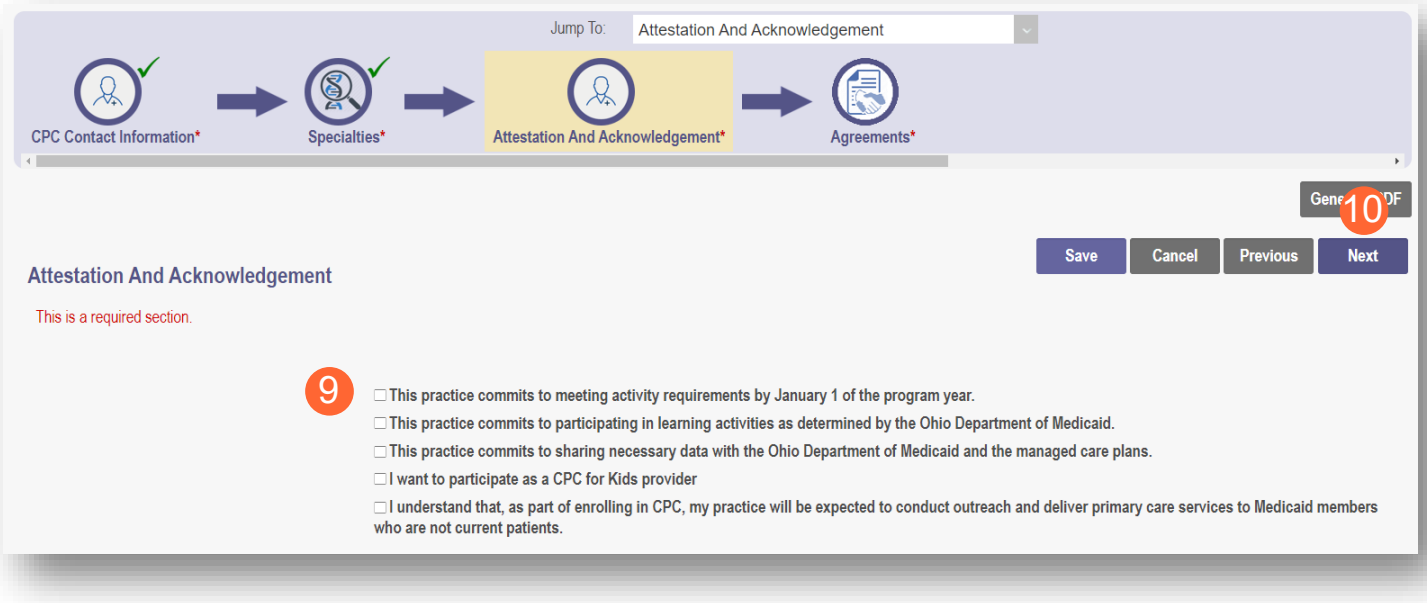
Step 8: Once all correct specialties show, click the **Next** button to proceed to the next page.

Note: If the provider does not re-attest during the next program year, PNM will automatically end date associated specialties.

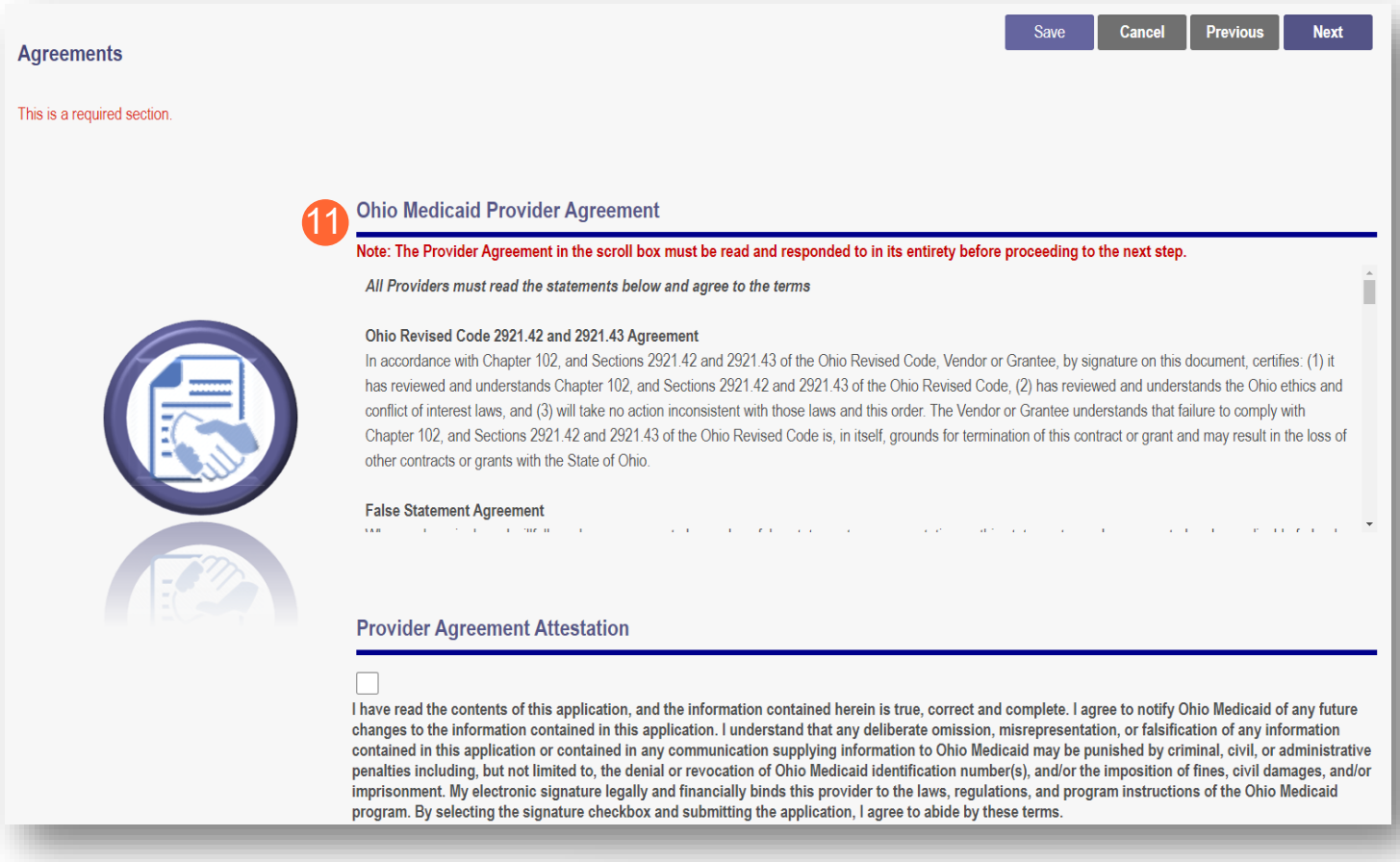


Step 9: Read and review all attestation statements. Select the checkboxes to confirm that you agree to each statement *(the attestation for a CPC for Kids provider will only appear if the CPC for Kids specialty was added)*.

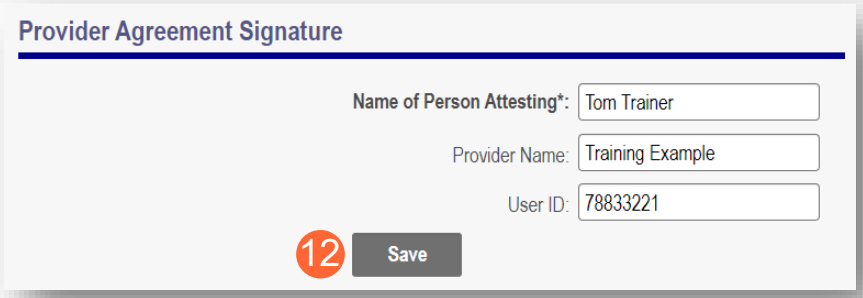
Step 10: Click the **Next** button to proceed to the next page.



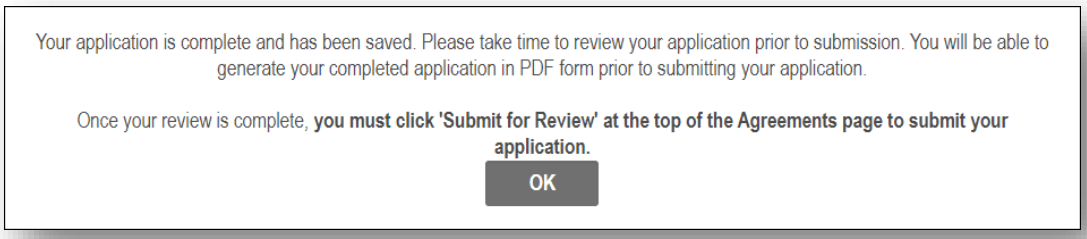
Step 11: Read and review all agreements (use the imbedded scroll bars as needed). Select checkboxes to confirm you have read the agreements and attest the information that you provided is true and accurate.



Step 12: Complete the Provider Agreement Signature and click **Save**.

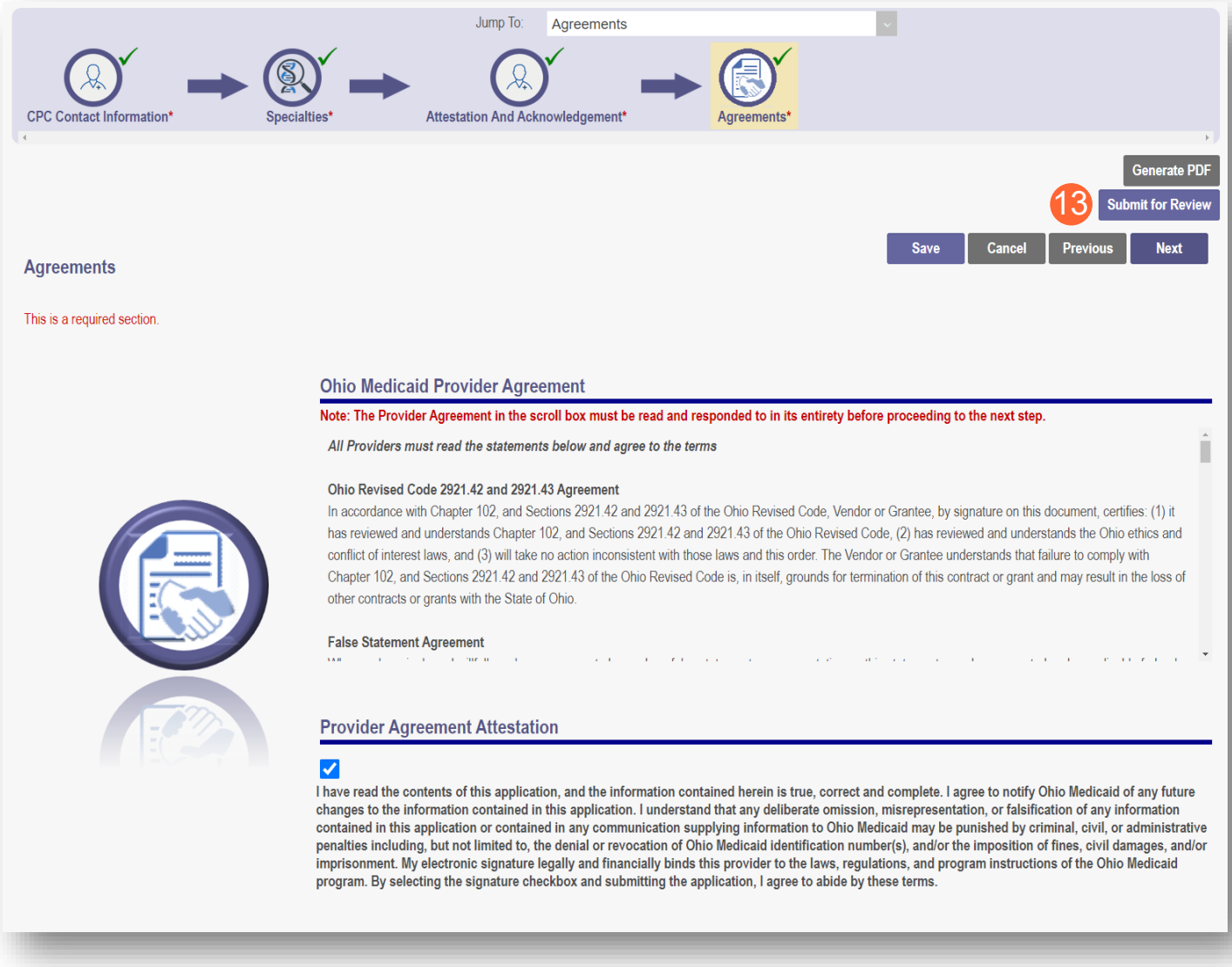


Note: A message, indicating your application is complete and has saved, displays. Click **OK** to advance.

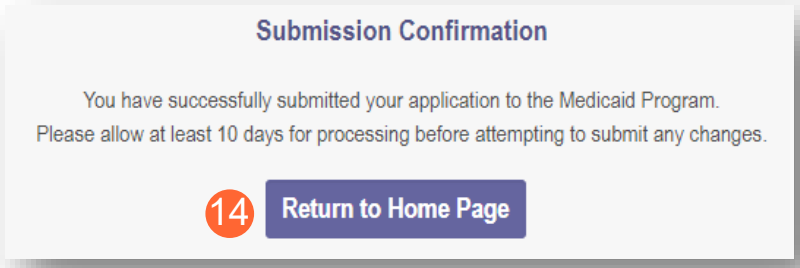


Step 13: When your application is complete, click **Submit for Review**.

Note: If you would like to obtain a written copy of your application, click **Generate PDF**. This must be done prior to submitting the application.

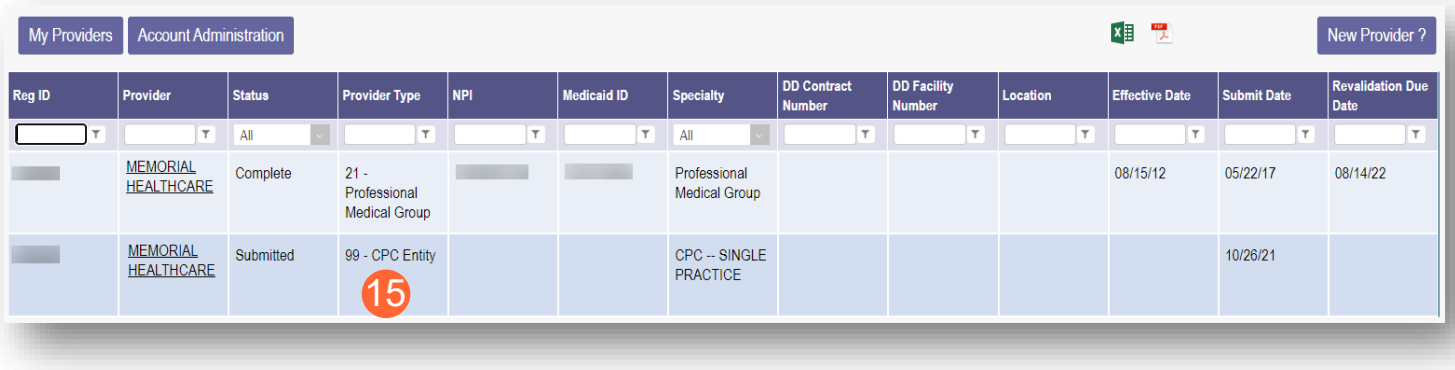


Step 14: You will receive a confirmation message for the application submission. Click **Return to Home Page**.



Step 15: As a Provider Administrator User, you will be able to see your newly submitted CPC application in a submitted status when you return to your dashboard.

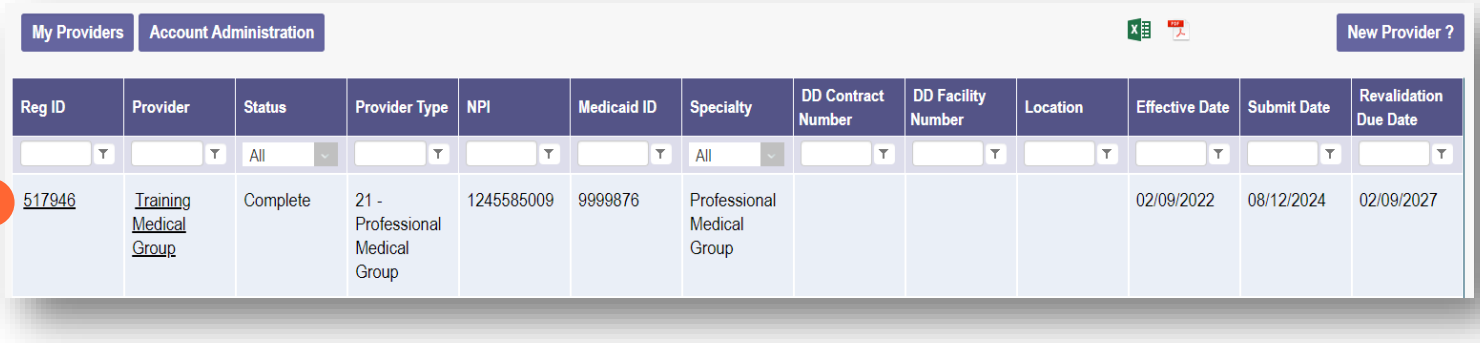
Note: If a Provider Agent user needs to access the newly created CPC Entity Provider Type, once a Medicaid CPC ID is created for the CPC Entity, the Provider Administrator must assign the Provider Agent to that Medicaid CPC ID and select the 'APM Agent' action/role. *See the Agent Assignment and Actions Quick Reference Guide in PNM for these steps.*



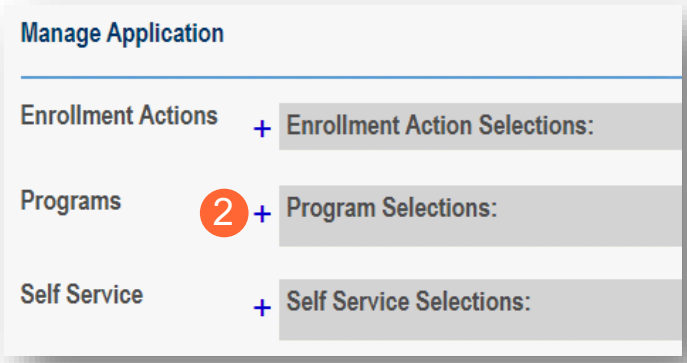
Note: A Medicaid CPC ID is generated for your CPC enrollment. Individual entities and Practice Partnership entities will have different Medicaid CPC IDs, meaning that if a Practice Partnership entity is added in addition to a CPC Individual entity, the Medicaid CPC IDs will be different for each.

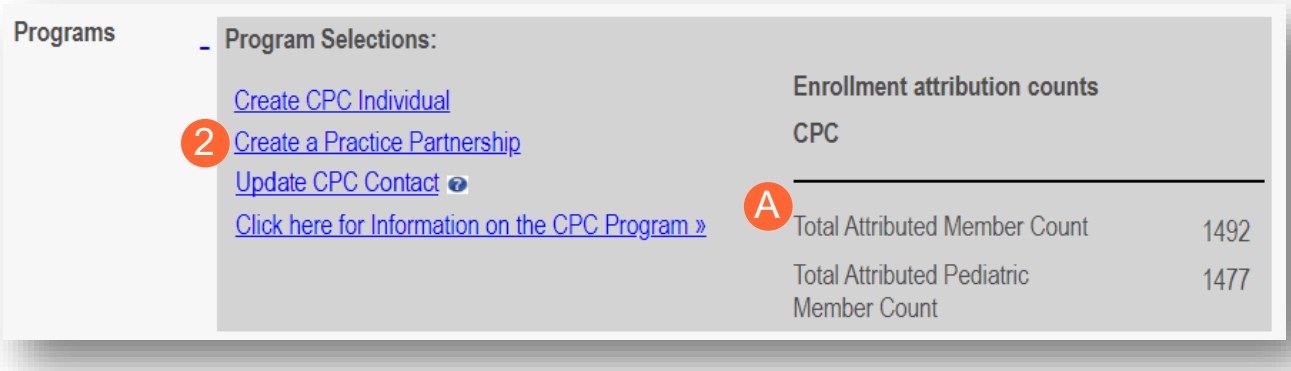
Creating a CPC Practice Partnership Entity

Step 1: Once logged in as a Provider Administrator, or Provider Agent with the 'APM Agent' role assigned, 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 CPC Practice Partnership."



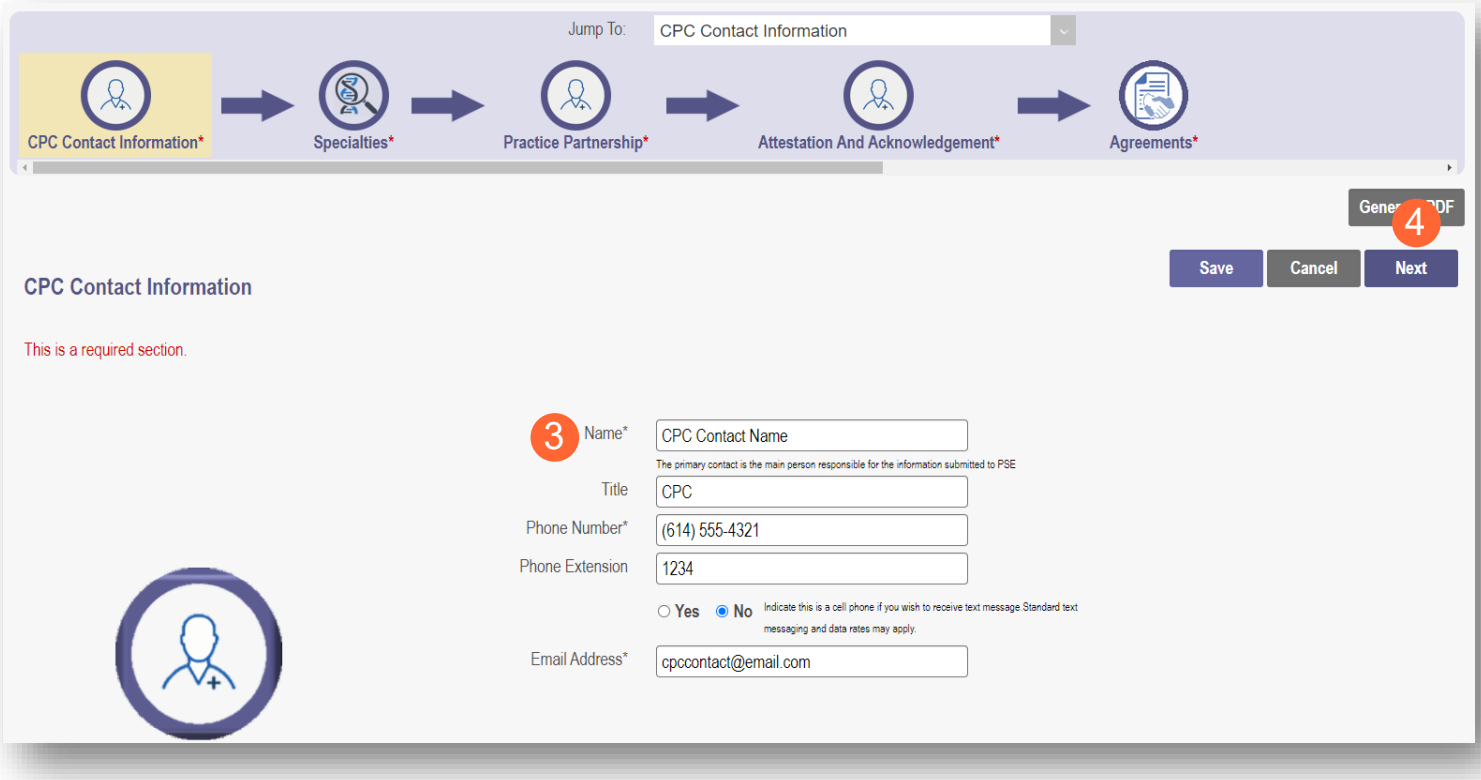


Note: CPC enrollment attribution counts appear on the PNM page under the Programs section (A).

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

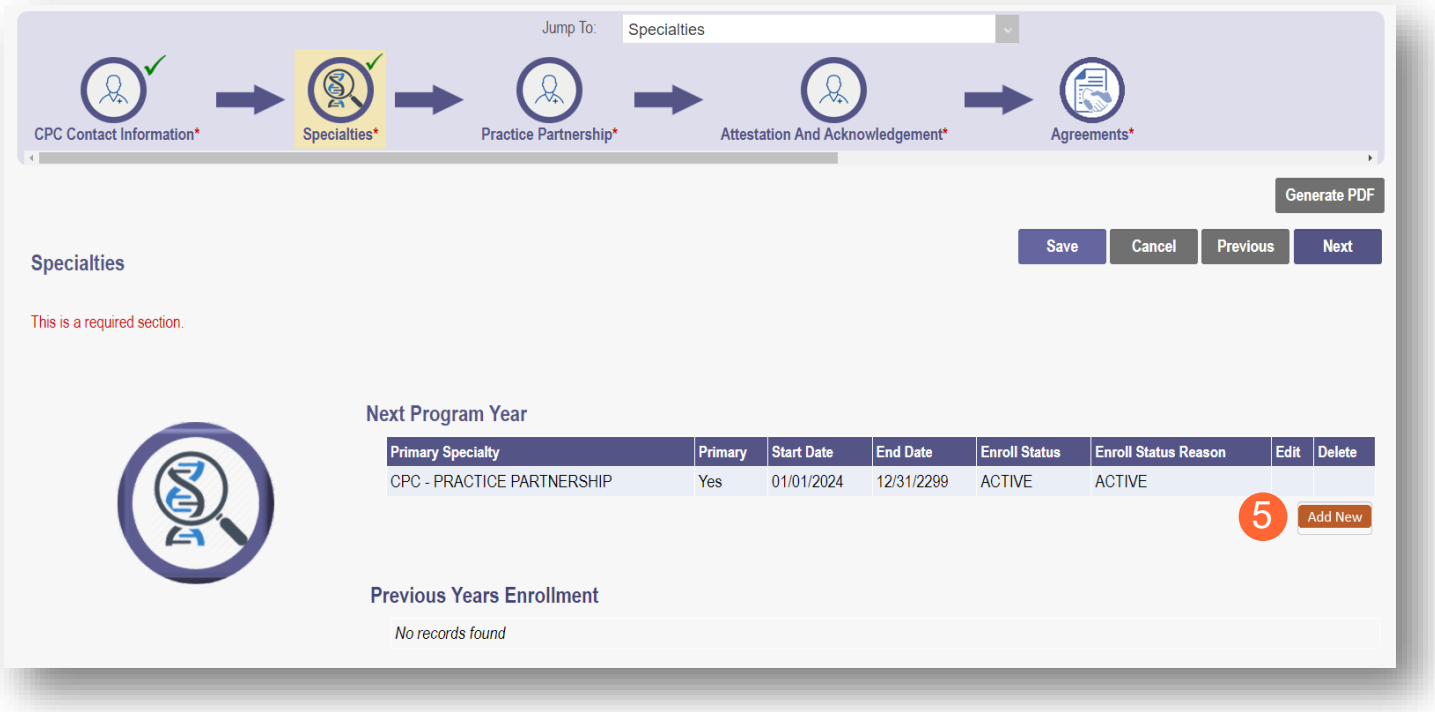
- Name
- Title *(not required)*
- Phone Number
- Phone Extension *(not required)*
    - Indicate if the phone number is a cell phone and if text messages would like to be received.
- Email Address

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 infinite end date. To add the CPC for Kids specialty, for qualifying providers, click the **Add New** button.

Note: If the CPC for Kids specialty does not need to be added, skip to Step 8.

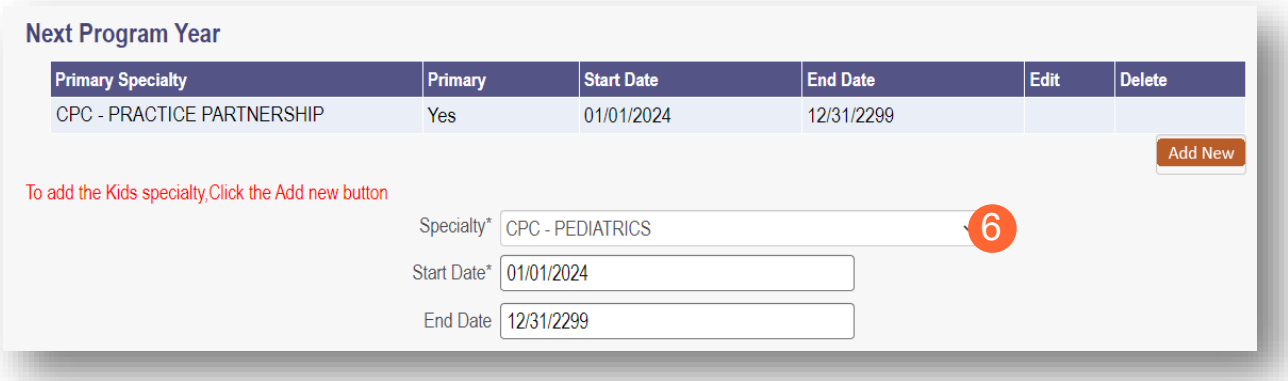


Steps 6 & 7 are only for adding the CPC for Kids specialty.

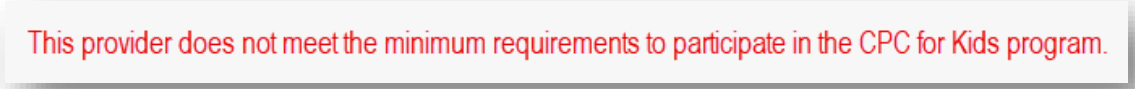
Step 6: Select 'CPC – PEDIATRICS' from the drop-down menu.

Note: The Start Date auto-populates to [today's] date and the End Date auto-populates to an infinite date.

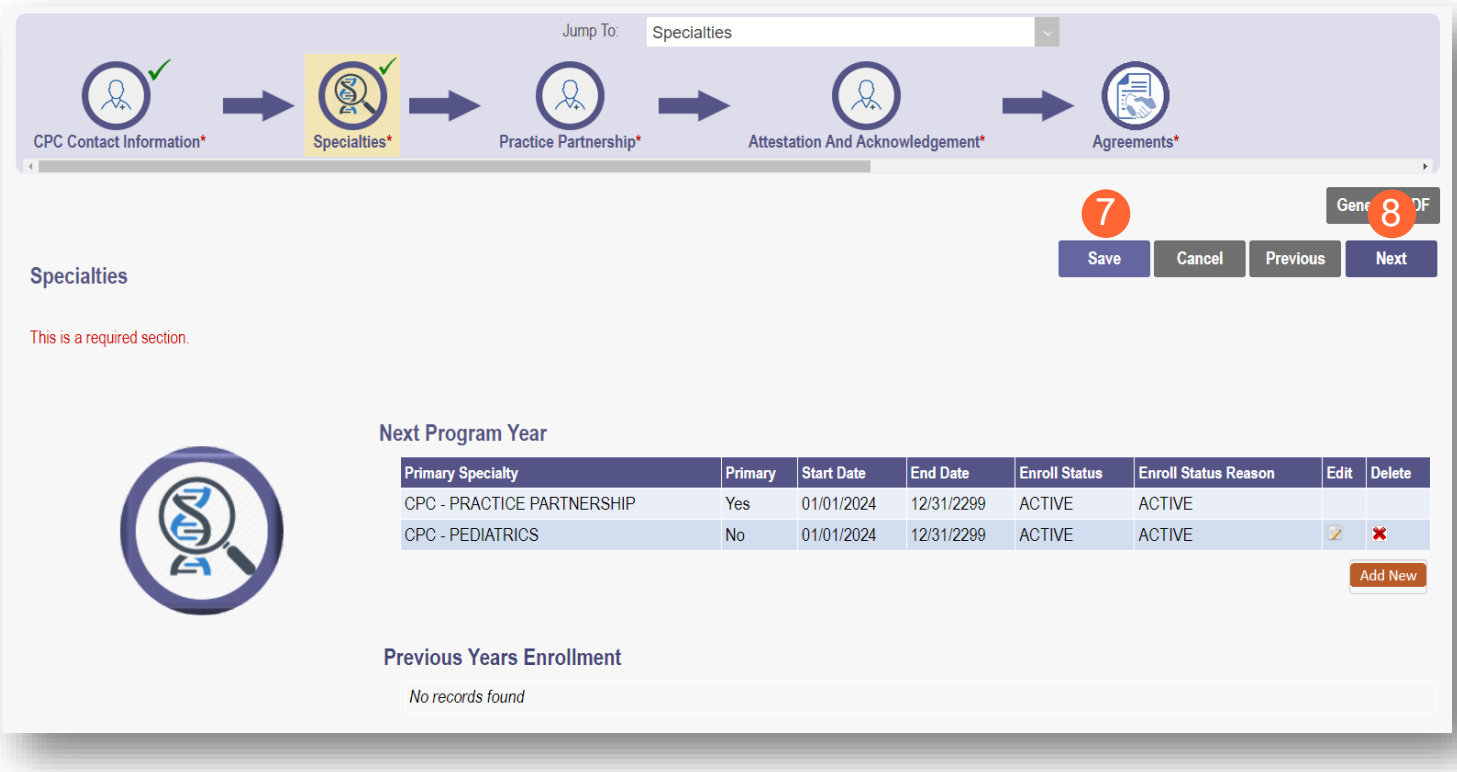
Step 7: Click **Save** to save the added CPC for Kids specialty. Review the Specialties in the table.



Note: If the provider does not qualify for the CPC for Kids specialty, an error message displays.



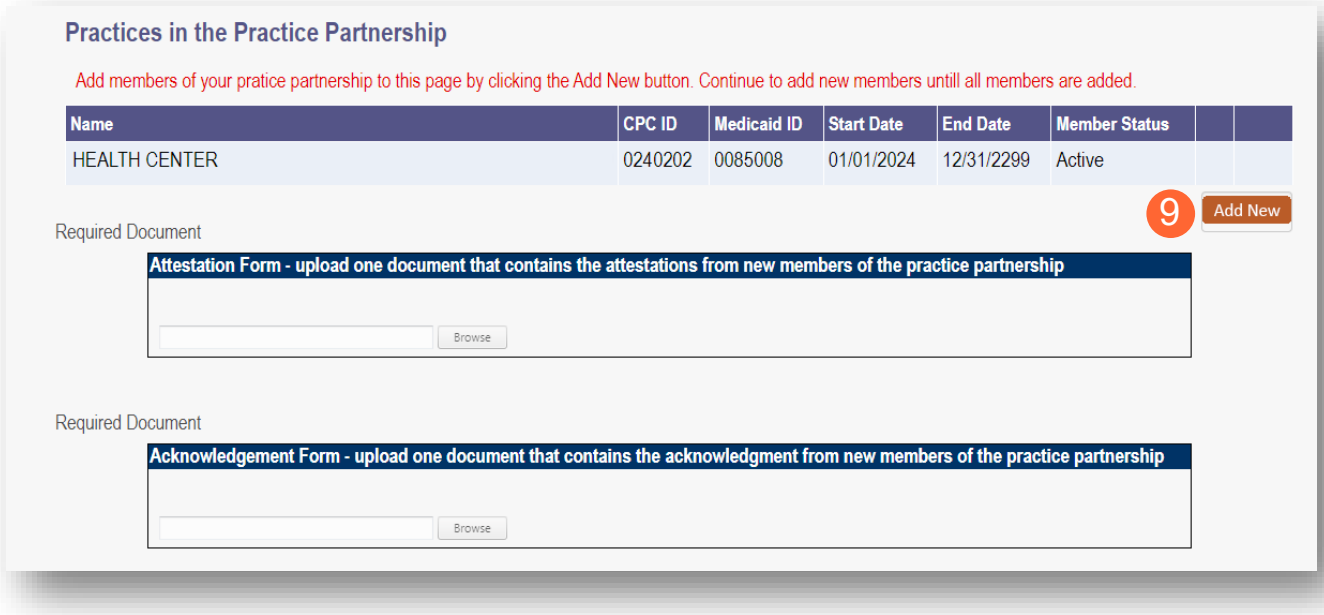
Step 8: Once all correct specialties show, click the **Next** button to proceed to the next page.



Note: If the provider does not re-attest during the next program year, PNM will automatically end date associated specialties.

Step 9: On the Practice Partnership page, the convening practice will already be listed here. Select the **Add New** button to add a new CPC Practice Member.

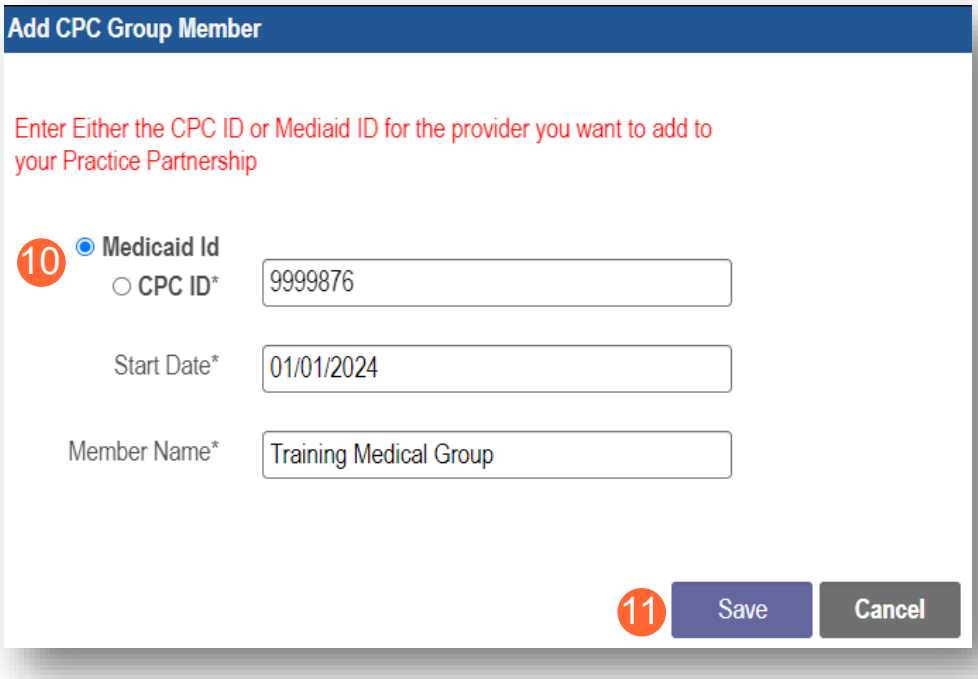
Note: At least one additional practice partnership member must be added into the partnership.



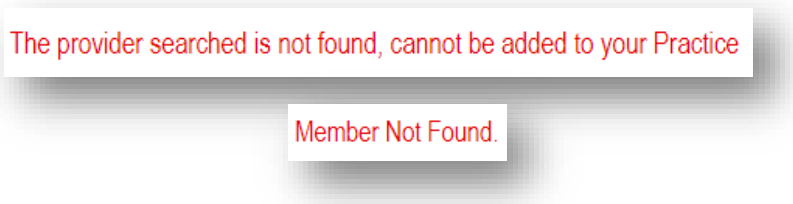
Step 10: Enter the Medicaid ID or CPC ID (and select the corresponding radio button) of the Practice Partnership Member to add them to the Practice Partnership.

Note: The Practice Partnership Member Name should auto-fill based off the ID number that you enter. The Start Date also auto-fills with the date of the next program year.

Step 11: Once the Practice Partnership Member has been added, click **Save**.

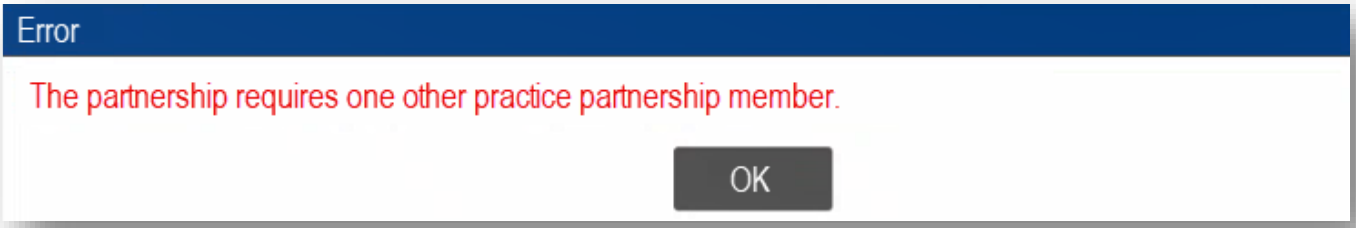


Note: If the provider listed cannot be added, error messages display. Double check the correct information is entered.



Step 12: To add additional Practice Partnership Members, select **Add New** and repeat the steps above.

Note: If the required number of Practice Partnership Members are not listed, PNM will display this error message:



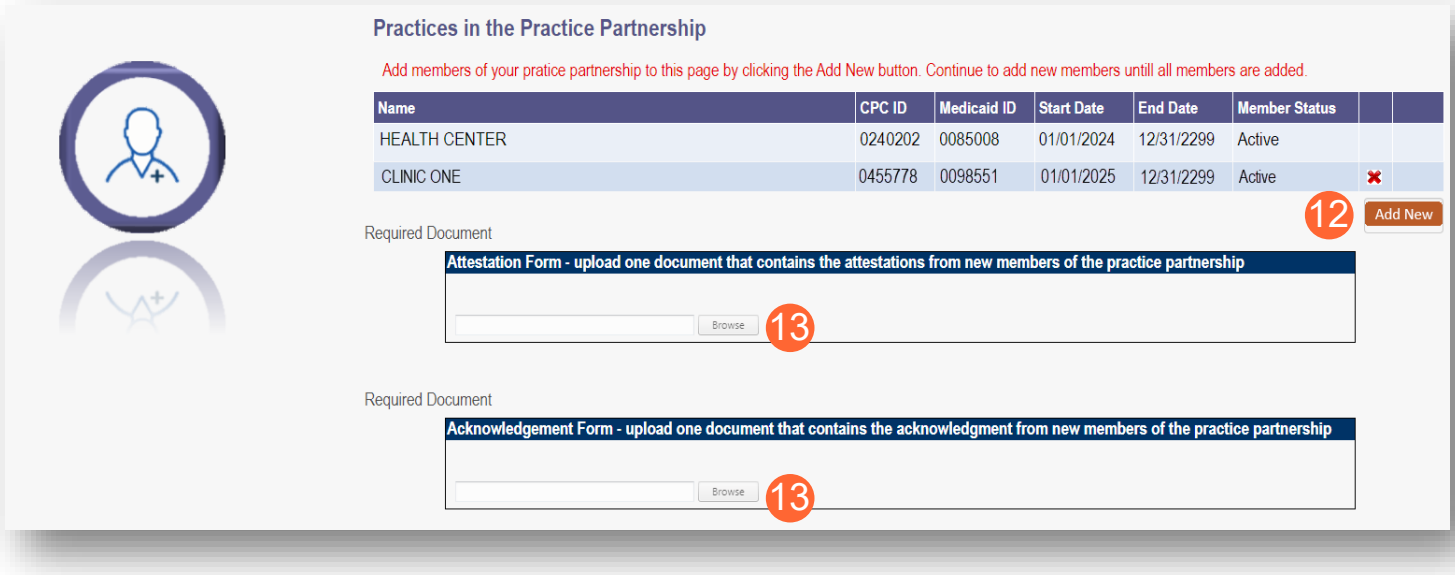
Click **OK** to dismiss.

Step 13: Once all Practice Partnership Members have been added, attestation and acknowledgement documents must be uploaded for the new practices of the practice partnership.

While you may have separate documents for each partnership (Ex. If you have 3 in the partnership, you will have 3 acknowledgement forms and 2 attestation forms), PNM only allows for a single upload for each document.

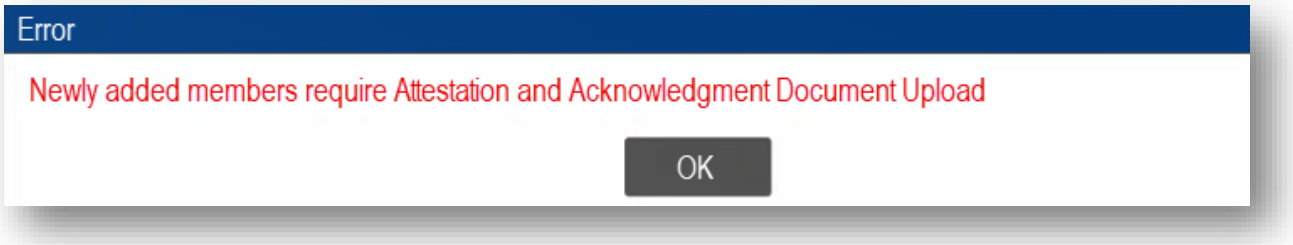
Note: Be sure to group or bundle these documents into a single attestation document and a single acknowledgment document before uploading.

- To upload this document, click **Browse**.



Note: Attestation and Acknowledgment document documents are required to be uploaded. If these documents are not uploaded to indicate the Practice Partnership Members, PNM displays this error message:

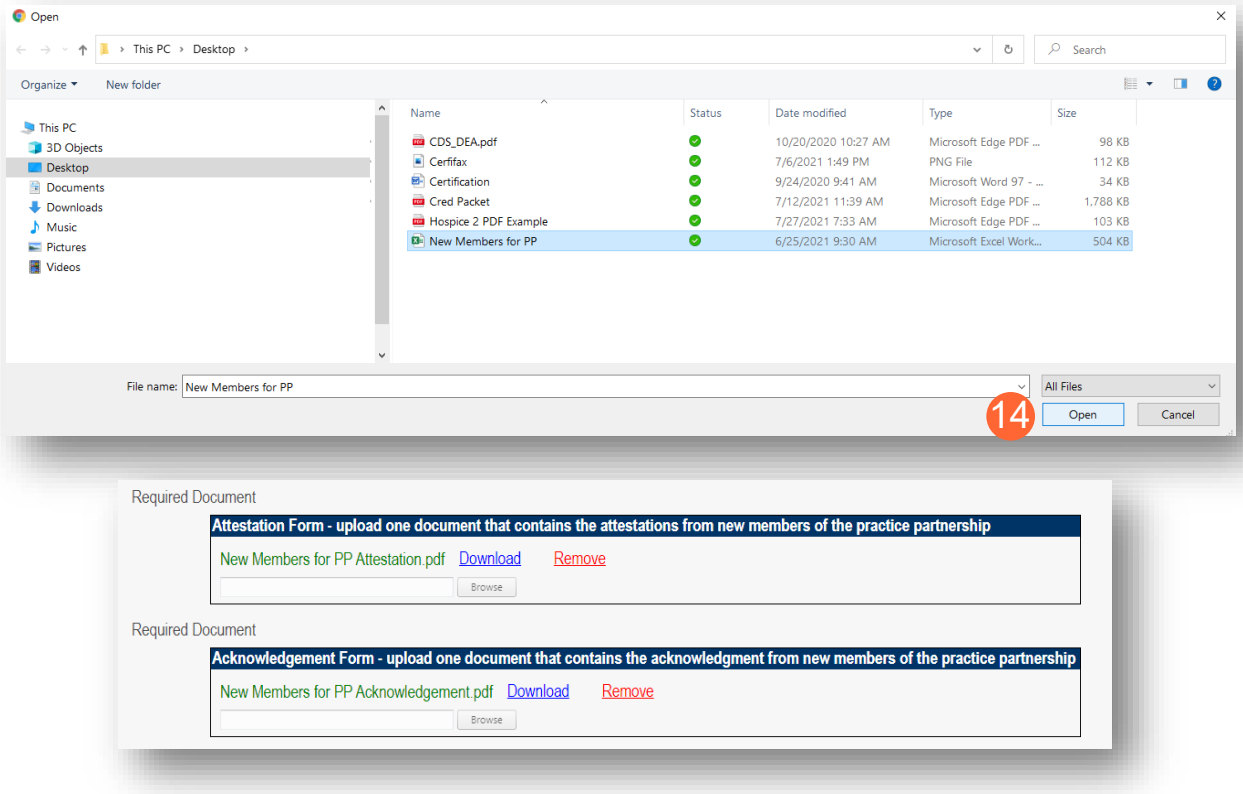
Click **OK** to dismiss.



Step 14: Locate on your computer, the file containing the Attestation or Acknowledgment documents.

- Select the file and click **Open**.

- Ensure a document has been uploaded for both the 'Attestation Form' 'Acknowledgement Form' update boxes.



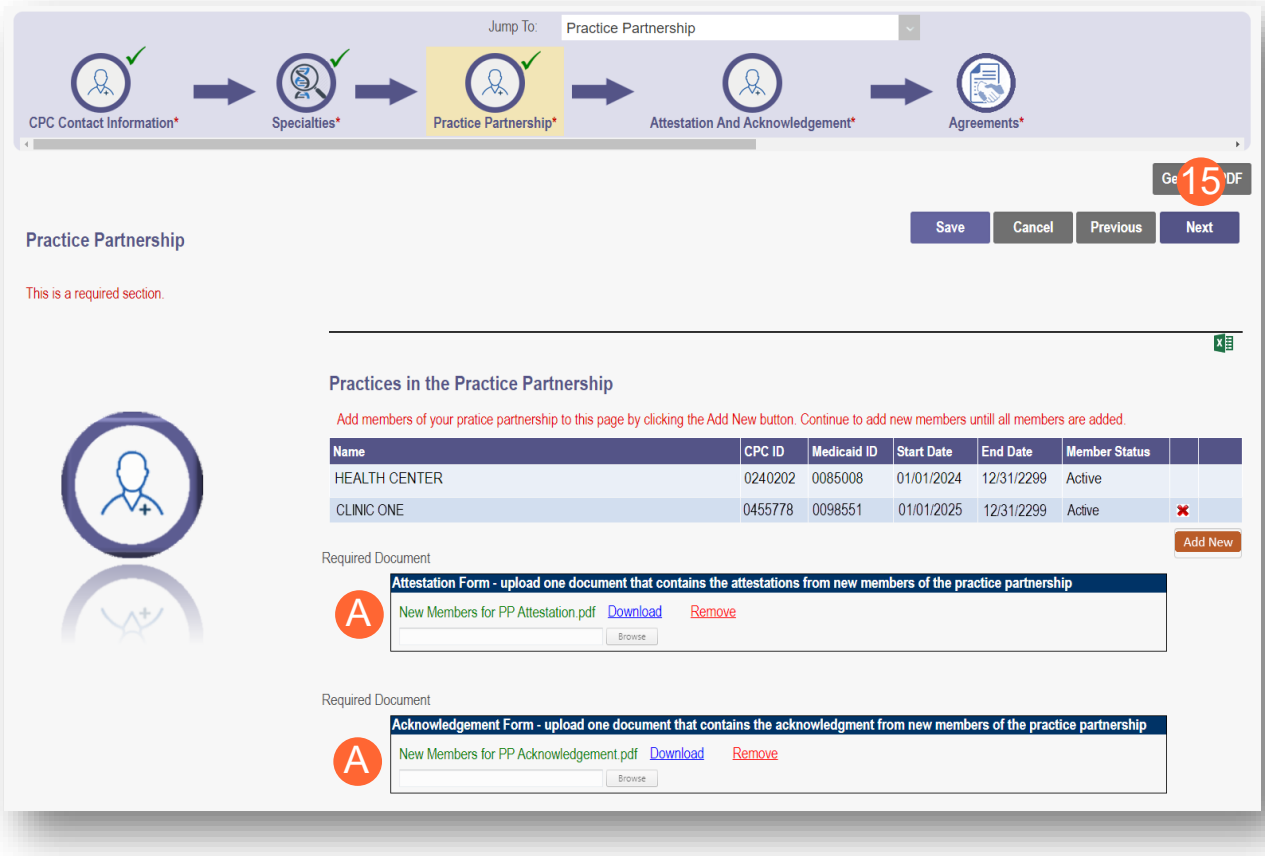
Note: If the supplied forms for the Practice Partnership members do not contain the needed information, the application will be returned to the provider (RTP) requesting the appropriate information. Complete the RTP process to provide the correct information.

If information regarding Practice Partnership members is not supplied during the application submission, then the application will be denied.

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

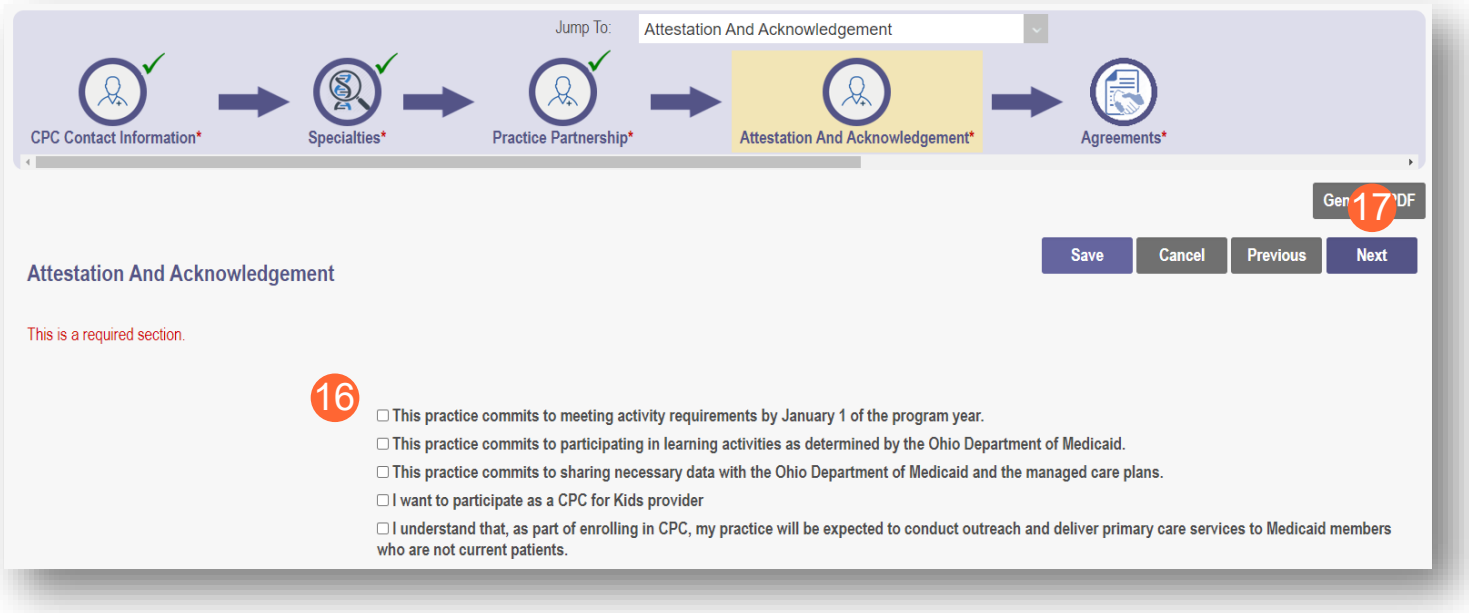
Note: If the name of the document appears in green text, that confirms that it has been added to PNM (A).

Note: Click 'x' to remove any Practice Partnership Members that were added during this process.

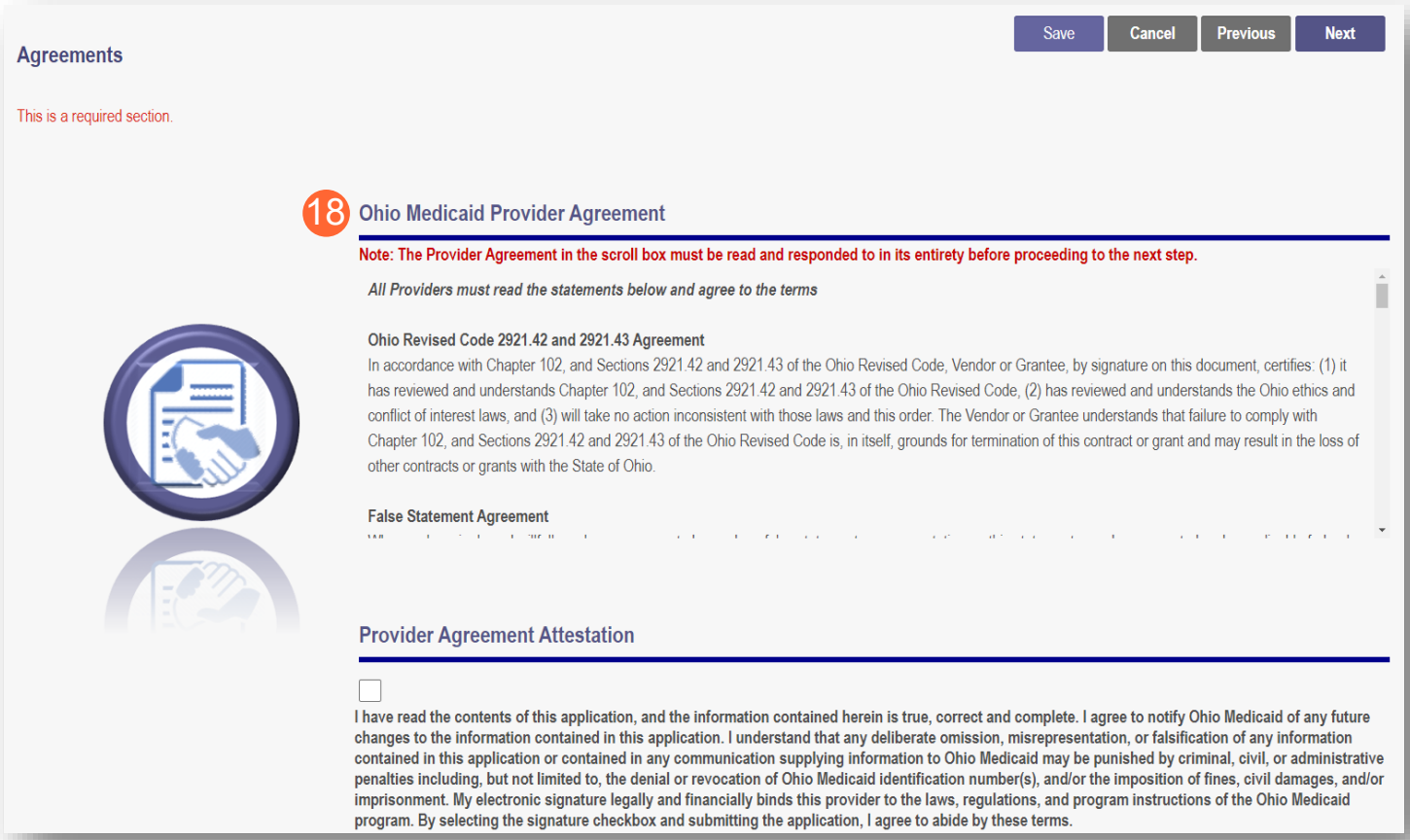


Step 16: Read and review all attestation statements. Select the checkboxes to confirm that you agree to each statement *(the attestation for a CPC for Kids provider will only appear if the CPC for Kids specialty was added)*.

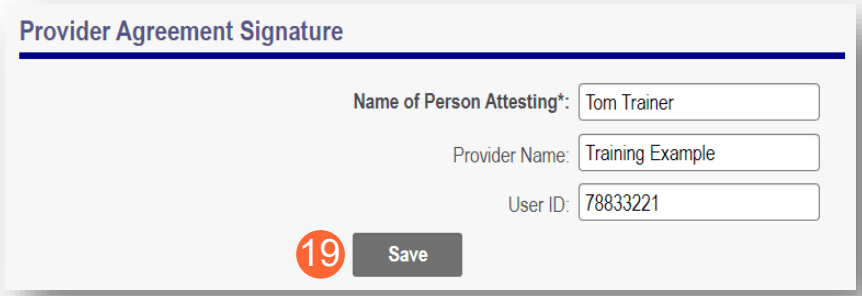
Step 17: Click the **Next** button to proceed to the next page.



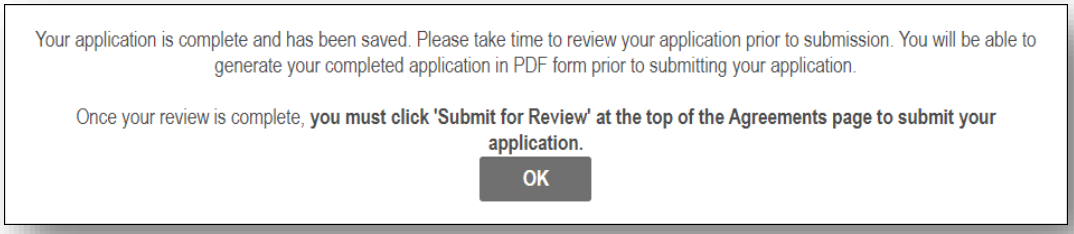
Step 18: Read and review all agreements (use the imbedded scroll bars as needed). Select checkboxes to confirm you have read the agreements and attest the information that you provided is true and accurate.



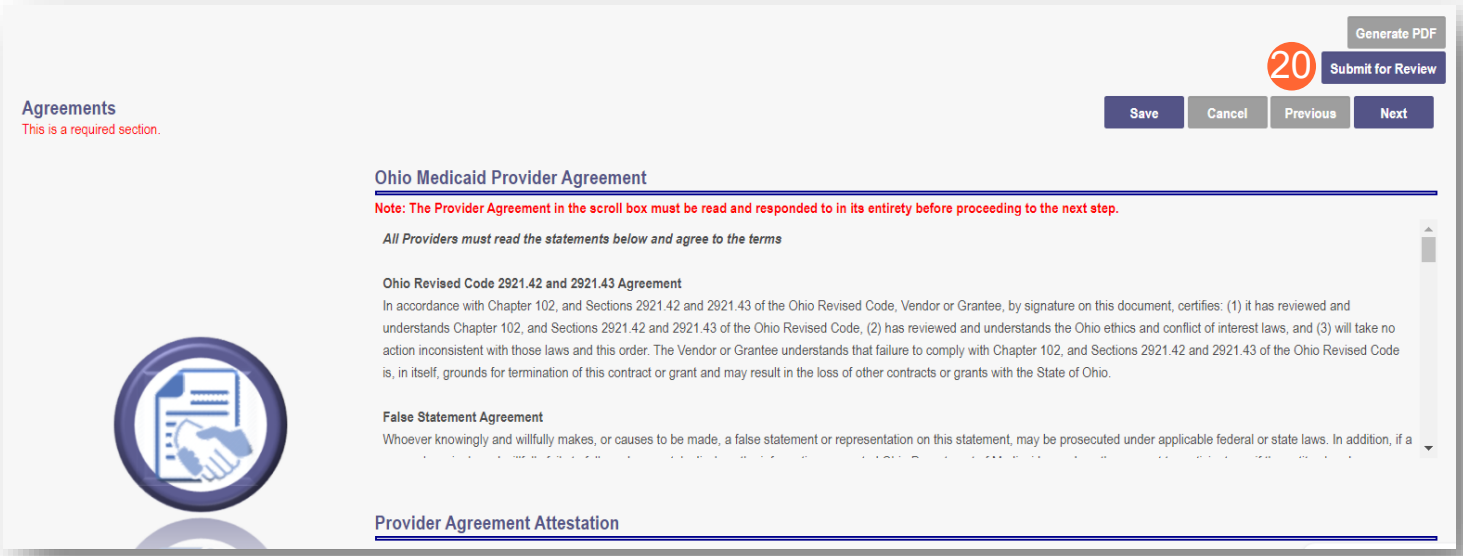
Step 19: Complete the Provider Agreement Signature and click **Save**.



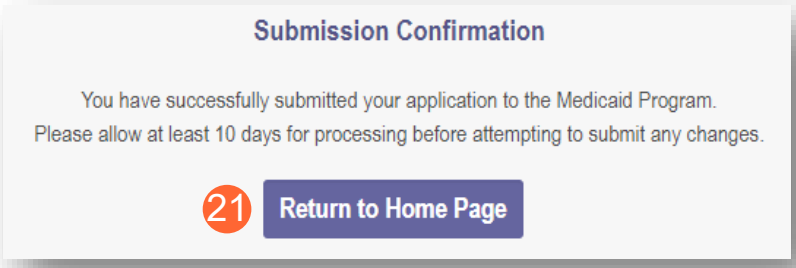
Note: A message, indicating your application is complete and has saved, displays. Click **OK** to advance.



Step 20: When your application is complete, select **Submit for Review**.

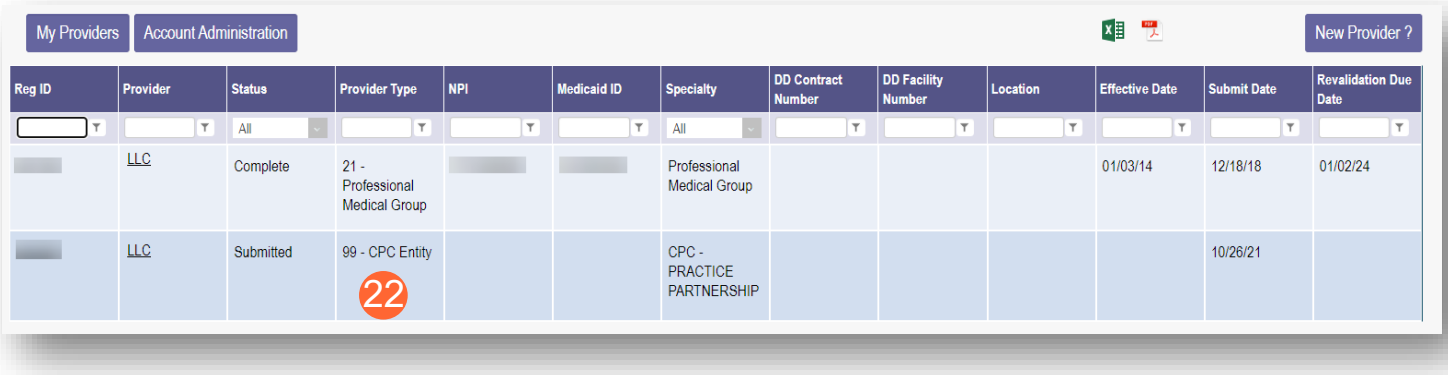


Step 21: You will receive a confirmation message for the application submission. Click **Return to Home Page**.



Step 22: As a Provider Administrator User, you will be able to see your newly submitted CPC application in a submitted status when you return to your dashboard.

Note: If a Provider Agent user needs to access the newly created CPC Entity Provider Type, once a Medicaid CPC ID is created for the CPC Entity, the Provider Administrator must assign the Provider Agent to that Medicaid CPC ID and select the 'APM Agent' action/role. *See the Agent Assignment and Actions Quick Reference Guide in PNM for these steps.*

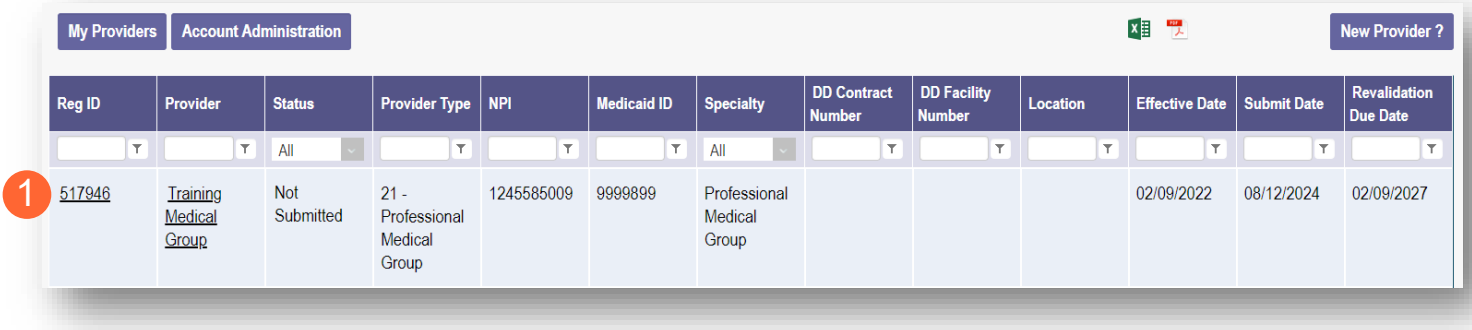


Note: A Medicaid CPC ID is generated for your CPC enrollment. Individual entities and Practice Partnership entities will have different Medicaid CPC IDs, meaning that if a Practice Partnership entity is added in addition to a CPC Individual entity, the Medicaid CPC IDs will be different for each.

Continuing an 'In Progress' Enrollment

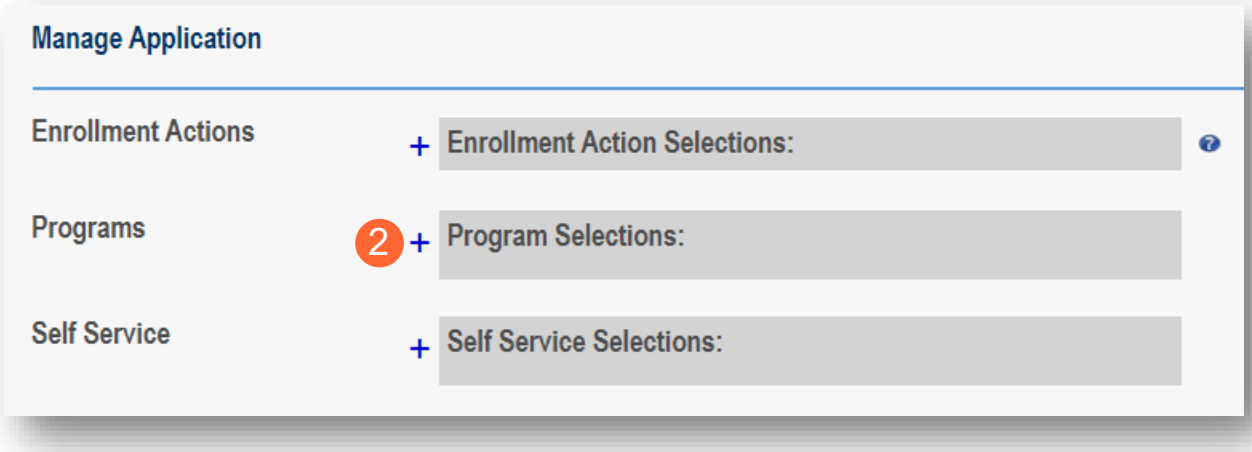
If a CPC program enrollment application has been initiated, but has not been submitted, a user can pick up the 'in progress' program enrollment to continue adding information. The steps below show how to access an application that has been initiated but not submitted.

Step 1: Click the Reg ID or Provider hyperlink for the provider for which you wish to continue the application. *The provider is listed with a 'Not Submitted' status.*



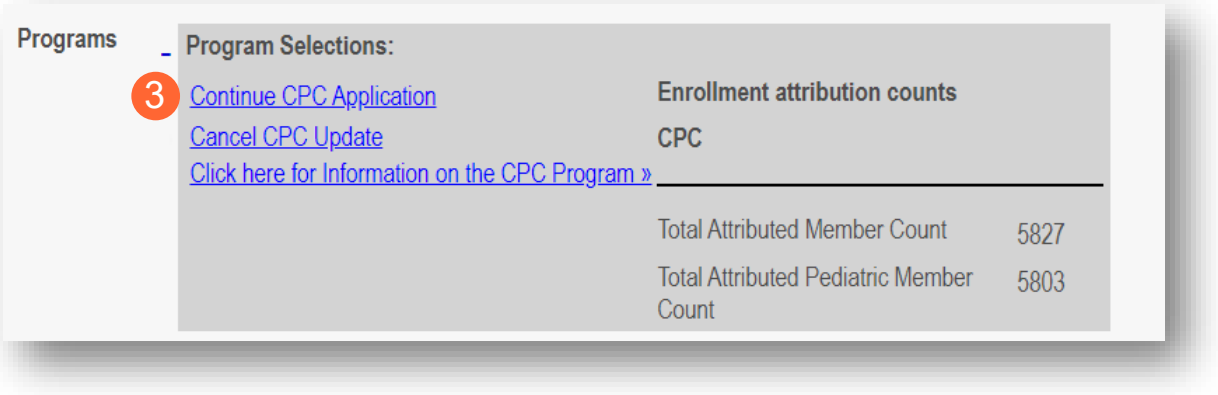
Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
		All				All						
517946	Training Medical Group	Not Submitted	21 - Professional Medical Group	1245585009	9999899	Professional Medical Group				02/09/2022	08/12/2024	02/09/2027

Step 2: Expand the Program Selections by clicking the '+' icon.



Step 3: Click the hyperlink “Continue CPC Application.”

Note: If you wish to cancel the program enrollment application, follow the steps listed in the next section.



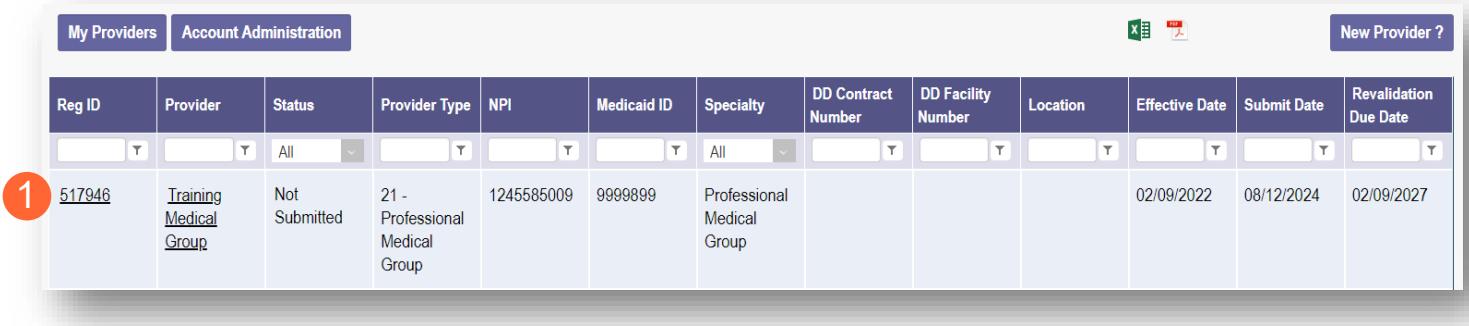
Note: PNM will open to the first ‘unsaved’ page of the application.

- Review the sections of this document for the steps to complete the different pages of the application.

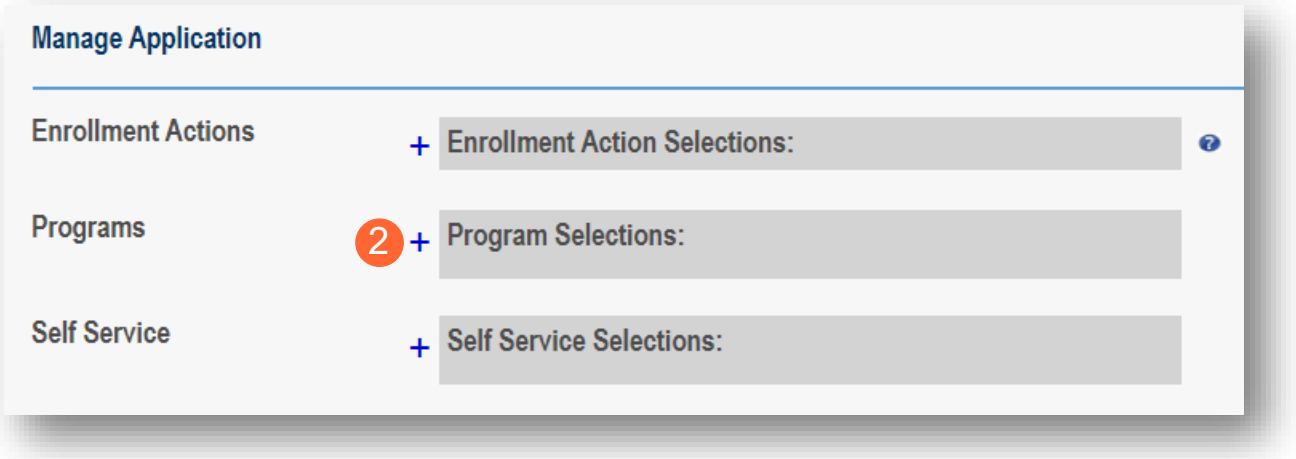
Canceling an 'In Progress' Enrollment

If a CPC program enrollment application has been initiated, but you wish to cancel the enrollment, you can complete this process through PNM.

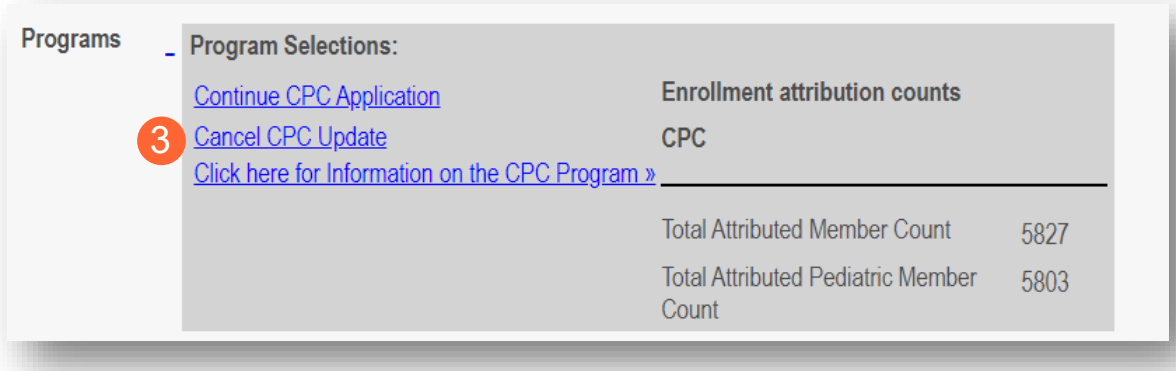
Step 1: Click the Reg ID or Provider hyperlink for the provider for which you wish to continue the application. *The provider is listed with a 'Not Submitted' status.*



Step 2: Expand the Program Selections by clicking the '+' icon.



Step 3: Click the hyperlink "Cancel CPC Update."



Re-Attesting

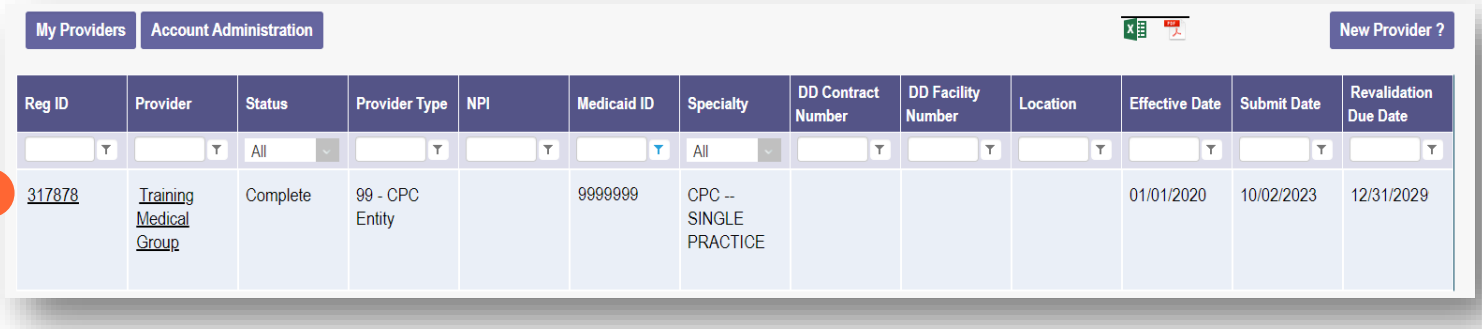
Re-attesting is the process where participating providers must annually reaffirm their commitment to the program's requirements and standards. This involves updating and resubmitting necessary information to confirm continued eligibility, compliance with program guidelines, and adherence to the care delivery model specified by the Ohio Medicaid Comprehensive Primary Care (CPC) program.

Note: A re-attestation is only possible when an invitation is received, and the open enrollment period is in effect.

***The option/link to re-attest with the CPC program through PNM will only display during the open enrollment period. For this link to appear under the 'Program Selections' no other workflows (such as an update) can be in progress for the primary Medicaid ID or CPC Medicaid ID. If there are active reviews in process, the link to re-attest will not appear.**

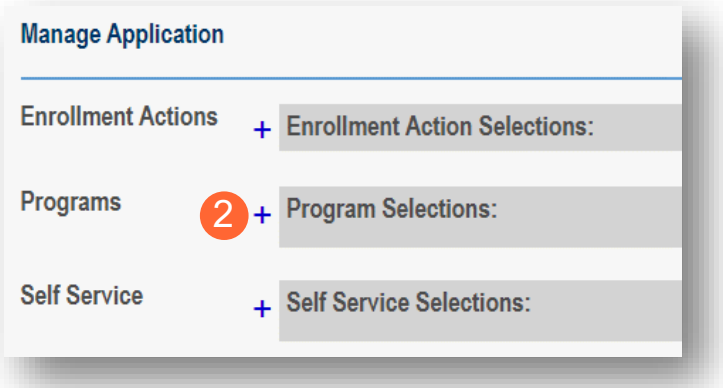
CPC Individual Entity (Re-Attestation)

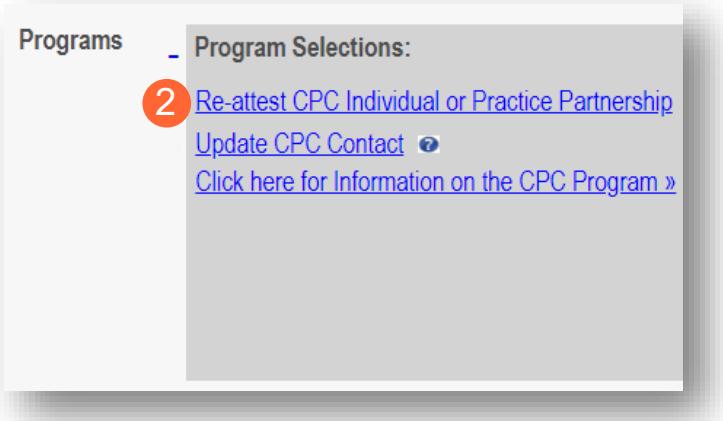
Step 1: Once logged in as a Provider Administrator, or Provider Agent with the 'APM Agent' role assigned, click the hyperlink under Reg ID or Provider to access the Provider Management page of the 'CPC Entity' provider type 99.



Step 2: Click the '+' symbol next to 'Program Selections:'

- Choose "Re-attest CPC Individual or Practice Partnership."



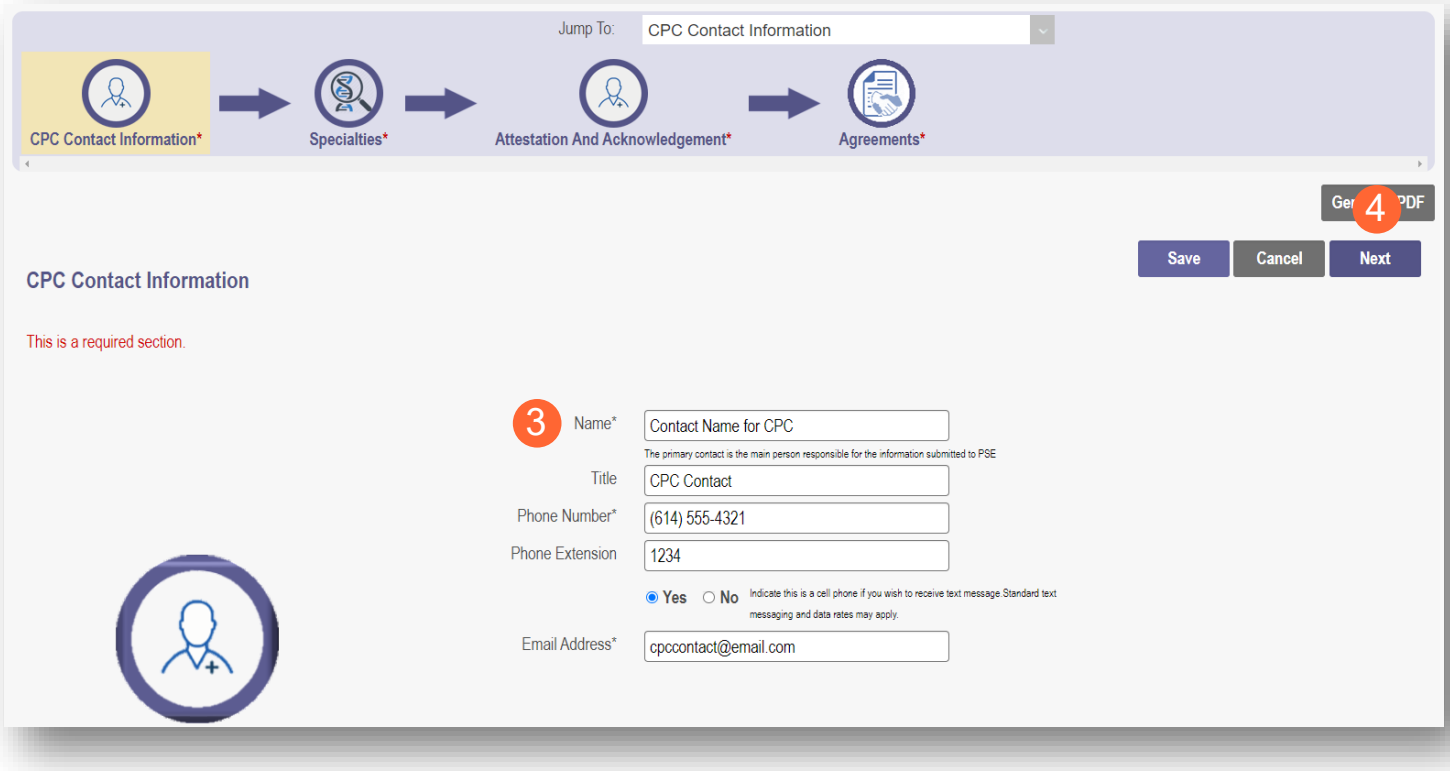


Step 3: Review the CPC Contact Information page and make any necessary changes to the following fields:

Note: If no changes need to be made to the information, leave the fields as is, and proceed to Step 4.

- Name
- Title *(not required)*
- Phone Number
- Phone Extension *(not required)*
    - Indicate if the phone number is a cell phone and if text messages would like to be received.
- Email Address

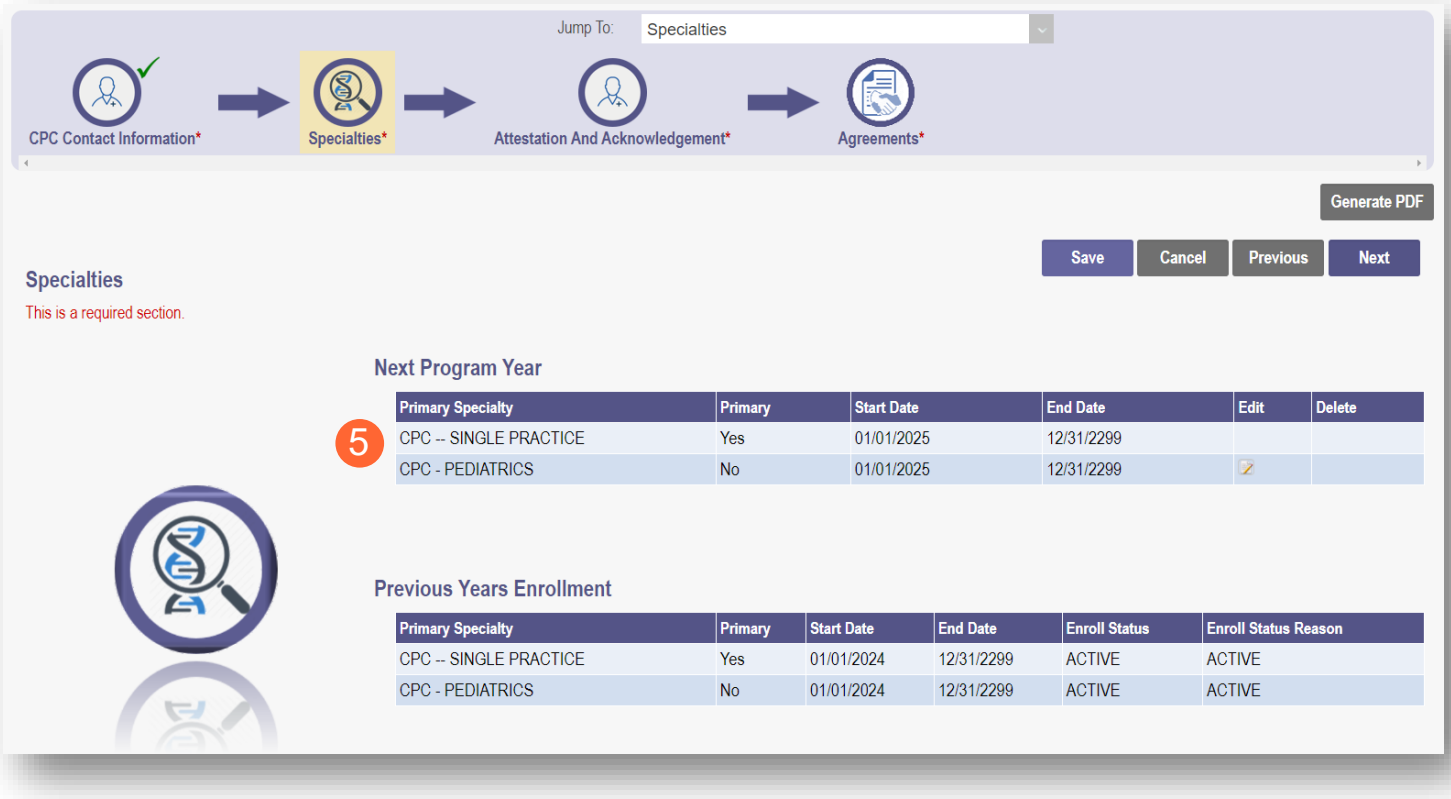
Step 4: Click **Next** to save the information and advance to the next page.



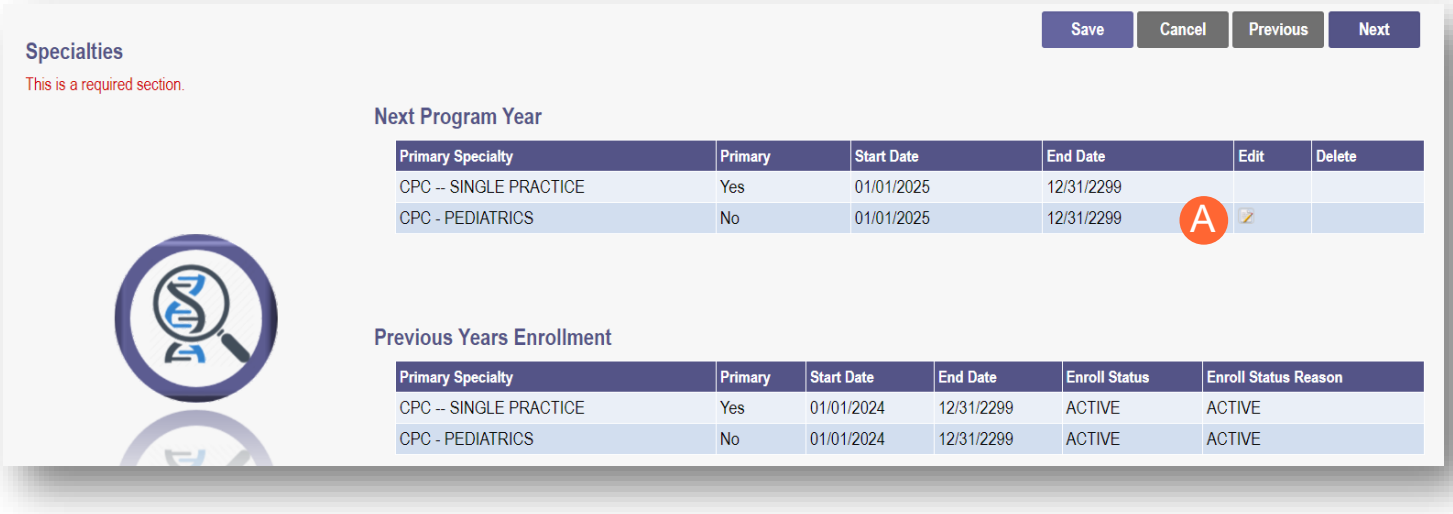
Step 5: The system will automatically add the specialties from the previous year's enrollment under the 'Next Program Year' section with a start date of the program year and an infinite end date.

If those specialties will continue, proceed to Step 6.

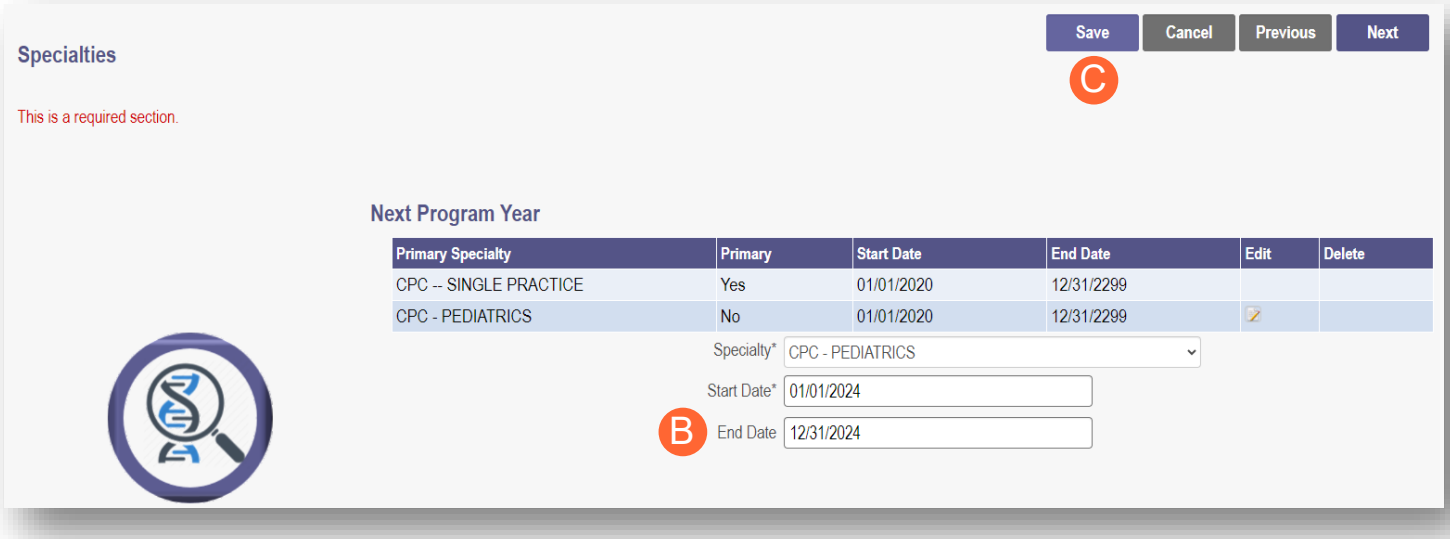
If there is a change to those specialties, please follow the steps for the specific scenario below.



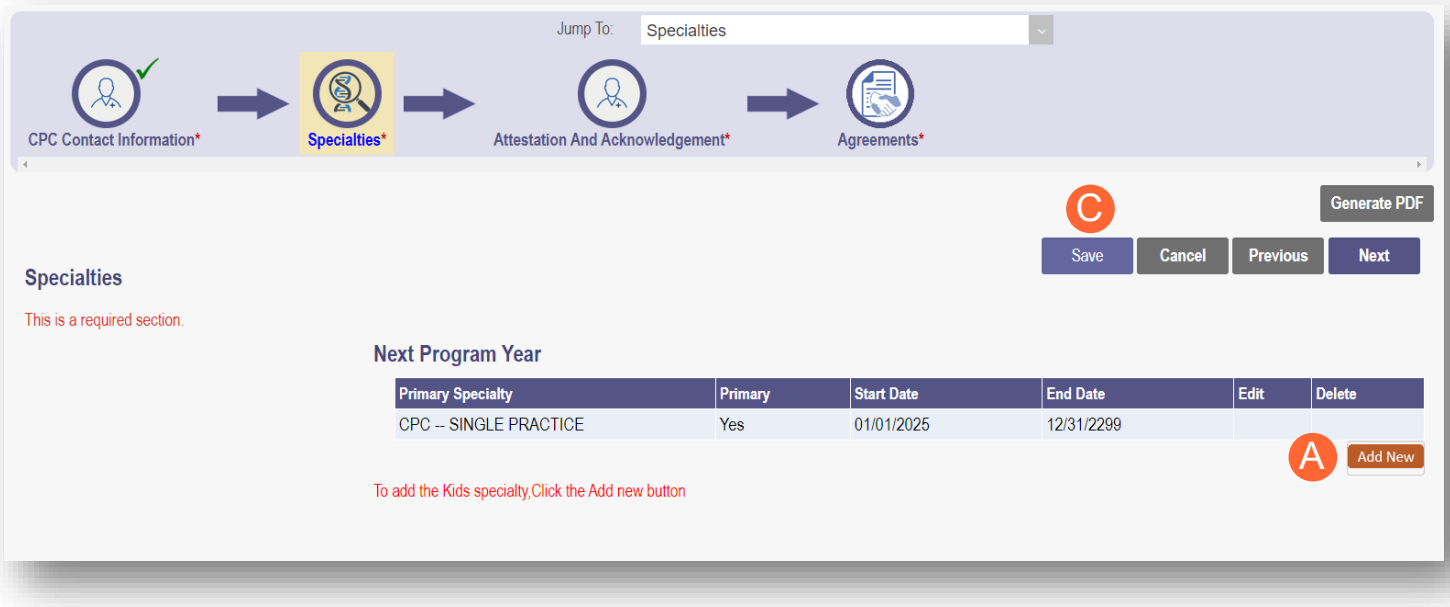
Scenario 1: If the CPC for Kids specialty (CPC – PEDIATRICS) was previously held but will not be renewing for the next program year, click the **'pencil and paper'** icon under the 'Edit' column (A).



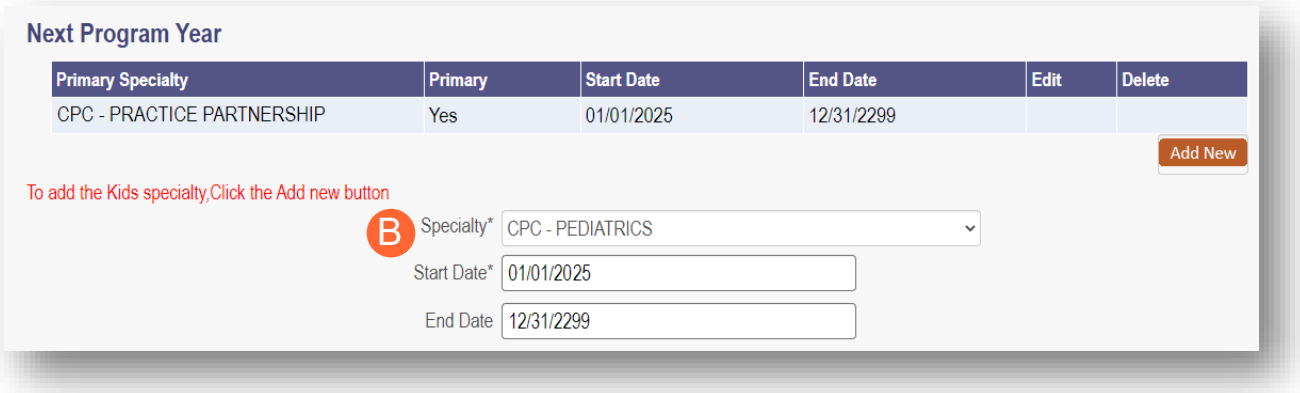
- If the CPC for Kids specialty is not continuing in the next program year, enter the end of the current program year for the End Date field (must list 12/31/20XX – the last day of the program year) (B).
- Click **Save** (C).
- Proceed to Step 6.
- Note: When the specialty receives an End Date, it will no longer display under the 'Next Program Year' section.



Scenario 2: If the provider did not hold the CPC for Kids specialty (CPC – PEDIATRICS) during the previous year's enrollment and wishes to have it added for the next program year, click **Add New** (A).



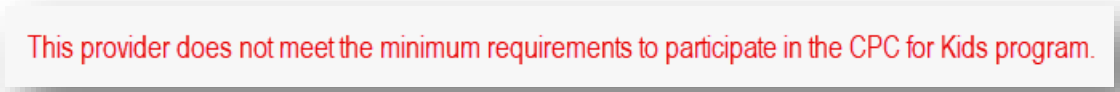
- Select 'CPC – PEDIATRICS' from the drop-down menu (B).



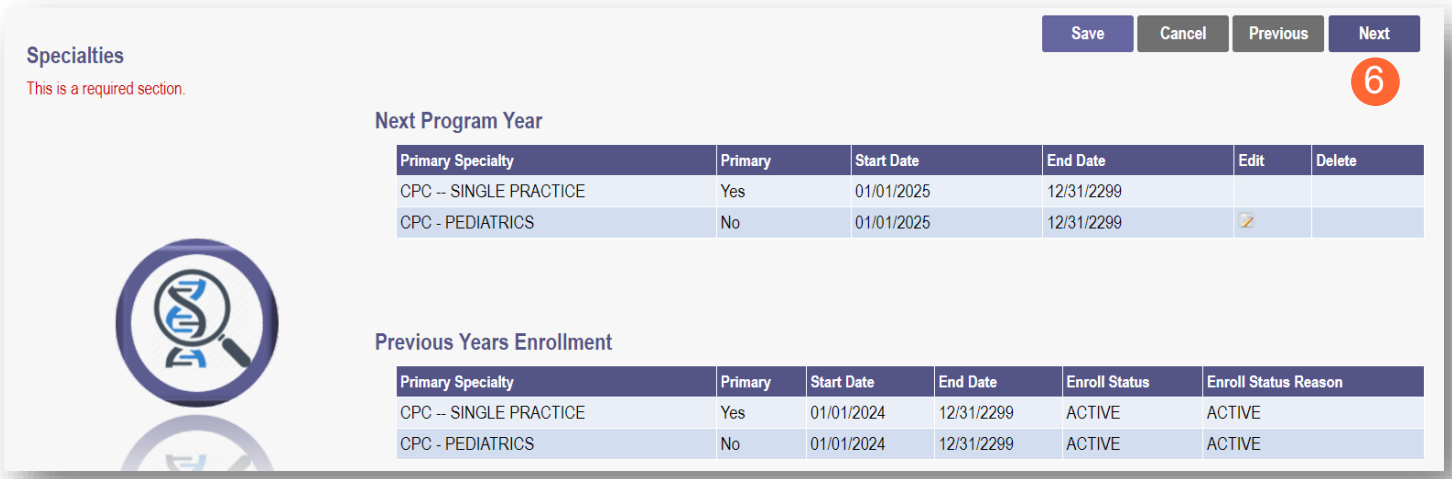
Note: The Start Date auto-populates to [today's] date and the End Date auto-populates to an infinite date.

- Click **Save**, at the top of the page, to save the added CPC for Kids specialty. Review the Specialties in the table (C).

Note: If the provider does not qualify for the CPC for Kids specialty, an error message displays.

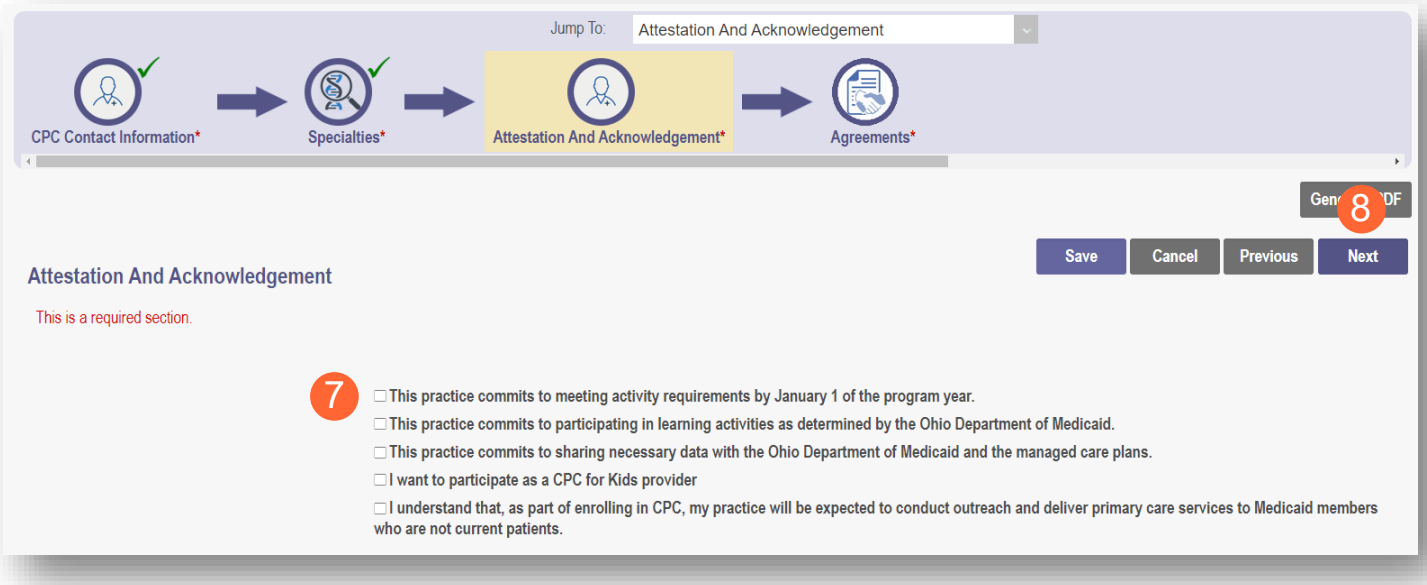


Step 6: Once all correct specialties show, click the **Next** button to proceed to the next page.

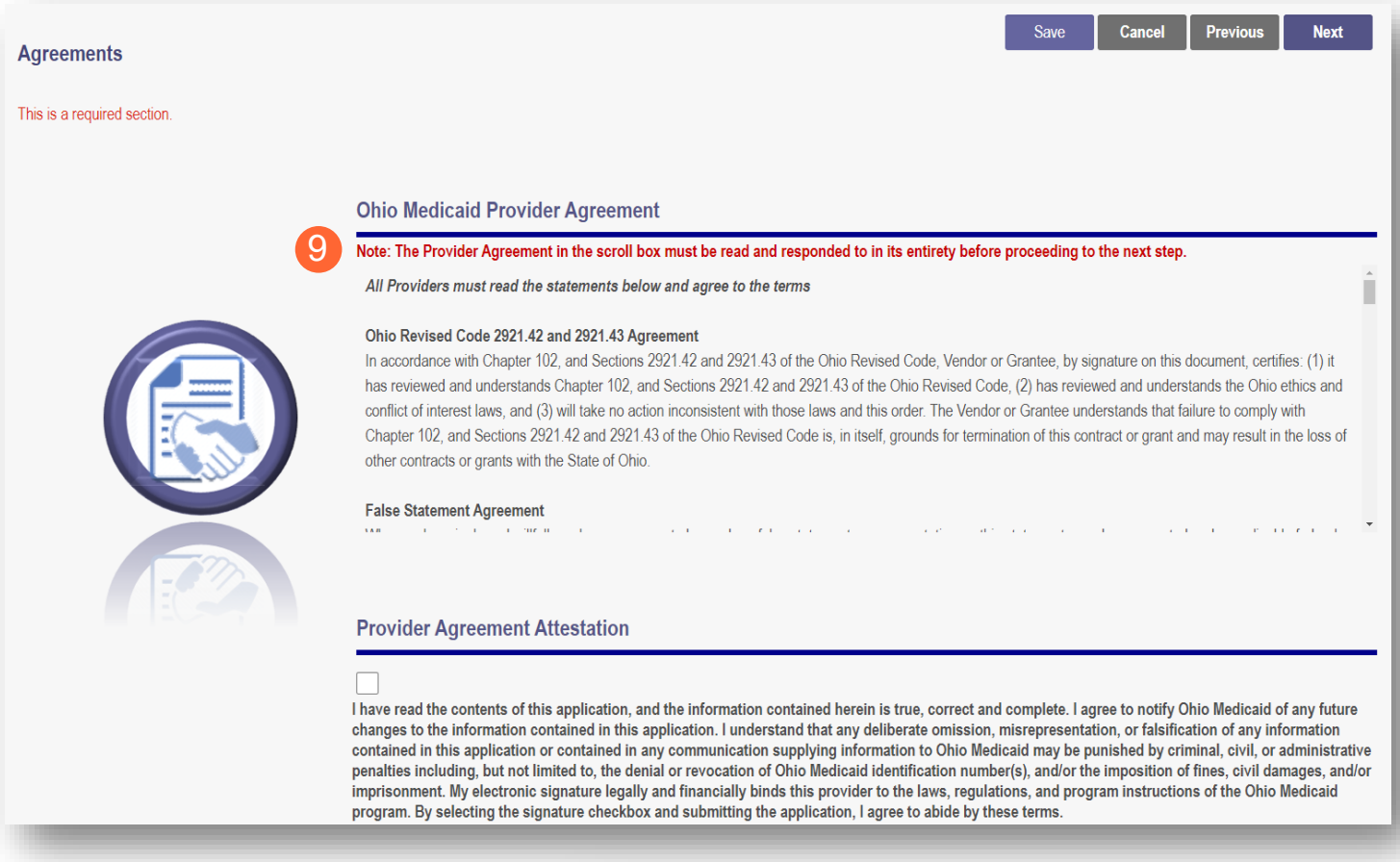


Step 7: Read and review all attestation statements. Select the checkboxes to confirm that you agree to each statement *(the attestation for a CPC for Kids provider will only appear if the CPC for Kids specialty was requested)*.

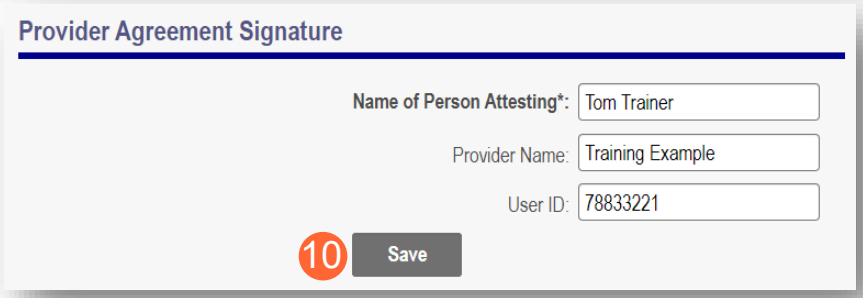
Step 8: Click the **Next** button to proceed to the next page.



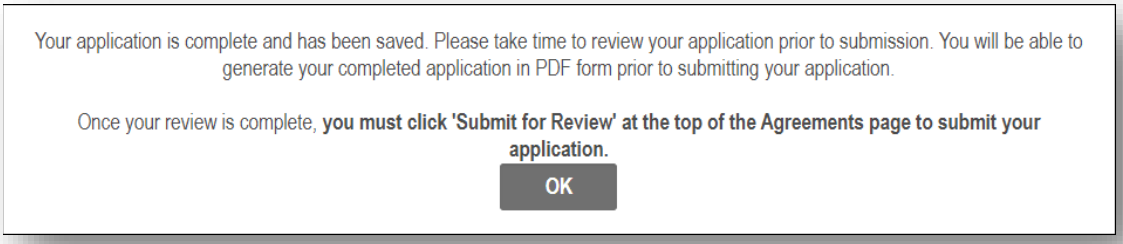
Step 9: Read and review all agreements (use the imbedded scroll bars as needed). Select checkboxes to confirm you have read the agreements and attest the information that you provided is true and accurate.



Step 10: Complete the Provider Agreement Signature and click **Save**.

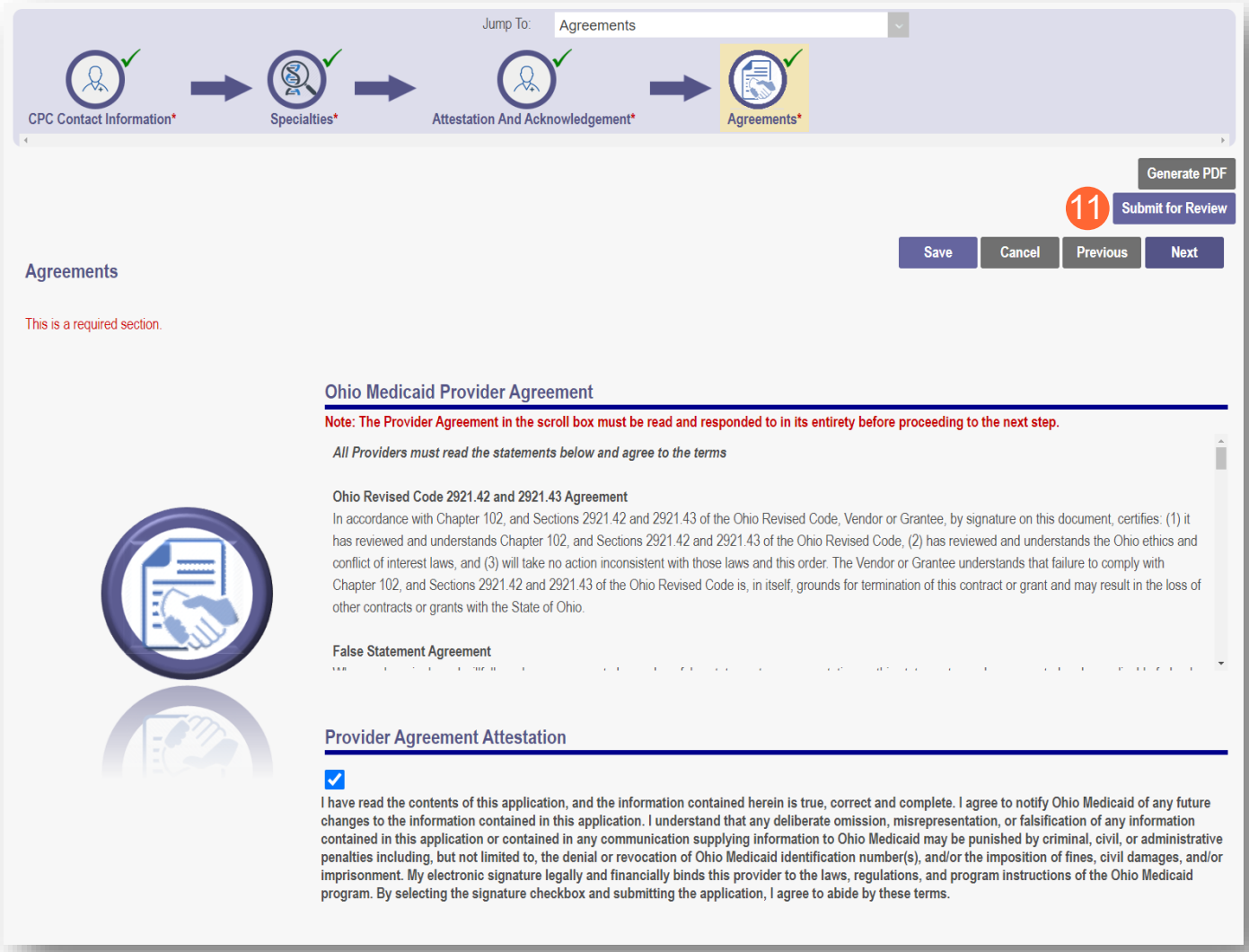


Note: A message, indicating your application is complete and has saved, displays. Click **OK** to advance.

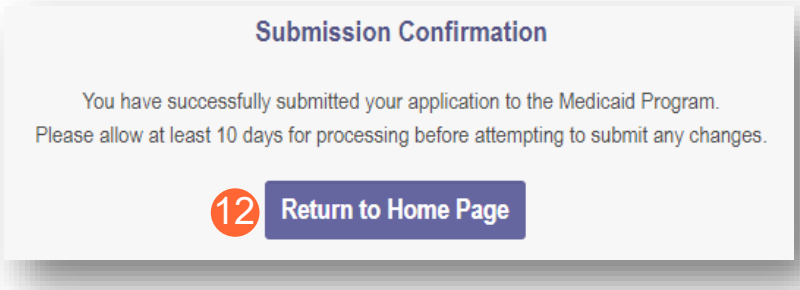


Step 11: When your application is complete, click **Submit for Review**.

Note: If you would like to obtain a written copy of your application, click **Generate PDF**. This must be done prior to submitting the application.



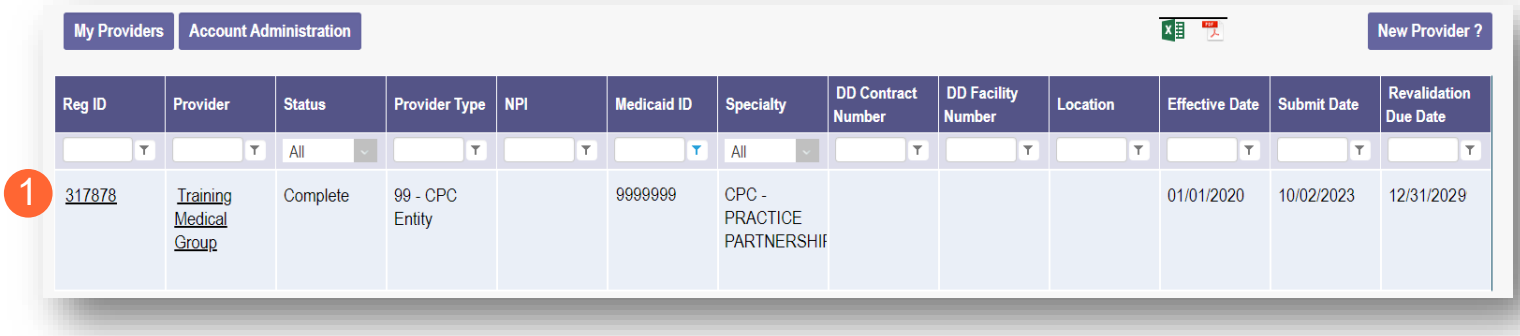
Step 12: You will receive a confirmation message for the application submission. Click **Return to Home Page**.



CPC Practice Partnership Entity (Re-Attestation)

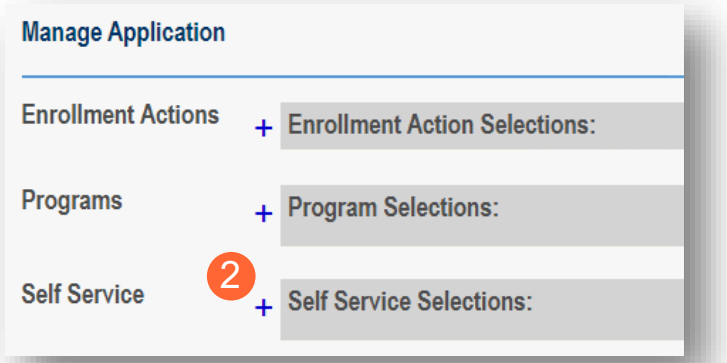
Note: If the partnership convenor is continuing the partnership entity, then a re-attest only needs to be completed under the Partnership CPC Medicaid ID. In that instance, a re-attestation under each individual Practice Partnership Member does not need to be completed.

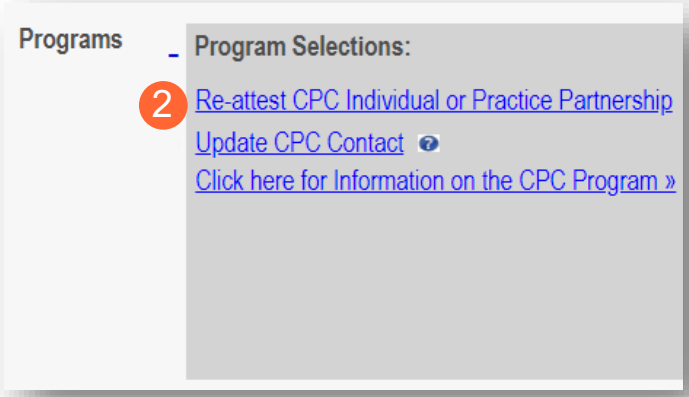
Step 1: Once logged in as a Provider Administrator, or Provider Agent with the 'APM Agent' role assigned, click the hyperlink under Reg ID or Provider to access the Provider Management page of the 'CPC Entity' provider type 99.



Step 2: Click the '+' symbol next to 'Program Selections:'

- Choose "Re-attest CPC Individual or Practice Partnership."



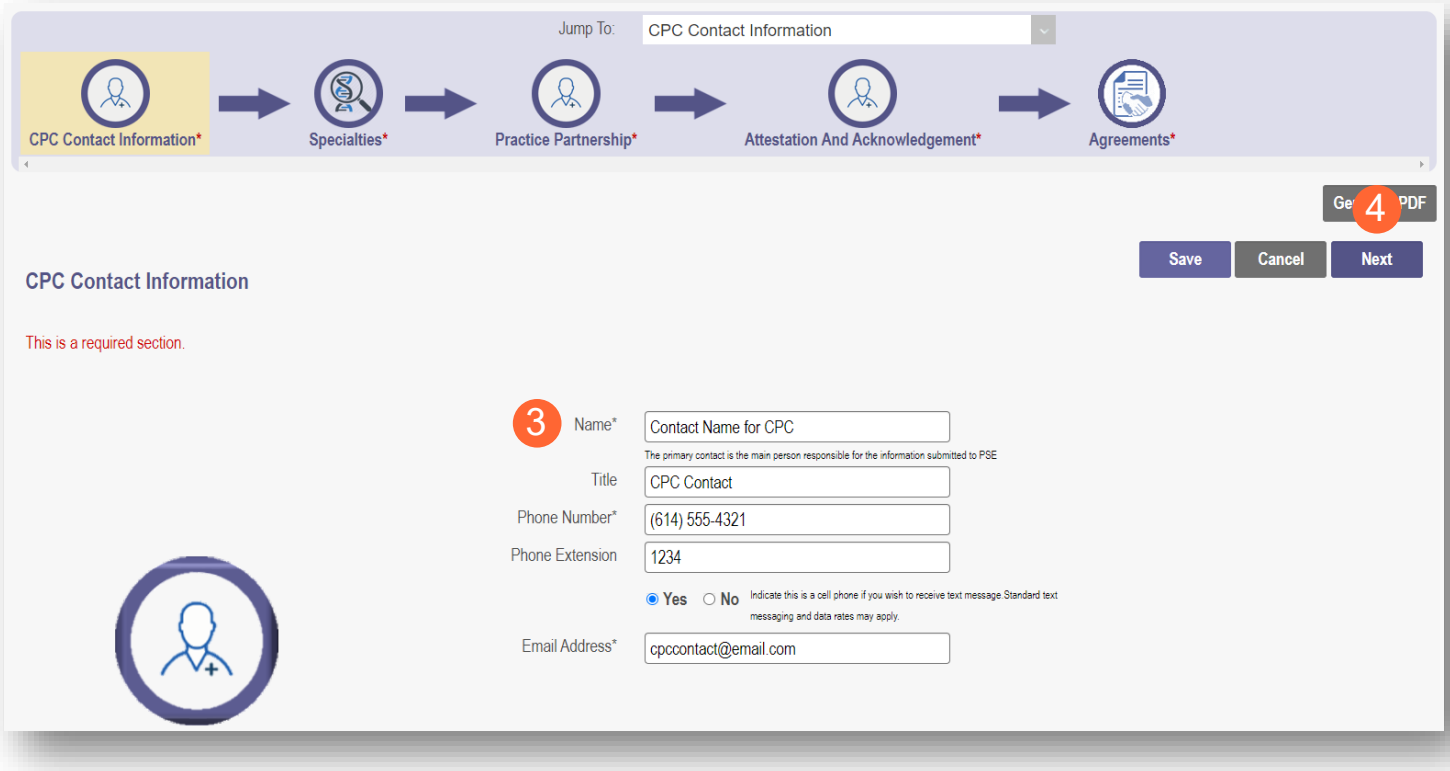


Step 3: Review the CPC Contact Information page and make any necessary changes to the following fields:

Note: If no changes need to be made to the information, leave the fields as is, and proceed to Step 4.

- Name
- Title *(not required)*
- Phone Number
- Phone Extension *(not required)*
    - Indicate if the phone number is a cell phone and if text messages would like to be received.
- Email Address

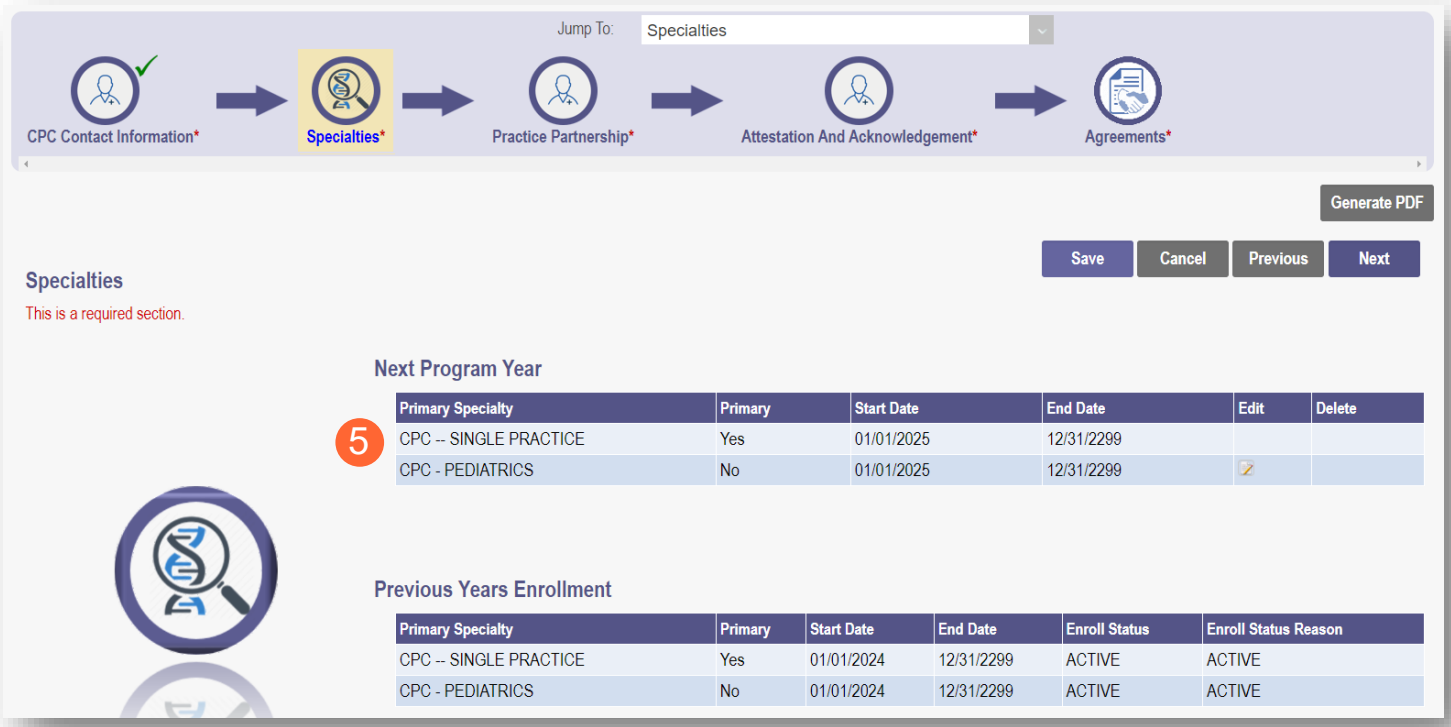
Step 4: Click **Next** to save the information and advance to the next page.



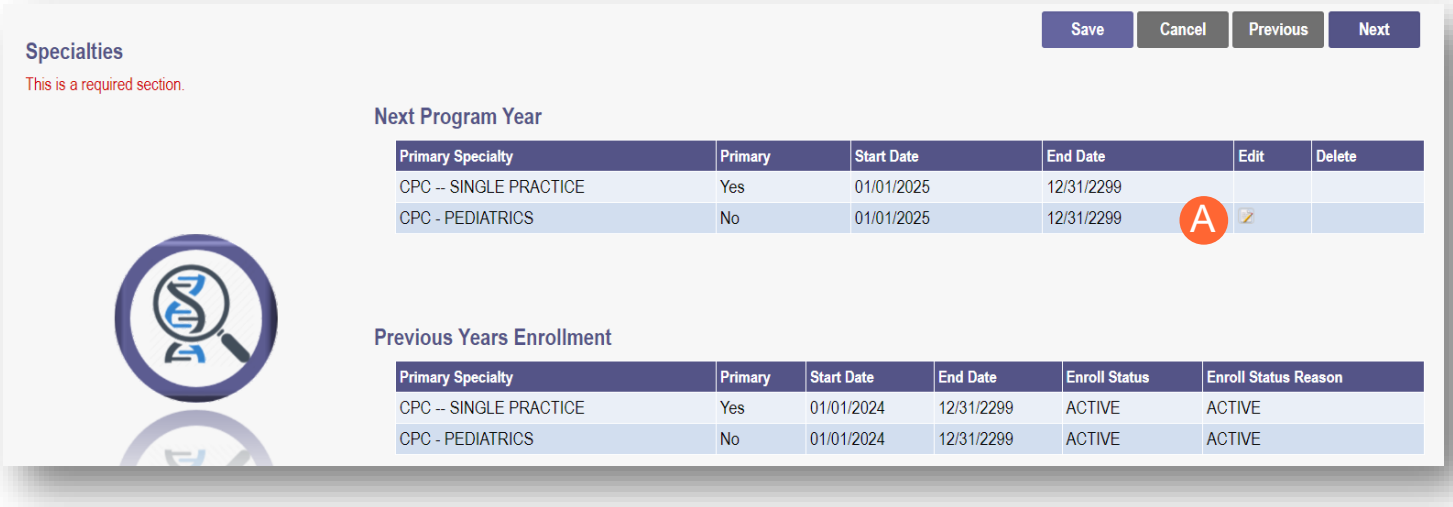
Step 5: The system will automatically add the specialties from the previous year's enrollment under the 'Next Program Year' section with a start date of the program year and an infinite end date.

If those specialties will continue, proceed to Step 6.

If there is a change to those specialties, please follow the steps for the specific scenario below.

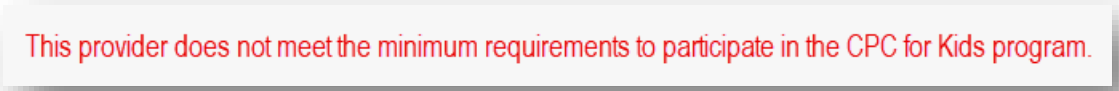


Scenario 1: If the CPC for Kids specialty (CPC – PEDIATRICS) was previously held but will not be renewing for the next program year, click the **'pencil and paper'** icon under the 'Edit' column (A).

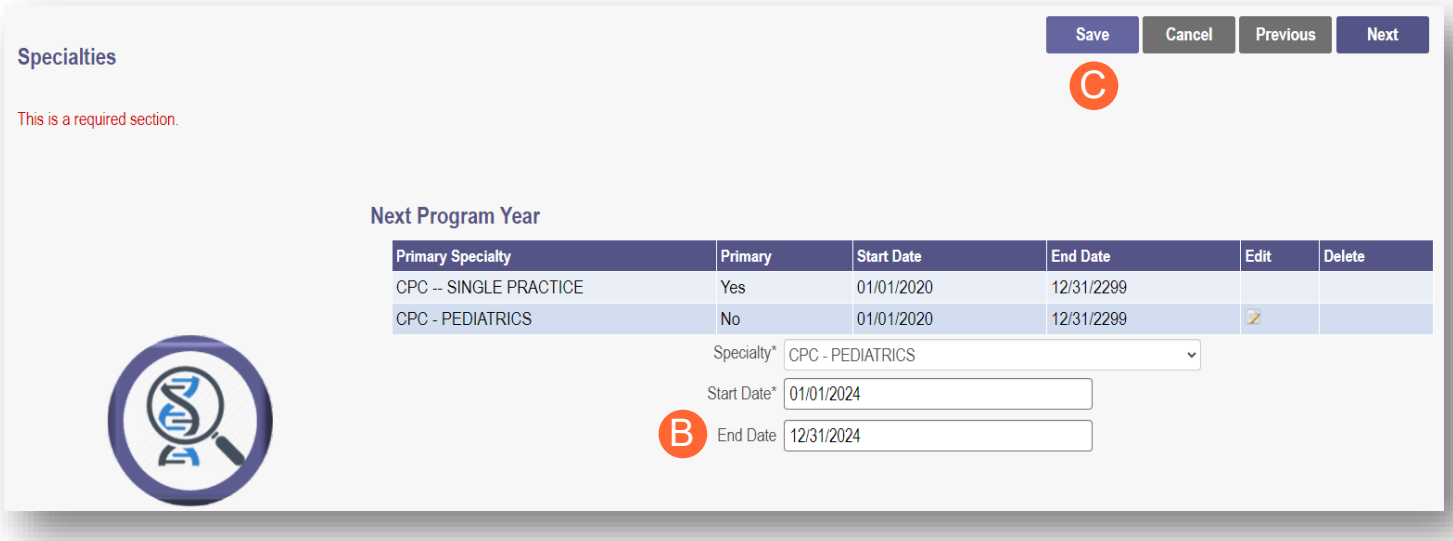


- If the CPC for Kids specialty is not continuing in the next program year, enter the end of the current program year for the End Date field (must list 12/31/20XX – the last day of the program year) (B).
- Click **Save** (C).

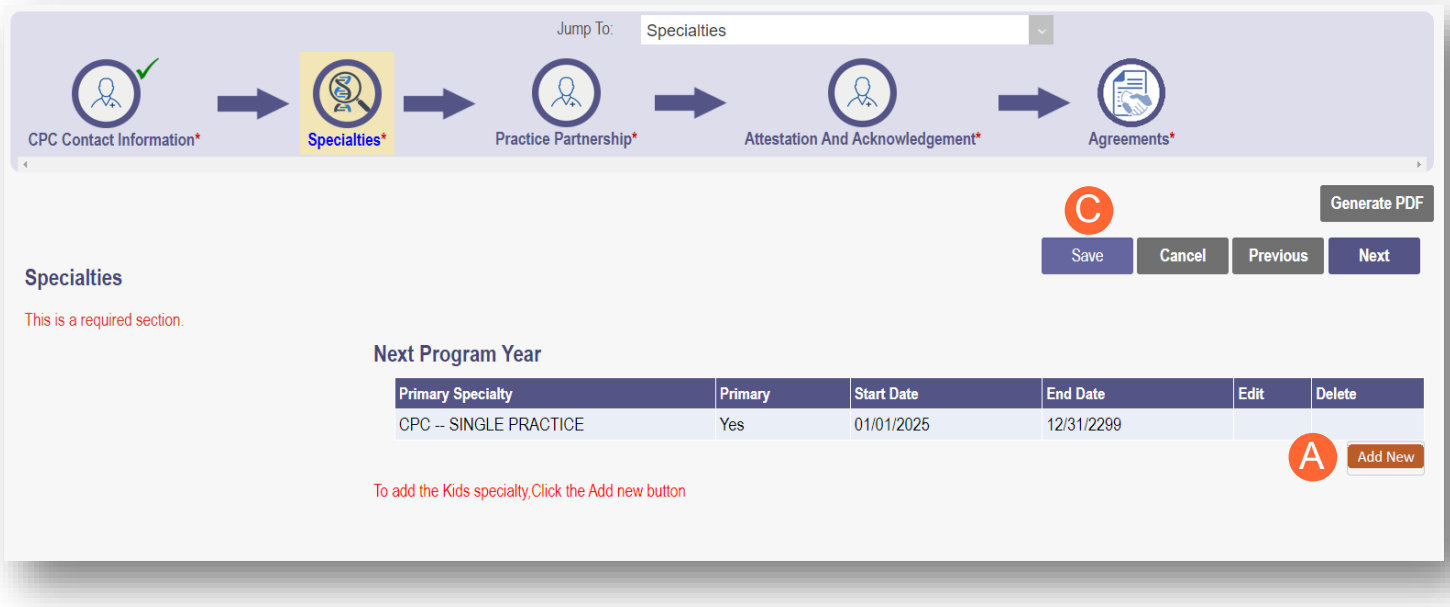
Note: If the provider does not qualify for the CPC for Kids specialty, an error message displays.



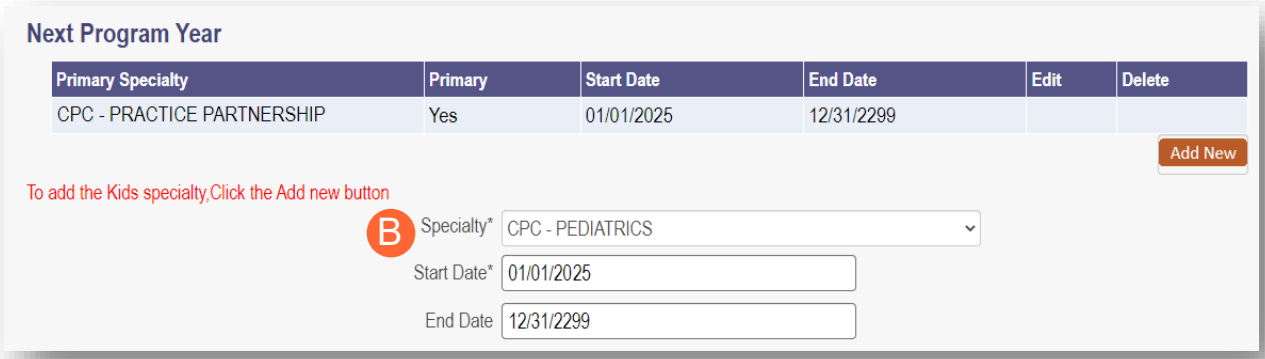
- Proceed to Step 6.
- Note: When the specialty receives an End Date, it will no longer display under the 'Next Program Year' section.



Scenario 2: If the provider did not hold the CPC for Kids specialty (CPC – PEDIATRICS) during the previous year's enrollment and wishes to have it added for the next program year, click **Add New** (A).



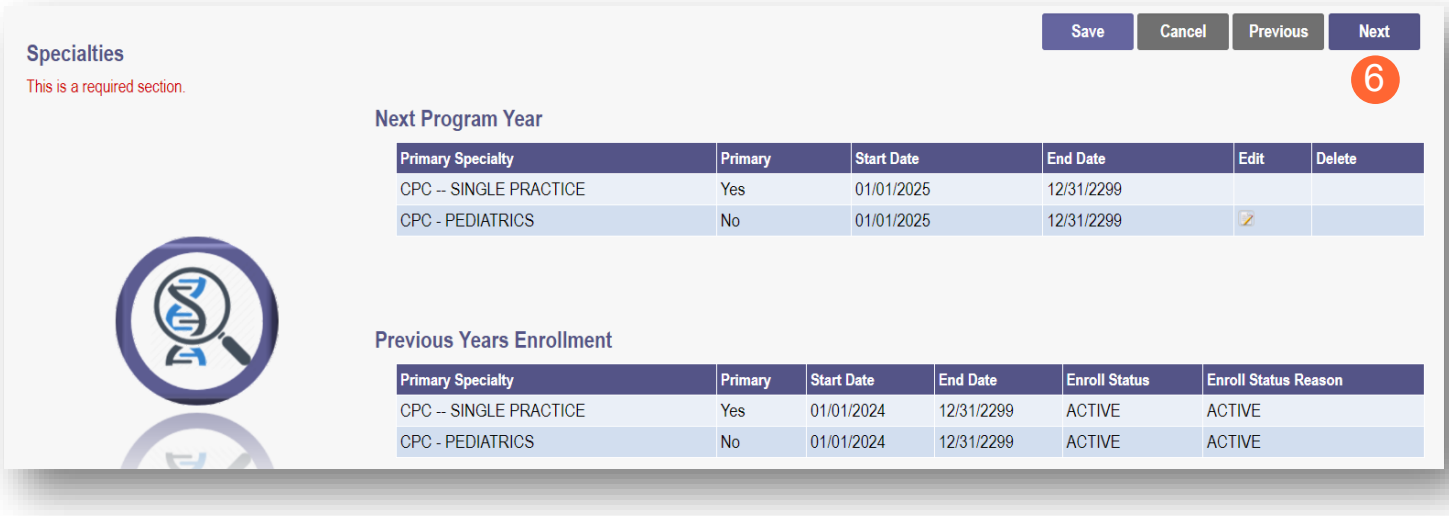
- Select 'CPC – PEDIATRICS' from the drop-down menu (B).



Note: The Start Date auto-populates to [today's] date and the End Date auto-populates to an infinite date.

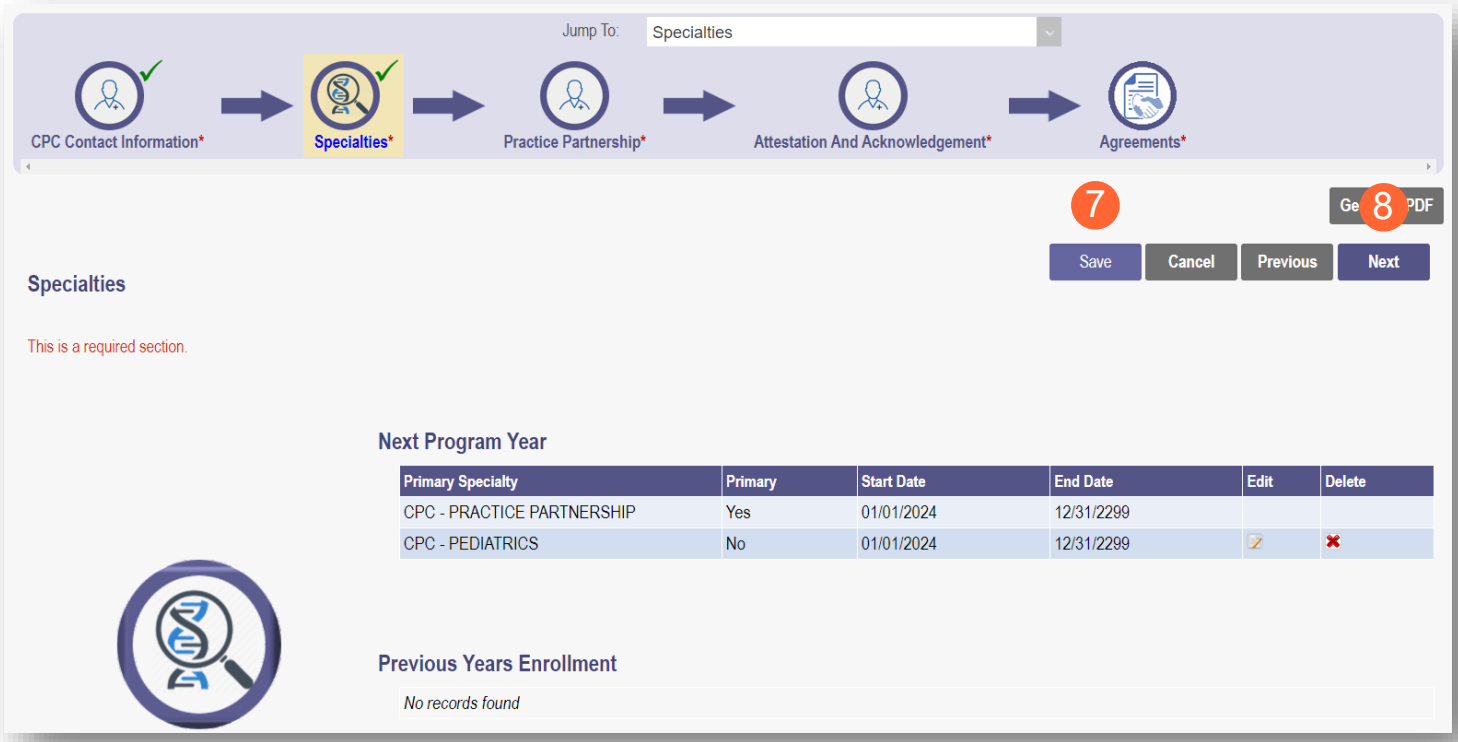
- Click **Save**, at the top of the page, to save the added CPC for Kids specialty. Review the Specialties in the table (C).

Step 6: Once all correct specialties show, click the **Next** button to proceed to the next page.



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

Step 8: Once all correct specialties show, click the **Next** button to proceed to the next page.

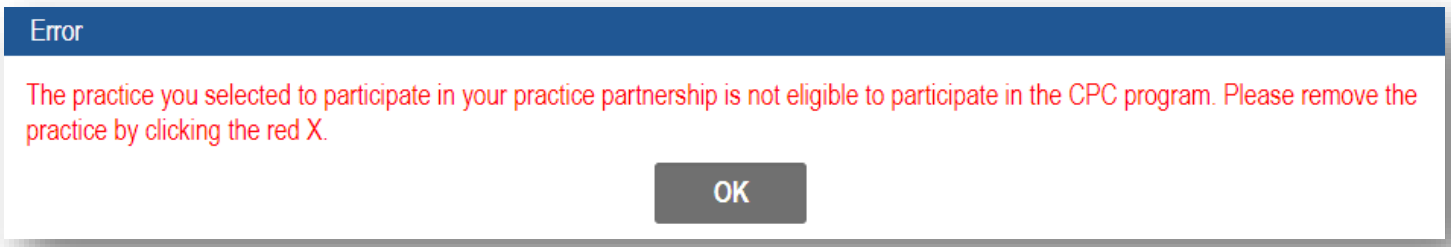


Step 9: On the Practice Partnership page, review the 'Practices in the Practice Partnership' section to re-attest to each practice partnership member listed.

Step 10: Click the green checkmark to affirm the practice partnership member or click the red 'x' to remove the practice partnership member.

Note: The convening practice is not editable and will not have the icons to edit display.

Note: If you attempted to affirm a practice partnership member that is not eligible to participate in the CPC program, PNM displays this error message:



- Click **OK** and remove the practice partnership member, by clicking the 'x' icon.
- If you believe this notification was received in error, please contact the Ohio Department of Medicaid.

Note: You can review whether a Practice Partnership Member received an invitation for the CPC program, by accessing correspondence in PNM. Enrollment attribution counts can be found under the 'Programs' section of the Provider Management Home page when selecting the primary provider Medicaid ID.

- If affirmed, the practice partnership member will remain with an ‘Active’ Member Status.
- If removed, the practice partnership member will display a Member Status of ‘Removed.’
- Note: Once all practice partnership members have been affirmed or removed, green checkmarks will no longer display.

To add a new practice partnership member, proceed to Step 11.

If no new practice partnership members need to be added, proceed to Step 16.

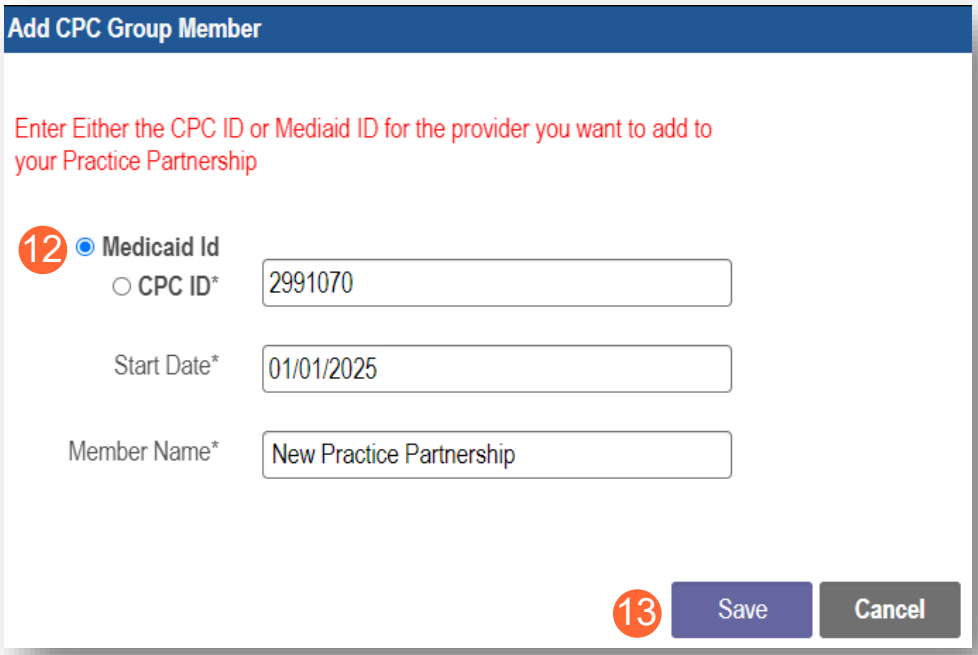
Step 11: To add a new member, click **Add New**.

Step 12: Enter the Medicaid ID or CPC ID (and select the corresponding radio button) of the Practice Partnership Member to add them to the Practice Partnership.

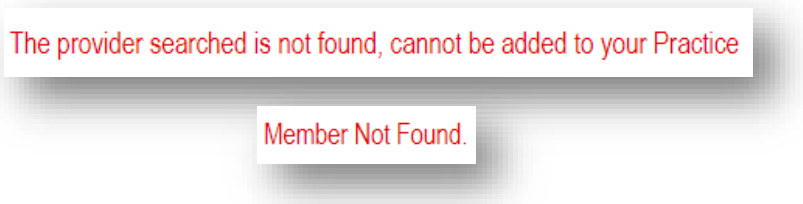
Note: The Practice Partnership Member Name should auto-fill based off the ID number that you enter.

The Start Date also auto-fills with the date of the next program year.

Step 13: Once the Practice Partnership Member has been added, click **Save**.



Note: If the provider listed cannot be added, error messages display. Double check the correct information is entered.



Step 14: Review the added practice partnership member on the table. The added member displays with a Member Status of 'Active.'

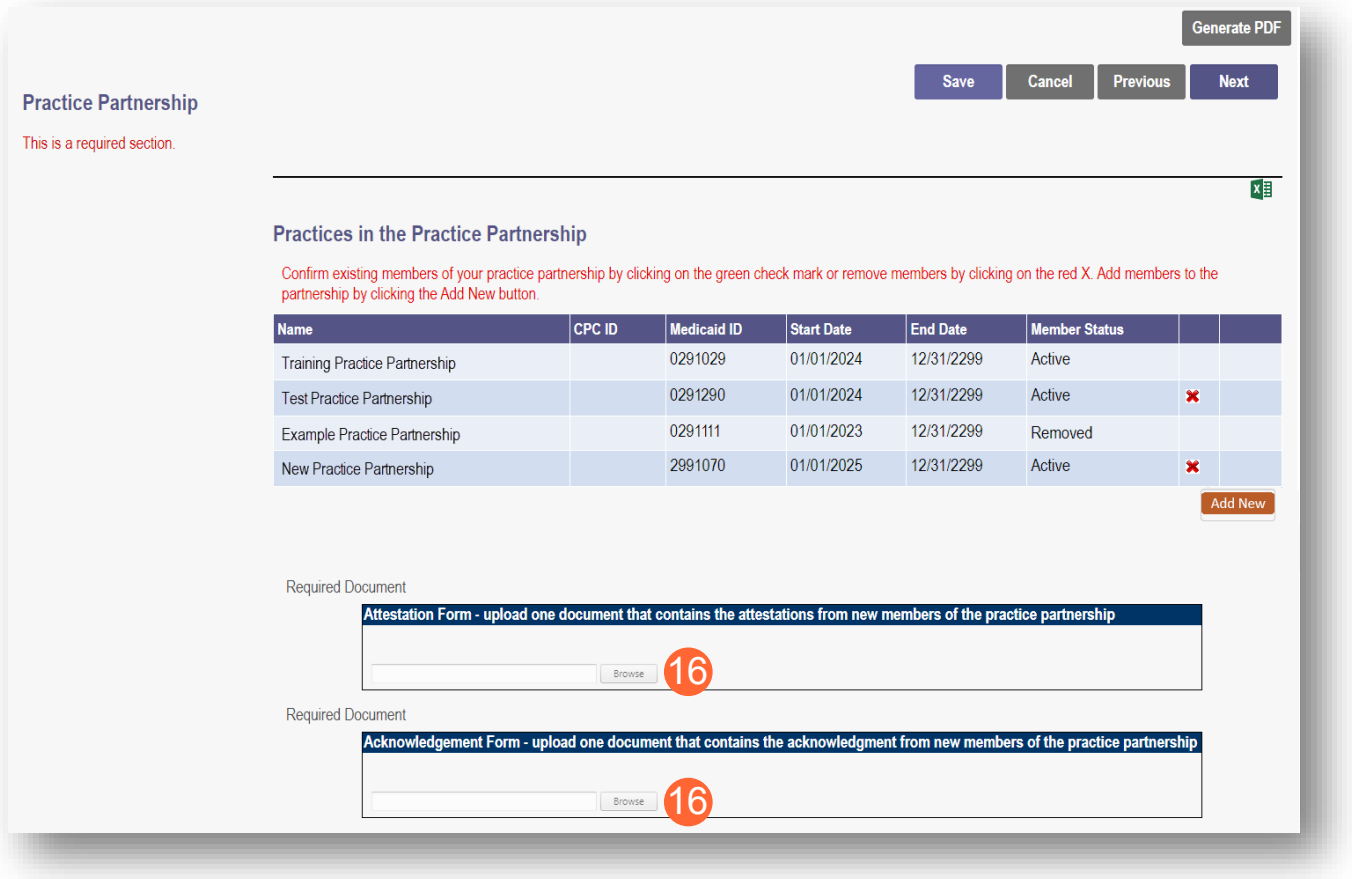
Step 15: To add additional Practice Partnership Members, select **Add New** and repeat the steps above.

Step 16: Once all Practice Partnership Members have been added, attestation and acknowledgement documents must be uploaded for the new practices of the practice partnership.

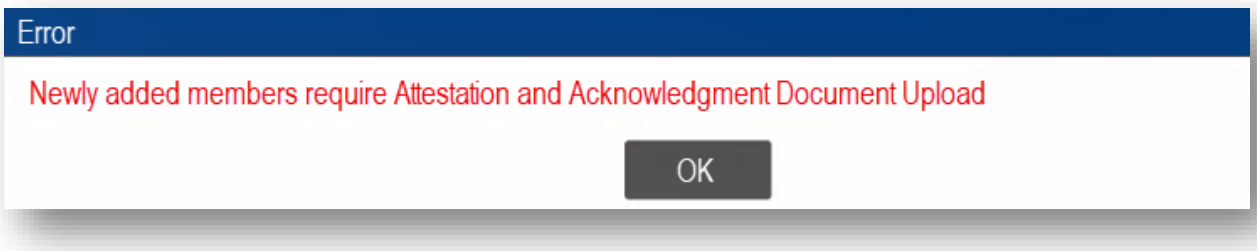
While you may have separate documents for each partnership (Ex. If you have 3 in the partnership, you will have 3 acknowledgement forms and 2 attestation forms), PNM only allows for a single upload for each document.

Note: Be sure to group or bundle these documents into a single attestation document and a single acknowledgment document before uploading.

- To upload this document, click **Browse**.

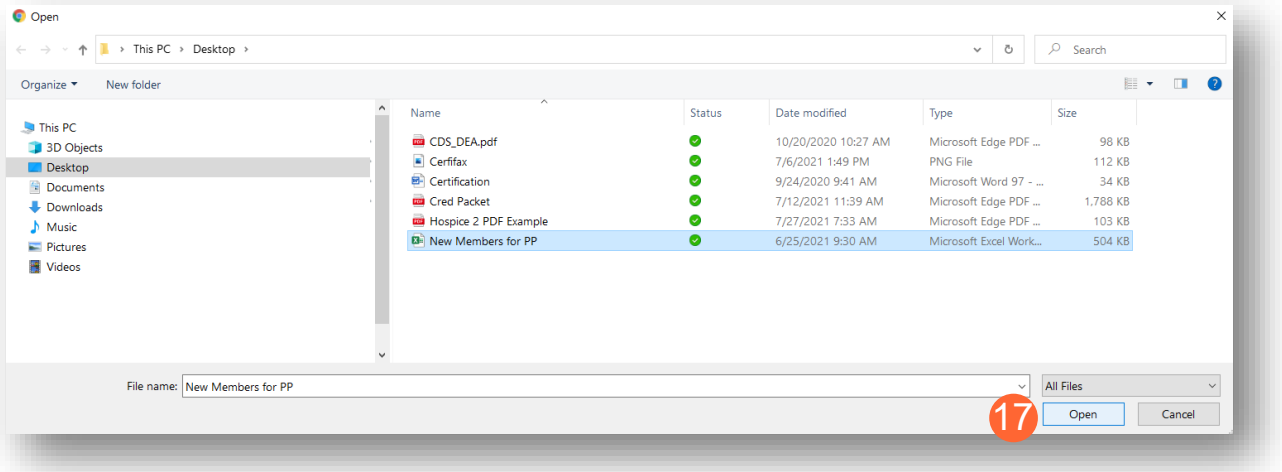


Note: Attestation and Acknowledgment document documents are required to be uploaded. If these documents are not uploaded to indicate the newly added Practice Partnership Members, PNM displays this error message:

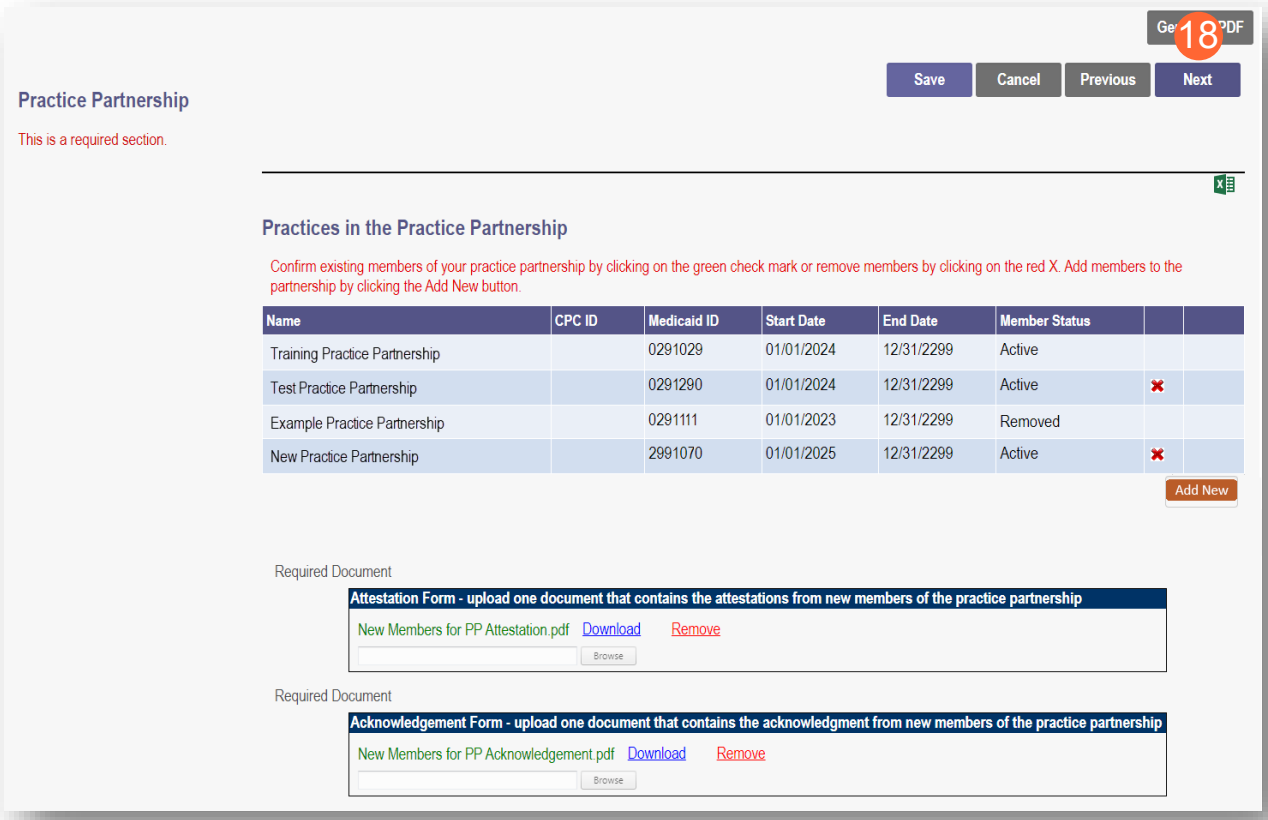


Click **OK** to dismiss.

Step 17: Locate on your computer, the file you wish to upload. Select the file and click **Open**.

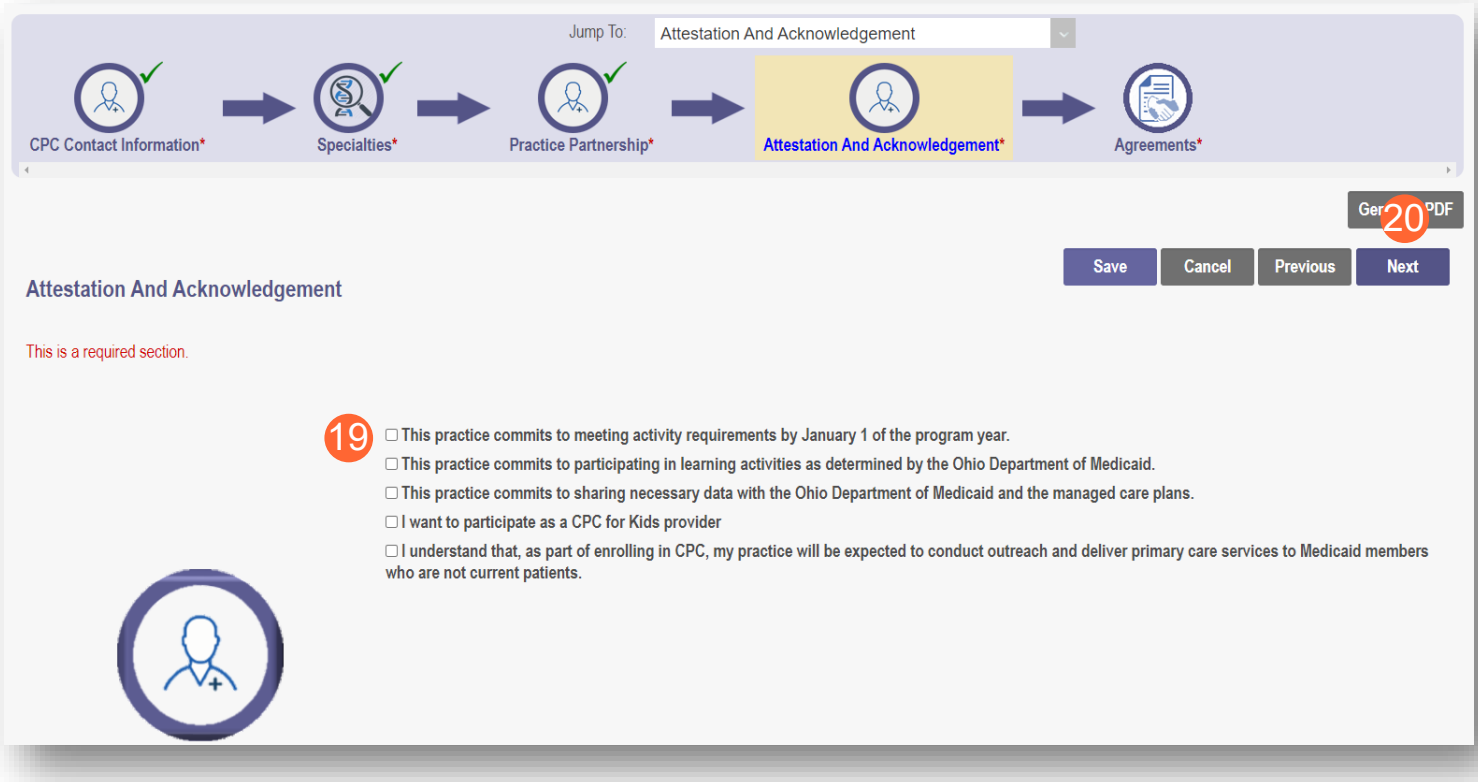


Step 18: When all Practice Partnership Members have been affirmed, removed, or added, and all documents are uploaded, click **Next** to proceed to the next page.

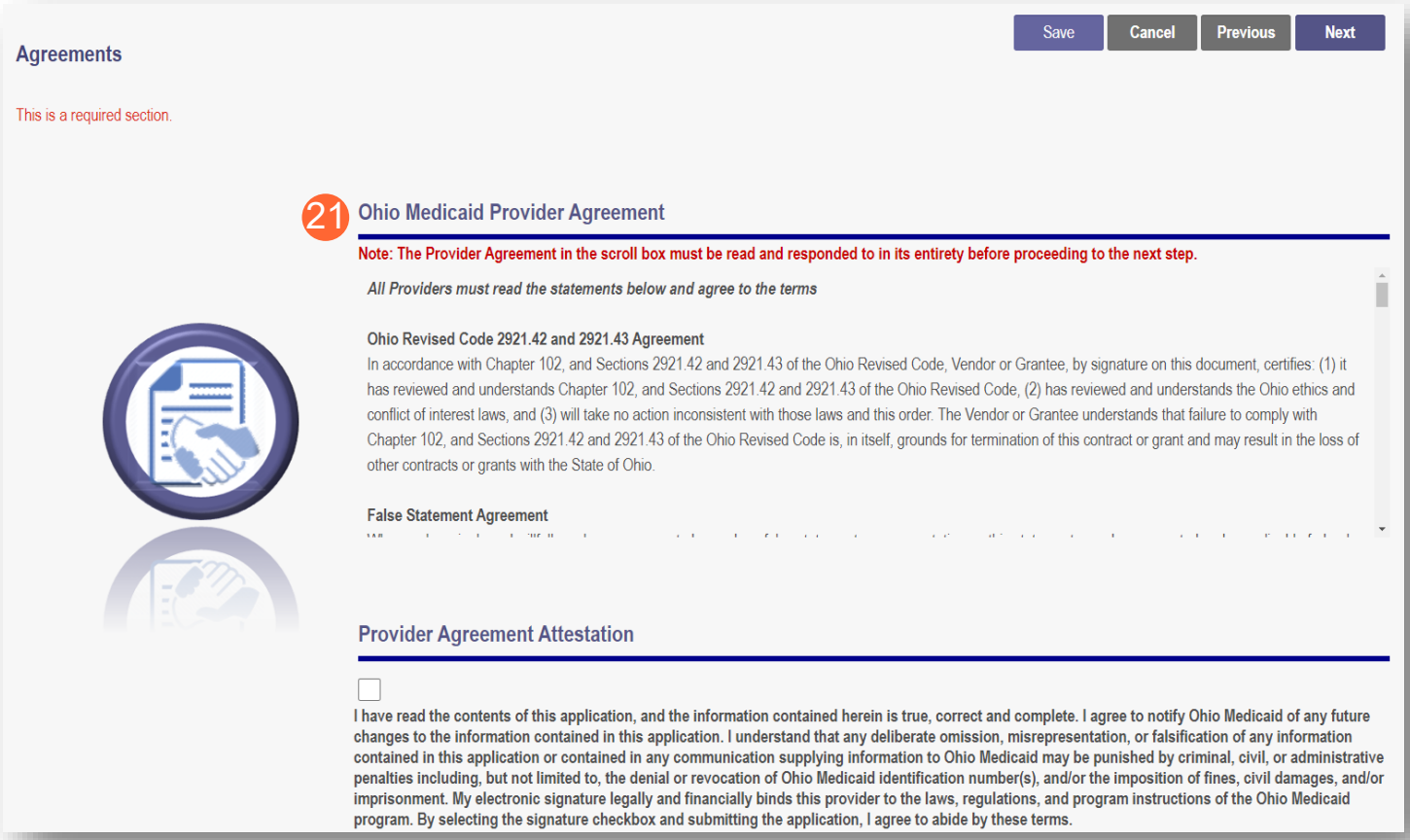


Step 19: Read and review all attestation statements. Select the checkboxes to confirm that you agree to each statement *(the attestation for a CPC for Kids provider will only appear if the CPC for Kids specialty was requested)*.

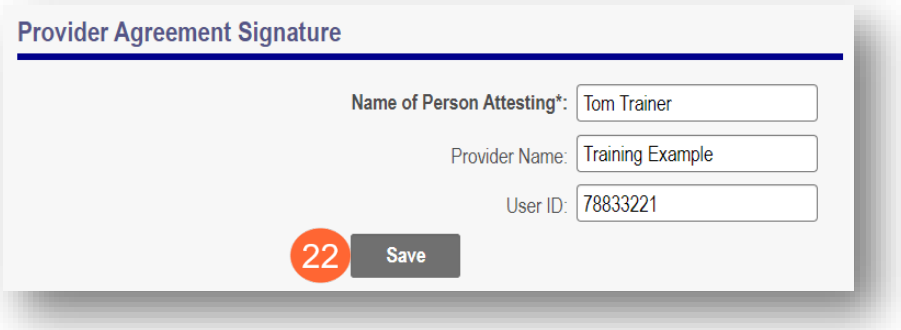
Step 20: Click the **Next** button to proceed to the next page.



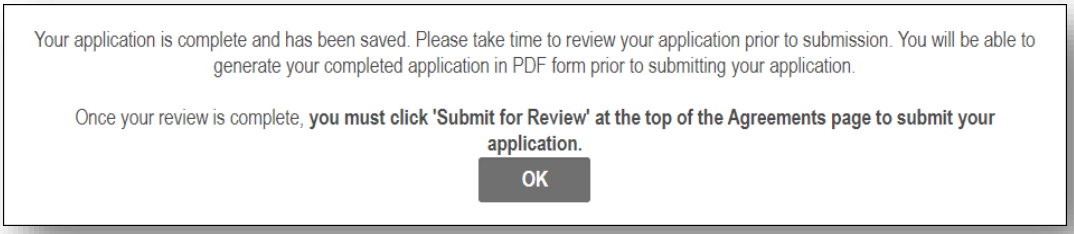
Step 21: Read and review all agreements (use the imbedded scroll bars as needed). Select checkboxes to confirm you have read the agreements and attest the information that you provided is true and accurate.



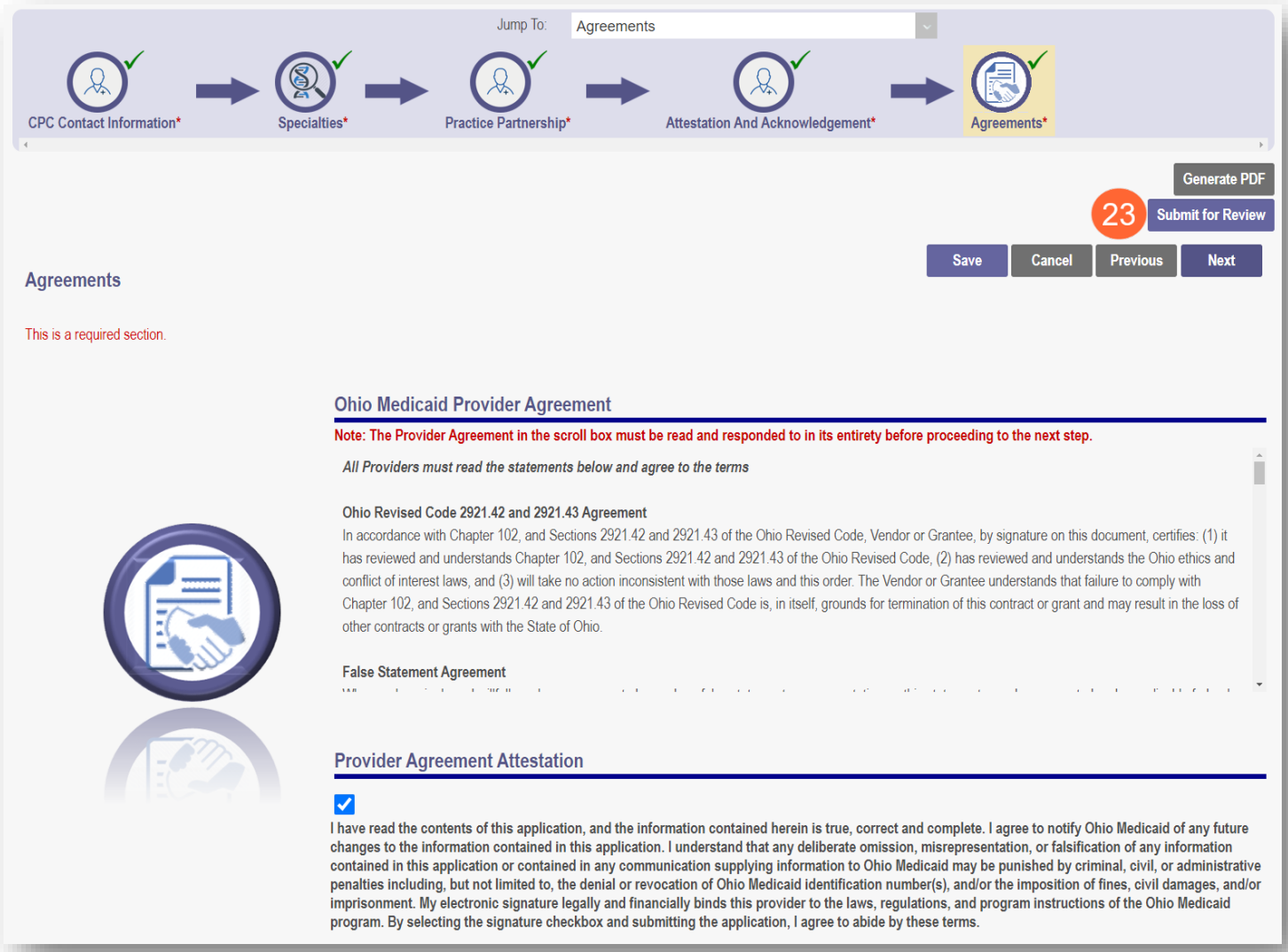
Step 22: Complete the Provider Agreement Signature and click **Save**.



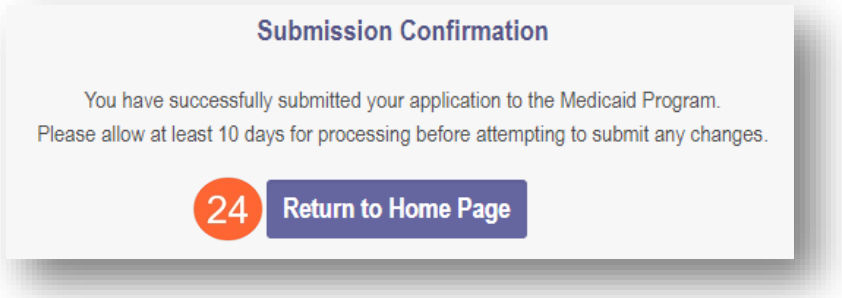
Note: A message, indicating your application is complete and has saved, displays. Click **OK** to advance.



Step 23: When your application is complete, select **Submit for Review**.



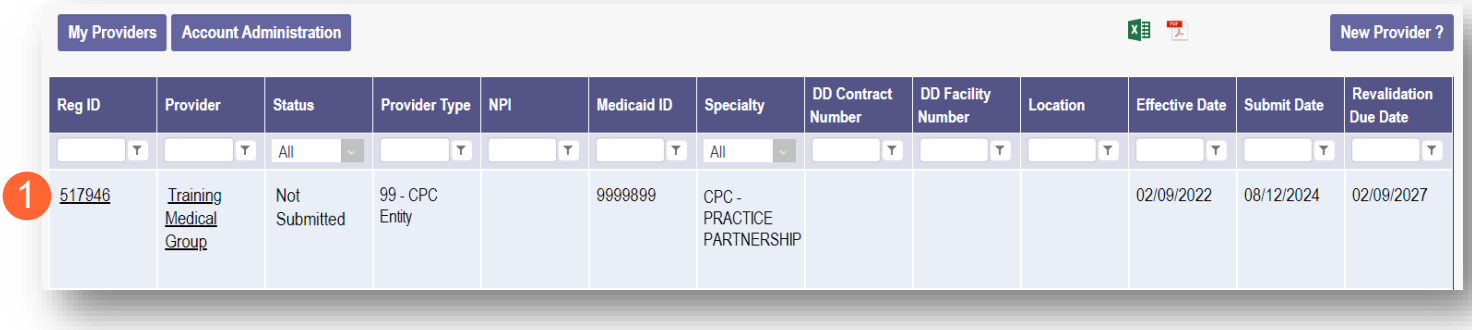
Step 24: You will receive a confirmation message for the application submission. Click **Return to Home Page**.



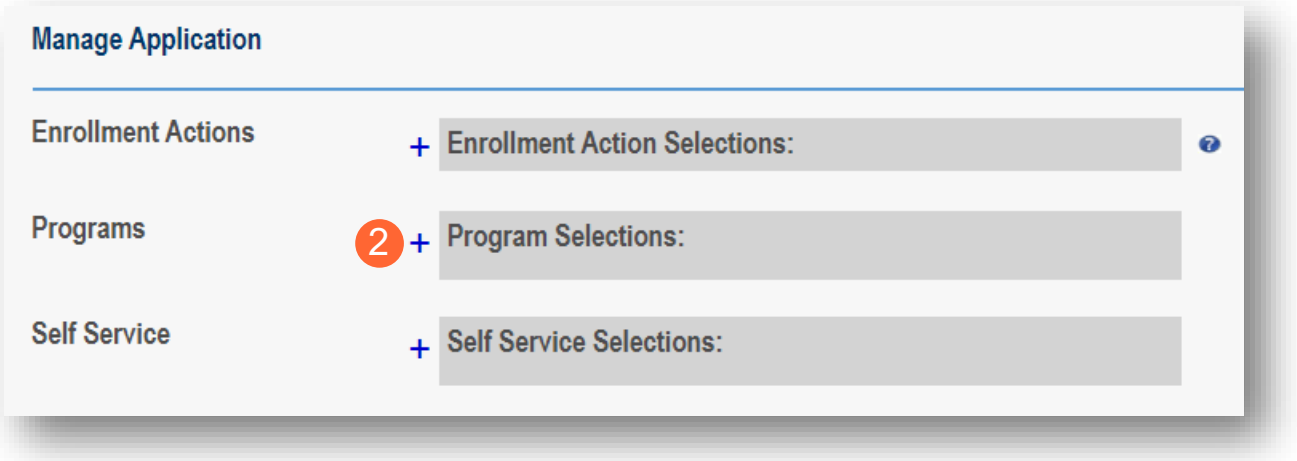
Continuing an 'In Progress' Re-Attestation

If a CPC re-attestation application has been initiated, but has not been submitted, a user can pick up the 'in progress' program enrollment to continue adding information. The steps below show how to access an application that has been initiated but not submitted.

Step 1: Click the Reg ID or Provider hyperlink for the 'CPC Entity' provider for which you wish to continue the re-attestation. *The provider displays with a 'Not Submitted' status.*

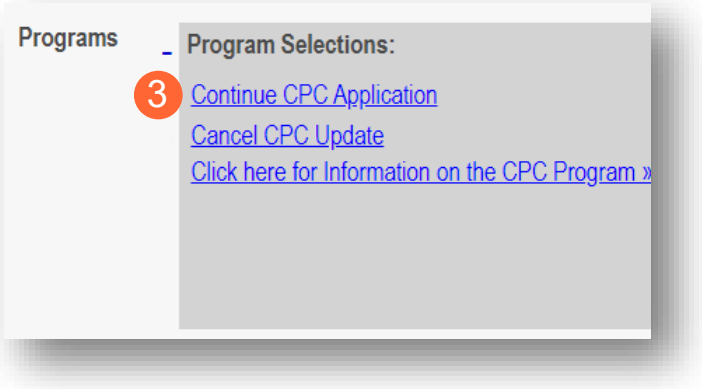


Step 2: Expand the Program Selections by clicking the '+' icon.



Step 3: Click the hyperlink “Continue CPC Application.”

Note: If you wish to cancel the re-attestation application, follow the steps listed in the next section.



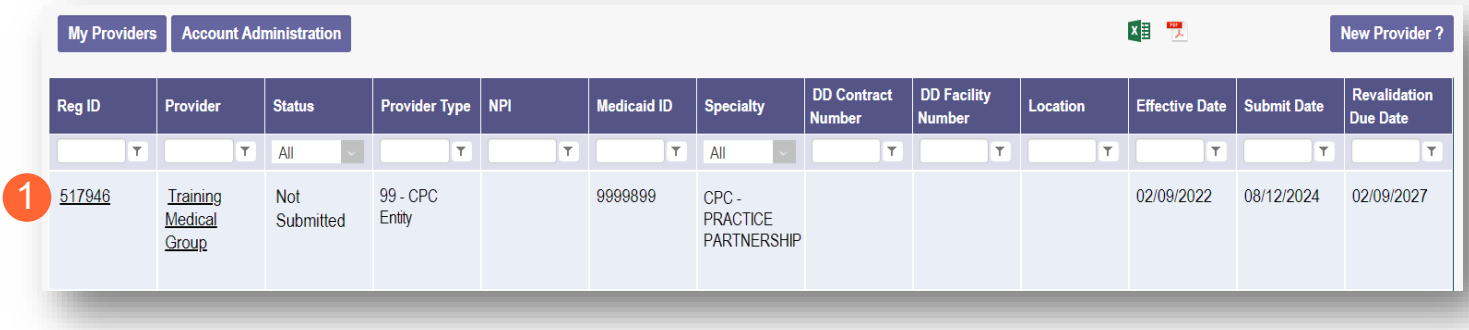
Note: PNM will open to the first ‘unsaved’ page of the application.

- Review the sections of this document for the steps to complete the different pages of the application.

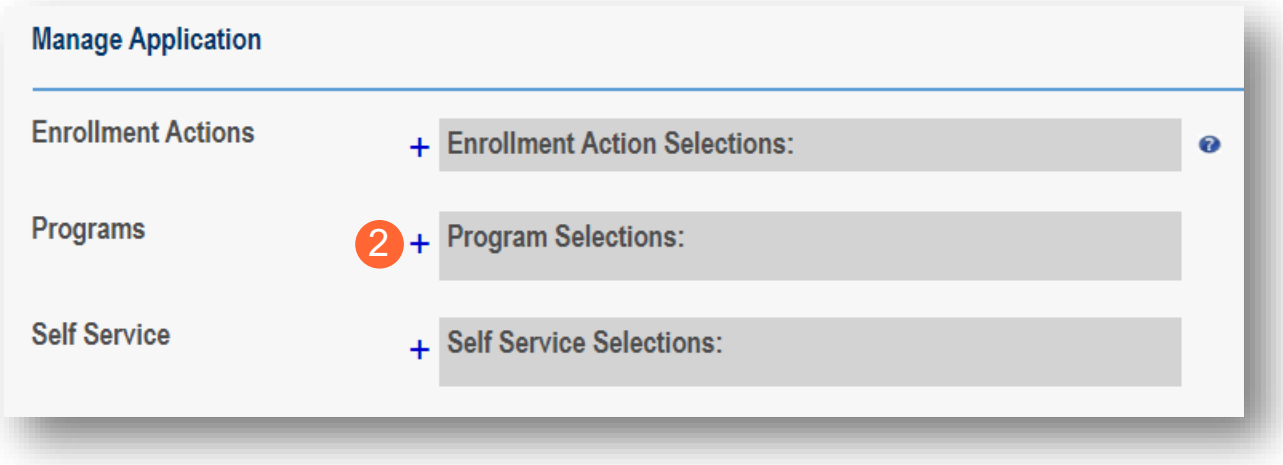
Canceling an 'In Progress' Re-Attestation

If a CPC program enrollment application has been initiated, but you wish to cancel the enrollment, you can complete this process through PNM.

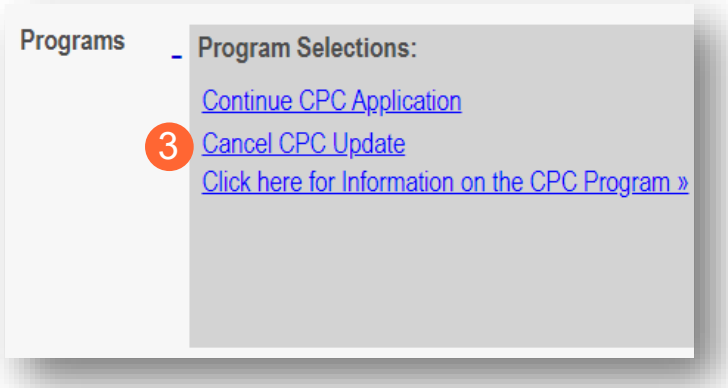
Step 1: Click the Reg ID or Provider hyperlink for the 'CPC Entity' provider for which you wish to continue the re-attestation. *The provider displays with a 'Not Submitted' status.*



Step 2: Expand the Program Selections by clicking the '+' icon.



Step 3: Click the hyperlink "Cancel CPC Update."

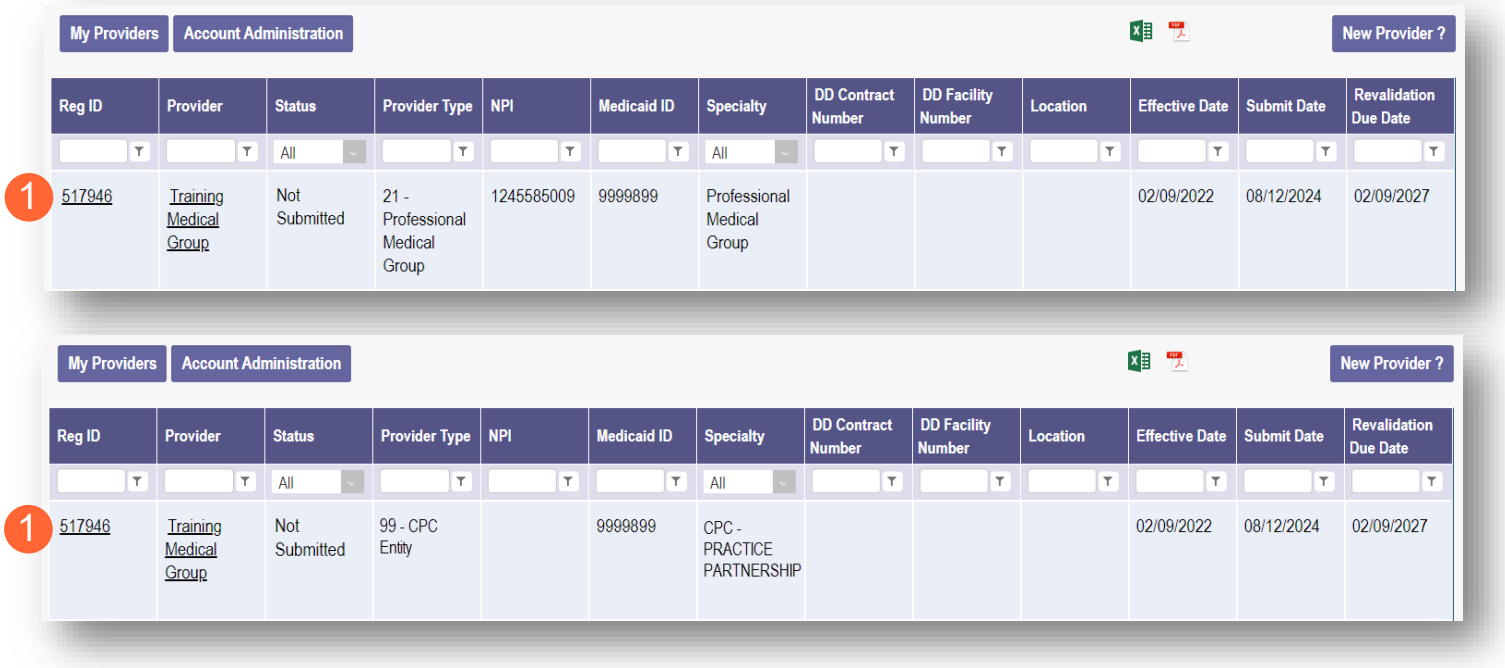


Completing Return to Provider (RTP) Process

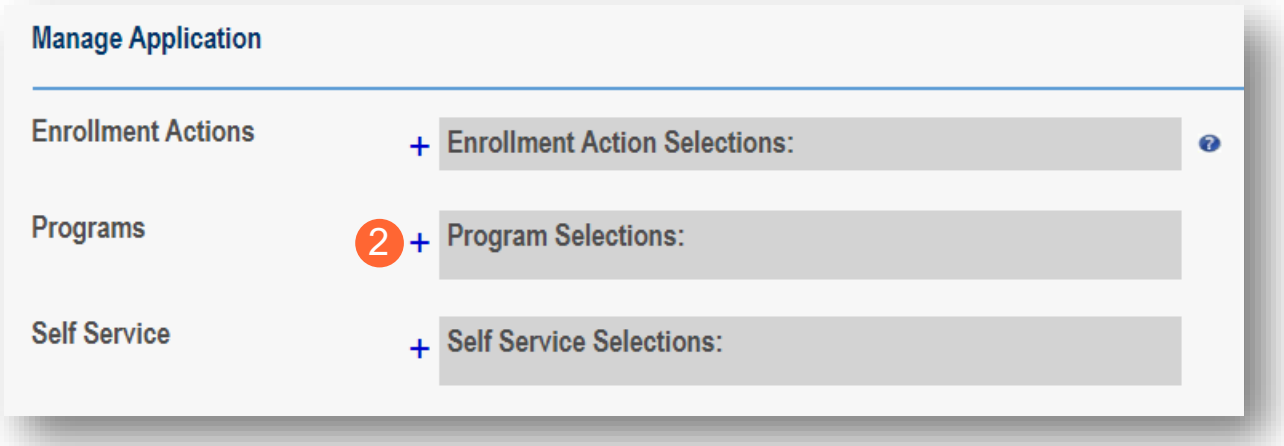
During the process of reviewing the application, if it is determined that the application does not contain all the necessary information, the application may be sent back requesting information be added.

For a description on the information that is needed, locate the "RTP Notice" by accessing enrollment correspondence in PNM.

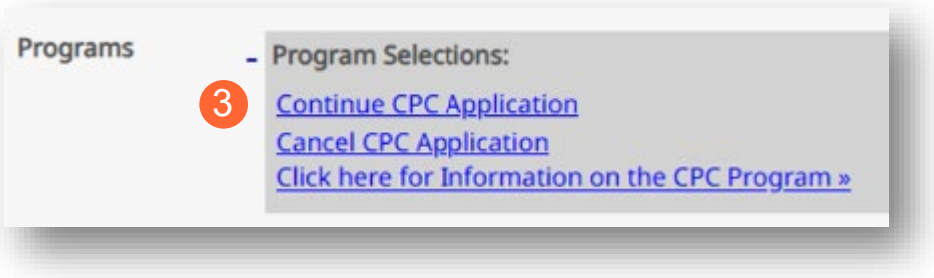
Step 1: Click the Reg ID or Provider hyperlink for the provider for which you wish to continue the application. *The provider is listed with a 'Not Submitted' status.*



Step 2: Expand the Program Selections by clicking the '+' icon.



Step 3: Click the hyperlink “Continue CPC Application.”

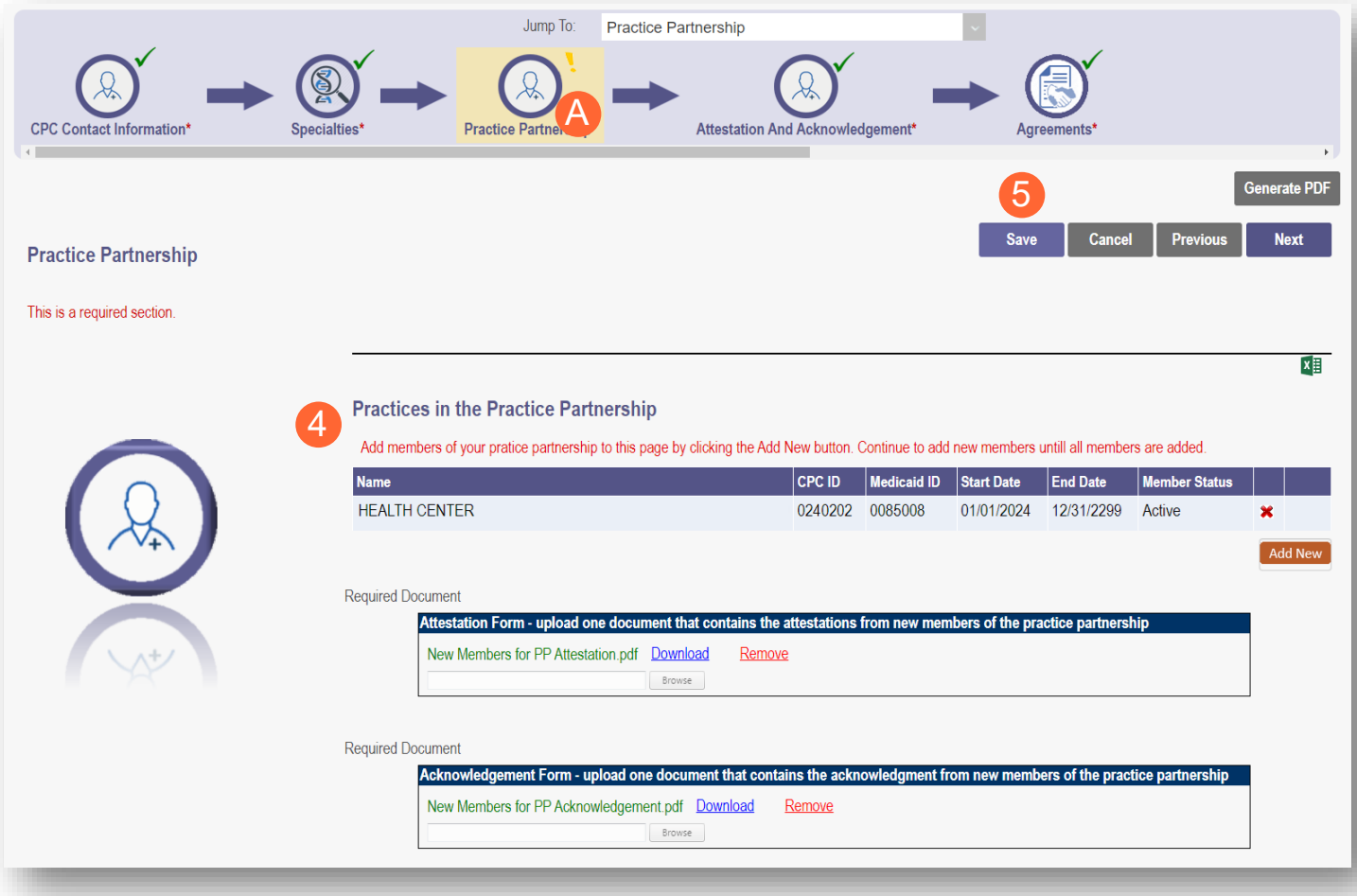


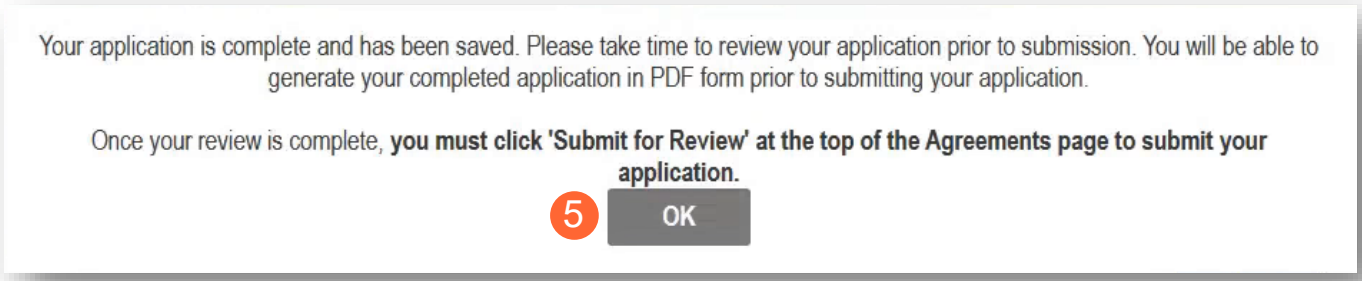
Step 4: Correct or update the information or document on the page which was returned.

Note: The page that needs to be address should be indicated with a ‘yellow exclamation’ point in the navigation bar (A).

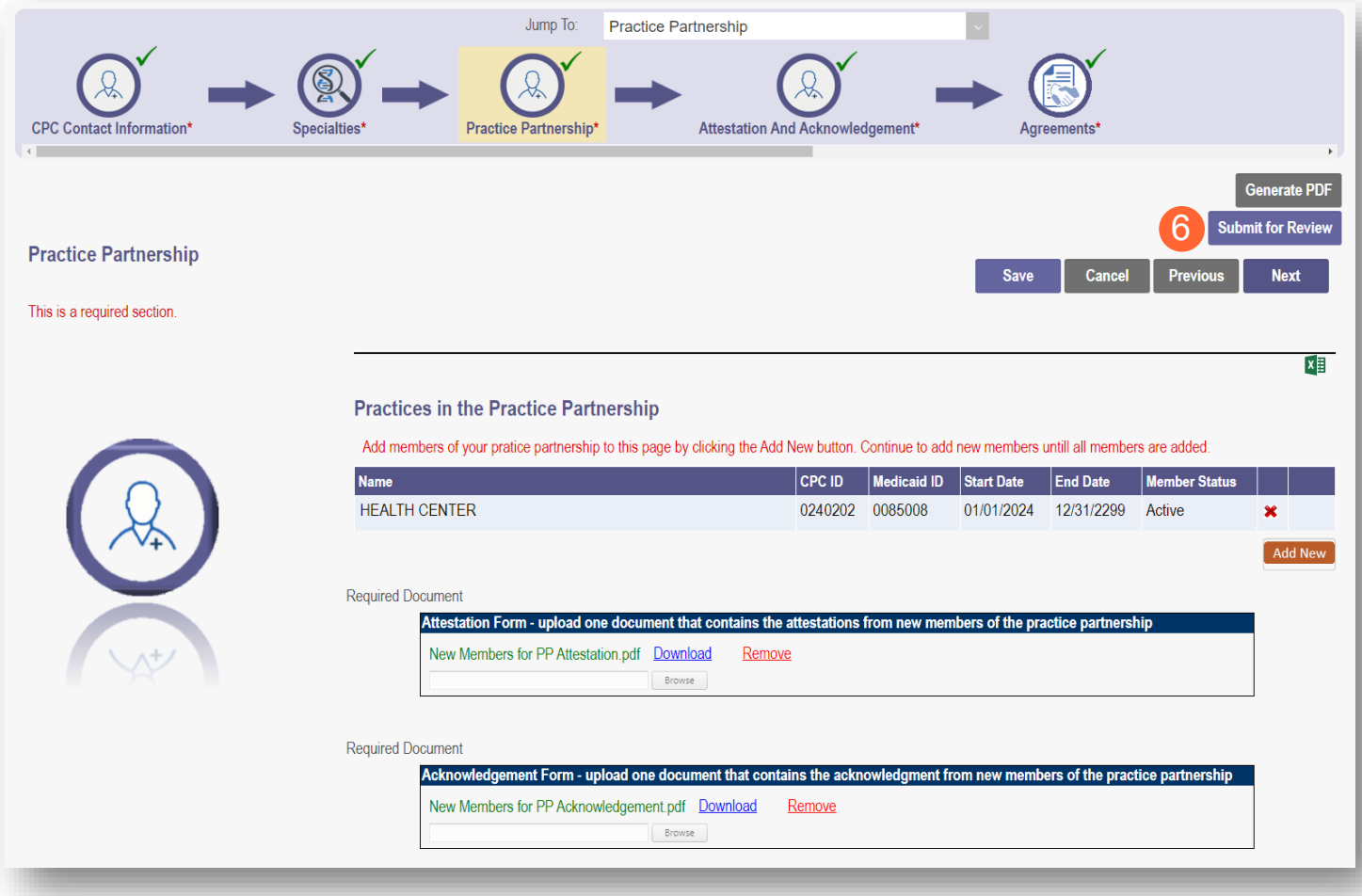
Step 5: Click **Save** to save the new information.

- You will receive a message stating the application has been saved. Click **OK**.



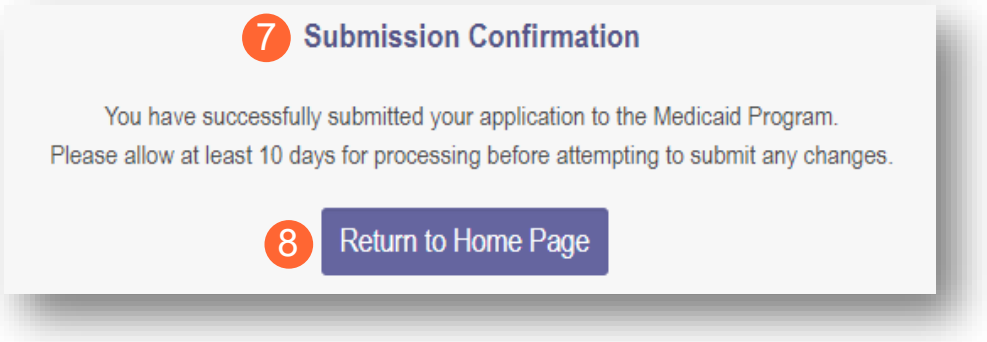


Step 6: To resubmit your application for review, click the **Submit for Review** button.



Step 7: You will receive a message indicating your application has been resubmitted.

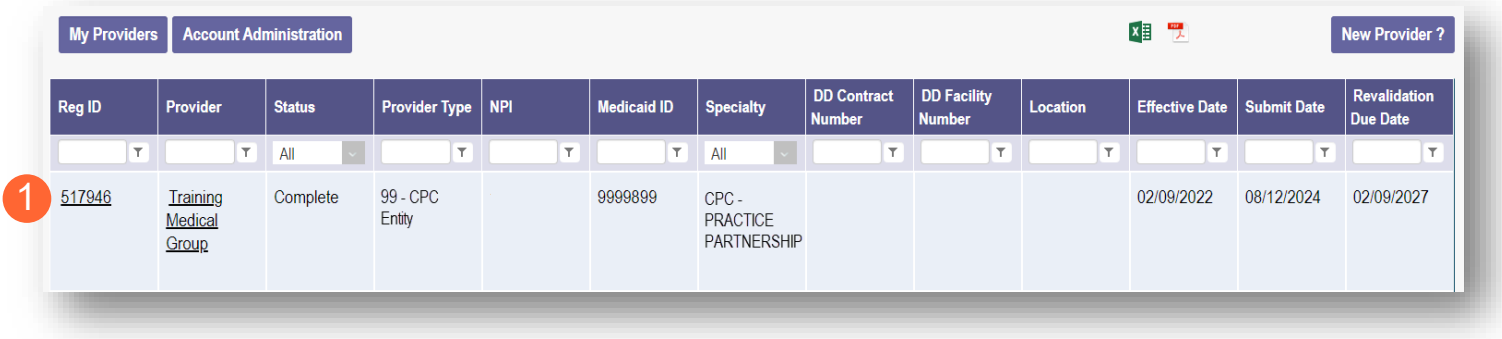
Step 8: To access your dashboard, click **Return to Home Page**.



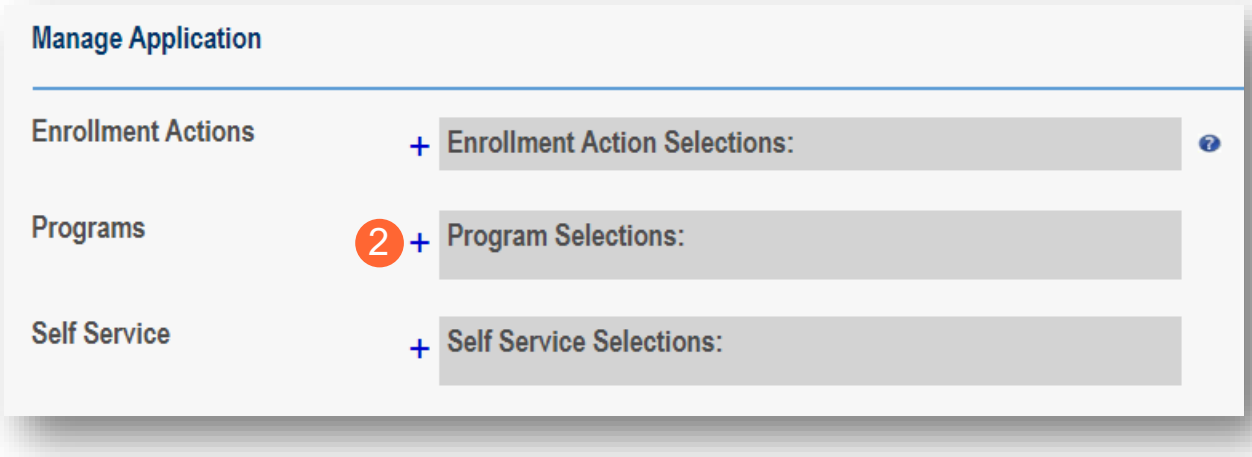
Update CPC Contact

CPC contact information can be updated at any time while the 'CPC Entity' provider is in an enrollment status of 'Complete.' This update to the contact information does not have to occur during the Open Enrollment period.

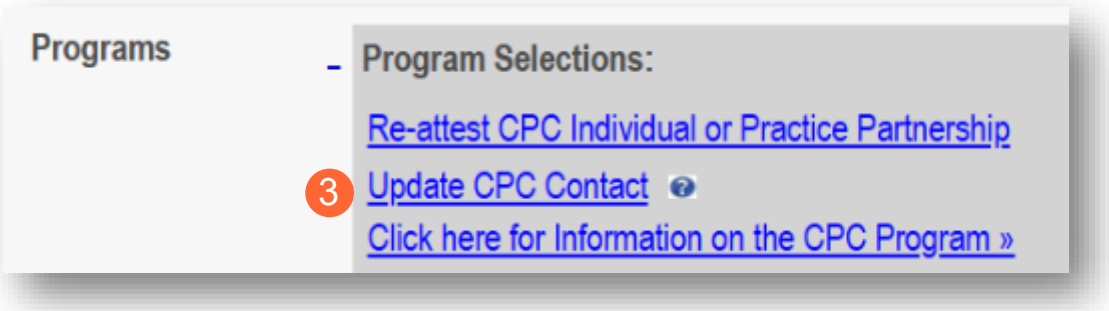
Step 1: Click the Reg ID or Provider hyperlink for the 'CPC Entity' provider for which you wish to update contact information.



Step 2: Expand the Program Selections by clicking the '+' icon.

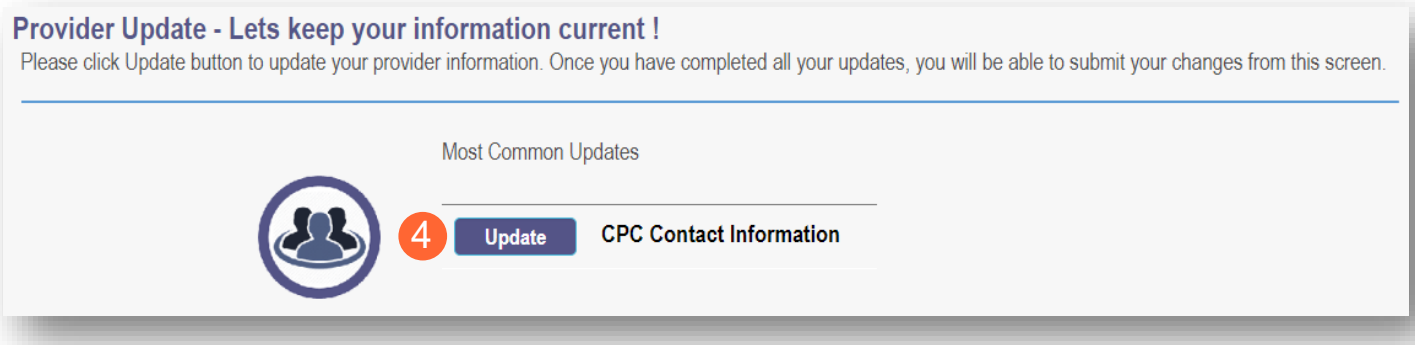


Step 3: Click the hyperlink “Update CPC Contact.”

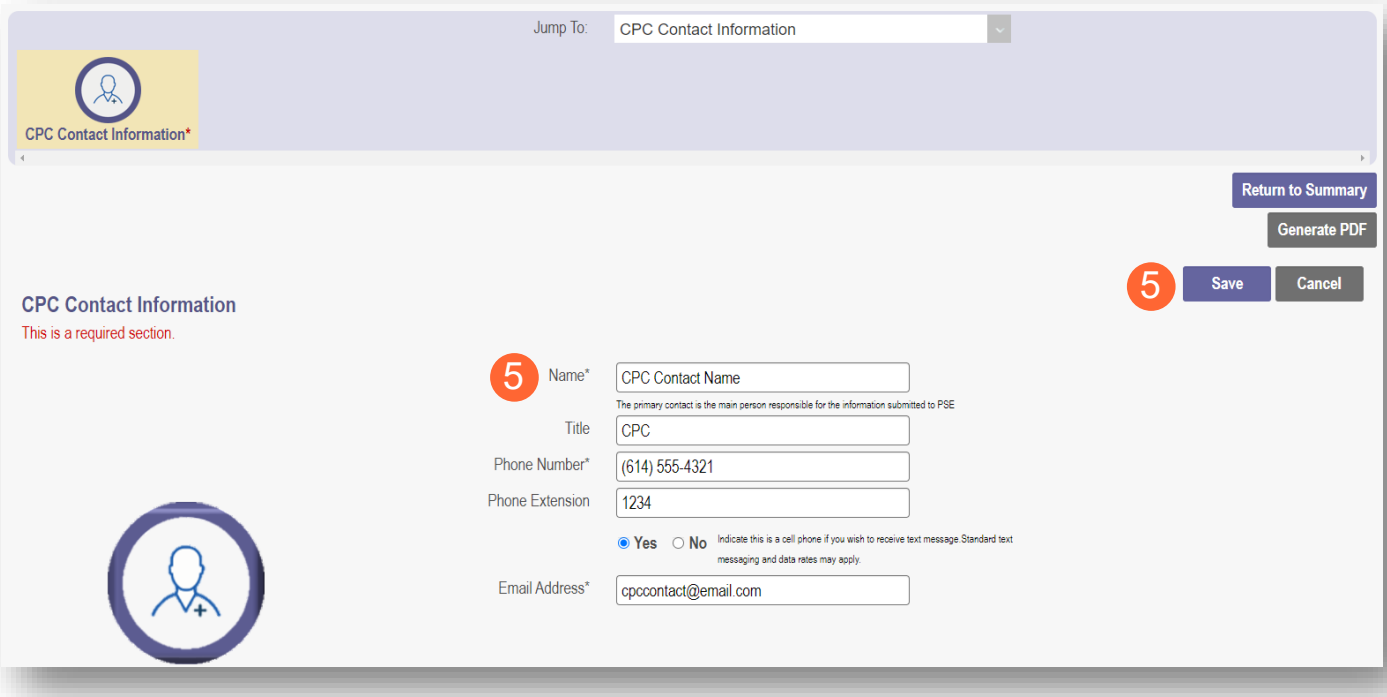


Step 4: On the Provider Update page, select **Update** next to CPC Contact Information.

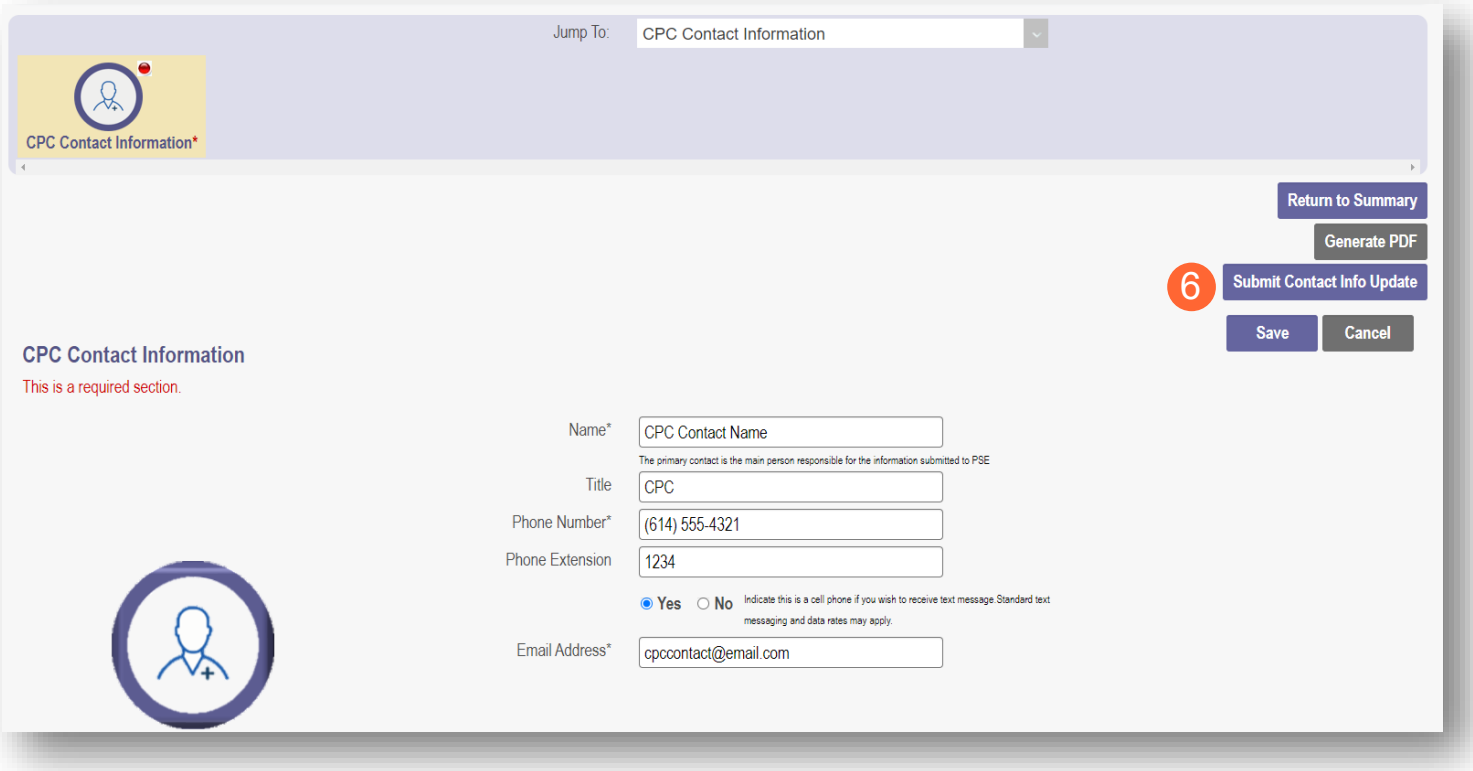
Note: This is the only option that appears on the Provider Update list.



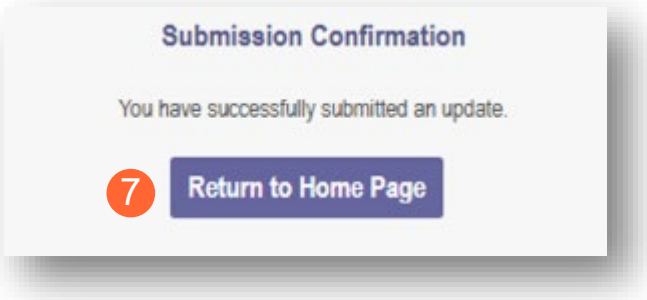
Step 5: Update the necessary contact information fields and click **Save**.



Step 6: After saving the information, click **Submit Contact Info Update** to process the change.



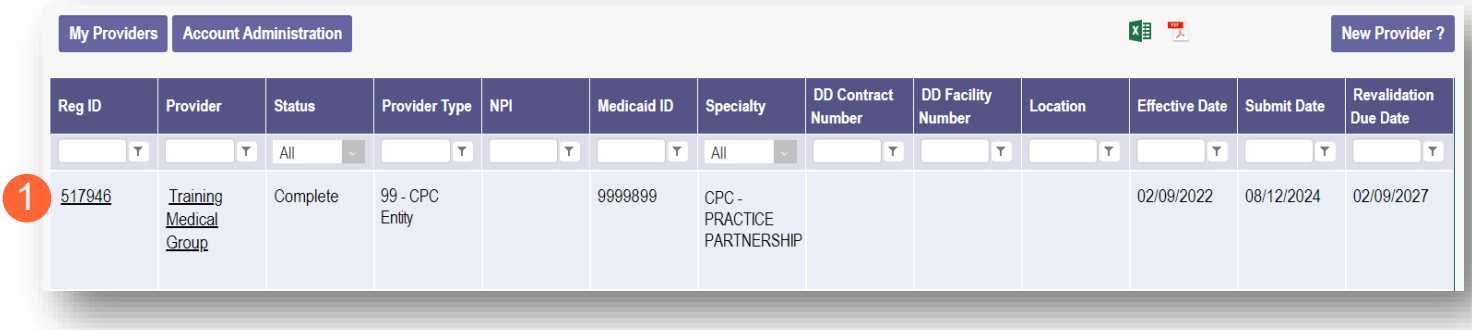
Step 7: A submission confirmation message displays to indicate the change to the contact information has been submitted successfully. Click **Return to Home Page** to go back to the provider dashboard.



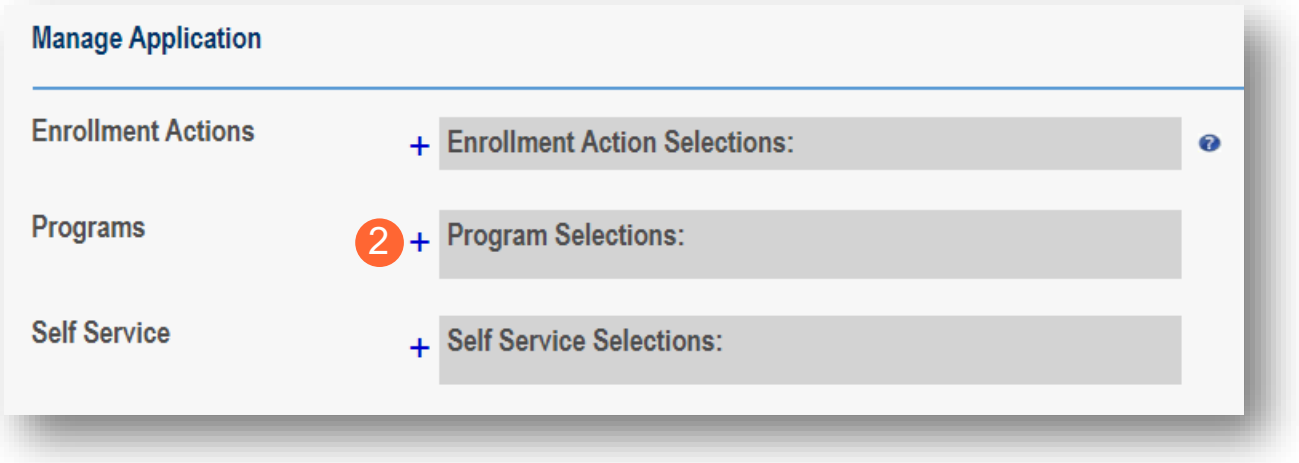
Cancel Update CPC Contact

If an update to CPC Contact information is made, but you do not wish to proceed or process the update, it can be canceled.

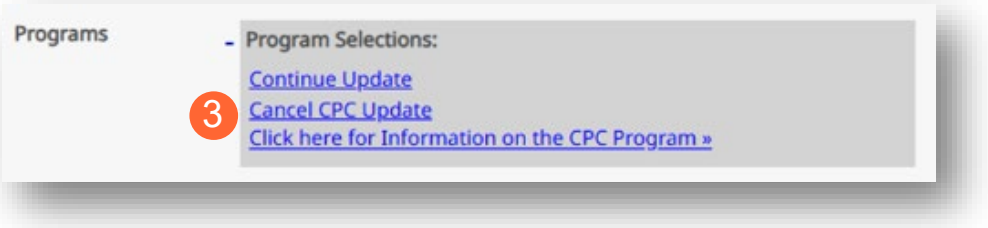
Step 1: Click the Reg ID or Provider hyperlink for the 'CPC Entity' provider for which you started to update contact information.



Step 2: Expand the Program Selections by clicking the '+' icon.



Step 3: Click the hyperlink “Cancel CPC Update.”

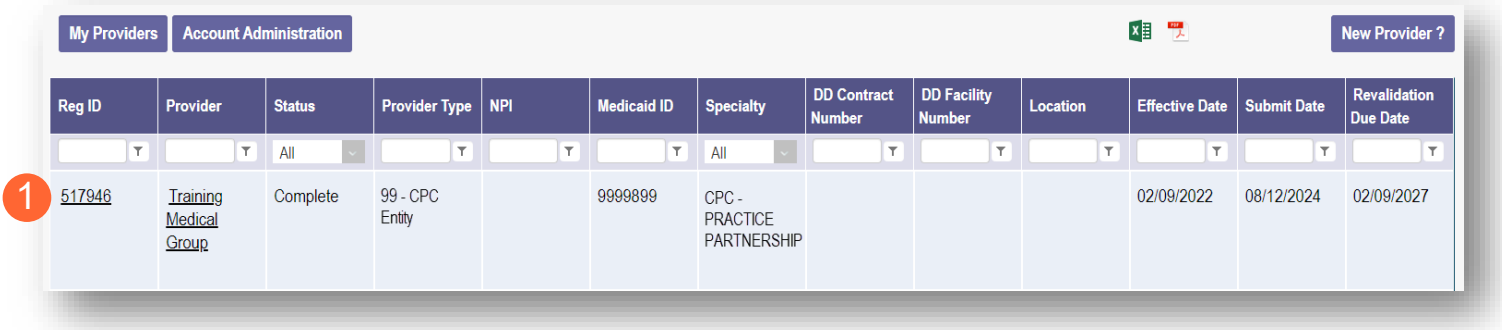


Changing Enrollment Information (During Open Enrollment)

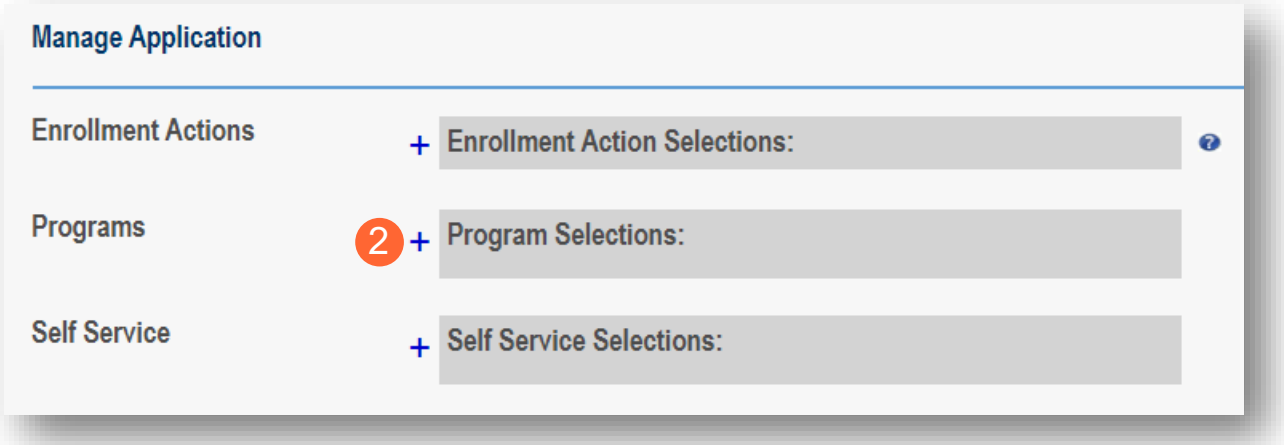
If a CPC program enrollment or re-attestation has been submitted and approved, but the Open Enrollment period is still in effect, changes can be made to the CPC enrollment or re-attestation application. The Provider Administrator or Provider Agent (with the 'APM Agent' role) assigned to the Medicaid CPC ID for the 'CPC Entity' provider type 99 can complete this process.

Note: The only updates allowed as part of this process are adding or removing the CPC for Kids specialty and then adding or removing Practice Partnership members in a partnership entity. These changes have to be made separately. Once one update is submitted and approved, the next update can be made. All changes to this information must be complete before the conclusion of the open enrollment period.

Step 1: Click the Reg ID or Provider hyperlink for the 'CPC Entity' provider for which you wish to continue the application.

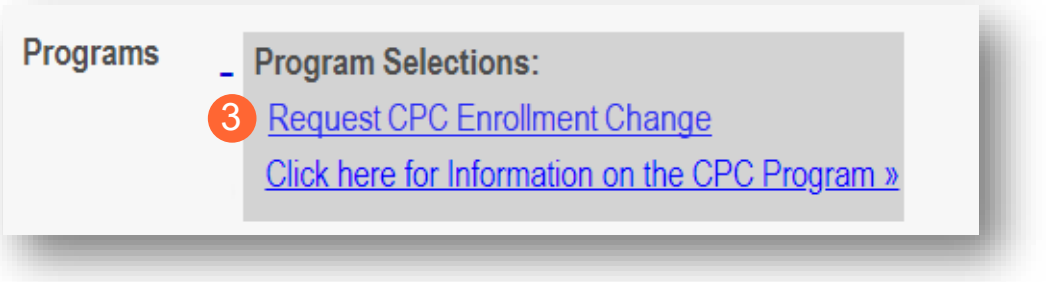


Step 2: Expand the Program Selections by clicking the '+' icon.

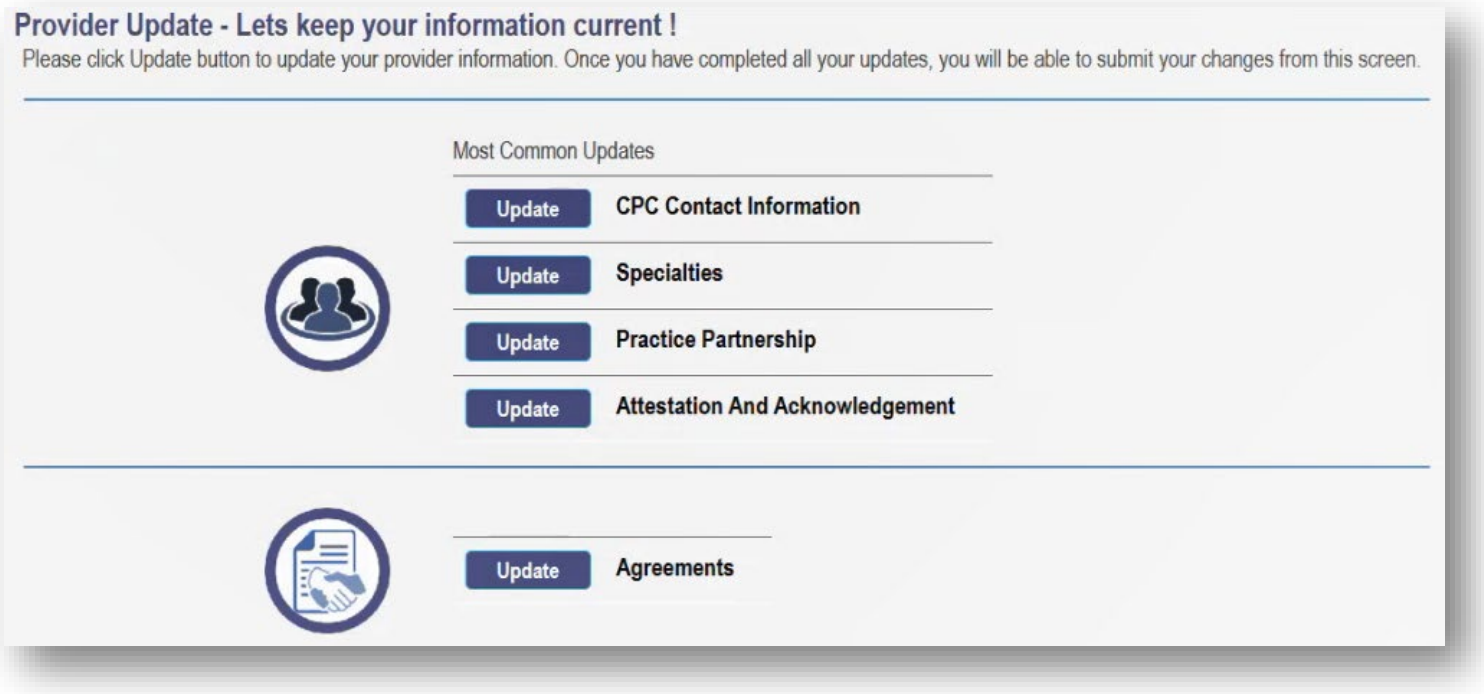


Step 3: Click the hyperlink “Request CPC Enrollment Change.”

Note: This link will only appear when a CPC application has been received and approved, but the Open Enrollment period is still in effect.



Step 4: Select, by clicking **Update**, the page where change(s) should be made.



Review the sections of this document for instructons on how to make changes to specific pages of the CPC new enrollment or re-attestation application.

Uploading Supplemental Clinical Documents

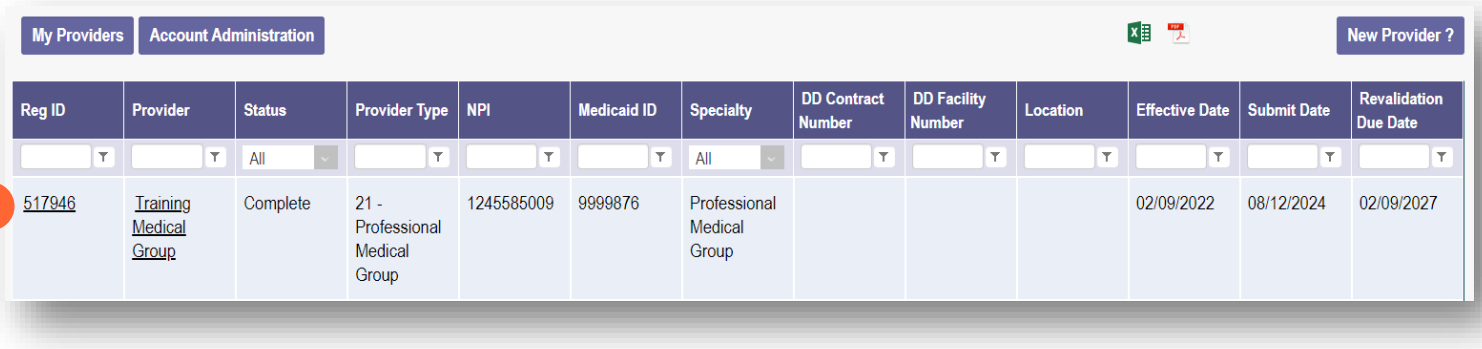
Providers can upload documents (BMI, Blood Pressure, HbA1C) for the CPC program within PNM.

Note: Use the following steps for each individual upload and do not combine more than one record type in each attachment.

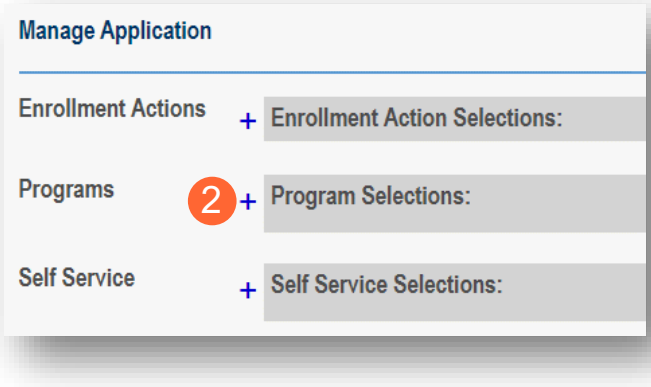
Note: The option to upload documents appears under the Primary Medicaid ID.

Note: Any Provider Agent user seeking to upload documents will need to have the 'APM Agent' role assigned to them for the Primary Medicaid ID.

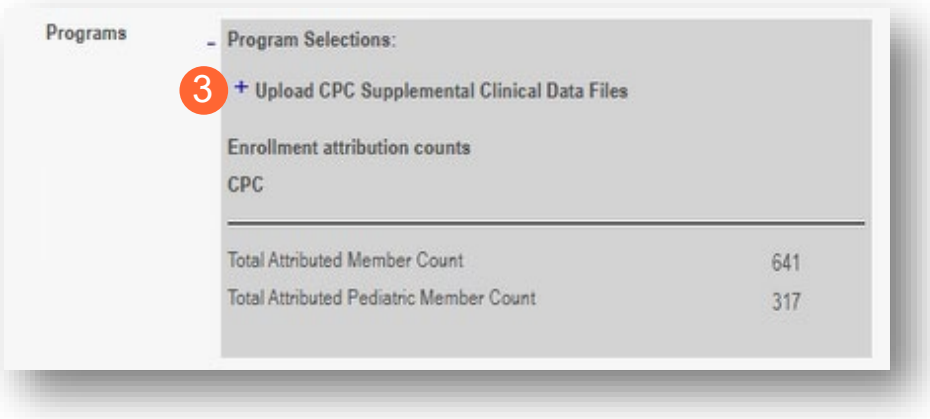
Step 1: Once logged in as a Provider Administrator, or Provider Agent with the 'APM Agent' role assigned, click the hyperlink under **Reg ID** or **Provider** to access the Provider Management page.



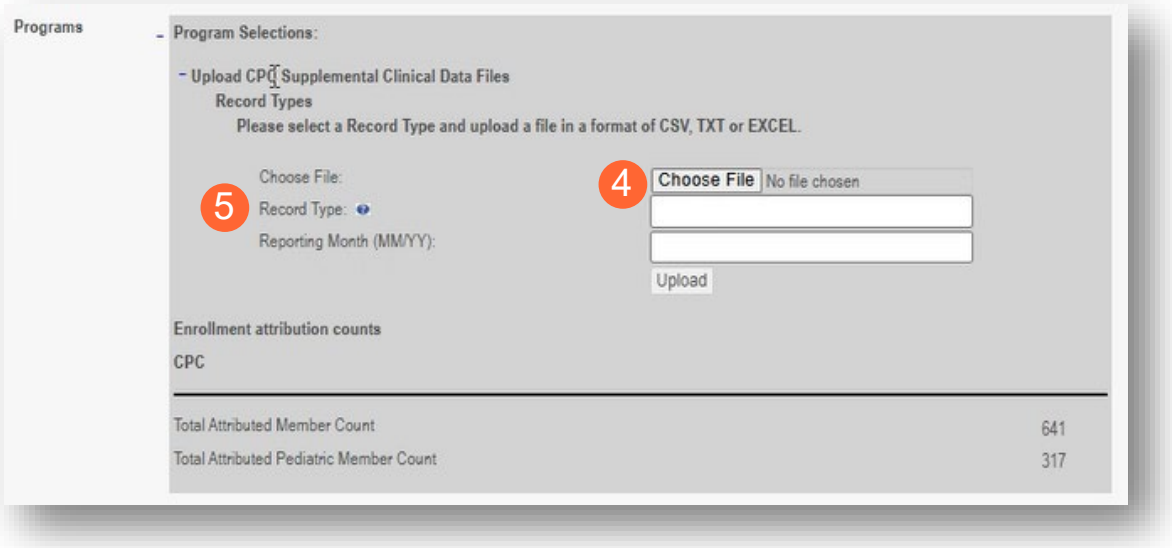
Step 2: Click the '**+**' symbol next to '**Program Selections:**'



Step 3: Click the '**+**' icon next to '**Upload CPC Supplemental Clinical Data Files**'.



Step 4: After the options expand, click **Choose File** and locate the file on your computer you wish to upload. Once added, the name of the document will appear next to the **Choose File** button.



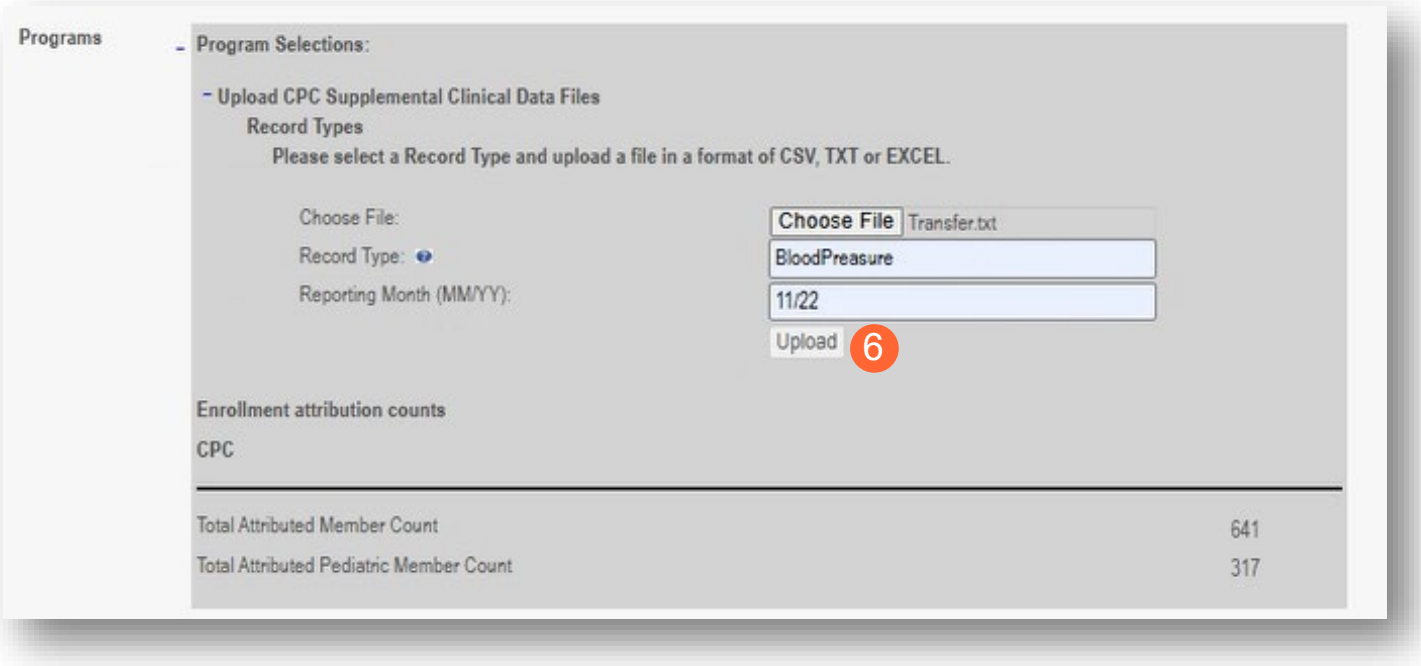
Step 5: After the document has been added, enter the following:

- **Record Type** – The name of the record type that correlates with the supplemental clinical data document being uploaded. The Record Type entered can only be one of the following:
  - BMI
  - BloodPressure
  - HbA1C

  Note: Entering anything other than the three (3) items listed will result in receiving an error message.

  Note: Acceptable document formats include CSV, TXT, or Excel
- **Reporting Month** – Enter the last month that the data is to be attributed to in MM/YY format.

Step 6: After the document file has been added, the Record Type has been entered, and the Reporting Month (MM/YY) has been entered, click **Upload**.



Step 7: A confirmation message will display to indicate a successful upload. Click **OK**.