

Global Administrator Change Quick Reference Guide:

What is a Global Administrator Change and when do I need to complete one?

A **Global Administrator Change Process** is initiated when a Provider Administrator departs—whether due to an unexpected exit or a planned role transition-- and ALL the Medicaid IDs associated with their dashboard must be reassigned to another PNM user to ensure continuity of access and oversight.

- If the Admin has enabled Power Agents (with Access Management), then a Power Agent can complete the reassignment of all the Medicaid IDs from the Admins dashboard to another Admin or a Power Agent (with Access Management) through the Global Administrator Change process.
- As a reminder, there is only one Provider Administrator allowed per Medicaid ID.

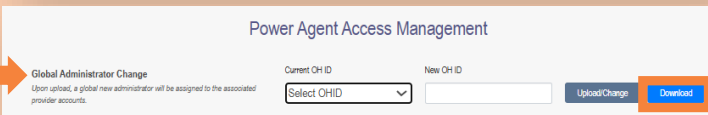
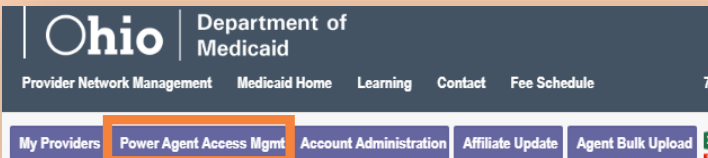
Please Note:

- It is the organization's responsibility to establish and enforce internal policies for managing Provider Administrator role assignments, Power Agent designations, and related changes to ensure accuracy, accountability, and operational integrity.
- Best practices for organizational Provider Administrators include establishing clear internal policies for managing Power Agent assignments and role changes. These responsibilities rest with the organization to ensure accountability and minimize errors.
- Organizations are expected to proactively define and maintain internal processes for managing Provider Administrator roles and Power Agent assignments, ensuring changes are handled accurately and consistently to support effective oversight.

Steps:

1

Global Administrator Change



- After logging into your dashboard with your OHID, click the **Power Agent Access Mgmt** button.

- In the Global Administrator Change section, click the **Download** button.

2

Global Administrator Change Form

- This form can be completed digitally or manually by the Provider Administrator or provisioned Power Agent.

You will need to include:

- **Reason for Global Admin Change**
- **Name** (*Current and New*)
- **OHID** (*Current and New*)
- **Email** (*Current and New*)
- **Effective Date**
- **Authorizing Signature**

Ohio Department of Medicaid
PROVIDER NETWORK MANAGEMENT (PNM)
GLOBAL ADMINISTRATOR CHANGE FORM

The purpose of this form is to document when the current provider administrator's portfolio (all providers listed on their dashboard) needs to be changed to another administrator within the same organization. This change is a global administrator change. The transfer of provider administrator rights to a new administrator within the organization may be temporary (e.g., a few months to cover a leave of absence) or permanent (e.g., the current administrator transitions to a new role or leaves the organization). Temporary changes require the submission of a new Global Administrator Change Form to restore the original provider administrator. The global administrator change will transfer provider administrator rights for all providers listed on the current administrator's dashboard in PNM to the new administrator. Each Medicaid ID will continue to only have one active Administrator at a time.

Please complete the information listed below and sign the form. Upload the completed, signed form to PNM when prompted during the global administrator change process.

THIS REASON FOR THE GLOBAL ADMINISTRATOR CHANGE IS:
(Indicate the reason for the global administrator change here)

	CURRENT PROVIDER ADMINISTRATOR	REPLACEMENT/NEW PROVIDER ADMINISTRATOR
NAME		
OH ID		
EMAIL		
EFFECTIVE DATE		

Authorizing Signature: _____ Date: _____
Printed Name of Authorizing Signature: _____
For instructions on completing the Global Administrator Change process, navigate to the Provider Education & Training

Global Administrator Change Quick Reference Guide:

Steps:

3

Selecting the Current and New OHIDs

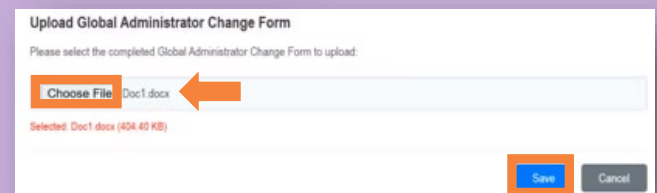
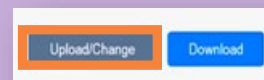
- Select the OHID of the current Provider Administrator under the **Current OHID** dropdown.
- Then, enter the OHID of the new Provider Administrator in the **New OHID** box.

The screenshot shows the 'Power Agent Access Management' interface. On the left, a box titled 'Global Administrator Change' contains the text: 'Upon upload, a global new administrator will be assigned to the associated provider accounts.' To the right, there are two input fields: 'Current OH ID' and 'New OH ID'. The 'Current OH ID' field is a dropdown menu with 'Select OHID' and 'ramprov2' visible. An orange arrow points to the dropdown arrow. The 'New OH ID' field is a text box with an orange arrow pointing to it. To the right of these fields are two buttons: 'Upload/Change' and 'Download'.

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Uploading the Global Administrator Change Form

- Once the Global Administrator Change Form is completed, click the **Upload/Change** button.
- The Upload Global Administrator Change Form dialog box opens. Click the **Choose File** button to upload the completed file from your computer.
 - File types supported: .doc, .docx, .pdf, .jpeg, .jpg, .png, .tiff
- Once the correct file name displays in the upload bar, click **Save**.



Note: The uploaded Global Administrator Change Form is solely for documentation purposes on behalf of the organization.

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Additional Resources

- For more details on the new Power Agent Role, please refer to the Power Agent User Guide on the PNM Learning Page.
- You may also find an updated Agent Assignments & Actions QRG, Bulk Agent Upload QRG, and many other helpful resources on the PNM Learning Page.