

Overview: PNM Enhancements & Power Agent Role

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
209987	JENNYFER A	Submitted	20 - Physician/Osteo Individual		4592357	ORTHOPEdic SURGERY				06/17/2021	06/08/2025	03/30/2024

NEW Power Agent Access Mgmt button – Provision and manage who is a Power Agent. Plus, this button allows a Provider Administrator or Power Agent the ability to globally change one entire Administrator’s portfolio to another Administrator.

- The Power Agent role in PNM gives designated provider agents broader access to perform nearly all administrative functions. This will offer enhanced administrative flexibility for organizations that need more than one person to have administrator capabilities — especially for organizations managing large numbers of agents.
- If your organization has no agents, very few agents, or is satisfied with your current setup, no action is required.
- **Account Administration button** – **NEW** enhancements for managing and searching for Provider Agents and their actions/roles for each Medicaid ID. Plus, a streamlined process for reassigning a single Administrator in PNM.
- **NEW Agent Bulk Upload button** – Upload Provider Agents and their actions/roles in one ‘bulk’ form.

Power Agent Access Mgmt (Management)

Power Agent Access Mgmt

- A provisioned Power Agent has the same abilities as a Provider Administrator.
- The default is to have no Power Agents. No system changes will be made to your current configuration unless you choose to utilize the new role.
- To enable Power Agents, select **Yes (will require at least 1 Power Agent)**.

Power Agent Access Management

Global Administrator Change
Upon upload, a global new administrator will be assigned to the associated provider accounts.

Current OH ID: New OH ID:

I would like to enable Power Agents: No (default - 1 admin only) **Yes (will require at least 1 Power Agent)**

- Delegated Provider Administrators – May assign up to 10 Power Agents
- All other Provider Administrators – May assign up to 5 Power Agents

Power Agent Access Mgmt (Management)

To provision a new Power Agent, click the **Add New** button.

I would like to enable Power Agents: No (default - 1 admin only) Yes (will require at least 1 Power Agent)

Power Agent Provisioning History
Power Agent default functionality will include the same activities that an administrator can perform, except Access Management. Access Management gives the ability to grant agent access to all agents and the ability to add power agents.

 Search by OH ID, Email, or Name:

Provider Administrator OHID	Power Agent OHID	Power Agent Email	Power Agent User Name	Access Management	Actions
ramprov2	71064401	bonita.wyche@parallon.com	Bonita Wyche	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/> <input type="button" value="Deactivate"/>

Provisioned Power Agents will be added to the **Power Agent Provisioning History** section with the **Edit** and **Deactivate** options available.

- In the **Add New Power Agent** pop-up window, enter the OHID and email associated to the Agent.
- Check the **Access Management** box to allow the Power Agent the ability to add other Power Agents, provision Agent assignments/actions, and reassign the Provider Administrator for a Medicaid ID.
- Click the **Add** button.

Add New Power Agent

Access Management	Power Agent OHID	Power Agent Email	Power Agent User Name
<input checked="" type="checkbox"/>	<input type="text" value="Enter OH ID"/>	<input type="text"/>	<input type="text"/>

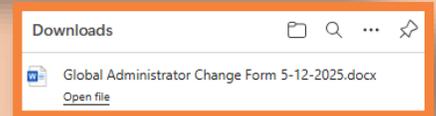
Overview: PNM Enhancements & Power Agent Role

Power Agent Access Mgmt (Management)

Power Agent Access Mgmt

A **Global Administrator Change** functionality is now available for a Provider Administrator to have their entire portfolio changed to another Provider Administrator or Power Agent. The new global administrator is assigned to the associated provider accounts.

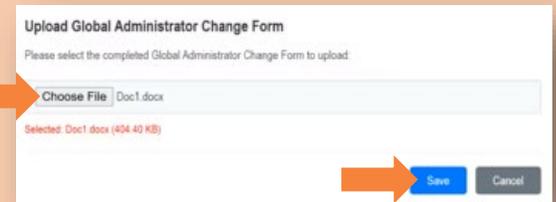
- To set up the global administrator change, click the **Download** button and download the **Global Administrator Change Form**.
- Complete the form and save it to your computer.



Power Agent Access Mgmt (Management)

When a global transfer is needed, a provisioned Power Agent can complete the Global Administrator Change process in PNM.

- Select the **Current OH ID** of the Provider Administrator from the drop-down.
- Enter the **New OH ID** for the new provider Administrator.
- Click the **Upload/Change** button.
- Choose File (the **Global Administrator Change Form**).
- Click **Save**.
- After the Global Administrator Change process is completed, the new global Administrator will be assigned to the associated provider accounts.
- If a Power Agent is selected as the new global Administrator, they will change from and Agent to an Administrator.



Account Administration

Account Administration

An enhanced provider **Account Administration** screen appears for Provider Administrators and Provisioned Power Agents (with Access Management), and allows for the ease of Provider Agent searching, Provider Administrator Reassignment, Agent assigning, and navigating for each Medicaid ID in PNM.

Note: Power Agents are NOT provisioned using the Account Administration button.

- Search by **Medicaid ID** of the Provider that needs the Provider Agent roles updates or a new Provider Agent added.
- Search by **Agent ID** to retrieve all Medicaid IDs where the Agent is currently assigned as a Provider Agent.
- Search by **Agent Sub Role** to view all the Provider Agents with that role.

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Account Administration

To provision (assign) a New Provider Agent for the selected Medicaid ID, click the **Add New Agent** button.

- Enter the Provider Agent's User Information:
 - **Agent OHID**
 - **Agent Email** (associated to the above Agent OHID)
 - **Medicaid ID** of the provider for which the Agent is to be added.
- Click **Add Agent** to be directed to select the Provider Agent roles.

Account Administration

- Select the specific **Provider Agent role(s)** to be assigned to the Provider Agent and Medicaid ID listed at the top.
- The Agent roles available for selection are based on provider type of the Medicaid ID listed.
- To finalize adding a new Provider Agent, click **Add Agent**.

NOTE: Updated Agent Roles:

- **'Enrollment Agent' role now includes the ability to respond to a Return to Provider (RTP) on an initial new enrollment application.**
- **'EFT Agent' role will now have access to view and make updates to the Electronic Funds Transfer (EFT) page.**

Account Administration

A newly added Provider Agent will appear with **Edit** and **Deactivate** buttons .

	Medicaid ID	Provider Name	Agent OH ID	Agent Name	Agent Roles
Edit Deactivate					Claim Submission,1099 Information,EFT Agent

- To edit the Agent role(s) assigned to the Medicaid ID, click the **Edit** button.
- To deactivate the Agent's access to the selected Medicaid ID, click **Deactivate**.

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Account Administration

- To reassign the Provider Administrator of one Medicaid ID to another Provider Administrator within PNM, click the **Reassign Admin** button. As a reminder, there is only ONE Provider Administrator allowed per Medicaid ID.
 - Use the **Reassign Admin** button when transferring Provider Administrators and the New Administrator OHID is known.
 - NOTE:** If transferring the Provider Administrator role from someone within your organization to a Provider Administrator outside your organization, and the New Administrator OHID is unknown, then use the **Admin Change Request Form** (insert link).

Provider Account Administration

Medicaid ID:

Agent Sub Role:

Agent ID:

Account Administration

When using the **Reassign Administrator** button:

- Enter the Medicaid ID of the provider that is having the Provider Administrator role changed.
- Enter the New Administrator OHID.
- Click Save.
 - The newly assigned Provider Administrator role will take effect.

Reassign Administrator

Medicaid ID:

New Administrator OHID:

Agent Bulk Upload

Agent Bulk Upload

To begin the Bulk Agent upload process, click the **Agent Bulk Upload** button.

Menu Ohio Department of Medicaid

Provider Network Management Medicaid Home Learning Contact Fee Schedule

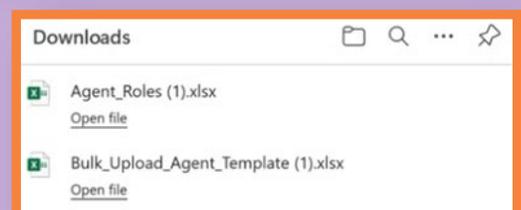
Bulk Agent Upload

Field mapping and validations for the template upload are defined in the Reference tab in the template.

Agent Bulk Upload Template:

Agent Role List:

- Click the Excel icon next to **Agent Bulk Upload Template** and download (save) the Excel template to your computer.
- Click the Excel icon next to **Agent Role List** and download (save) the Excel template to your computer.
 - The Provider Agent assignments listed on the template will take effect after the Agent Bulk Upload Template is completed and uploaded to PNM.



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Agent Bulk Upload

Role Name
Hospital Contact
Hosp Cost Report Upload
Hospice Enroll Search
Hospice Enroll Maintenance
Prior Authorization Submit
Prior Authorization Search
Eligibility
Claim Search
Claim Submission

Agent Role List

- The **Agent Role List** contains the exact wording to be used in the Granted Role to AGENT column on the **Agent Bulk Upload Template** for each Agent role that needs added or deleted on the Excel template.

Update Type	Provider Administrator OHID PROD	Medicaid ID	Agent OH ID PROD	GrantedRole to AGENT
A				Hospital Contact
A				Hosp Cost Report Upload
A				Hospice Enroll Search
D				Prior Authorization Search
D				Eligibility
D				Eligibility
A				FET Agent
A				Claim Submission
A				Claim Search
D				Hospice Enroll Search
D				Hospice Enroll Maintenance
A				All Roles

Example Bulk Upload Agent Template

Agent Bulk Upload

- Use the **Reference** tab on the **Agent Bulk Upload Template** to understand how the information is to be entered in each column on the Bulk Upload tab on the Excel template.

Example Bulk Upload Agent Template with Reference tab

Agent Bulk Upload

- Save the completed template as a file to your computer.
 - Click **Upload File**, locate the saved file on your computer, and upload the file (template).
- PNM only accepts only an exact match of the Agent roles from the Agent Role List on the template and correct usage of each column on the template as described in the Reference tab on the template.
- Click the **View Response** link located in the **Bulk Agent Upload History** section to view PNM's response to each line item on the upload.
- If an error is found on the template, use the Bulk Agent Error Code Reference section to understand what the error code means. Correct any errors on the template and resubmit the template.
- Corrected errors that are accepted after resubmission will take effect.



File Upload Date	File Name	File Upload Status	Upload	Response
09/13/2025	Bulk_Upload_Agent_Template_Test1_2.xlsx	Complete	View Upload	View Response

Error Code	Field(s)	Validation
BU1	Provider Administrator Id	Administrator Not Found In OH ID
BU2	Agent OH ID	Agent Not Found In OH ID
BU3	Medicaid ID	Administrator not assigned to Med ID
BU4	Granted Role to Agent	Agent Role does not exist

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Switch Administrator

When a Power Agent is provisioned by multiple Provider Administrators, they must choose which Provider Administrator account to work in before accessing their dashboard.

Select Provider Administrator

The Power Agent is associated with multiple Provider Administrators. Which Provider Administrator account would you like to manage?

Provider Administrator OHID:

OK **Cancel**

- Select the Administrator account to manage and then click **OK**.
- The Power Agent dashboard shown will include only the Medicaid IDs assigned to the Provider Administrator that is selected.

Switch Administrator

- The **red text** above the dashboard shows which Provider Administrator account you're currently working.
- The **Switch Administrator** button appears on the dashboard.

My Providers Power Agent Access Mgmt Account Administration Affiliate Update Agent Bulk Upload **Switch Administrator**   New Provider ?

Now displaying for Administrator

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
9221		Not Submitted	12 - FEDERALLY QUALIFIED HEALTH CENTER			FQHC Medical				06/21/2011		

Switch Administrator

Switch Administrator

Click the **Switch Administrator** button to manage a different Administrator dashboard.

- Select the Administrator account you would like to manage and then click **OK**.
 - The Power Agent dashboard will include only the Medicaid IDs assigned to the Provider Administrator that is selected.
 - The **red text** above the dashboard shows which Provider Administrator account you're currently working in..

Select Provider Administrator

The Power Agent is associated with multiple Provider Administrators. Which Provider Administrator account would you like to manage?

Provider Administrator OHID:

Prov Admin

Prov AdminII

My Providers Power Agent Access Mgmt Account Administration Affiliate Update Agent Bulk Upload **Switch Administrator**   New Provider ?

Now displaying for Administrator