USER GUIDE

Submitting a Plan of Correction (POC) for Site Visit Deficiencies

Updating Provider Information

Ohio | **Department of Medicaid**

Table of Contents

Introduction

This user manual provides the steps and examples of different workflows regarding the Plan of Correction (POC) for Site Visit Deficiencies in the Provider Network Management (PNM) system. This document focuses on the Enrollment Actions Selection, as well as various scenarios providers might experience throughout the process.

Under the Enrollment Actions Selection, providers may see various options based on the stage or type of application in PNM. The most common options are listed below:

- New Registration
- Revalidation
- Update
- Reapplication
- Types of applications not subject to Site Visits

NOTE: For ease of providers, screenshots of various application stages in PNM and a table detailing scenarios per application type/status have been included toward the end of this user guide.

Provider User Initial Login

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

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

Step 2: Enter the User ID

Step 3: Click 'Go to IOP'

Step 4: The system will prompt you to enter your password and credentials on the IOP login screen illustrated below

Step 5: The next screen will allow you to 'Accept the Terms' to log into the PNM system by clicking the terms box

Notice of Operation Deficiency (NOD)

When a provider receives a Notice of Operation Deficiency (NOD), then a Plan of Correction (POC) is required to be submitted in PNM.

NOTE: The Status shown here lists 'Return to Provider for Site Visit', however the enrollment actions selections are dependent on the PNM Status linked to the specific Provider and Reg Id.

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty
		All				All
517919	Test Training	Return to Provider For Site Visit	39 - Physical Therapist, Individual	1912011818		Physical Therapy

My Providers   Account Administration

To submit a Plan of Correction (POC), locate the provider on your dashboard and click on the link under the Reg ID or Provider heading.

NOTE: During a revalidation, this process is completed by the user (Provider Administrator or Provider Agent) who submitted the provider's Medicaid enrollment information for revalidation.

Accessing the Enrollment Action Selections

Under the Manage Application section, click the '+' icon to expand the Enrollment Action Selections.

Click on the hyperlink which says, 'Continue Registration'.

*NOTE: *The 'Continue _____' link may include different verbiage depending on the application in process.*

See page 8 of this user guide for visuals regarding the Most Common Scenarios in PNM Enrollment Actions.

Manage Application

Enrollment Actions	+ Enrollment Action Selections:	❓
Programs	+ Program Selections:	
Self Service	+ Self Service Selections:	

Manage Application

Enrollment Actions — Enrollment Action Selections:
Continue Registration
Cancel New Registration
Edit Key Provider Identifiers

How to view the Notice of Operational Deficiency (NOD) in Provider Management Network (PNM)

You will be redirected to the Site Visit Screening page, where you will find the Notice of Operational Deficiency (NOD) issued by the Ohio Department of Medicaid (ODM). To view the Notice, click '**Download**.'

Under 'Plan of Correction' (POC), click on **'Browse'** to upload any required documentation mentioned in the notice.

How to upload the Plan of Correction (POC) in Provider Management Network (PNM)

To address the Notice of Operational Deficiency (NOD), create a Plan of Correction (POC).
Once developed, enter the date of the Plan of Correction (POC) in the space provided.

Upload the Plan document by clicking **Browse**.

Locate the Plan of Correction (POC) document on your computer.

Select the document and click **Open**.

How to upload the POC in PNM, continued

Confirm the document successfully uploaded by reviewing the Plan of Correction box:

- ✓ The file name of the document appears in green text.
- ✓ A **'Download'** option appears.

⑤

> Optional Document
>
> **Plan of Correction**
>
> Plan of Correction.pdf   Download
>
> [_____]   Browse

In the event additional Notice of Operational Deficiency (NOD) indications are submitted, click '**Choose File'** under the Uploaded Documents section at the bottom of the page. Here, add additional Plan of Correction (POC) documents to address the information listed in the Notice of Operational Deficiency.

Once the document is added, click **Upload File**.

⑥

> **Uploaded Documents**
>
> Please note that you will not be able to delete uploaded documents once your application has been submitted.
>
> *No uploaded documents found.*
>
> Choose File   No file chosen
>
> Name   [_____]
>
> Description   [_____]
>
> Upload file

NOTE: A single versus multiple NODs may require following this step several times, as indicated in the visual on Step 8 of this Quick Reference Guide.

Click the **Plan of Correction** button to submit the Plan of Correction (POC) document to the Ohio Department of Medicaid.

⑦

> Generate PDF
>
> Plan of Correction
>
> Cancel
>
> Original Screening Complete Date 02/01/2023
>
> Optional Document
> **Notice Of Deficiency**
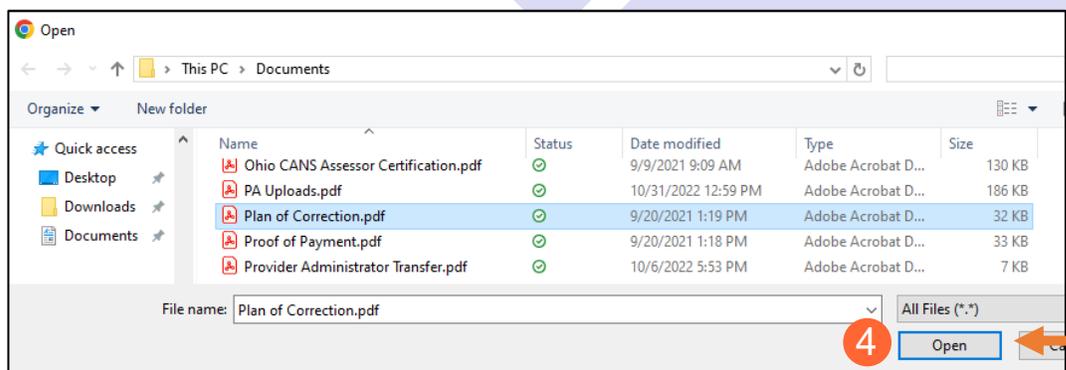> Notice Of Operational Deficiency.pdf   Download
> [_____]   Browse
>
> Plan Of Correction
> Date of Plan of Correction   [3/8/2024]
> Optional Document
> **Plan of Correction**
> Plan of Correction.pdf   Download
> [_____]   Browse

A submission confirmation message dialog box appears indicating that the Plan of Correction has been submitted.

Click **Return to Home Page** to go to your dashboard.

⑧   **Submission Confirmation**

> You have successfully submitted your application to the Medicaid Program.
> Please allow at least 10 days for processing before attempting to submit any changes.
>
> Return to Home Page

New registration

After a provider submits a **new enrollment application** requiring a site visit, and ODM finds site deficiencies, then ODM will return the application back to the provider. The PNM status will show as: Return to Provider for Site Visit.

Then the provider will be given the option to view the site deficiencies and submit a plan of correction.

Revalidation

After a provider submits a **revalidation** requiring a site visit, and ODM finds site deficiencies, then ODM will return the application back to the provider. The PNM status will show as: Return to Provider for Site Visit.

Then the provider will be given the option to view the site deficiencies and submit a plan of correction.

Update

After a provider **update**s a service location, a site visit may be required. If ODM finds site deficiencies, then ODM will return the updated application back to the provider. The PNM status will show as: Return to Provider for Site Visit.

Then the provider will be given the option to view the site deficiencies and submit a plan of correction.

Reapplication

When a provider's application status reads as Terminated, and the provider is attempting to reactivate their Medicaid ID through their **reapplication**, a site visit may be required. If ODM finds site deficiencies, then ODM will return the updated application back to the provider. The PNM status will show as: Return to Provider for Site Visit.

Then the provider will be given the option to view the site deficiencies and submit a plan of correction.

Most Common Scenarios in PNM Enrollment Actions

- ## New Registration
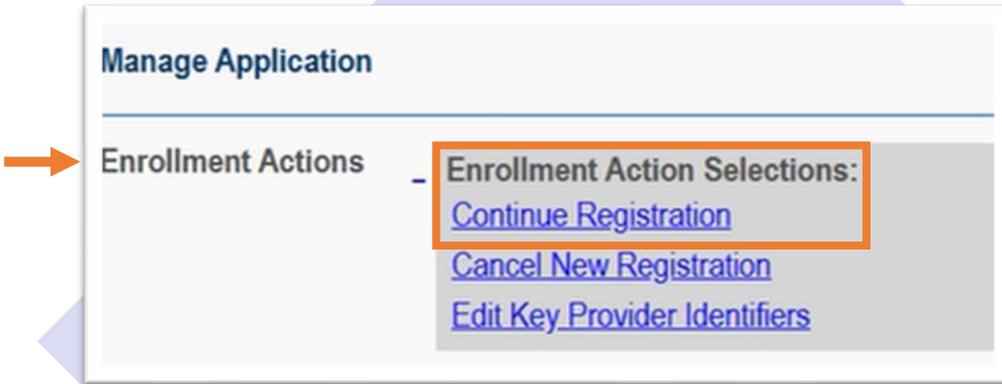
Manage Application

Enrollment Actions

Enrollment Action Selections:
Continue Registration
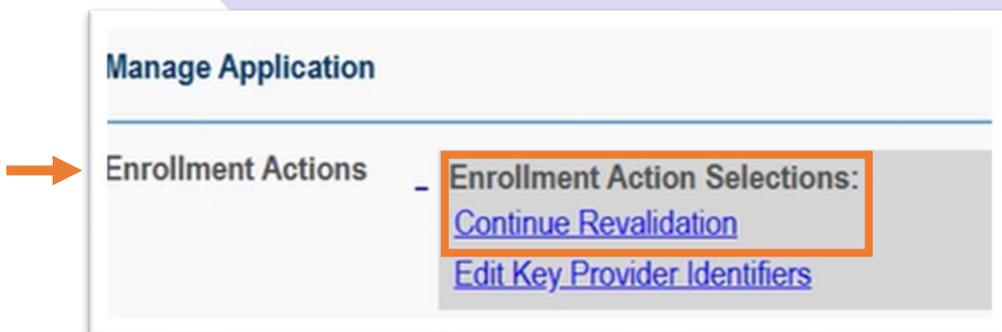Cancel New Registration
Edit Key Provider Identifiers

Under Enrollment Actions →
Enrollment Action Selections:

Providers will see the options 'Continue Registration', 'Cancel New Registration', and 'Edit Key Provider Identifiers'.
Click on **'Continue Registration'.**

- ## Revalidation

Manage Application

Enrollment Actions

Enrollment Action Selections:
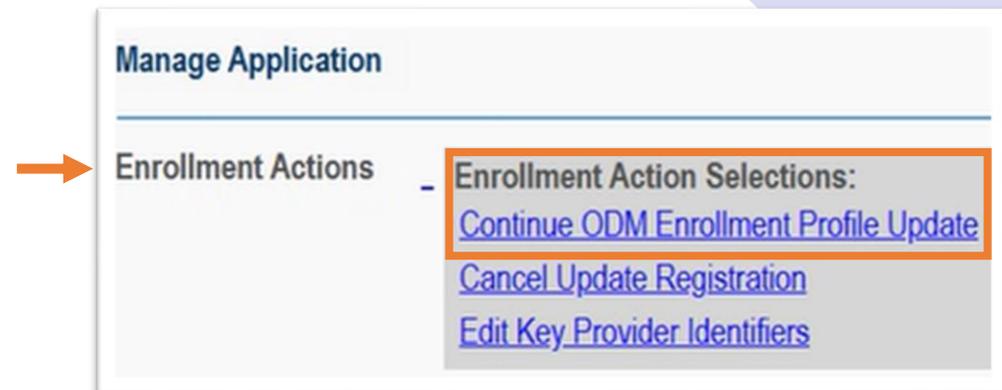Continue Revalidation
Edit Key Provider Identifiers

Under Enrollment Actions→
Enrollment Action Selections:

Providers will see the options 'Continue Revalidation' and 'Edit Key Provider Identifiers'.
Click on **'Continue Revalidation'.**

- ## Update

Manage Application

Enrollment Actions

Enrollment Action Selections:
Continue ODM Enrollment Profile Update
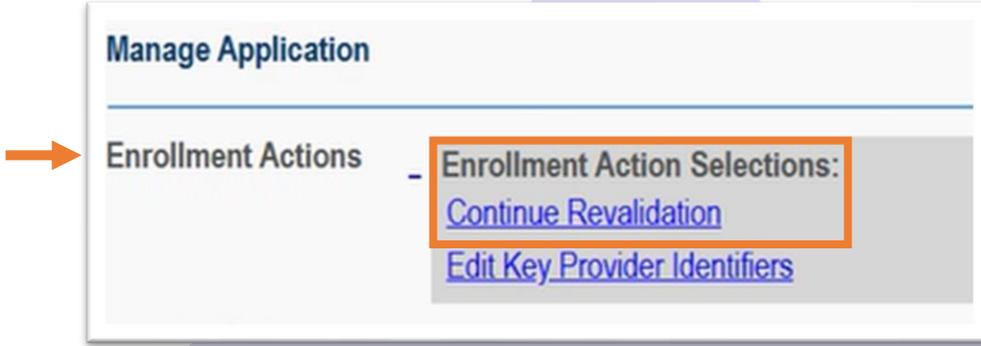Cancel Update Registration
Edit Key Provider Identifiers

Under Enrollment Actions→
Enrollment Action Selections:

Providers will see the options 'Continue ODM Enrollment Profile Update', 'Cancel Update Registration' and 'Edit Key Provider Identifiers'.
Click on **'Continue ODM Enrollment Profile Update'.**

- ## Reapplication

Under Enrollment Actions→
Enrollment Action Selections:

Providers will see the options
'Continue Revalidation' and 'Edit
Key Provider Identifiers'.

Click on **'Continue Revalidation'.**

- ## Convert from ORP, CHOP Closure, CMC, CPC

  → These types of applications are not subject to a site visit, thus submitting a Plan of
  Correction (POC) would not be necessary.

Workflow Scenarios Chart

Application Type	Enrollment Action Selection
New Registration	*Continue Registration*
Revalidation	*Continue Revalidation*
Update	*Continue ODM Enrollment Profile Update*
Reapplication	*Continue Reapplication*