**Logo

Description automatically generated with low confidenceThe 3 PHASE process for becoming certified as a**

**Choices Home Care Attendant**

**PLEASE READ AND REVIEW THE CHCAS INFORMATION PACKET BEFORE BEGINNING**

**ALL PHASES MUST BE COMPLETED IN ORDER**

**PHASE 1 Go to the Ohio Department of Aging (ODA) online application at** <http://aging.ohio.gov>.

Point of contact: The Ohio Department of Aging

1. At the top, click on “for agencies & service providers”
2. On the left, choose “certification”
3. Scroll to the middle of the page, click “**Individual provider**: **Choices Home Care Attendant**”
4. Scroll to the bottom and click the Provider Network Module (PNM) website address

\*It is recommended that the application be completed in the Chrome browser in Incognito Mode and on a computer or laptop.

1. Log In with your OH/ID or set up OH/ID (instructions in packet)
   1. If logging in for the first time, CHOOSE **ADMINISTRATOR**
2. Follow the instructions: Detailed instructions are included in the CHCAS packet. Please contact Provider Engagement Coach, Kacinda Mitchell at 330-899-5237 if you have questions.
3. After submission of your online application you may check the status by calling 1-800-266-4346 or emailing [Provider\_Enrollment@age.ohio.gov](mailto:Provider_Enrollment@age.ohio.gov)

**PHASE 2 Pre-Certification Review - ODA will forward your application to Direction Home: Provider Relations Department for review.**

Point of contact: Direction Home: Provider Relations Department

1. You will be contacted by a Direction Home Provider Relations Specialist for a pre-certification interview. During this phase, you can send questions to the Provider Relations Specialist from DHAD that contacted you.
2. DHAD sends your documentation to ODA for their approval. NOTE: It can take several weeks for ODA to issue their approval.
3. Once approved, Direction Home mails a contract to you, which must be completed by you and returned to Direction Home.

**PHASE 3 Enrollment with the Financial Management Service (FMS) – *You need to get paid!* This phase can be completed with the help of Direction Home: Case Management Department**

Point of contact: Direction Home: Case Management Department

1. Contact Direction Home at 330-595-1666 or selfdirectioninfo@dhad.org to explain that you have completed PHASE 2 of this process.
2. You and your Employer (the person receiving service) must enroll with the Financial Management Service (FMS). Direction Home staff will assist you with enrollment into the Financial Management Service.
   1. Schedule phone call or home visit with Direction Home staff, yourself, and the consumer/patient
3. Next, an Enrollment Specialist from the FMS will contact you and the waiver participant to assist with the remainder of the enrollment steps.

**Financial Management Service (FMS) What to expect – New Referral Enrollment Timeline:**

1. **Referral to FMS:** Direction Home staff refers the participant and provider to the FMS company.
2. **FMS Enrollment Specialist Assigned:** An Enrollment Specialist will be assigned to your case within 1-2 business days.
3. **Welcome Call:** Enrollment Specialist will complete Welcome Call to the Participant or Authorized representative and Provider. During the call they will explain the program. They will schedule a time to complete your enrollment paperwork. This step occurs generally within 3 business days.

**Note**: **Please save the below numbers in your phone after the initial call**

PASSPORT participants and their providers, PPL calls will come from 1-833-475-3070.

MyCare Ohio waiver participants and their providers, PPL calls will come from 1-866-886-1818.

Care Coordination participants and providers, Acumen calls will come from 480-497-0343

1. **Enrollment Call:** Enrollment Specialist will call you and your provider to inform and train you on responsibilities, program rules, and complete paperwork. This call may take up to 2 hours.
2. **Weekly Updates:** Enrollment Specialist will call or email weekly with updates on your paperwork.

**Note**: Please allow 3-5 business days to process paperwork.

1. **Start Date Notification & Timesheet Training call:** Enrollment Specialist will email the waiver care manager to provide the Good to Go email. The care manager will then send the provider’s start date and authorization to the FMS. The Enrollment Specialist will then train the Participant/Authorized Representative and Provider on how to clock in and out for your shifts, submit and approve timesheets.
2. **Enrollment Success Call:** Enrollment Specialist will inform the Participant and Provider that you have completed enrollment. Enrollment Specialist will work with you until the Provider has received their first payment. Following this step, Customer Service will assist your needs going forward.

PPL Customer Service for PASSPORT: 1-866-912-2986 | [pplodapassport-cs@pplfirst.com](mailto:pplodapassport-cs@pplfirst.com)

PPL Customer Service for MyCare Ohio: 1-866-886-1818 | [PPLODMMyCare-cs@pplfirst.com](mailto:PPLODMMyCare-cs@pplfirst.com)

Acumen Customer Service: 1-866-862-6861 | [customerservice@acumen2.net](mailto:customerservice@acumen2.net)

*\*The enrollment steps information is taken from each FMS website. Below are the links to the original PDFs:*

<https://www.publicpartnerships.com/media/dcxdnbsp/enrollment-steps-ohpassport.pdf>

<https://www.publicpartnerships.com/media/bsvo5m4k/enrollment-steps-ohmycare.pdf>

<https://www.acumenfiscalagent.com/state/ohio/>