



Residential and Family Services
One Elizabeth Place
Dayton, OH 45417
(937) 457-2700

Developmental Disabilities Services
A Human Services Levy Funded Agency

Provider Certification

Frequently Asked Questions

How do I become a certified waiver provider?

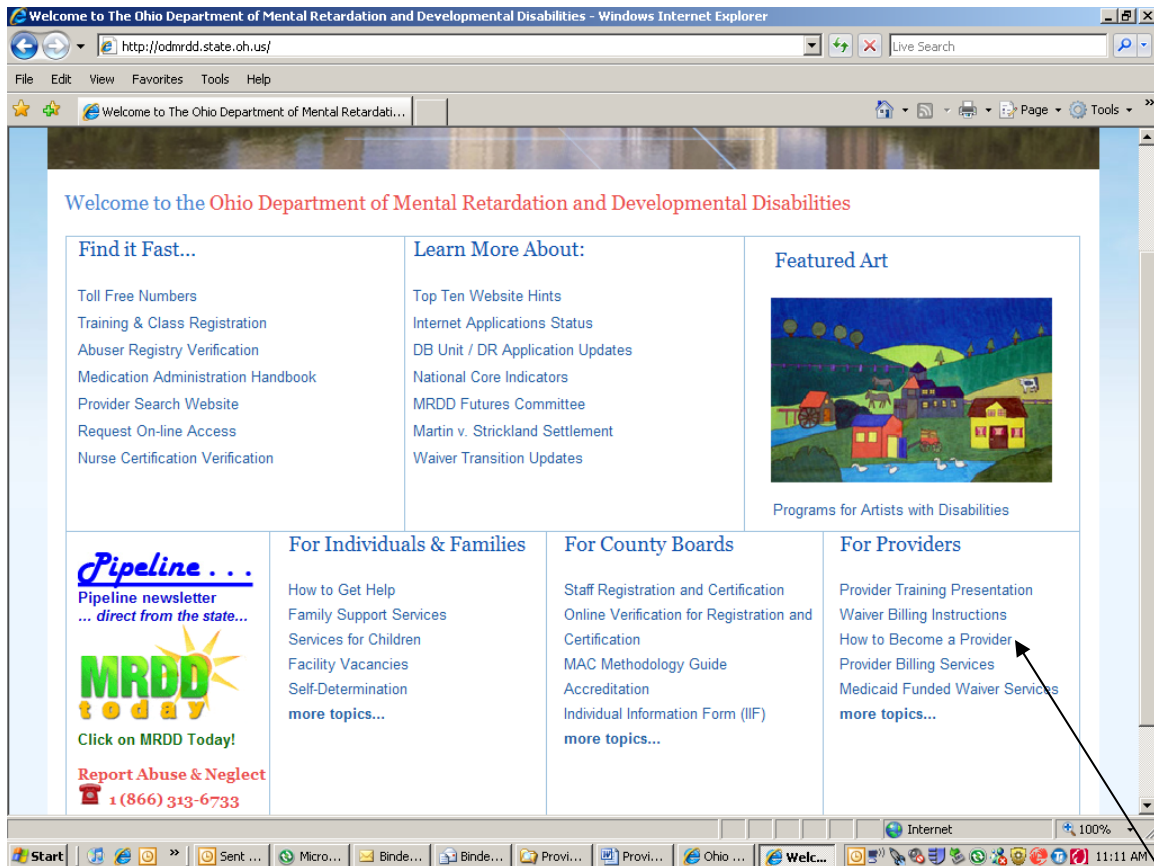
The Ohio Department of Developmental Disabilities (ODODD) must certify agencies and/or individuals that provide Home and Community Based Waivers (HCBS) and Supported Living (SL).

Provider Certification is the focal point for evaluating applications to determine if an applicant meets the standards that govern the HCBS Waiver and SL.

Applications are reviewed on an individualized basis and must include specific qualifications and/or documentation to support how the applicant meets or exceeds the service requirements. Providers certified to deliver Medicaid services will receive a Medicaid number necessary to obtain reimbursement. Becoming a certified provider does not mean that the provider is an employee of the State of Ohio, the Ohio Department of Developmental Disabilities or of the provider's local County Board of Developmental Disabilities. Providers are independent business owners who are certified to provide services to individuals on a Level One (L1) or Independent Options (IO) Medicaid Waiver.

Certified providers are responsible for contacting the local county boards of developmental disabilities to advise them of their certification. If selected to deliver services through the HCBS waiver and/or the SL program, providers will contract directly with the county board.

An individual or agency is prohibited from providing any service until certification is obtained from the ODODD.



How do I obtain a provider application?

Provider certification forms are available at:

<http://dodd.ohio.gov/providers/new.htm>

OR

contact Wanda Campbell at (937) 457-2811

Click How to become a provider

How do I obtain clients?

Once you are certified, any individual receiving Supported Living, Individual Options waiver, Level One waiver or Family Resources from a Board of DD may request your services. The Ohio Department of Developmental Disabilities (ODODD) strives to assure that each individual is given free choice of provider. ODODD allows certified providers to post their certification status on its web page. ODODD certification is valid statewide, but you must indicate prospective service counties on ODODD’s web page. Providers are solely responsible for the accuracy of their online information. Receipt of ODODD certification does not guarantee selection as a service provider.

Who do I notify that I want to work in Montgomery County?

Mail or fax copies of your Supported Living, Individual Options, and Level One certification letters to:

Marci Slifko, Residential Compliance Manager
Montgomery County Board of Developmental Disabilities Services
One Elizabeth Place
Dayton, OH 45417
(937) 457-2816 phone
(937) 457-2828 fax

How do I obtain the required 8 hours of trainings to become a certified provider?

You can obtain the trainings required to become a certified provider either in the classroom or online. If you are interested in obtaining the classroom trainings, these are conducted by Montgomery County Board of Developmental Disabilities Services staff. The schedule of the classroom trainings is available at www.mcbdds.org under the Services tab, then under the Provider tab. In order to register for these classes, please contact:

Wanda Campbell, Social Service Aide
Montgomery County Board of Developmental Disabilities Services
1 Elizabeth Place
Dayton, OH 45417
Phone: (937) 457-2811

Free training will be available at DODD Developmental Centers on a limited basis. To see a complete list of available trainings, please visit the Training & Registration page on https://odmrdd.state.oh.us/apps/internet/reg/ViewREG_Mainmod.asp. Clearwater Council of Government (COG) provides regular training opportunities, visit their website: www.clearwatercog.org. Northwest Ohio Waiver Administration council (NOWAC) has some training currently available through correspondence; go to the “newsletter” link on the NOWAC website at <http://www.nowac.com/>. You can also receive these required trainings anytime online through The Training Center at www.oacbmrrdd.org. They offer the trainings either individually (2 credit hour for \$50) or they offer a combined training of the entire 8 hour course for \$95. A certificate of completion is printable verifying training upon completion of the class and payment.

How do I obtain First Aid and CPR training for waiver certification?

First Aid and CPR are available through the American Red Cross-Dayton Area Chapter
370 West First Street
PO Box 517
Dayton, Ohio 45401-0517
(937) 222-6711
<http://www.dac.redcross.org>

Home and Community Based Waiver Services (HCBS) rule language defining CPR/First Aid certification requirements may vary slightly depending upon the waiver specific

service. The purpose of this information notice is to standardize the initial and ongoing certification requirements related to CPR/First Aid.

In this era of technology, there are many entities that offer web based training for CPR and First Aid certification. Although, these entities have credentials, their performance measures may differ significantly. The standards of performance the department recognizes follow the prescribed format equivalent to the American Red Cross. A prescribed format is defined as lecture, demonstrations via video or conferencing, and hands-on training in a ‘practice while you watch’ format. To obtain CPR/First Aid certification, the web based testing is permissible when followed with an actual skills competency in person demonstration.

Applicants who prefer to obtain CPR/First Aid web based training in lieu of classroom training for initial certification must submit with their application written verification that the entity’s curriculum is equivalent to the American Red Cross prescribed format. Individuals certified as an EMT are required to submit their EMT certification as evidence of completion of CPR/First Aid. Applicants currently certified must maintain written verification of the entity’s curriculum in the event of a compliance review.

How do I obtain a criminal background check?

Ohio Bureau of Criminal Identification & Investigation
1560 SR 56, SW / P.O. Box 365
London, OH 43140
(740) 845-2000
<http://www.ag.state.oh.us/sections/bci/index.htm>

or

Montgomery County Coroner
361 West Third Street
Dayton, Ohio 45402
Phone: (937) 225-4156
Hours: Monday – Friday 9:00 AM to 3:00 PM
Price: \$40.00
Picture ID required
The Coroner's office may insist they mail the results to the requesting authority: Ohio Department Developmental Disabilities, Certification Services, 30 E. Broad Street, 13th Floor, Columbus, OH 43215-2541. If originals are mailed, request a copy of the fingerprint screen for your application.

or

Candis Brown, Human Resources Assistant
Montgomery County Board of Developmental Disabilities Services
5450 Salem Avenue
Dayton, OH 45426
(937) 837-9201
The cost for BCI and FBI fingerprints are:
BCI \$22.00
FBI \$26.00

or

All requests for an Ohio civilian background check must be submitted electronically, through use of Web Check or other approved methods. There are over 550 Web Check locations available to persons seeking background checks. These locations are listed by county on the Attorney General's website:

<http://www.ag.state.oh.us/business/fingerprint/index.asp>

Note:

- Applicants who have never lived in Ohio require an FBI check
- Applicants who have lived in Ohio from 1 day to 5 years require both BCI & FBI check
- Applicants who lived in Ohio for more than 5 years require a BCI check only.

Requirements for electronic submission applies only to BCI checks, FBI checks on mailed ink –rolled cards will still be accepted. All civilian background checks (both BCI & FBI) are processed through BCI & I. The FBI does not accept direct submissions for civilian background checks.

How Do I obtain drug testing for Non-Medical Transportation to Access Adult Day Services certification?

The rule requires testing for controlled substances to be conducted by a certified laboratory (testing by a personal physician does not meet rule requirements). Providers will need to request a 5 or 7 panel drug screen and provide picture ID. The following laboratories are willing to provide testing, **you must inform them that you want testing to become an independent provider and you will be paying for the testing:**

Concentra Medical Centers
228 Troy Street
Dayton, OH 45404-1831
(937) 228-8132

Concentra Medical Centers is a laboratory that provides 5 or 7 panel testing for \$58.00

or

Doctor's Urgent Care
5915 North Main Street
Dayton, OH 45415
(937) 278-3826

Doctor's Urgent Care is a facility that provides 5 or 10 panel testing for \$45.00

or

Kettering Worker's Care
8701 Old Troy Pike
Huber Heights, OH 45404
(937) 237-6231

Kettering Worker's Care is a facility that provides 5 or 10 panel testing for \$40.00

or

Kettering Worker's Care
2023 Springboro West
Moraine, OH 45439
(937) 293-7770

Kettering Worker's Care is a facility that provides 5 or 10 panel testing for \$38.00

Note: The MCBDDS does not recommend or endorse any service provider. Providers are **not required** to obtain Non-Medical Transportation to Access Adult Day Services certification. **Only providers planning to transport individuals to and from their Day Services (vocational/habilitation setting) need certification.**

How do I obtain a Driving Record Abstract?

There are three (3) methods for obtaining a driving record:

To obtain a prior 3-year driving record of violations and accident regarding any person, you can connect to the Ohio BMV Website.

Method 1 – On the BMV Website (No charge). This will be an “unofficial” copy of your driving record abstract.

To obtain this abstract, you will go to <http://bmv.ohio.gov> and look in the Features section clicking on “View an Unofficial Copy of your Driving Record”. This will then take you to a choice screen. You will then follow the instructions to view your unofficial copy. Please include a copy of your driver's license to indicate that this report corresponds with the driver's license number on the record.

Method 2 - By mail (Cost \$2.00)

To obtain a prior 3-year driving record of violations and accidents regarding any person, it is necessary to submit the full name, address, date of birth, social security number, and driver license number along with other information requested on form BMV 1173 - Record Request Form. If inquiring about another individual's driving record, form BMV 5008 - Notarized Written Consent Release of Personal Information must be also be completed, notarized, and submitted with form BMV 1173 - Record Request Form.

There is a fee of \$2.00 for each driving record request. Make check payable to the "Ohio Treasurer Kevin Boyce" Allow 14-21 days to process.

Method 3 - At a local deputy registrar license agency (Cost \$5.50)

Deputy Registrars have the ability to issue copies of driving records (driver license abstracts) at branch license agency offices throughout Ohio. Driving records may only be obtained by qualified individuals. License agency customers may purchase driving

records for themselves; for others, upon written consent; and for other individuals who qualify to receive driving record information.

A driver license abstract contains an individual's three-year record of violations and accidents.

Form BMV 5713 (Driver Abstract Request) must be completed in order to receive a driver license record. This form can be obtained at any local deputy registrar license agency location.

An individual inquiring regarding himself or herself:

(Complete Part A) If inquiring in person for information on yourself, you must provide personal information regarding yourself and prove your identity by presenting your driver license or identification card.

An individual inquiring regarding another person:

(Complete Parts A and B) If inquiring regarding another individual, you must attach a notarized form BMV 5008 - Notarized Written Consent Release of Personal Information granting the written consent of the person.

Other:

Check applicable reason for request on back of form BMV 5713 (Driver Abstract Request) and present all required identification and complete Parts A and B.

There is a fee of \$5.50 for each driving record request. This cost includes information returned on a driving record request that does not match the information provided or is not found in the computer database. Make check or money order payable to the "Ohio Treasurer Kevin Boyce."

How much am I paid as a waiver provider?

The rate of pay will depend upon the service provided. See OAC 5123:2-9-06 Appendix A (Service Codes, Payment Limitations and Rates for Individual Options Waiver, Community Access Model Waiver and Level One Waiver Services other than Day Habilitation and Transportation to Access Day Habilitation).

How do I contact ODODD?

Provider Relations may be reached at (614) 644-5533 or you may obtain information on ODODD's website <http://dodd.ohio.gov>

How do I obtain provider support services?

Waiver Billing	Supported Living, Room and Board and Cost-To-Live Billing
<p>The Waiver Billing and the Provider Support Service Units work together to assure that the Ohio Department of Developmental Disabilities (ODODD) provider community is paid in a timely manner. If there is a problem with your billing or reimbursement, please call Provider Support Services at (800) 617-6733 or e-mail Provider Support to get any issues resolved.</p> <p>When contacting Provider Support Services, please provide your full name and agency name (if applicable), your ODODD contract billing number, phone number including area code, where you can be reached between 8:00 a.m. and 4:30 p.m., and a brief description of the problem.</p> <p>Our goal is to return your call or e-mail as soon as were able to. We aim for a 48-hour turnaround. Please note: When leaving a message, speak clearly and slowly. Make sure to give all information requested in order for timely assistance.</p> <p>If providers wish to come in person to discuss billing issues, please be aware that HIPPA regulations require that we see providers by appointment only. We will not be available to see providers on a "drop-in" basis. Making an appointment also enables us to pull your records in advance so that we may serve you more effectively. Thank you</p>	<p>Contact Kinam Kates at (937) 457-2746 between 8:30 a.m. and 5 p.m. for help with claims submission, processing and reimbursement.</p>

How do I bill?

You will receive online billing instructions from ODODD with your certification letter. ODODD conducts billing training on a regular basis. The training dates can be found by going to <http://dodd.ohio.gov> and click on Provider Billing Services link. Contact Tammy Vorhis, (937) 457-2744, if wish you to attend billing training.

Do I need to document my services?

You must document your services in a manner that complies with federal and state rules and regulations. Contact Tammy Vorhis at (937) 457-2744, if wish you to attend training on provider documentation responsibilities.

How long do I keep my documentation?

Providers of services shall maintain all service documentation for a period of six years from the date of receipt of payment for those services or until an initiated audit is resolved, whichever is longer.

If You're Interested in Opening a Group Home

The Montgomery County Board of DDS does not license group homes. Ohio no longer licenses new group homes for people with mental retardation. We do not expect any new development of “group homes” in the near future.

Individuals with mental retardation currently get the residential services and supports they need in their own homes; however, occasionally vacancies occur in licensed facilities. Individuals typically live with family members or roommates or by themselves (as funding allows).

An individual chooses a home/apartment, condominium, duplex or house where he or she wants to live and the people with whom he or she will live (as funding and statute allows). An individual also selects a service provider from a list of certified providers.

If you are interested in starting a group home in your home, you can contact the Ohio Department of Health, which licenses adult care facilities and adult care homes, at (614) 466-7713. Such homes provide personal care services and supervision to all vulnerable adults, not just those with mental retardation. You can also call the Area Agency on Aging at (800) 258-7277 about adult care foster homes.

What is mental retardation?

A developmental disability is a mental or physical impairment that occurs before age 22, continues indefinitely and causes substantial difficulties in self-care, learning, mobility and economic independence.

Who are the people who have developmental disabilities?

Mental retardation and other developmental disabilities cut across all lines of race, educational, social and economic background. Estimates are that out of every 100 people, two to three have some level of DD.

What causes mental retardation?

Any condition that impairs development before birth, during birth or in the early years can cause mental retardation and other developmental disabilities. In most instances there is no known cause for an individual's disability. Genetic irregularities; problems during pregnancy, including malnutrition, poor prenatal care, illnesses like German measles, infections and alcohol or substance abuse; birth trauma and premature birth; illnesses or injuries in infancy such as meningitis, a blow to the head or near drowning, and environmental factors such as lead poisoning and malnutrition can all result in MRDD.

What is the difference between mental retardation and mental illness?

Mental Retardation

1. Mental retardation refers to below average intellectual functioning.
2. Mental retardation refers to impairment in social adaptation.
3. National incidence: 3% of the general population. Ohio incidence: 1.4 to 1.9% of the general population of Ohio is estimated to have severe functional limitation due to mental retardation or other developmental disabilities.
4. Mental retardation is present at birth or occurs during the period of development.

Mental Illness

1. Mental illnesses are medical conditions that disrupt a person's thinking, feeling, mood, ability to relate to others, and daily functioning. Just as diabetes is a disorder of the pancreas, mental illnesses are medical conditions that often result in a diminished capacity for coping with the ordinary demands of life. Mental illness has nothing to do with intelligence.

Serious mental illnesses include major depression, schizophrenia, bipolar disorder, obsessive compulsive disorder (OCD), panic disorder, post traumatic stress disorder (PTSD), and borderline personality disorder.

2. A person with a mental illness may be very competent socially, but may have a character disorder or other aberration.
3. Mental disorders fall along a continuum of severity. Even though mental illness disorders are widespread in the population, the main burden of illness is concentrated in a much smaller proportion — about 6 percent, or 1 in 17 Americans — who suffer from a serious mental illness. It is estimated that mental illness affects 1 in 5 families in America.
4. Mental illnesses can affect persons of any age, race, religion, or income. Mental illnesses are not the result of personal weakness, lack of character, or poor upbringing. Mental illnesses are treatable. Most people diagnosed with a serious mental illness can experience relief from their symptoms and manage symptoms by actively participating in an individual treatment plan.

5. In mental retardation, some degree of intellectual impairment can be expected to be permanent.

5. Individuals with mental illness and their families receive support and services from private practice, their local mental health authority (which may be county-based or regional) and the Ohio Department of Mental Health.

6. A person with mental retardation can be expected to behave rationally at his/her functional level.

6. A person with mental illness may vacillate between normal and irrational behavior.

7. People with mental retardation can also experience different types of mental illness with symptoms such as hallucinations or severe depression, secondary to the condition of mental retardation.

7. The term mental illness covers a wide variety of symptoms that may indicate that someone is in emotional trouble, including: belligerence, excessive moodiness, suspicion and mistrust, or poor emotional control.

Problem	Solution – Who to Contact
Issues with Security Affidavit Issues with username or password Locked out of system	E-mail security.support@list.dodd.ohio.gov
There are error codes on billing cycle Any questions regarding BILLING You have adjustments (zero out billing)	Call or e-mail Provider Support 1-800-617-6733 provider.support@list.dodd.ohio.gov
Issues with PAWS enrollment Questions about recipient PAWS Rates	Check PAWS online Contact the county that issued the PAWS to get it resolved county board roster
Any certification questions Certification packet info Denials (914 or 919) Haven't provided services for over a year	Call or e-mail Provider Certification 1-877-289-3636 certification.support@list.dodd.ohio.gov
Patient Liability issues and questions	laura.morris@dodd.ohio.gov
How to bill Patient Liability	Call or e-mail Provider Support 1-800-617-6733 provider.support@list.dodd.ohio.gov
EFT (electronic funds transfer)	Mail to: Ohio Shared Services 4310 E. Fifth Avenue Columbus, OH 43219 ..\Provider forms\OBM-1234 Direct Deposit.pdf

File status shows a bad file	Call or e-mail Provider Support 1-800-617-6733 provider.support@list.dodd.ohio.gov
Haven't received a 1099 or it's wrong	Call or e-mail Provider Support 1-800-617-6733 provider.support@list.dodd.ohio.gov
Issues with uploading flat files and 837 files and questions about NPI	Contact EDI (electronic data interchange) Edi.support@list.dodd.ohio.gov
Need a check reissued voided due to age lost in mail (2 weeks from issuance)	Call or e-mail Provider Support 1-800-617-6733 provider.support@list.dodd.ohio.gov
Address and name changes	..\Provider forms\Vendor-Information-Form.pdf ..\Provider forms\w9.pdf https://video.mr.state.oh.us/iforms/onlineapp/ Mail to: Ohio Shared Services 4310 E. Fifth Street Columbus, OH 43219 Or Fax: 614-485-1039 or email: vendor@ohio.gov
Haven't received check/EFT	Check Provider Weekly Reports to see if one was issued then contact Provider Support at 1-800-617-6733 Provider.support@list.dodd.ohio.gov
How to bill for Environmental Modifications, Adaptive Equipment, and Handicap Access Ramps (Form 2)	Fill out a Form 2 and send it, along with an invoice, an Environmental Modification Form , and a PAWS confirmation to: FISCAL ADMINISTRATION OHIO DEPARTMENT OF DODD 30 E. Broad Street, 13 th Floor Columbus, Ohio 43215 Or fax: (614) 466-7359