



Provider Certification Frequently Asked Questions

How do I become a certified waiver provider?

The Ohio Department of Developmental Disabilities (DODD) 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), Independent Options (IO) or Self Empowered Life Funding (SELF) 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 DODD.

How do I obtain clients?

Once you are certified, any individual receiving Supported Living, Individual Options waiver, Level One waiver, SELF waiver or Family Resources from a Board of DD may request your services. The Ohio Department of Developmental Disabilities (DODD) strives to assure that each individual is given free choice of provider. DODD allows certified providers to post their certification status on its web page. DODD certification is valid statewide, but you must indicate prospective service counties on DODD's certification application. Providers are solely responsible for the accuracy of their online information. Per the OAC 5123:2-2-01, as a certified provider you must provide and

maintain your current United States mail and electronic mail addresses with DODD. You should also contact MCBDDS and request to be added to the Provider List. Once on the list, you will begin to receive Service Requests which is the primary means of communicating the desire of an individual to obtain a provider. Receipt of DODD certification does not guarantee selection as a service provider.

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

If interested in being placed on the Provider List, contact:

Marci Slifko, Residential Compliance Manager
Montgomery County Board of Developmental Disabilities Services
580 Calumet Lane
Dayton, OH 45417
(937) 457-2816 phone
(937) 837-9297 fax
mslifko@mcbbds.org - email

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. Below are some options available to you for receiving the required trainings:

- **Ohio Department of Developmental Disabilities** – This is a free 8 hour required training is offered online through the DODD website (www.dodd.ohio.gov). It will be necessary to obtain a DODD portal account username and password in order to access the MyLearning link which is where the training is located.
- **The Academy of Direct Support Professionals** – This is a classroom setting that is an 8 hour training session scheduled on one Saturday per month from 9-5:30. The location will be identified on the Academy’s website. The initial certification class will be offered monthly; the renewal certification class will be offered once per quarter. The cost of the training is \$50 if paying in advance, \$60 if paying on day of training. If you are in need of **only** the Annual Training requirements (Role and responsibilities of independent provider with regard to services including person-centered planning, community integration, self-determination, self-advocacy, and positive culture ●Rights of Individuals ●Rule 5123:2-17-02 including Health and Welfare Alerts issued by the Ohio Department of Developmental Disabilities - also covers alerts issued within the past 12 months), those will be in the afternoon session from 1:30-5:30pm, at a cost of \$25. If you choose to pay at the door there is a \$5 additional fee for each session that you are registered to attend. Go to www.academy4dsp.com and click on the Provider Certification tab. The course section will be Provider Initial Certification Training.
- **Clark County Board of Developmental Disabilities** – This is a classroom setting. This is conducted in Springfield. The cost for the required trainings varies from \$5 to \$20 per class. They do not offer the entire eight hour required courses at one time. They are broken down per topic. They also offer First Aid & CPR. Go to www.clarkdd.org and click on Providers tab, then click on the Community Training Calendar. It will take you to the registration information section.
- **CEUCertificates.com** – This is an online training option. The entire 8 hour course will cost \$60 (Option 1). They also offer Annual Training Requirements at a cost of \$60 (Option 2).

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

- **The Training Center through OACB** – This is an online training option. The entire 8 hour course will cost \$95 (Course 116). They also offer Annual Training Requirements course at a cost of \$95 for the eight (8) hours of continuing education (Course 124). Go to www.oacbdd.org and click on The Training Center link.

Additional website/training options:

- www.dodd.ohio.gov - This link will give you information about various trainings that are offered by DODD and other agencies.
- www.nowac.com – This link is Northwest Ohio Waiver Administration Center. The cost is \$100.
- www.clearwatercog.org – This link is for Clearwater Council of Government. They also offer Positive Culture and Self-Determination courses online. The cost is \$90 for the eight hours of training.
- www.traintoexcel.net - This is a correspondence course that offers both Initial and Renewal trainings. The cost is \$60.
- www.dcbdd.org – This link is Delaware County Board of DD. They offer MUI/UI and DD Bill of Rights Training online.
- <http://pr.fcbdd.org/training/continued-education/> - This link is Franklin County Board of DD. They offer MUI/UI and DD Bill of Rights training

Note: MCBDDS does not recommend or endorse any service provider

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>

OR

You may also Google “First Aid/CPR training” to identify other local entities that offer the trainings. Note: The MCBDDS does not recommend or endorse any service provider.

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 via 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. The online training portion only does not meet the training criteria. You must also do the hands-on skills portion to complete the online training. Proof of that skills session is also required along with the online course completion. 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?

You must obtain a criminal background check as part of the certification process. Independent providers and Agency CEO should request reason code 5123.169; Agency staff should request 5123.081. Checks are offered by:

Ohio Bureau of Criminal Identification & Investigation (BCI)
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 Board of Developmental Disabilities Services
5450 Salem Avenue
Dayton, OH 45426
(937) 837-9200

Note: **YOU MUST CALL TO SCHEDULE AN APPOINTMENT.**

Hours: 9:30 a.m. - 1:30 p.m. on Tuesday, Wednesday, Thursday, conducted on the half hour.

The cost for BCI and FBI fingerprints are: BCI = \$27.00; FBI = \$29.00.

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 Ohio Attorney General's website:

<http://www.ohioattorneygeneral.gov/Services/Business/WebCheck/Webcheck-Community-Listing>.

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. The FBI does not accept direct submissions for civilian background checks. Your BCI background check needs to go directly from BCI to the DODD Provider Certification Unit.

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.

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.

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 .

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 .

Note: 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 the drug screening for certification.**

How do I obtain a Driving Record Abstract?

The Driving Record Abstract may not be more than two weeks old. 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 – OPLATES.com (Cost: \$5.00)

This will be a request for an official copy of your driving record abstract. This should be obtained **no more than 14 days prior** to sending your collateral certification paperwork to ODODD. You will need to complete the required information either option 1 (driver's license information) or option 2 (person information).

Method 2 - By Mail (Cost: \$5.00)

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 \$5.00 for each driving record request. Make check payable to the "Ohio Treasurer of the State". Allow 14-21 days to process. You have the option of having the record mailed to you or sent electronically to your email address.

Method 3 - At a Local Deputy Registrar License Agency

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."

How much am I paid as a waiver provider?

The rate of pay will depend upon the service provided. See OAC 5123:2-9 and reference the particular service in question. Typically the fee schedule is identified in an Appendix for each service.

How do I contact DODD?

Provider Relations may be reached at (800) 617-6733 and listen for the available options or you may obtain information on DODD’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 (DODD) 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 DODD contract billing number, phone number including area code, where you can be reached between 8:00 a.m. and 4:00 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. 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.</p>	<p>Contact Angela Lewis at (937) 457-2706 for help with claims submission, processing and reimbursement. Regarding Cost-To-Live Billing, contact Kinam Kates at (937) 457-2746.</p>

How do I bill?

Per the OAC 5123:2-2-01, all newly certified providers must receive training on billing and service documentation within 60 days of being chosen as an individual's provider. Billing and Service Documentation training is available through multiple options. On the DODD website (www.dodd.ohio.gov), there is an online training that meets the requirement. It can be found under the Providers tab, then choosing Billing & Claims under Current Providers then choosing the Online Option. This training will be done through the DODD My Learning link. DODD also conducts billing training on a regular basis. The training dates can be found by going to the same location stated above however choosing the In-Person training link. The DODD website also offers Power Point presentations on several billing topics. These can be found on the Provider page, under Billing & Claims then choosing the topic listed on the left side of the page. Also if you choose the Resources and FAQs option, you will see multiple other informational topics regarding billing. Also MCBDDS conducts New Provider Training that covers billing and service documentation on a monthly basis. Contact Marci Slifko, by phone at (937) 457-2816 or via email at mslifko@mcbdds.org, if you wish to attend the 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 Marci Slifko at (937) 457-2816 or via email at mslifko@mcbdds.org, 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 developmental and intellectual disabilities. We do not expect any new development of "group homes" in the near future.

Individuals with developmental disabilities 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 are developmental disabilities?

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?

Intellectual and developmental disabilities occur among all racial, ethnic, educational, social and economic backgrounds. Estimates are that out of every 100 people, two to three have some level of developmental disability.

What causes developmental disabilities?

Most are caused by a complex mix of factors, which may include genetics, parental health and behaviors, complications during birth, infections a mother may have during pregnancy or her child may have early in life, and exposure of a mother or child to high levels of environmental toxins. Some developmental disabilities, such as Fetal Alcohol Syndrome, are preventable. But the cause of many developmental disabilities remains unknown.

What is the difference between intellectual disabilities and mental illness?

Intellectual Disability

1. Intellectual disability refers to below average intellectual functioning.
2. Intellectual disabilities may result in impairment in social adaptation.
3. The rate of intellectual disabilities nationwide is estimated at 3 percent of the general population. In Ohio, the incidence is thought to be 1.4 to 1.9 percent of the general population.

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.

Intellectual Disability

4. Intellectual disabilities can be present at birth or occur during the period of development.

5. With intellectual disabilities, some degree of intellectual impairment can be expected to be permanent.

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

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

Mental Illness

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. 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 illness may vacillate between normal and irrational behavior.

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	Call or E-mail Security Support 1-800-617-6733 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 PAS enrollment Questions about recipient PAS Rates	Check PAS 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 1-800-617-6733 option 3 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 PO Box182880 Columbus, OH 43218 ..\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 Ohio Shared Services 1-877-644-6771 vendor@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	This can be changed on the DODD Website through the Provider Services Management system
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