



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 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
8114 N. Main Street
Dayton, OH 45415
(937) 457-2816 phone
(937) 732-1087 cell
(937) 837-7456 fax
msslifko@mcbdds.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. There are two locations where the training is offered Troy - Riverside & Cincinnati. The location will be identified on the Academy's website. There are also various fee amounts dependent upon the location of the training. Go to www.academy4dsp.com and click on the Classes tab. The course section will be Mandatory Orientation and Annual Renewal Training.
- **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).

Note: MCBDDS does not recommend or endorse any service provider

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

Note: Please remember that Basic Life Support Training does NOT include CPR training.

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.

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. Web Check service 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.**

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 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 at <https://services.dps.ohio.gov/BMVOnlineServices/DL/Abstract>. There is a \$5.00 fee to obtain this record.

OR

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.

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 on the DODD MYLearning Portal. DODD also conducts in-person billing training on a regular basis. The DODD website page “Supporting Providers” also offers information on several billing topics. MCBDDS also conducts New Provider Training that covers billing, service

documentation and additional provider responsibilities on a routine basis. Contact Marci Slifko, by phone at (937) 457-2816 or via email at mshifko@mcbbds.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 mshifko@mcbbds.org, if you 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.

Intellectual Disability

4. Intellectual disabilities can be present at birth or occur 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.

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. With intellectual disabilities, 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 intellectual disabilities 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 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.

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 |
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| Issues with Security Affidavit Issues with username or password Locked out of system | Call Provider Support 1-800-617-6733 option 4 |
| There are error codes on billing cycle Any questions regarding BILLING You have adjustments (zero out billing) | Call Provider Support 1-800-617-6733 option 2 |
| Issues with PAS enrollment Questions about recipient PAS Rates | Check PAS online Contact the county that issued the PAWS to get it resolved |
| Any certification questions Certification packet info Denials (914 or 919) Haven't provided services for over a year | Call Provider Certification 1-800-617-6733 option 3 Or Contact your County Board |
| How to bill Patient Liability | Call Provider Support 1-800-617-6733 |
| EFT (electronic funds transfer) | Ohio Shared Services 1-877-644-6771 |
| File status shows a bad file | Call Provider Support 1-800-617-6733 |

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| Haven't received a 1099 or it's wrong | Call Ohio Shared Services 1-877-644-6771 |
| Address and name changes | This needs to be changed with Ohio Shared Services prior to changing 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 |