

County Department of Job and Family Services NurtureOhio Referral Processing FAQ

Access

Q: How do I get access to the NurtureOhio system?

A: All users listed in the most recent Healthchek/PRS Coordinators Directory have been granted access to Nurture Ohio. To request additional users or for access issues email momsandbabies@medicaid.ohio.gov.

Q: How do I log in for the first time?

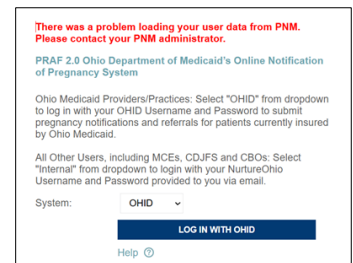
A: Follow this link to the Nurture Ohio homepage <https://nurtureohio.com/login>

1. Select **“Internal”** from the dropdown
2. Use your **email address** as the username
3. Click **“Forgot Password”** to reset it during your first login

Q: When trying to log in it says **“There was a problem loading your user data from the PNM. Please contact your PNM administrator”** how do I resolve this?

A: This error occurs when you try to log in using an OHID. CDJFS users are internal users, follow the steps below to log in.

1. Once added as a user, go to <https://nurtureohio.com/login>
2. Select **“Internal”** from the dropdown
3. Enter your email as your **Username**
4. Enter your selected **“Password”** and click **LOG IN**



Q: Who do I contact for technical issues with the NurtureOhio system?

A: Email Nurtureohiosupport@deliverhealth.com for issues related to the system such as issues saving referrals. Tickets opened through this email will be forwarded to ODM if they cannot be resolved.

Requirements

Q: Are processing referrals in NurtureOhio optional or required?

A: Per **OAC Rule 5160:1-2-16 (D)(1)(b)** regarding Medicaid pregnancy-related services. The administrative agency shall:

(b) Assist individuals with care coordination and referrals as requested via ODM 10257 "Report of Pregnancy (ROP)" and ODM 10207 "Pregnancy Risk Assessment Communication (PRAF)."

View the rule here: <https://codes.ohio.gov/ohio-administrative-code/rule-5160:1-2-16>

Q: Do I still need to send the Healthchek 3528 form now that I'm processing referrals?

A: Yes. The referral process supplements but does not replace the Healthchek 3528 form.

Q: I received a pregnancy alert but no corresponding referral. Do I still need to process alerts?

A: Yes. Ohio Benefits alerts and Nurture Ohio referrals are separate tasks. The alert is making the pregnancy known to the case and the referral is assisting with identified needs. You will follow your agency process for working alerts. All alerts will not have a matching individual with a referral as there may not have been a need identified on the PRAF/ROP.

Q: Have the ODM3515 PRSIP and ODM03517 HSIP forms been updated to reflect the new rules?

A: Yes, follow these links for the current forms, [ODM03515](#)(PRSIP) [ODM03517](#)(HSIP). Updated versions are also available on the [Healthchek & Pregnancy Related Services \(PRS\) | Ohio Benefits Employee Website](#)

Processing referrals

Q: Does ODM provide specific referral processing guidelines?

A: Due to the urgency of some of these requests and the need for timely connection to resources, ODM requests referrals be processed as soon as possible, within reason of each counties' workflow.

Q: I received a referral with insufficient information to contact the member or locate them in Ohio Benefits. What should I do?

A: Ohio Benefits allows multiple search options, including name and DOB only. Reach out to momsandbabies@medicaid.ohio.gov if you are unable to locate the member after exploring all search options.

Q: On the PRAF 2.0 form, the Medicaid transmission status says, "Action Required – edit form – resubmit." What action should be taken?

A: Please check the Ohio Benefits case to ensure the pregnancy has been added. If it is not present, add the pregnancy to the case. Once the pregnancy is confirmed in the system, you may proceed with completing the referral(s). You do not need to do anything with the actual form in NurtureOhio.

Q: I got a referral for a member that is not in my county, what are the next steps?

A: After thoroughly reviewing the case in Ohio Benefits to confirm that the member resides in a different county, contact momsandbabies@medicaid.ohio.gov. ODM will review the information and provide guidance on the next steps.

Q: I reached the member, and they say they don't know why they received a referral and don't need anything. What should I do?

A: Referrals are being generated in response to needs identified during the completion of a PRAF or ROP. Offer the member referrals for the resources that you have available in your county. ODM is also working with providers to streamline the process of discussing referrals with patients to assist with closing the loop.

Q: I've called the member three times with no response. Can I close the referral?

A: If contact attempts are unsuccessful, please send a packet with all relevant resources based on the needs identified in the referral. Include a form letter explaining the purpose and your county's contact information. Update the referral notes/comments as well as the journal notes in Ohio benefits. You can then close out the referral.

Additional Notes & Tips

- **Space Out Contact Attempts:** When attempting to reach a member, it's best practice to spread out your calls over a reasonable period of time. Making multiple calls in quick succession may reduce the likelihood of connecting with the member.
- **Be Resource-Conscious:** Always consider the member's needs when providing resources. For example, if a referral is related to food assistance, simply noting that the member already receives SNAP is not sufficient. Be sure to offer additional resources such as local food pantries, WIC, or community meal programs.
- **Reach Out When You Need Support:** Don't hesitate to ask for help—ODM is your partner in this work. If after reviewing this FAQ and the [CDJFS User Guide](#), you still have questions or need further guidance, please contact momsandbabies@medicaid.ohio.gov.