



PRAF 2.0 NurtureOhio Interface: Managed Care Organization User Guide



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Welcome New MCO Users!

This document will help you get started with using the NurtureOhio website.

What is NurtureOhio?

Nurture Ohio was developed in 2016, in partnership with the Ohio Perinatal Quality Collaborative, the Ohio Department of Health, 23 Medicaid Maternal and Fetal Medicine providers, and the five Medicaid Managed Care Organizations (MCOs) to standardize pregnancy notification and decrease the risk of preterm birth. Through continued spread, the project has since grown beyond the progesterone quality improvement project, and the Nurture Ohio web-based system has become Ohio Department of Medicaid's preferred method for notification of pregnancy for all Medicaid-insured individuals across the state.

Nurture Ohio is a web-based system that stores and shares information about pregnancy and related needs. This information is collected using the electronic Pregnancy Risk Assessment Form (PRAF 2.0) and the Report of Pregnancy (ROP). Once a user submits either the PRAF 2.0 or ROP form in Nurture Ohio, the data is seamlessly transmitted to Ohio Medicaid's eligibility system to ensure maintenance of Medicaid coverage, resources, the Ohio Department of Health for connection to the Women and Infant Nutrition Program and evidence-based Home Visiting, or the individual's MCO for connection with other needed services.

Nurture Ohio is used to notify the Ohio Department of Medicaid and key stakeholders of pregnancy for ALL Medicaid-insured individuals for both eligibility maintenance and care coordination. Through both the PRAF and ROP, Nurture Ohio transmits the minimum information needed about Medicaid individuals' pregnancy information to the appropriate stakeholders to ensure their needs are met. Therefore, obstetric and non-obstetric providers of Medicaid services can use the Nurture Ohio system.

NurtureOhio Features

- Shareable Data Entry
- One Time Data Entry of Practice and Provider Information
- Same-Day Pregnancy Notification
- Ability to Retrieve and Save Previously Entered Forms
- Ability to Filter Analytics by Practice and MCO

More information on these features can be found in [Appendix A](#).

Who Uses NurtureOhio?

- Obstetric providers, non-obstetric providers, Managed Care Organizations (MCOs), and Ohio Equity Institute Community-Based Organizations (CBOs) can submit forms in NurtureOhio.
- Obstetrical providers should submit a Pregnancy Risk Assessment Form (PRAF 2.0) on behalf of their patients.
- Non-obstetrical providers, such as primary care providers, emergency department providers, local health department clinics, etc. (when able to positively confirm the individual's pregnancy) should submit a ROP.

- CBOs and MCOs should also submit a ROP when notified of a pregnancy.

What is a PRAF?

The Pregnancy Risk Assessment Form (PRAF 2.0) is intended for submission at the patient’s first prenatal visit. The PRAF 2.0 replaced the ODM 03535 form and is a shorter version. The PRAF 2.0 should be submitted during the first prenatal appointment and whenever there is a change in the patient’s social or medical risk factors or needs.

What is a ROP?

The purpose of the Report of Pregnancy (ROP) form is to provide a mechanism for individuals other than prenatal care providers to report a Medicaid individual’s pregnancy as soon as possible to assist with eligibility and care coordination. The goal of the ROP is to connect the individual to obstetrical care and other services and ensure coverage throughout pregnancy and the post-partum period to optimize health care access and health outcomes for the mother and infant. ROPs are intended for submission at the first “positive pregnancy” screening or notification. This may occur when services are provided by a community-based organization or Pathways HUB, a member reports pregnancy to the MCO as well as in clinical settings such as a primary care practice, at the emergency department, or within a local health clinic. For example, if a member calls into the MCO and gives an initial report of pregnancy a ROP should be submitted by the MCO on behalf of the member. Again, the ROP is only intended for submission by non-obstetrical providers, Medicaid MCOs, and CBOs.

Note: MCOs will only be submitting ROPs not PRAFs. PRAFs are only to be submitted by providers of obstetrical services. ROPs should only be completed for current Medicaid recipients.

Benefits of Using NurtureOhio to Submit Pregnancy Notifications:

- Updating pregnancy details in Ohio’s Medicaid eligibility system to prevent loss of Medicaid coverage during pregnancy and the postpartum period.
- MCO notification of potential members for care coordination and incentive programs to provide support and resources during pregnancy.
- Timely referrals to the Ohio Department of Health’s Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), and Home Visiting Central Intake platform.

User Types

Clinical Practice Users, MCOs, and CBOs can access the NurtureOhio system to submit pregnancy notifications on behalf of Medicaid members. Users are classified into four different types which impact what views they have access to and how they enter information in the NurtureOhio system.

Users are classified as one of the following types: Clinical OBGYN (Obstetric practice users), Clinical Non-OBGYN (Non-obstetric practice users), Non-Clinical Community Based Organizations, and Non-

Clinical Managed Care Plan users.

For the purposes of NurtureOhio, ODM defines:

- Clinical OB/GYN as those users associated with a practice that provides obstetric services.
- Clinical Non–OB/GYN are users associated with a clinical practice that does not provide obstetric services, but is able to confirm an individual’s pregnancy via a positive pregnancy screening such as primary care, emergency department, urgent care, community health centers, community clinics, etc.
- Non-Clinical Community-Based Organizations are organizations identified by the Ohio Department of Medicaid as Ohio Equity Institute Lead Infant Mortality Entities
- Non – Clinical Managed Care Plans are users affiliated with ODMs contracted managed care plans of both users from OB/GYN and Non – OB/GYN practices.

How to Obtain Access to NurtureOhio as a first time MCO User

- MCOs must designate a lead individual to submit requests for new users using the NurtureOhio Change Request Form. The link to the form can be obtained by sending a request to MomsAndBabies@medicaid.ohio.gov
- The lead will complete the form and submit it.
- Once the new user is added the lead and the new user will be notified via email.
- When the new user logs into NurtureOhio for the first time, they will need to choose “Internal” from the dropdown box, enter their email as the username and then click “Forget Password” to set up their password for the first time.
- The system will send a password reset to the user's email, user should check the spam folder for the email if it is not in their main folder.

NurtureOhio Care • Encourage **Ohio** Department of Medicaid

PRAF 2.0 Ohio Department of Medicaid's Online Notification of Pregnancy System

Ohio Medicaid Providers/Practices: Select "OHID" from dropdown to log in with your OHID Username and Password to submit pregnancy notifications and referrals for patients currently insured by Ohio Medicaid.

All Other Users, including MCEs and CBOs: Select "Internal" from dropdown to login with your NurtureOhio Username and Password provided to you via email.

System: **Internal** ▾

Username:

Password:

Remember me

LOG IN

[Help](#) [Forgot Password?](#)

How to Log into NurtureOhio

To access the NurtureOhio website visit:

- <https://nurtureohio.com/login>
- Select "Internal" from the dropdown list, then enter your Username and Password. Click "LOG IN".
- Logging in allows users to submit Reports of Pregnancy for patients currently insured by Ohio Medicaid.
- Logging in allows MCO users the ability to review ROP and PRAF referral needs for their members

PRAF 2.0 Ohio Department of Medicaid's Online Notification of Pregnancy System

Ohio Medicaid Providers/Practices: Select "OHID" from dropdown to log in with your OHID Username and Password to submit pregnancy notifications and referrals for patients currently insured by Ohio Medicaid.

All Other Users, including MCEs and CBOs: Select "Internal" from dropdown to login with your NurtureOhio Username and Password provided to you via email.

System: Internal ▾

Username: ←

Password: ←

Remember me

[LOG IN](#)

[Help ?](#) [Forgot Password?](#)

Forgotten Username or Password

If you need help logging in, contact nurtureohiosupport@deliverhealth.com.

If you have forgotten your username or password, select 'Forgot Password?' and enter the email associated with your user account.

 Nurture
Care • Encourage  Department of
Medicaid

PRAF 2.0 Ohio Department of Medicaid's Online Notification of Pregnancy System

Ohio Medicaid Providers/Practices: Select "OHID" from dropdown to log in with your OHID Username and Password to submit pregnancy notifications and referrals for patients currently insured by Ohio Medicaid.

All Other Users, including MCEs and CBOs: Select "Internal" from dropdown to login with your NurtureOhio Username and Password provided to you via email.

System:

Username:

Password:

Remember me

LOG IN

[Help](#)  [Forgot Password?](#) 

Lost your password?

Enter the e-mail address associated with your account.

Email 

SUBMIT

NurtureOhio Initial Profile Setup

After logging into NurtureOhio for the first time, users will be taken to “New User Profile Setup” page. Here users can update their password to something more memorable.

Once the user has updated their password, click “SAVE & BEGIN”. The user will be redirected to their welcome screen.

NurtureOhio MCO User Guide

NurtureOhio Initial Profile Setup

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NurtureOhio Forms Reassigned Forms Data Uploads Analytics Video Library Help 100% [redacted] Logout

Users Edit User Profile

New User Profile Setup

Welcome to Nurture Ohio!

This portal provides you the ability to electronically receive the Pregnancy Risk Assessment Form (PRAF) 2.0, as well as have record of all previously completed forms. Please take a moment to confirm the information within your personal user profile.

EHR Token(s)

USER INFORMATION

First Name Last Name

User Type

Email / Username

New Password

Please verify that the information in this section appears correct. Your email address will be used to send notifications from the system when new forms have been submitted.

MCP

SAVE & BEGIN

Welcome Screen

After logging in, MCO users will be taken to the Welcome Screen. The Welcome screen allows users to perform or access multiple tasks, including:

- Updating user information by clicking on the User ID
- Viewing submitted PRAFs and ROPs
- Viewing referrals
- Viewing reassigned forms
- Searching for existing forms using any of the following:
 - Patient Name
 - Patient DOB
 - Patient Medicaid transmission status
 - Date of Creation (Specific date or date range)
 - Date of Service (Specific date or date range)
- Viewing organization notifications
- Access to information needed to complete monthly reports.
- Downloading completed ROPs and PRAFs in PDF format or patient information in CSV format
- Exporting multiple ROPs or PRAFs at once to a CSV file.

The screenshot displays the NurtureOhio MCO Welcome Screen. At the top, there is a navigation bar with the following items: Nurture (with a logo), Forms (selected), Reassigned Forms, Data Uploads, Analytics, Video Library, and Help. On the right side of the navigation bar, there is a user profile icon with a notification badge showing '36', a redacted user ID, and a 'Logout' button.

Below the navigation bar, there is a 'Patients' button. A light blue notification banner states: 'Notification Section: Your organization has 36 notification(s) that require attention. [View Notifications](#)'. Below this, the main heading is 'PRAF 2.0: Patient Forms'. Underneath the heading, there are three summary boxes: 'PRAF 2.0 IN PROCESS: 1', 'PRAF 2.0 COMPLETED: 0', and 'FORMS SAVED: 6'. To the right of these boxes are 'EXPORT' and 'SEARCH' buttons.

The main content area features a table with the following columns: Patient Name, Date Added, Date Modified, Site, Medicaid Transmission Status, Status, and Action. The table contains one row of data:

Patient Name	Date Added	Date Modified	Site	Medicaid Transmission Status	Status	Action
[REDACTED]	04/04/2023	04/04/2023	THE METROHEALTH SYSTEM	Pending	In Process	PDF CSV

Updating User Information (the Edit User Profile Screen)

After clicking on the User ID on the Welcome Screen, users can edit information about their user account. On this screen, users can:

- Edit first name and last name.
- Change their password.
- View user type.
- Verify that their managed care plan name is correct.
- Click the “Save” button to save any changes and return to the Welcome Screen. If no changes have been made, click the “Users” button at the top left of the screen

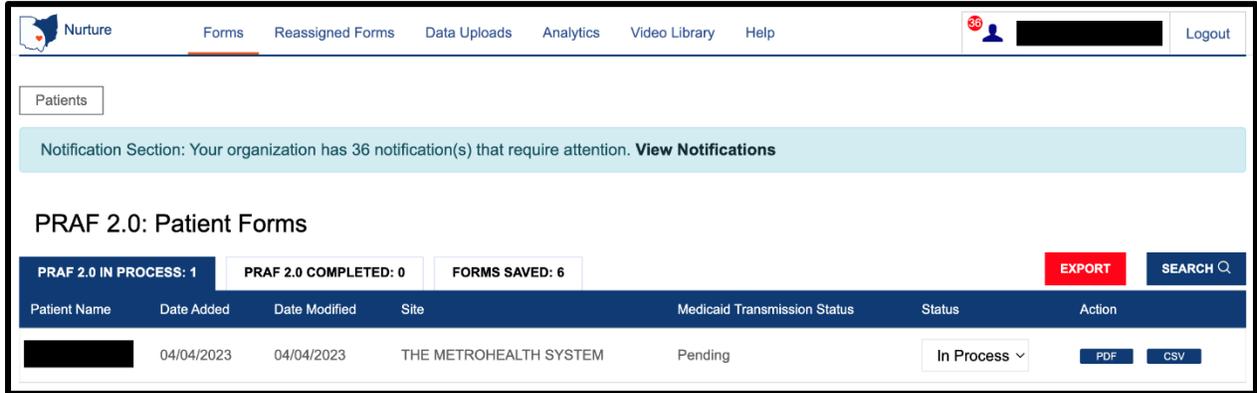
The screenshot displays the 'Edit User Profile' interface. At the top, there is a navigation bar with the 'Nurture' logo and several menu items: 'Forms', 'Reassigned Forms', 'Data Uploads', 'Analytics', 'Video Library', and 'Help'. On the right side of the navigation bar, there is a user profile icon with a notification badge and a 'Logout' link. Below the navigation bar, there are two tabs: 'Users' and 'Edit User Profile', with the latter being the active tab. The main heading is 'Edit User Profile'. Below this, there is a welcome message: 'Welcome to Nurture Ohio!' followed by a paragraph explaining the portal's purpose. The 'USER INFORMATION' section contains several input fields: 'First Name' (pre-filled with 'Demo'), 'Last Name' (pre-filled with 'User'), 'User Type' (pre-filled with 'MCP'), 'Email / Username' (pre-filled with a masked email address ending in '.com'), and 'New Password'. Below these fields, there is a verification instruction: 'Please verify that the information in this section appears correct. Your email address will be used to send notifications from the system when new forms have been submitted.' At the bottom of the form, there is a 'MCP' field with a masked value and a red 'SAVE' button. The footer of the page shows the version number '6.3.0'.

Note: Some information associated with your User ID will be inserted automatically. You will not be able to edit this information. Contact your lead to submit edits if needed for prepopulated information

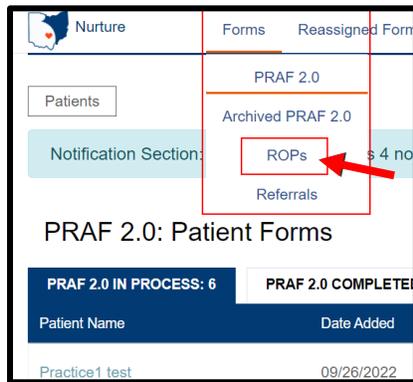
Be sure to click the “Save” button at the bottom on this screen to save any changes you make on this screen, or they will be lost.

How to Submit a Report of Pregnancy (ROP)

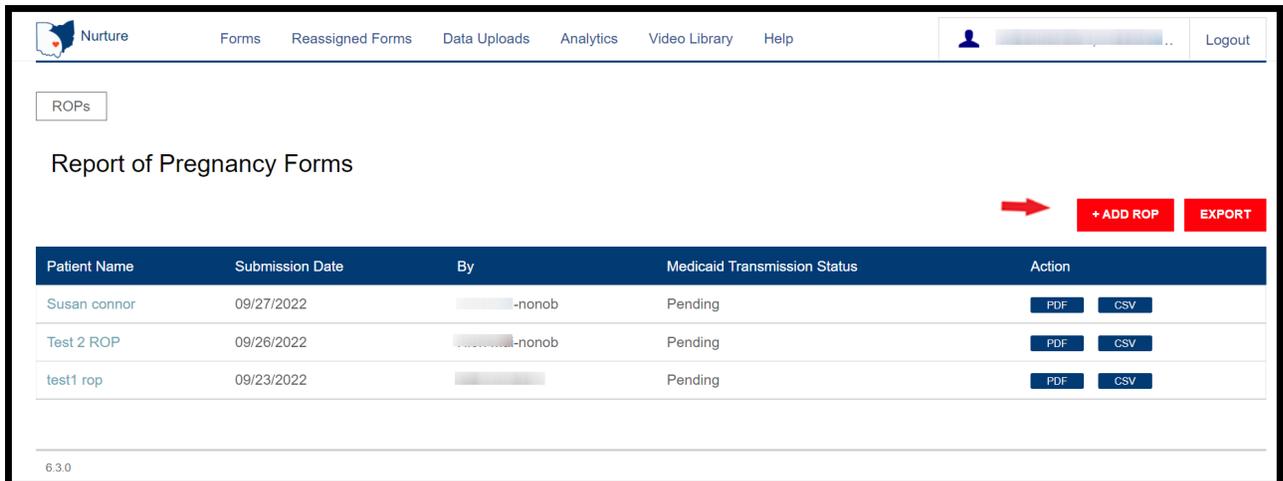
From the welcome page, the user will choose the “Forms” tab



After choosing the Forms tab, select ‘ROPs’ from the Forms menu.



After clicking the “+ ADD ROP” button on the main ROP screen, users can begin entering information.



Add Patient Information

Patient Validation

To improve data quality and ensure HIPPA protections, a patient validation feature has been added to check that the information entered is linked to an individual’s Medicaid case. To complete this validation, NurtureOhio takes the information entered and searches against Ohio Medicaid’s eligibility system. The user will then receive feedback based on the data entered. If the information does not match, the user will have the opportunity to correct, re-validate, and resubmit. If the information still does not match after correcting the indicated fields, the user may continue without validation but will need to verify the data after submission, complete any necessary edits to the ROP, and then resubmit. The user has up to 30 days to edit the form and resubmit. After 30 days, the user cannot edit a form and must submit a new one.

Patient Validation Fields

1. Complete the required fields:
 - Patient First Name
 - Patient Last Name
 - Estimated Due Date
 - Patient DOB
 - Patient Medicaid ID (MMIS number)
 - Patient Social Security Number (9-Digit)

The screenshot shows the 'Patient Validation for ROP' form in the NurtureOhio system. The form includes a navigation bar with 'Forms', 'Reassigned Forms', 'Data Uploads', 'Analytics', 'Video Library', and 'Help'. A user profile icon is visible in the top right. The form title is 'Patient Validation for ROP'. A blue banner states: 'In order to improve the quality of data, all patient information will be validated against the Ohio Department of Medicaid's database. Data from this page, as well as data returned from Medicaid, will be pre-populated into the form.' The form contains several input fields: 'Patient Medicaid ID', 'Patient First Name*', 'Patient Last Name*', 'Patient Social Security Number (9 digit - no dashes)', 'Patient Date Of Birth*', and 'Estimated Due Date*'. A text box explains that the following fields are required for validation: Patient First and Last Names, Patient Date of Birth, Estimated Due Date and at least one of the following: Patient Medicaid ID and Patient Social Security (9-Digit). A red 'SUBMIT FOR VALIDATION' button is located at the bottom right of the form.

Note: The Patient's Medicaid ID may be found on the Medicaid card as shown in the graphic below. For more information and to view the Medicaid ID on archived Medicaid cards, see [Appendix A](#).

Next Generation managed care member ID cards
 The Next Generation managed care member ID cards were designed to include important information, including pharmacy benefit information, in one place and in a format that is easy to understand.

Every Ohio Medicaid managed care member should use this card

A member's ID number can be found here

A member's primary care provider's name and phone number can be found here

When a member's ID card was issued can be found here

If a member has questions or an emergency related to their benefits, they can use the phone numbers located here

If a member is enrolled in OhioRISE, they will have the OhioRISE and Aetna logo here

All member pharmacy information can be found here

Member ID Card Details:
 <MCO Logo Here>
 Member Name: Jane HasVeryLongName
 Member ID Number: 000000000000
 Plan ID Number: 000000000000
 Primary Care Provider: Dr. John Doe
 Issuance Date: MM/DD/YYYY
 Member Services | Phone: 000-000-0000
 24 Hour Emergency Services | Phone: 000-000-0000
 OhioRISE Member Service | Phone: 833-711-0773
 OhioRISE logo and Aetna logo
 Pharmacy Benefit: gwinwell
 Rx Serv: 024251
 Rx PCN: OH0XPR00
 Phone: 833-491-0344
 CDR: Enabled
 Use Member ID for Billing

2. Select **Submit for Validation**.

- NurtureOhio will search the ROP system to ensure no other records from the last 30 days can be found in the system for that member.

NurtureOhio navigation bar: Forms, Reassigned Forms, Data Uploads, Analytics, Video Library, Help, 1846, [User Profile], Logout

Patients

Patient Validation for ROP

In order to improve the quality of data, all patient information will be validated against the Ohio Department of Medicaid's database. Data from this page, as well as data returned from Medicaid, will be pre-populated into the form.

Patient Medicaid ID:

Patient First Name*:

Patient Last Name*:

Patient Social Security Number (9 digit - no dashes):

Patient Date Of Birth*:

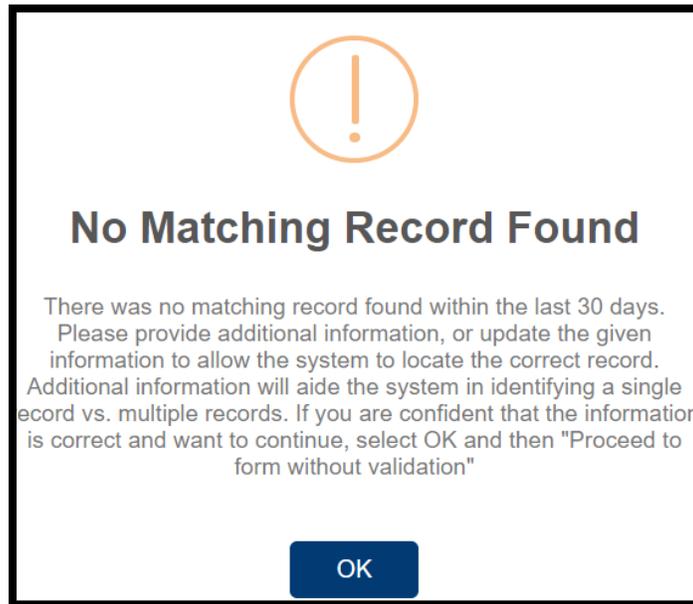
Estimated Due Date*:

The following fields are required for Validation: Patient First and Last Names, Patient Date of Birth, Estimated Due Date and at least one of the following:

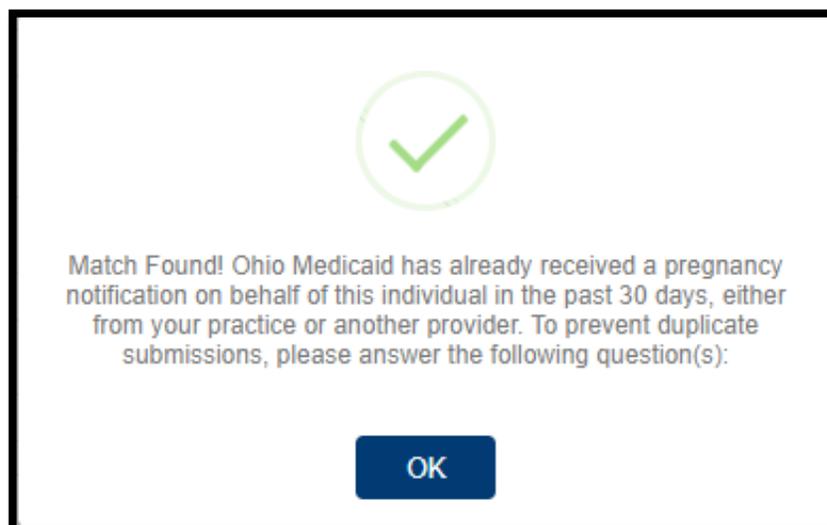
- Patient Medicaid ID
- Patient Social Security (9-Digit)

SUBMIT FOR VALIDATION ←

The following notification will appear when no matching ROP record is found:



The following notification will appear when a matching record is found:



If a matching record is found, users must then answer the following questions:

In the past 30 days have there been changes to:

- The individual's health?
- Social risk factors from the prior submission?
 - **If yes:** the user may continue to complete a new form
 - **If no:** the user must open the previously completed form to edit with new information or the user can stop the submission

In the screenshot below, the red x means that the information provided does not have a matching record in the Medicaid system and needs to be addressed.

The screenshot shows a form titled "Patient Validation for ROP". At the top, there are two red error messages: "Patient Date of Birth Does Not Match the Patient on File." and "Invalid/Missing Patient Medicaid ID.", with red arrows pointing to them. Below this is a blue banner with white text: "In order to improve the quality of data, all patient information will be validated against the Ohio Department of Medicaid's database. Data from this page, as well as data returned from Medicaid, will be pre-populated into the form." The form fields include: "Patient Medicaid ID" (with a red 'x' icon and an arrow pointing to it), "Patient First Name*", "Patient Last Name*", "Patient Social Security Number (9 digit - no dashes)", "Patient Date Of Birth*" (with a red 'x' icon and an arrow pointing to it), and "Estimated Due Date*". To the right of the form, there is a text box that says: "The following fields are required for Validation: Patient First and Last Names, Patient Date of Birth, Estimated Due Date and at least one of the following:" followed by a list: "Patient Medicaid ID" and "Patient Social Security (9-Digit)". At the bottom right, there are two buttons: "PROCEED TO FORM WITHOUT VALIDATION" and "SUBMIT FOR VALIDATION".

Note: There can be multiple errors returned at once and NurtureOhio does its best to identify the fields that need to be addressed. The common errors that can be returned are as follows:

- Invalid/Missing Date(s) of Service.
- Patient Date of Birth Does Not Match the Patient on File.
- Invalid/Missing Patient Medicaid ID.
- Invalid/Missing Patient Name.
- Patient Not Found.
- Duplicate Patient ID Number.
- Must Provide Valid Patient Medicaid ID and/or Social Security Number.
- Patient does not have active Medicaid coverage.
- System is unable to respond, please contact NurtureOhio Helpdesk (This error also sends an alert to NurtureOhio)

To proceed:

- The user must verify the patient’s information.
- Correct errors
- Resubmit for validation

In the screenshot below, the **green check mark** means the information provided has a matching Medicaid record and the user may proceed to the form.

The screenshot displays a form titled "Patient Validation for ROP". At the top, a blue banner contains the text: "In order to improve the quality of data, all patient information will be validated against the Ohio Department of Medicaid's database. Data from this page, as well as data returned from Medicaid, will be pre-populated into the form." Below this, the form fields are listed on the left, each with a green checkmark icon to its right: "Patient Medicaid ID", "Patient First Name*", "Patient Last Name*", "Patient Social Security Number (9 digit - no dashes)", "Patient Date Of Birth*", and "Estimated Due Date*". To the right of these fields, the text reads: "Member Successfully Identified! Based on the information provided, we were able to locate this individual within the Ohio Department of Medicaid's records. Please proceed to complete the form by clicking on the button below." At the bottom right of the form, there is a red button labeled "PROCEED TO FORM".

Note: The ROP may be submitted without verifying eligibility with Medicaid by selecting “Proceed to form without verification.”

Risks of not verifying Medicaid eligibility:

- No reimbursement for submission of ROP.
- No follow-up of referrals.
- Potential HIPAA violation.
- System not notified of Medicaid eligibility.

ROP Form

After clicking the “Proceed to Form” button, users are directed to the ROP Form (shown over the next few pages).

The screenshot shows the 'Report of Pregnancy Form' (ROP) interface. At the top, there is a navigation bar with the 'Nurture' logo and menu items: 'Forms', 'Reassigned Forms', 'Data Uploads', 'Analytics', 'Video Library', and 'Help'. On the right side of the navigation bar, there is a user profile icon with a red '184b' badge and a 'Logout' button. Below the navigation bar, there is a 'ROPs' button. The main content area is titled 'Report of Pregnancy Form' and contains the following fields:

- Source of Data:** A dropdown menu with 'Choose One' selected.
- Date of Service:** A text input field with the placeholder 'MM/DD/YYYY'.
- Claims Data:** A dropdown menu with 'Choose One' selected.
- Name of Managed Care Plan:** A dropdown menu with 'Choose One' selected. Below this field is a note: '(If patient was validated on previous page, this value will be pre-filled with the correct MCP from the Ohio Department of Medicaid)'. The field is currently empty.
- Patient Medicaid ID:** A text input field with a blacked-out value.
- Patient Managed Care Plan ID:** An empty text input field.
- Patient Social Security Number:** A text input field with a blacked-out value.
- Patient Date of Birth:** A text input field with the value '01/01/2000'.
- Patient First Name:** A text input field with the value 'Test'.
- Patient Last Name:** A text input field with the value 'Test'.

NurtureOhio MCO User Guide

Estimated Due Date
12/12/2024

Gestational Weeks
Choose One ▾

Gestational Days
Choose One ▾

Date Gestational Age Recorded
MM/DD/YYYY

Patient Address

Patient City

Patient State
Choose One ▾

Patient Zip

Patient County
Choose One ▾

Patient Phone

Patient Alternate Phone (Optional)

Primary Language is English?
Choose One ▾

Primary Language (if not English):

Patient Email

Patient's Preferred Method of Contact:
Choose One ▾

How does the patient describe their ethnicity?
Choose One ▾

How does the patient describe their race?
Choose One ▾

For purposes of healthcare operations and care coordination, your patient/client might be contacted by someone from their managed care plan or a representative from the county department of job and family services about their pregnancy. Contact can be made by either phone, email or mailed communication. Did the patient indicate they would like someone to contact them about..

The name of the person at my site who should be contacted with updates/questions about this form is:

I would like my patient's Managed care plan to communicate with my office regarding an urgent need.
Choose One ▾

Assistance locating an OB/GYN provider?
Choose One ▾

Assistance scheduling appointments?
Choose One ▾

Information on additional resources, services and home visiting?
Choose One ▾

Submit

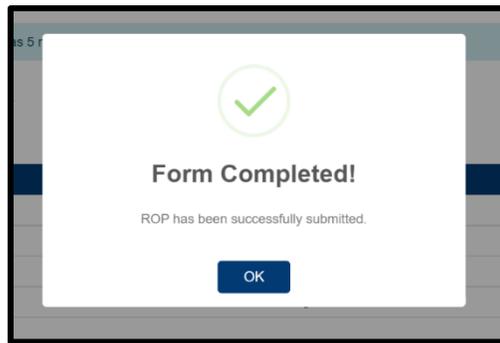
Once all required sections have been completed, click the “Submit” button.

A screenshot of a web form. It contains three sections, each with a 'Choose One' dropdown menu:

- Assistance locating an OB/GYN provider?
- Assistance scheduling appointments?
- Information on additional resources, services and home visiting?

A red arrow points to a 'SUBMIT' button in the bottom right corner of the form.

Make sure you see the ‘Form Completed!’ message



Note: If required areas are missing from the document, the user will be directed to those areas for correction or addition of information. **Missing information is outlined in red.**

A screenshot of the 'Report of Pregnancy Form' in a web application. The form has a header with 'Nurture' and navigation links. Below the header, there is a 'ROPs' tab and the title 'Report of Pregnancy Form'. The form contains several fields:

- 'Source of Data' dropdown menu (outlined in red, arrow pointing left)
- 'Date of Service' text input (MM/DD/YYYY, outlined in red, arrow pointing left)
- 'Claims Data' dropdown menu (outlined in red, arrow pointing left)
- 'Name of Managed Care Plan' dropdown menu (outlined in red, arrow pointing left)
- A note: '(If patient was validated on previous page, this value will be pre-filled with the correct MCP from the Ohio Department of Medicaid)'
- 'Patient Medicaid ID' text input (pre-filled with a blacked-out value)
- 'Patient Managed Care Plan ID' text input (empty)

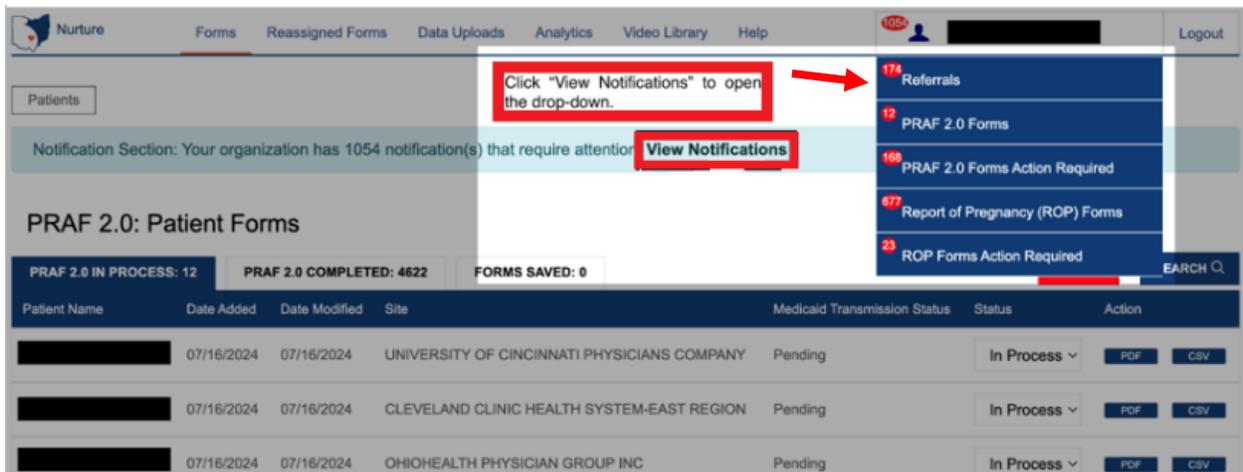
Processing Referrals

When filling out a PRAF or ROP users can request the patient’s Managed Care Plan to follow up with the patient. MCOs can then log into the site to process these referrals. MCOs will determine internally which users are responsible for processing referrals for their plan

If an MCO user has any referrals that require attention, a ‘View Notification’ message will appear at the top of the screen. Notifications are presented for new PRAF 2.0 forms, new ROP forms, and incomplete referrals.

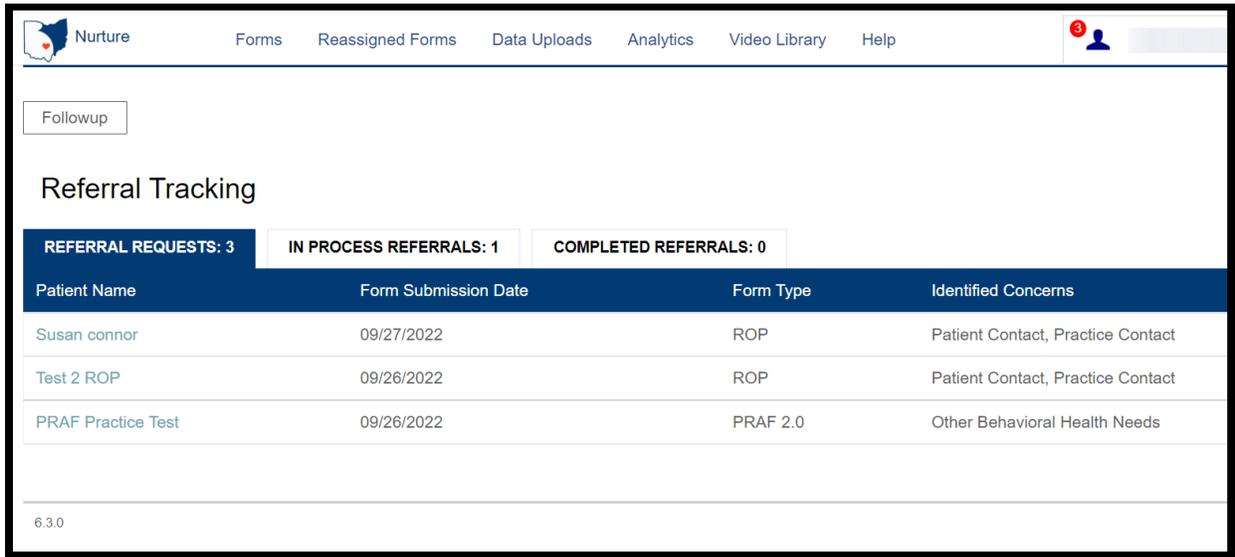
A small red circle will also appear next to the User ID indicating how many notifications a user has.

Click ‘View Notifications’ to open a drop-down menu under the User ID. Click ‘Referrals’ on this menu to go to the Referral Tracking screen. Users can also select ‘Referrals’ from the Forms menu at the top of the screen.

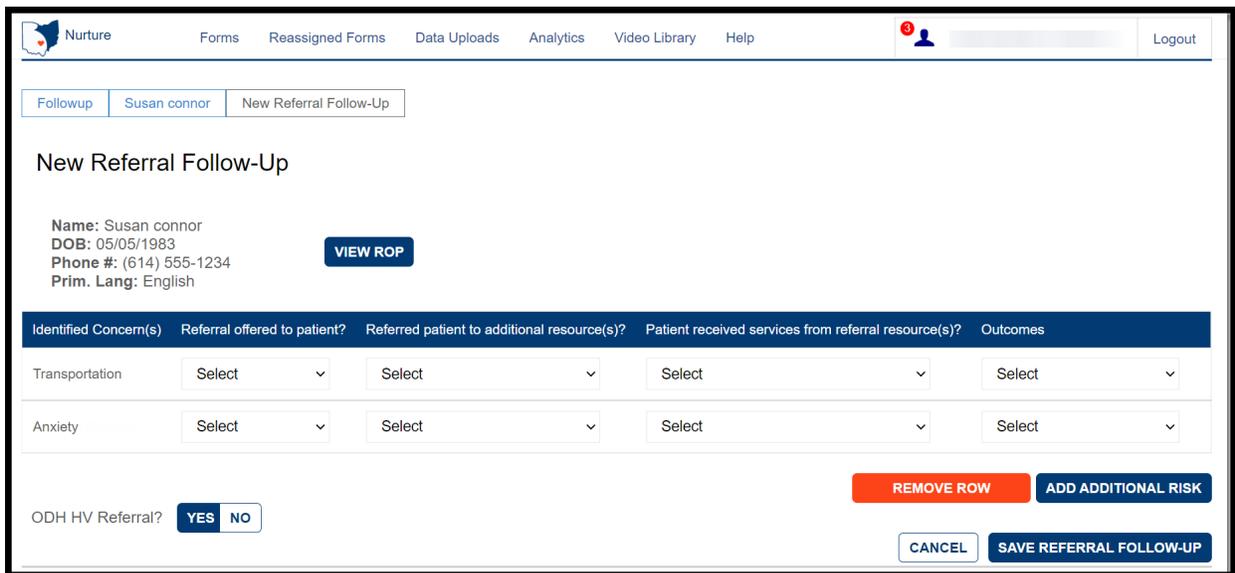


The Referral Tracking screen shows referrals for both the PRAF and ROP forms. The ‘Identified Concerns’ column helps to easily identify what the patient needs assistance with.

There are three tabs: Referral Requests, In Process Referrals, and Completed Referrals.



All forms will stay in the ‘Referral Requests’ tab until some action is taken. To start processing a request, click on a patient’s name. Then the ‘New Referral Follow-Up’ screen opens.



On this screen users can:

- Easily view the Patient Information (Name, DOB, Phone, and Primary Language) to assist in contacting the patient.
- Click the ‘View PRAF 2.0’ or ‘View ROP’ button to view the patient’s form.
- Add/remove a risk.
- Indicate if this is an ODH HV Referral.

To process the referral, select an answer from each drop-down menu. When finished, click “Save Referral Follow-Up”.

Referral offered to patient?	Referred patient to additional resource(s)?	Patient received services from referral resource(s)?	Outcomes
Select	Select	Select	Select
Yes No Unable to reach No contact made	Yes No Additional Services not requested	Yes No Unknown	Patient declined referral Patient did not request referral Patient already received services N/A Other

After saving the referral, it will either appear under the ‘In Process Referrals’ tab where it can be edited, or under the ‘Completed’ tab.

The ‘**In Process Referrals**’ tab shows all forms that have been started but not completed.

‘In process’ scenarios include:

- When the user selects ‘No’ for the following three drop-down menus: “Referral offered to patient?”, “Referred patient to additional resource(s)?” AND “Patient received services from referral resource(s)?”
- When the user selects “No contact made” for the first question.
- When the user selects ‘Yes’ for “Referral offered to patient?”
- When the user selects ‘Yes’ for “Referred patient to additional resource(s)?”

The ‘**Completed**’ tab shows all forms that have been completed.

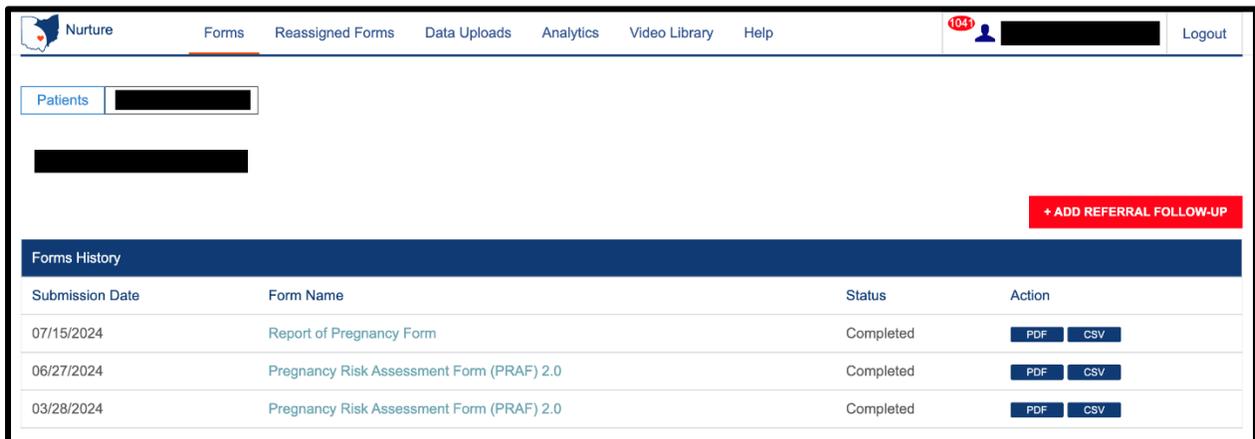
‘Completed’ scenarios include:

- When the user selects ‘No’ for “Referral offered to patient?” AND selects ‘Additional services not requested’ for “Referred patient to additional resource(s)?” for ALL identified concerns.
- When the user selects ‘Yes’ for “Patient received services from referral resource(s)?” for ALL identified concerns.
- When the user selects “Unable to reach” for first question for ALL identified concerns.

Manually Adding a Referral

Users can also manually add a referral follow-up to any PRAF or ROP form. For instance, a referral may be manually added for a patient who has already had a PRAF or ROP submitted, but later found to have a previously unidentified risk factor or referral service/need. In this case, the MCO user can add the referral outside of the form. Even if a patient is no longer pregnant (e.g. miscarriage; post-partum), PRAF forms may be submitted in the event that there is a newly identified pregnancy-related healthcare or social need.

To start, select the patient’s name from the list of PRAFs or ROPs. On the Forms History screen, click the “Add Referral Follow-Up” button.



The ‘New Referral Follow-Up’ screen will open, allowing you to add a referral.

Exporting ROPs

The Export option allows you to export all forms associated with the logged-in MCO user to a .csv file.

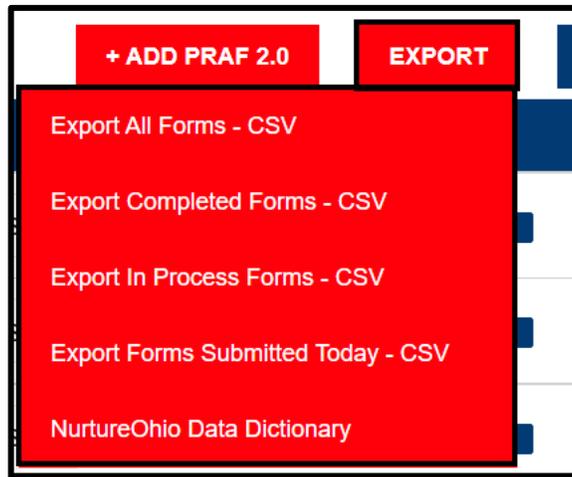
Click the *Export* button at the top of the screen next to the Add button.



Once clicked, the forms will instantly be exported and saved to the default download folder on your local machine.

Exporting PRAFs

Users can export multiple PRAF forms to a CSV file by clicking the **EXPORT** button on the main forms screen, between the Add and Search buttons.



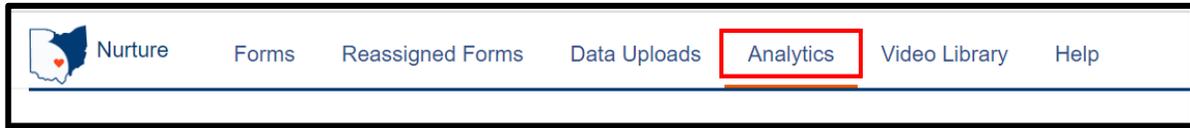
From the drop-down menu, users can choose to export 'All' forms, all 'Completed' Forms, all 'In Process' forms, and all 'Forms Submitted Today'.

There is also an option for exporting the NurtureOhio Data Dictionary. This document describes the details of the file output.

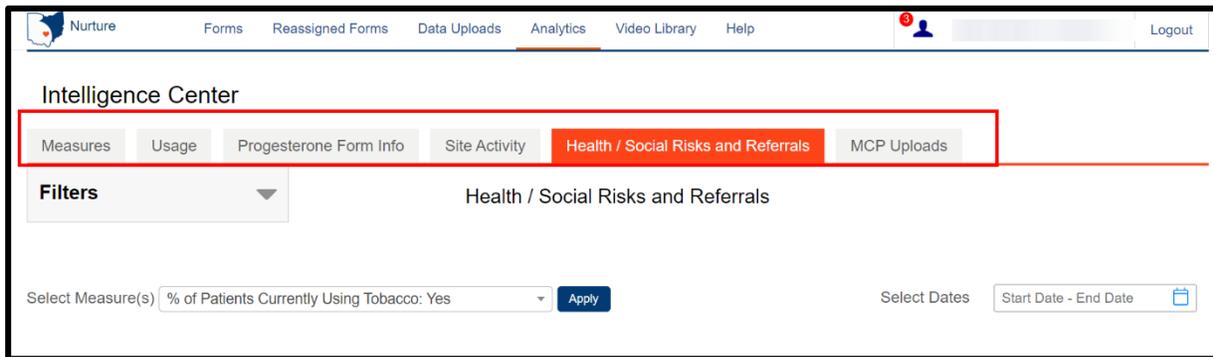
Once you select an option, the file will be exported and saved to the default download folder on your local machine.

Analytics

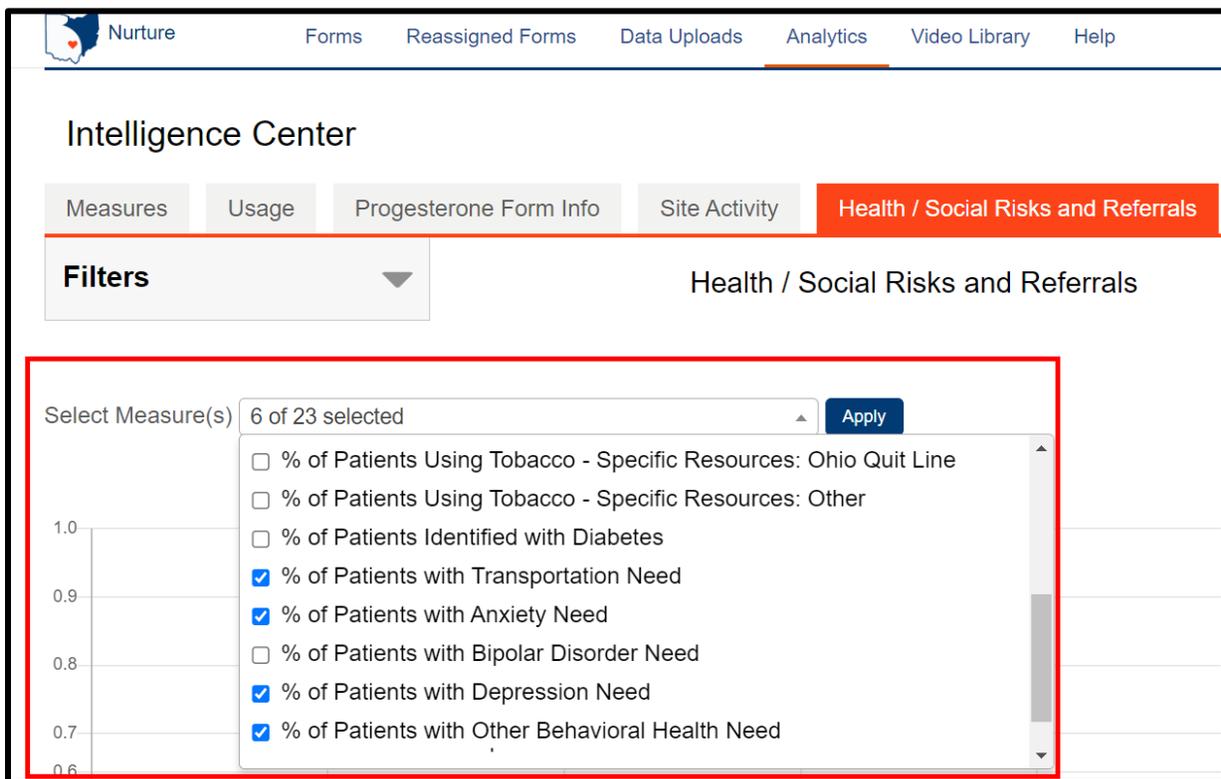
MCOs can view aggregate and site-specific data analytics for information captured in NurtureOhio. To access analytics, click “Analytics” at the top of the main screen.



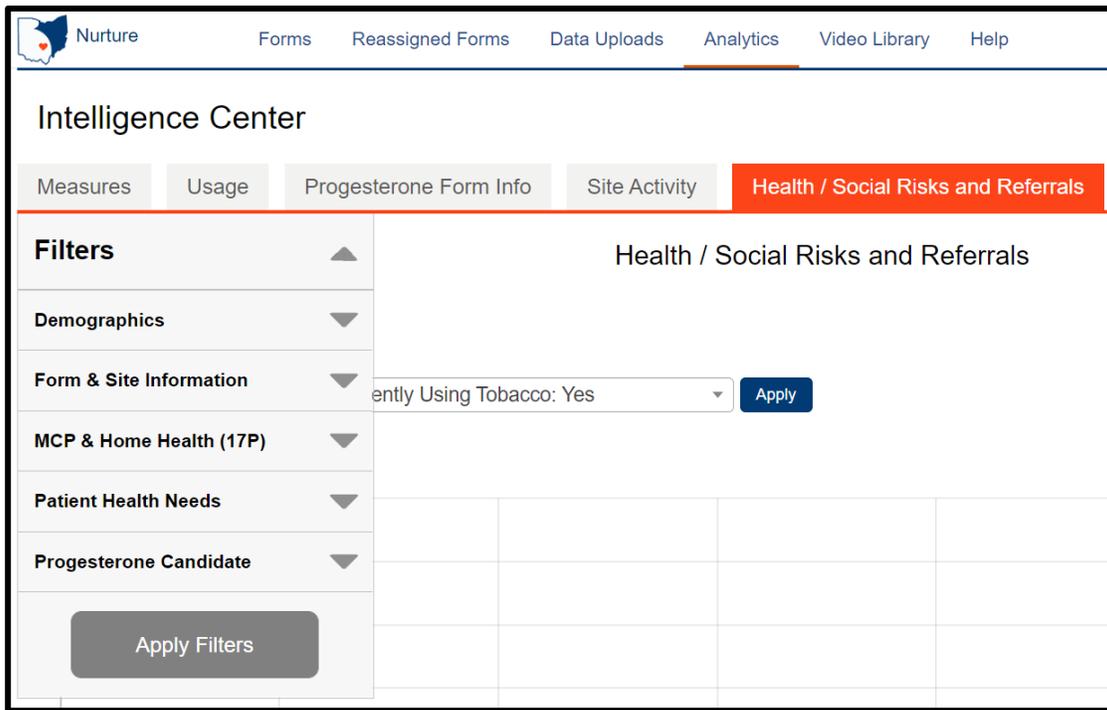
The “Intelligence Center” screen then opens. This screen has six tabs representing the different categories of information that can be analyzed.



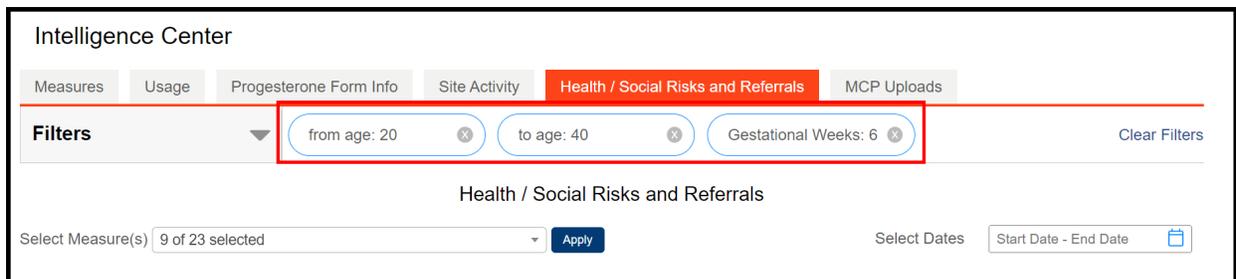
For each category, users select the ‘measure(s)’ which represent subcategories of the selected tab.



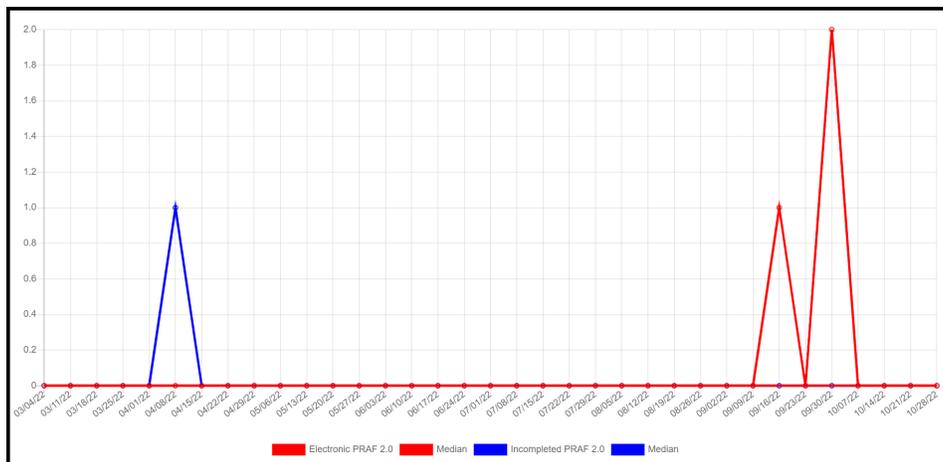
Filters can also be applied to the data to create an even more specific subset of the data.



Once applied, the selected filters appear to the right of the Filters menu.



As measures and filters are being applied, a graph is displayed and will automatically adjust as different options are selected and applied. Below is an example of a graph showing 'Usage' data.



Under each graph is a summary of the data that was used to create it.

Summary	
Electronic PRAF 2.0	3
In-Process PRAF 2.0	1
Paper PRAF	0
MCP-Specific PRAF	0
Electronic ROP	3
Paper ROP	0
MCP Claims ROP	1
Progesterone Prescriptions	0
Total Activated Practice Users	0
Number of Practice Management Practices with 1 or more Submitted PRAF 2.0	2

Users can click on the blue categories to drill down further to specific data elements. Practice-specific Analytics can be exported to a csv file.

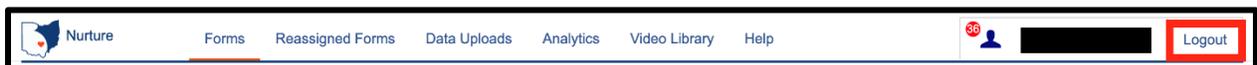
Activation	
Logins	611
Average Time/Session	11:38
View Usage Breakdown	
View User Breakdown	
Practice-Specific Analytics	

Usage Breakdown										
Month of:	Time Period						Total			
	Active Practices	New Practices	Completed PRAF 2.0	Rx.	Logins	Practices	Users	Completed PRAF 2.0	Rx.	Logins
10/01/2022	0	0	0	0	0	337	7	6	0	2,091
09/01/2022	1	18	3	0	0	337	7	6	0	2,091
08/01/2022	0	0	0	0	0	319	5	3	0	2,091
07/01/2022	0	0	0	0	0	319	5	3	0	2,091
06/01/2022	0	0	0	0	0	319	5	3	0	2,091
05/01/2022	0	2	0	0	0	319	5	3	0	2,091

Log Out

It is important to log out of the NurtureOhio system when finished.

- Select “Logout” in the top right-hand corner of the screen.



Help Desk and User Support

If you have any concerns or issues with the website or are unable to view fields, please use the “Help” button shown in the screenshot below.

Patient Name	Submission Date	By	Medicaid Transmission Status	Action
Susan connor	09/27/2022	Hien Mai-nonob	Pending	PDF CSV
Test 2 ROP	09/26/2022	Hien Mai-nonob	Pending	PDF CSV
test1 rop	09/23/2022	Eboni Carlton	Pending	PDF CSV

Help Form

You will then want to describe the issue that you are experiencing in the text box. Include a contact email and then click ‘Submit.’

Nurture Ohio Help

Thank you for taking the time to provide feedback – your assistance will allow us to improve our product for all users. Prior to completing this form, please read through the items below to ensure your issue/feedback is addressed appropriately.

For Medicaid Provider issues relating to logging in with your OH|ID, password or Provider/Group affiliation, please contact your Provider Administrator to ensure you have been assigned the Prenatal Visit role in the PNM.

For questions about the contents of the PRAF 2.0, including concerns/clarifications around the information being requested or Medicaid eligibility issues, please email MomsandBabies@medicaid.ohio.gov . Please use secure/encrypted email when sending a patient's protected health information (name, social security number, Medicaid ID, etc.).

For technical issues that you encounter while using Nurture Ohio that are not related to your OH|ID or Nurture Ohio access, please complete the brief feedback form below.

Please describe the issue that you encountered:

Contact Email:

SUBMIT

If you have any general questions regarding the ROP form content or process, please email MomsandBabies@medicaid.ohio.gov with the Subject “ROP Form”.

Maintenance and System Outages

If the NurtureOhio system is shut down for maintenance, you will receive an e-mail from the Nurture Helpdesk (no-reply@duethealth.com). The Ohio Department of Medicaid paper-based notification process can be used during these system outages. The paper-based form, ODM 102577, and its accompanying instructions, ODM 102577, can be found at the URL below.

[ODM10257Fillx.pdf \(ohio.gov\)](#)

Appendix A

About NurtureOhio Features

Shareable Data Entry

Users can edit a ROP form submitted by another MCO user up to 30 days after the original submission date.

Same-Day Pregnancy Notification

Pregnancy notification helps patients maintain Medicaid eligibility. It also helps MCOs address the needs of pregnant Medicaid members more quickly.

The NurtureOhio website can notify the managed care plan and the Ohio Benefits Worker Portal of the patient's pregnancy the same day it is entered into NurtureOhio. Practice users assist in this process by accurately entering the following patient information:

- First name
- Last name
- Date of birth
- Social security number (full 9 digits)
- Medicaid ID/MCID

Ohio Benefits, Medicaid's eligibility system, accepts pregnancy information directly from the information users enter in NurtureOhio. Accuracy of the five details above is important to match the individual's case in Ohio Benefits. The member ID as displayed on the patient's Medicaid card and/or the patient's social security number is important as they are used to identify the member for whom pregnancy needs to be updated. The estimated pregnancy due date paired with the latter five identifiers are used to update the Ohio Benefits system. This helps prevent loss of coverage during pregnancy. Please note the member ID number is consistent across Medicaid MCOs; however, the member ID number will not always be the same as the MCO ID #, which varies by insurance plan. Thus, please be sure to capture the member ID number and not mistakenly input the MCO ID #.

The member ID # is:

- Used to verify a patient's eligibility and their MCO,
- Consistent across all MCOs and Ohio Medicaid, and
- Required for the PRAF 2.0 form to communicate with Ohio Benefits.

Below is where you will locate the member ID number on our contracted managed care entity insurance cards.

Next Generation managed care member ID cards
 The Next Generation managed care member ID cards were designed to include important information, including pharmacy benefit information, in one place and in a format that is easy to understand.

Every Ohio Medicaid managed care member should use this card

Callouts:

- A member's ID number can be found here (points to Member ID Number field)
- A member's primary care provider's name and phone number can be found here (points to Primary Care Provider field)
- When a member's ID card was issued can be found here (points to Issuance Date field)
- If a member has questions or an emergency related to their benefits, they can use the phone numbers located here (points to Member Services and 24 Hour Emergency Services fields)
- If a member is enrolled in OhioRISE, they will have the OhioRISE and Aetna logo here (points to OhioRISE and Aetna logos)
- All member pharmacy information can be found here (points to Pharmacy Benefit field)

Card Fields:

- Member Name: JaneHasVeryLongName
- Member ID Number: 000000000000
- Plan ID Number: 000000000000
- OhioRISE logo
- Aetna logo
- Primary Care Provider: Dr. John Doe, Phone: 000-000-0000
- Issuance Date: MM/DD/YYYY
- Pharmacy Benefit: gwinwell, Rx Bin: 024251, Rx PCN: 0R0XPR00, Phone: 833-491-0344, OCP Enrolled, Use Member ID for Billing

Below is where you will locate the member ID number on archived versions of the managed care organization cards.

Example 1: Buckeye Health Plan

- US Script BIN#008019 Pharmacies call: 1-800-460-8888
- Name: [Redacted]
- Effective Date: [Redacted]
- MMIS#: [Redacted]
- DOB: [Redacted]
- PCP Name: [Redacted]
- PCP Phone #: [Redacted]

Example 2: CareSource

- Member Name: Mary Doe, Date of Birth: 04-12-73
- CareSource Member ID #: 12345678900
- MMIS #: 987654321000
- Case #: 7654321000
- Primary Care Provider/Clinic Name: Good, lam A.
- Provider/Clinic Phone: (937) 123-4567
- Member Services: 1-800-488-0134 (TTY: 1-800-750-0750 or 711)
- 24-hour Nurse Line: 1-866-206-0554 (TTY: 1-800-750-0750 or 711)

Example 3: Molina Medicaid

- Member: DUMMY NAME
- Identification #: XXXXXXXXXXXX
- Date of Birth: 01/01/01
- Effective Date: 01/01/01
- Primary Care Provider: DUMMY PCP
- Primary Care Provider Phone: (XXX) XXX-XXXX
- MMIS#: XXXXXXXXXX
- SNIP: XXXXXX
- Issue Date: 01/01/01

Example 4: Paramount Advantage

- GROUP NUMBER: ADV0010011
- HEALTH PLAN (80840): 7952304120
- ID NUMBER: A999999901
- MEMBER NAME: Jane Doe
- PRIMARY CARE PROVIDER: John Smith (419) 5551212
- PROVIDERS CALL FOR PRIOR AUTH: 800-891-2500/419887-2520
- EFF. DATE: 01/01/2015
- MMIS NUMBER: 000000000000
- CVS/CAREMARK: RXGRP RX6407, RXBIN 004336, RXPCN ADV

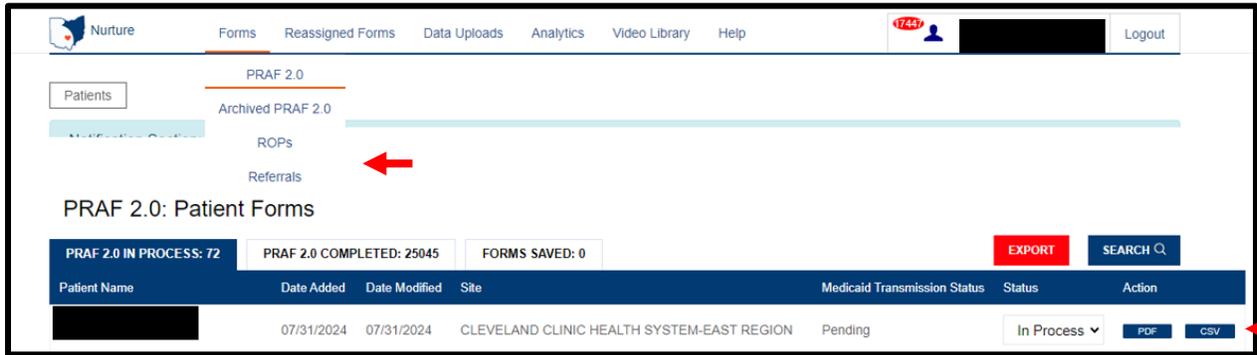
Example 5: UnitedHealthcare Community Plan

- Health Plan (80840): 911-87726-04
- Member ID: 999999999
- Group Number: OHPHCP
- Member: SUBSCRIBER BROWN
- Payer ID: 87726
- MMIS: 999999999999
- PCP Name: DR. PROVIDER BROWN
- PCP Phone: (999)999-9999
- OPTUMRx: Rx Bin: 610494, Rx Grp: ACUOH, Rx PCN: 9999

Ability to Retrieve and Save Previously Entered Forms

Forms entered can be viewed and downloaded in two different formats (PDF and CSV).

- Navigate to the “Forms” tab
- Select PRAF 2.0 or ROPs depending on what type of form you are trying to retrieve
- After making your selection you can choose PDF or CSV under the Action heading to view or download forms



Ability to View and Filter Analytics

Users can view aggregate and site-specific data analytics for information captured in NurtureOhio.

- Navigate to the “Analytics” tab
- Select Filters
- Select the filter you would like to use
- Select “Apply Filters” to view results

