PRAF 2.0 NurtureOhio Interface:

Medicaid Provider User Guide

Nurture
Care • Encourage

Ohio Department of Medicaid

Revised 12/1/2025

Contents

Welcome New Users! 4
What is NurtureOhio? 4
NurtureOhio Features 4
Who Should Use NurtureOhio? 5
What is a PRAF? 5
What is an ROP? 5
Benefits of Using NurtureOhio to Submit Perinatal Notifications 5
User Types 6
How to Obtain Access to NurtureOhio 6
Prenatal Visit Agent Role Assignment 6
How to Log into NurtureOhio 7
New User Screen 8
Welcome Screen 9
Update User Information 9
How to Submit a Perinatal Risk Assessment Form (PRAF 2.0) 10
Confirm Practice Details 10
Adding Patient Information 11
Patient Validation *12*
Provider Information *18*
Patient Details *20*
Patient Details, cont. *21*
Risks and Referrals 22
Submit 24
Exporting PRAFs 25
How to Submit a Report of Pregnancy (ROP) 26
Confirm Practice Details 26
Add Patient Information 28
Patient Validation *28*
Patient Validation Fields *28*
ROP Form *33*
Logging Out 36
Additional Information 37

Adding a Practice 37
Forgotten Username or Password 37
Help Desk and User Support 38
Help Form 38
I Have a Question about the PNM module, OH|ID, or Portal Password Support 39
Maintenance and System Outages 39
Appendix A: About NurtureOhio Features 40
Shareable Data Entry 40
One Time Data Entry of Practice and Provider Information 40
Same-Day Pregnancy Notification 40
Ability to Retrieve and Save Previously Entered Forms 41
Appendix B: Creating an OH|ID Account for PNM as a Provider Agent 42
Appendix C: Adding Agent Roles in PNM 44
Appendix D: Patient Form Error Messages/Transmission Statuses 46
Error Messages 46
Medicaid Transmission Statuses 46

Welcome New Users!

This guide will help you navigate the NurtureOhio website. Some of the key items provided are:

- Definitions of Perinatal Risk Assessment Form (PRAF 2.0) and Report of Pregnancy (ROP) related topics
- Step by step guidance on logging into the system
- Step by step guidance on submitting forms
- Features of NurtureOhio
- Help with troubleshooting
- Additional tips and resources

What is NurtureOhio?

NurtureOhio 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 NurtureOhio web-based system has become the Ohio Department of Medicaid's preferred method for notification of pregnancy and needs during the postpartum period for all Medicaid-insured individuals across the state.

NurtureOhio is a web-based system that stores and shares information about perinatal risks and health-related social needs (HRSNs). This information is collected using the electronic Perinatal Risk Assessment Form (PRAF 2.0) and the Report of Pregnancy (ROP). Once a user submits either the PRAF 2.0 or ROP in NurtureOhio, the data is seamlessly transmitted to the Ohio Department of Medicaid's eligibility system to ensure maintenance of Medicaid coverage, the Ohio Department of Health for connection to the Women and Infant Nutrition Program (WIC), the Ohio Department of Children and Youth (DCY) for evidence-based Home Visiting, and the individual's Managed Care Organization (MCO) for resources and identified needs.

NurtureOhio is used to notify the Ohio Department of Medicaid and key stakeholders of pregnancy and the start of the postpartum period for all Medicaid-insured individuals for eligibility maintenance and care coordination. Through the PRAF and ROP, NurtureOhio transmits the minimum information needed about Medicaid individuals' pregnancy and postpartum information to the appropriate stakeholders to ensure their needs are met.

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 Export CSV files of submitted PRAFs

More information on these features can be found in Appendix A.

Who Should Use NurtureOhio?

- Clinical obstetrical providers should submit a Perinatal Risk Assessment Form (PRAF 2.0) on behalf of their patients.
- Clinical 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 Report of Pregnancy (ROP).
- CBOs and MCOs should also submit an ROP when notified of a pregnancy.

What is a PRAF?

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

What is an ROP?

The purpose of the Report of Pregnancy (ROP) form is to capture a Medicaid individual's pregnancy as soon as possible to assist with eligibility and care coordination. ROPs are intended for submission at the first report of pregnancy. The ROP can be submitted by non-obstetrical Medicaid providers, Medicaid MCOs, and CBOs. For example, if a patient is on a telehealth visit with their primary care physician and reports being pregnant, an ROP should be submitted on behalf of the patient. An additional example would be if a patient is seen at the emergency department or a local health department and is determined to be pregnant, an ROP should be submitted on behalf of the patient. The goal is to connect the individual to obstetrical care and other services and ensure coverage throughout pregnancy and the postpartum period to optimize health care access and health outcomes for the mother and infant. Again, the ROP is only intended for submission by non-obstetrical Medicaid providers, Medicaid MCOs, Doulas, and CBOs.

Please note: *If your practice provides obstetrical services, the PRAF should be submitted on behalf of your patients. If your practice does not provide obstetrical services, ROP forms should be submitted on behalf of your patients. These forms should only be completed for Medicaid recipients*.

Benefits of Using NurtureOhio to Submit Perinatal Notifications

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

User Types

Users are classified into five different user types which impact what views they have access to and how they enter information in the NurtureOhio system. For the purposes of NurtureOhio, ODM defines the following user types:

- Practice Users are users associated with a practice that provides obstetric services
- MCO are users affiliated with ODM's contracted MCO
- Non-OBGYN are users associated with a clinical practice that does not provide obstetric services but can confirm an individual's pregnancy via a positive pregnancy screening such as primary care, emergency department, urgent care, community health centers, community clinics, etc., and as those users identified by ODM as doulas.
- Secondary MCOs are managed care entity (MCE) users that do not oversee the primary medical coordination for the individual but could identify a pregnant member, such as Aetna OhioRISE
- OEI Community Based Organizations and CBO Lead Entities are users from organizations identified by the Ohio Department of Medicaid as Ohio Equity Institute Lead Infant Mortality Entities and their corresponding Community Based Organizations

How to Obtain Access to NurtureOhio

All Practice and Non-OBGYN users of the NurtureOhio site must be associated with an enrolled Medicaid provider. If a practice site is not associated with an enrolled Medicaid provider, they will need to complete the enrollment process. Enrollment applications must be submitted using Ohio Medicaid's Provider Network Management (PNM) module. Anyone accessing the Provider Network Management (PNM) module will need an OH|ID to log in.

Practice and Non-OBGYN users will need to use their OH|ID to access the NurtureOhio system. Instructions for setting up an OH|ID personal online user account can be found in Appendix B.

Prenatal Visit Agent Role Assignment

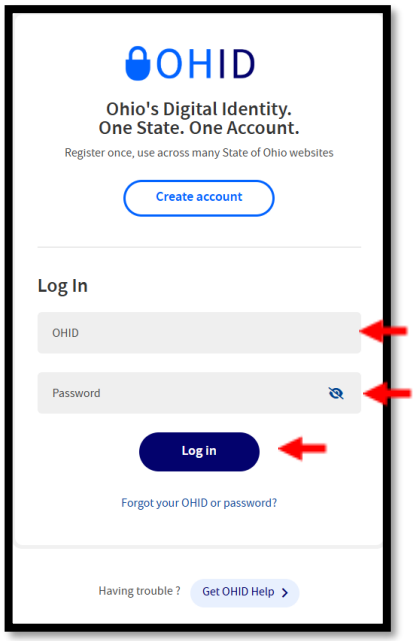
Once an OH|ID is obtained, the provider administrator must assign the user the "Prenatal Visit" to the provider agent role in the PNM. Instructions for the assignment of roles are found in Appendix C.

Please note: *The "Prenatal Visit" role should only be assigned to users who need to submit PRAFs, not ROPs. If your responsibilities include submitting both PRAFs and ROPs, you will need to use* ***two separate OH|IDs*** *to log into NurtureOhio. One OH|ID, without the Prenatal Visit role, will be used for submitting ROPs. The other OH|ID, with the Prenatal Visit role assigned, will be used for submitting PRAFs.*

How to Log into NurtureOhio

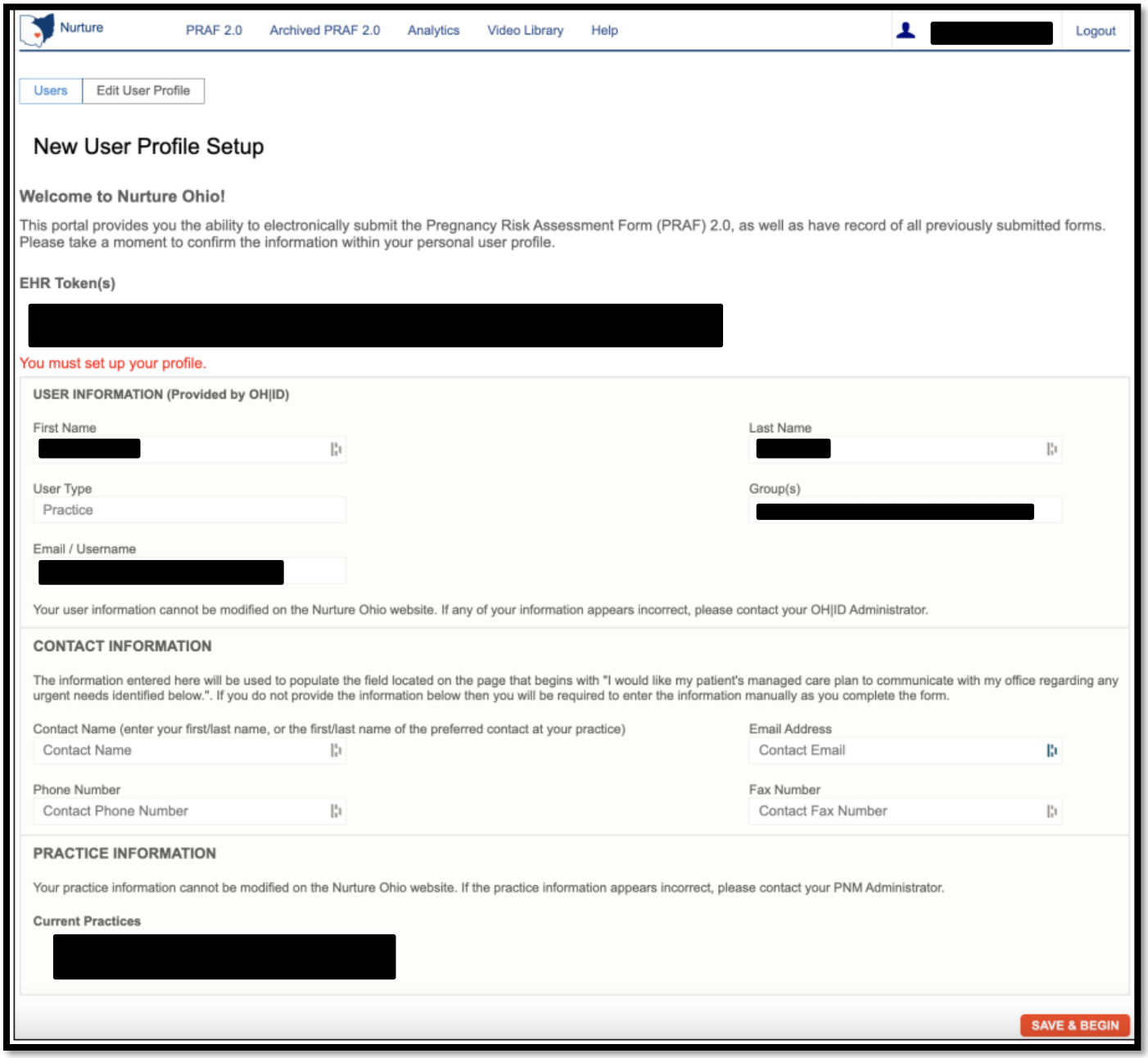
To access the NurtureOhio website, visit: [https://nurtureohio.com/login.](https://nurtureohio.com/login)

Ohio Medicaid Practice and Non-OBGYN users: Select "OH|ID" from the dropdown to log in with your OH|ID Username and Password to submit pregnancy notifications and referrals for patients currently insured by Ohio Medicaid. Click “LOG IN WITH OH|ID”

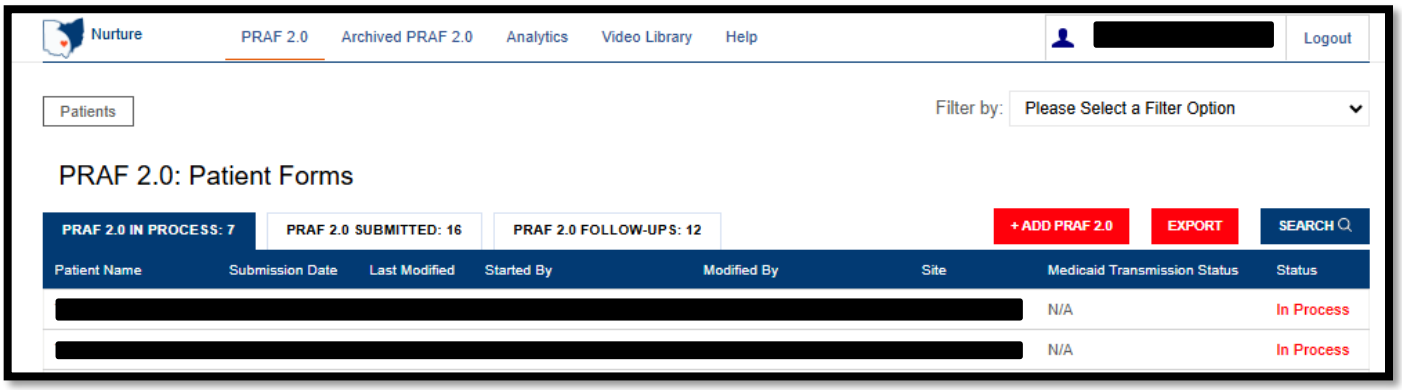


New User Screen

- After logging in for the first time, submitters will be taken to the New User Profile Setup screen.
- Some of the user information is pre-populated from OH|ID and the PNM
- Complete and review editable information and hit “Save and Begin”



Welcome Screen

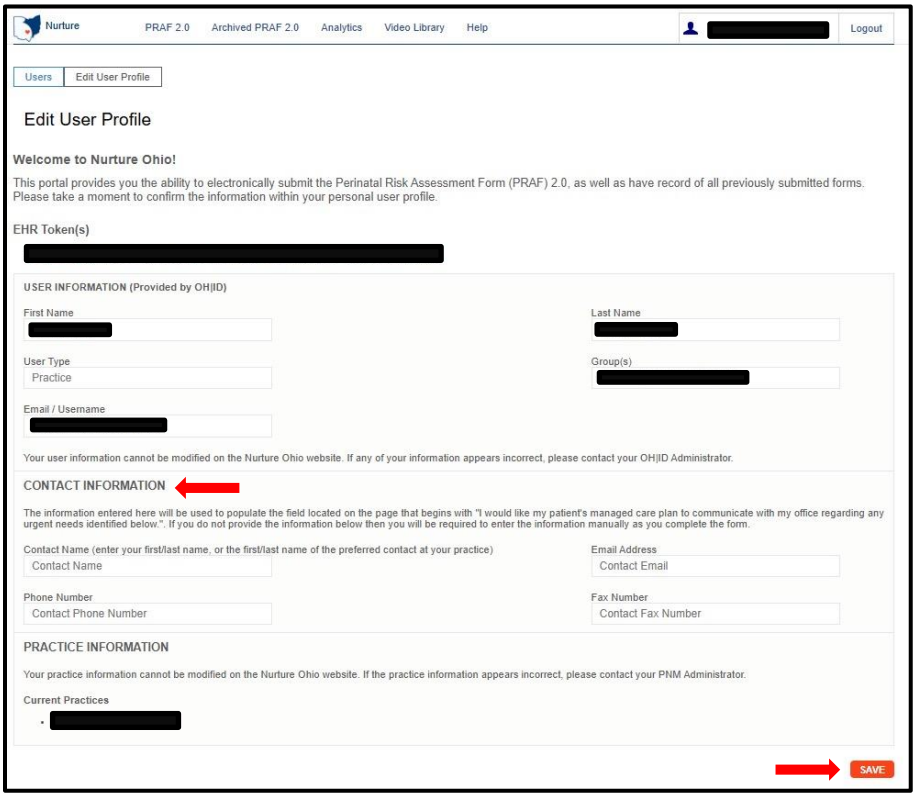


Update User Information

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

- Review user information
  - Note: If first name, last name, and email address need to be updated, update your information in OH|ID and the information will be synced to NurtureOhio automatically.
- Add Contact information to populate the urgent need portion of the form
- Review current practices
- Return to the Welcome Screen after saving by clicking on "PRAF 2.0 or ROP" at the top of the screen

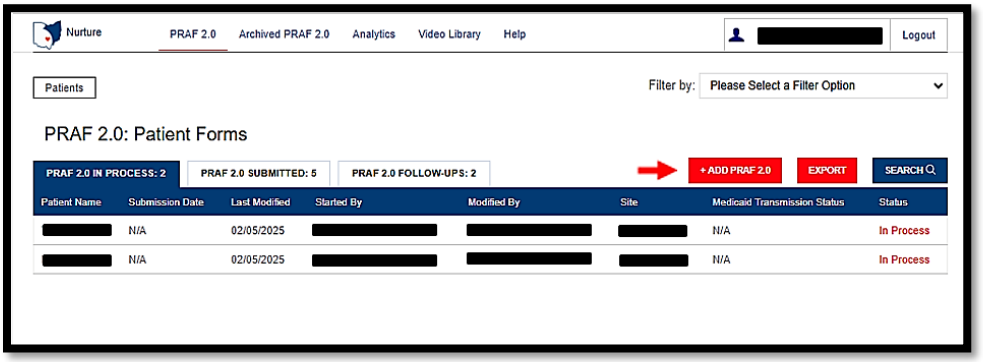
Please Note: *Some information associated with your User ID will be inserted automatically. You will not be able to edit this information. If a user needs to update, add, or delete practice information, the organization's PNM administrator will need to make this change within the PNM system.*



Please Note: *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. Clicking the save button will return you to the Welcome Screen.*

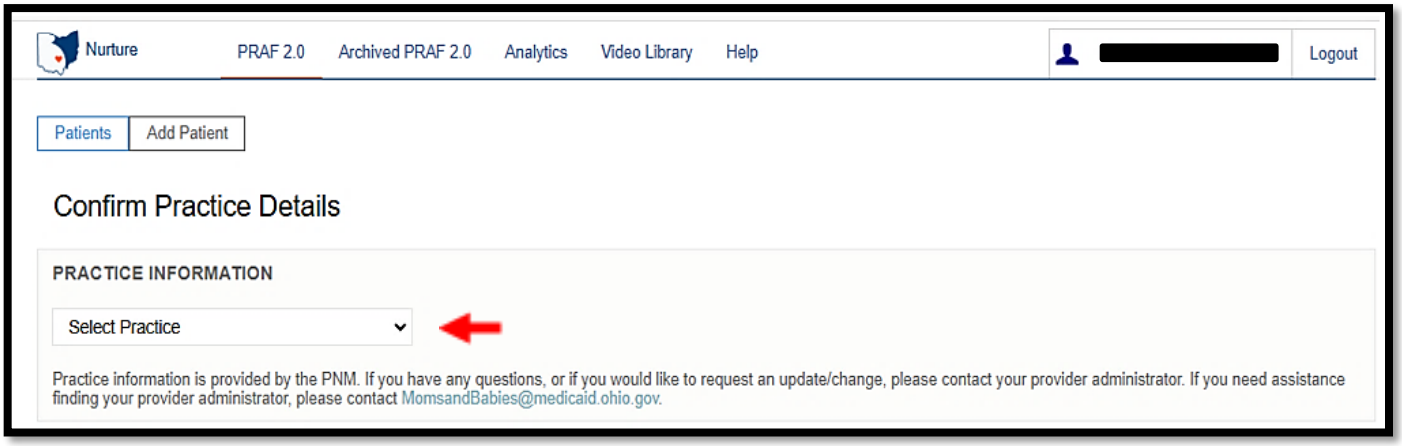
How to Submit a Perinatal Risk Assessment Form (PRAF 2.0)

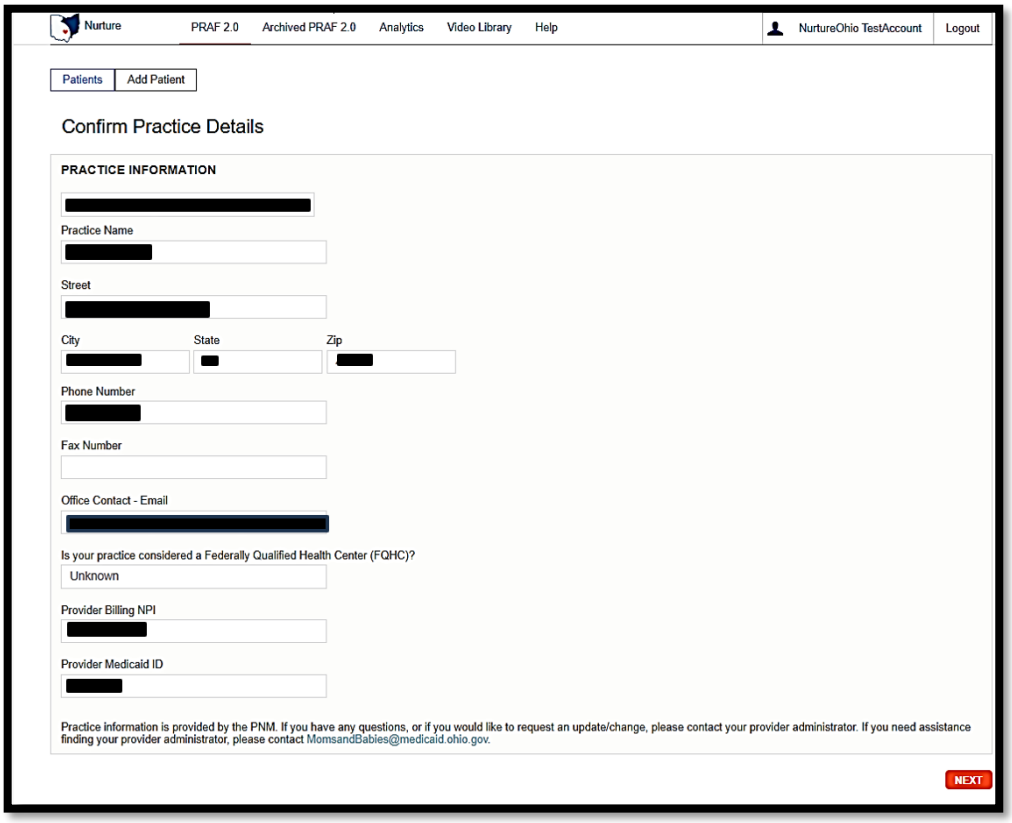
After clicking on the "+ ADD PRAF 2.0" button on the Welcome Screen, users can enter information into the PRAF form.



Confirm Practice Details

- Select practice information.
- If you have multiple associated practices, this is where you will select the practice for which you are entering the PRAF.





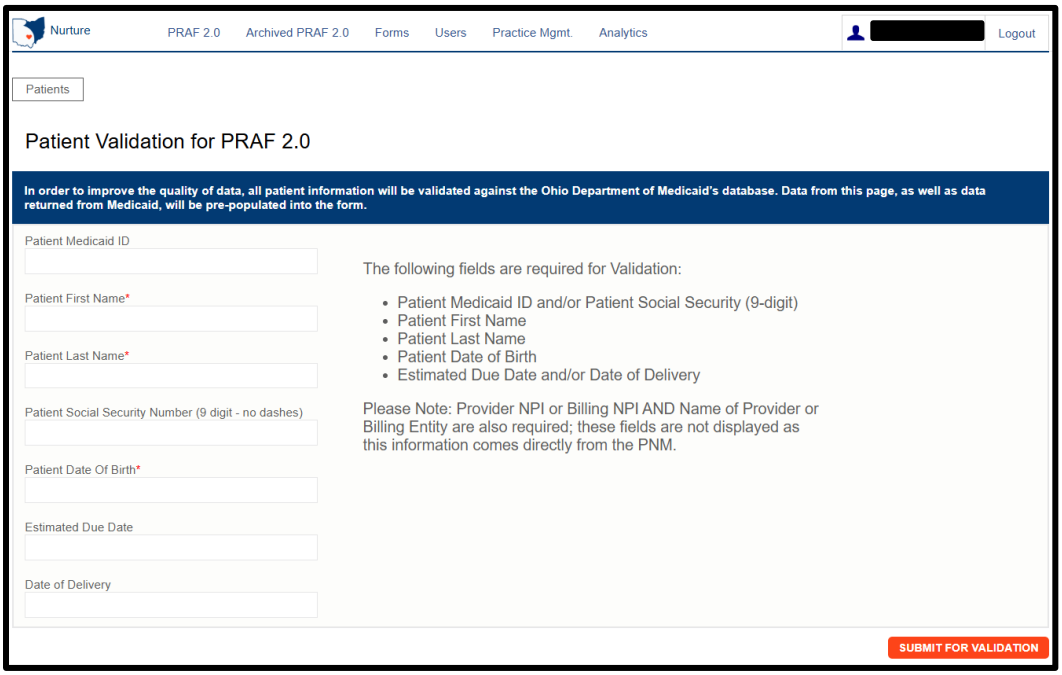
***Please Note**: Practice information is provided by the PNM. If you have any questions, or if you would like to request update/change, please contact your provider administrator. If you need assistance finding your provider administrator, please contact MomsandBabies@medicaid.ohio.gov.*

Adding Patient Information

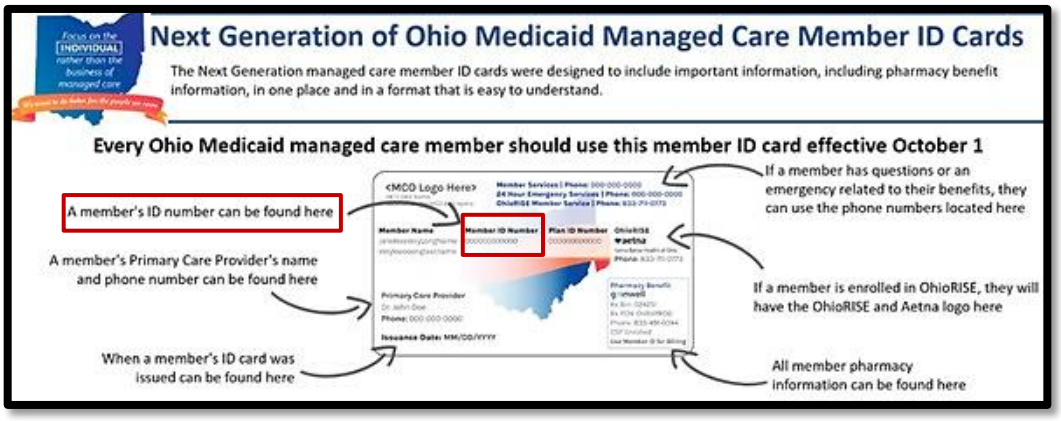
Patient Validation

To improve data quality and avoid HIPAA concerns, a patient validation feature has been added to check that the information entered links to a Medicaid individual's case. NurtureOhio takes the information entered and searches against Ohio Medicaid's eligibility system. The user will receive feedback based on the data entered. If the information does not match, the user will have the opportunity to correct, re-validate, and submit. If the information still does not match after correcting the fields indicated, the user may continue without validation but verify the data after submission and resubmit. The user has up to 30 days to edit the form and resubmit. After 30 days, the user will not be able to edit a form and must submit a new form.

1. Complete the required fields:
    - Patient Medicaid ID (Patient MMIS ID) and/or Patient Social Security Number (9-Digit)
    - Patient First Name
    - Patient Last Name
    - Patient Date of Birth
    - Estimated Due Date and/or Date of Delivery

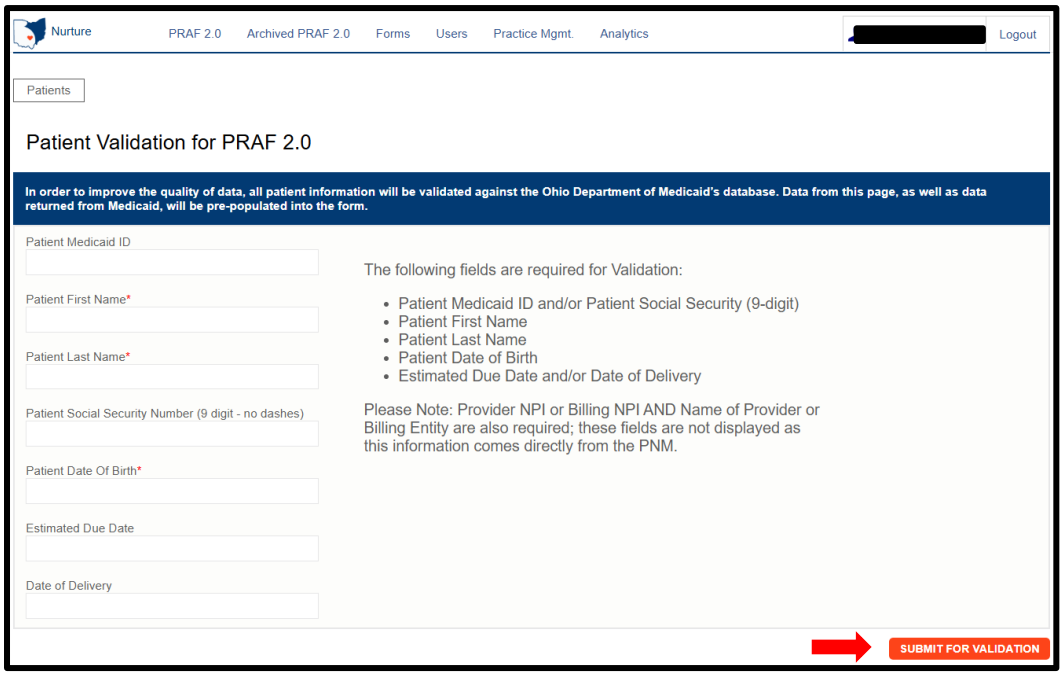


Please Note: *The Patient's Medicaid ID location is shown on the Medicaid card below. For more information and to view the Medicaid ID on archived Medicaid cards, see* [*Appendix A*](#)*.*

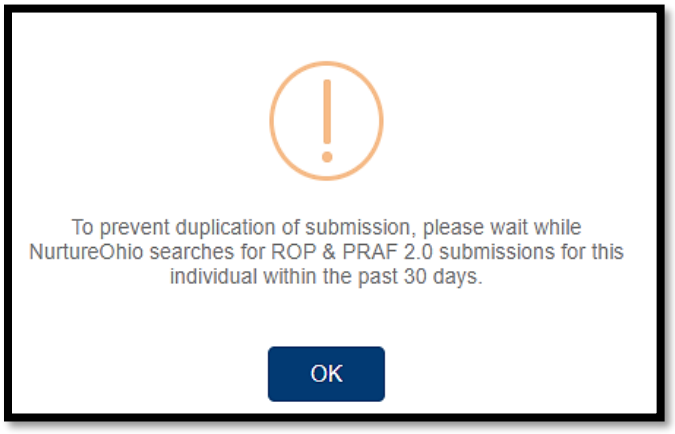


2. Select Submit for Validation:

NurtureOhio will search the PRAF 2.0 system to ensure no other records from the last 30 days can be found in the system for that member.

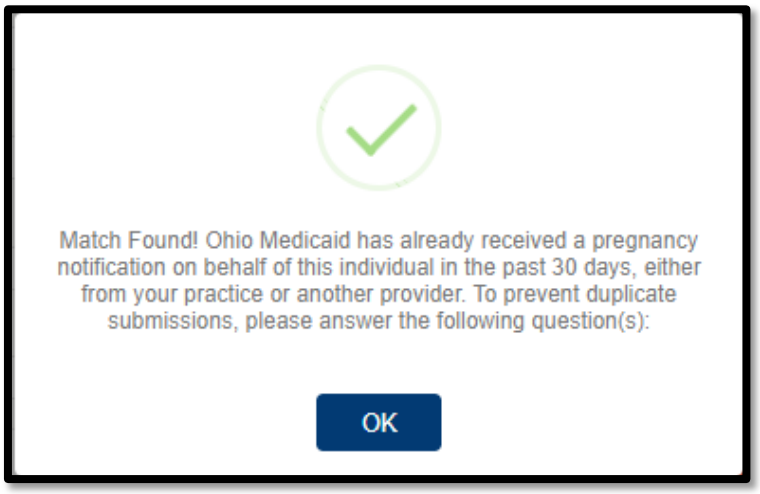


The following notification will appear after you submit, select OK to continue:



The following notification will appear when no matching PRAF 2.0 record is found, select OK to continue

The following notification will appear when a matching record is found, select OK to continue:

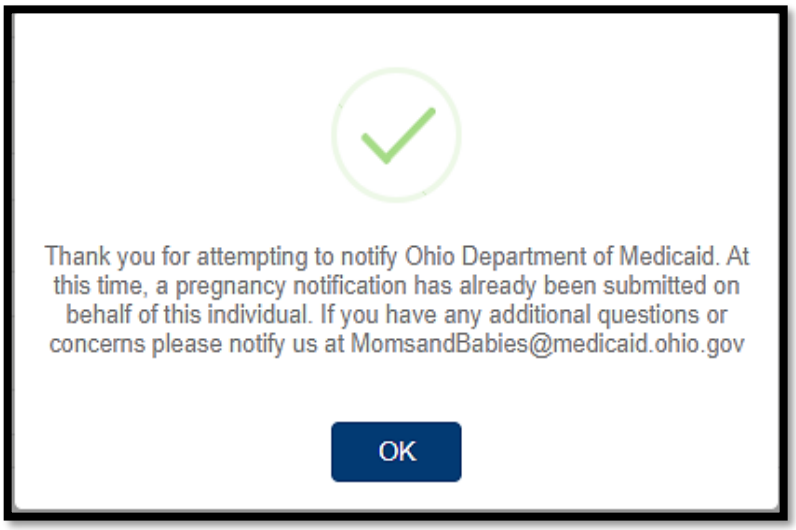


If a matching record is found, users must answer the following questions:

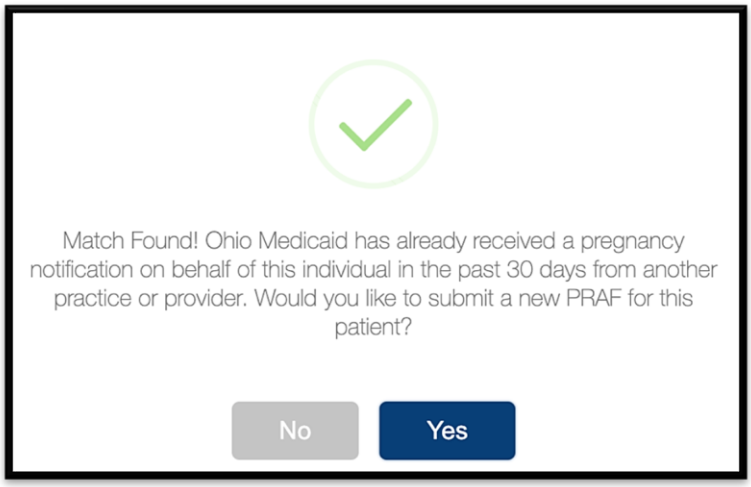
In the past 30 days have there been changes to:

- The individual's health?
- Social risk factors from the prior submission?
- Has there been changes to the individual's pregnancy due date or number of fetuses?
    - 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

You will receive the following notification if you answer no to all questions, select OK to continue:

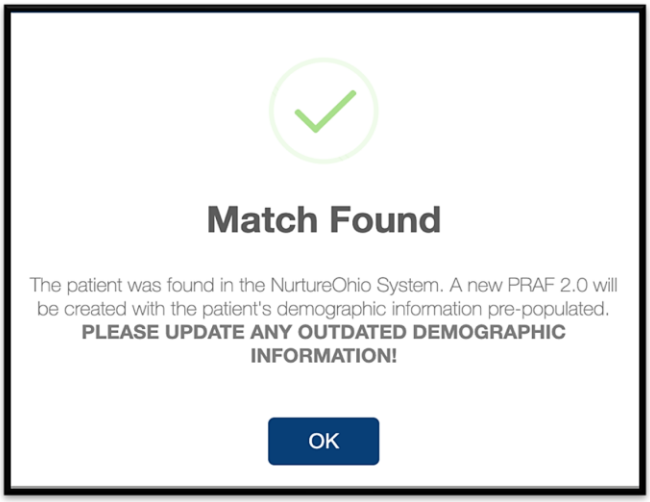


If there is a PRAF matching the individual's information, but it was submitted by another provider, the following will appear:



- Selecting "No" will stop the PRAF and send you back to the home page.
- Selecting "Yes" will create a new PRAF using your selected practice.

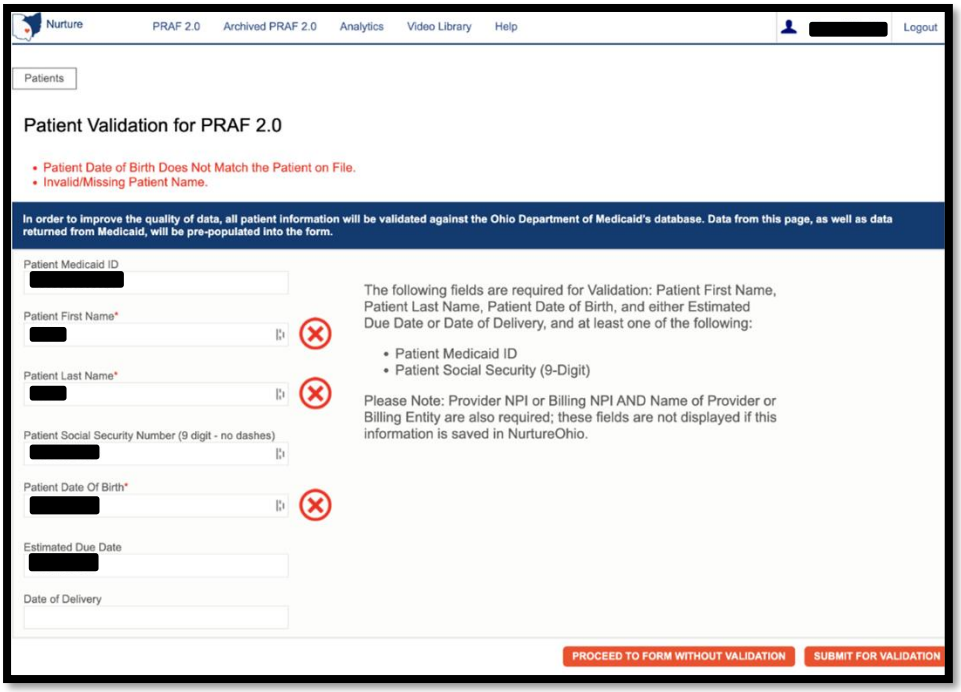
If there is a PRAF matching the individual's information and was submitted more than 30 days and less than 9 months ago, you will see the following prompt, select OK to continue:



- The individual's information from the previously submitted PRAF will be used to pre-populate the individual's demographic information.
- This is still creating a new PRAF for the individual.

3. NurtureOhio then checks with the Ohio Medicaid system to ensure the patient has a profile in the Medicaid system.

⊗ Means the information provided does not have a matching record in the Medicaid system

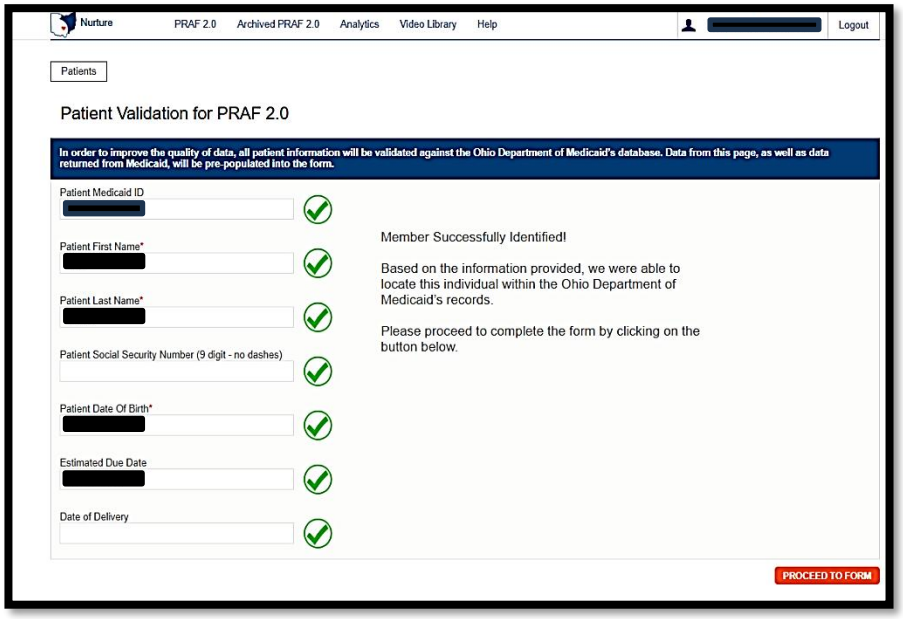


- There can be more than one error returned at once.
- Error messages will appear above the form.
- Possible error messages that you could see:
  - Patient Date of Birth Does Not Match the Patient on File.
  - Invalid/Missing Patient Medicaid ID.
  - Invalid/Missing Patient Name.
  - Patient Not Found
  - Must Provide Valid Patient Medicaid ID and/or Social Security Number.
  - Duplicate Patient ID Number.
  - Patient does not have active Medicaid coverage.
  - System is unable to respond, please contact the NurtureOhio Helpdesk.
    - This error also automatically sends an alert to NurtureOhio.

To proceed:

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

✅ Means the information provided has a matching Medicaid record and the user may proceed to the form.



***Please Note**: The PRAF 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 PRAF*
  - *No follow-up of referrals*
  - *Potential HIPAA violation*

Provider Information

All information on the following screen is automatically entered into the form based on the information submitted when creating a new practice except:

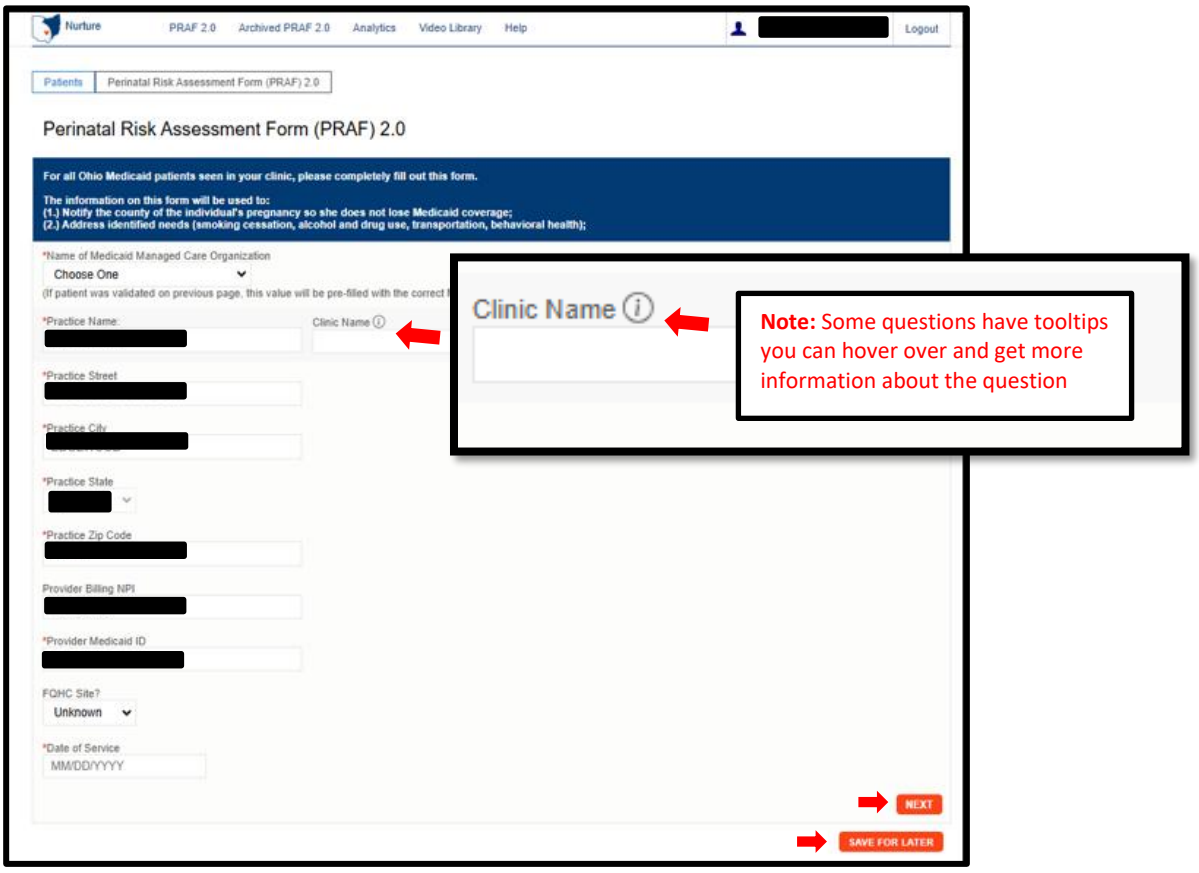
Date of Service- Date the perinatal appointment occurred

Provider Medicaid ID- This will be populated by the PNM association.

- NurtureOhio makes sure all required information is filled in before you are allowed to go on to

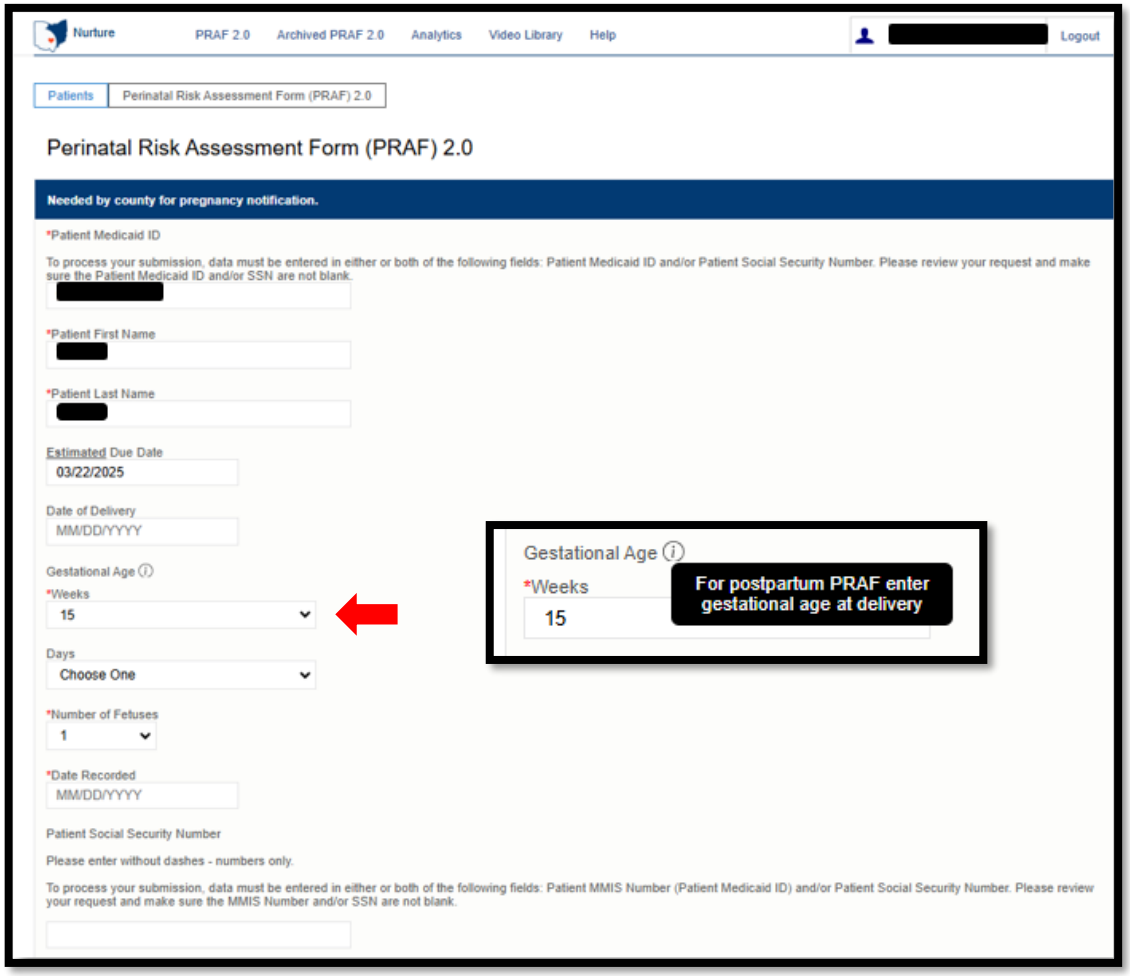
the next page of the PRAF form

- All missing fields will be highlighted in RED.
- You can click “Save for Later” to save any information you’ve entered without completing the form or sending the information to the patient’s MCO.
- Patients saved for later will appear as “In Process” on the Welcome Screen.
- In process PRAFs will be saved for 30 days. If PRAFs are not completed within 30 days, they must be resubmitted.



Patient Details

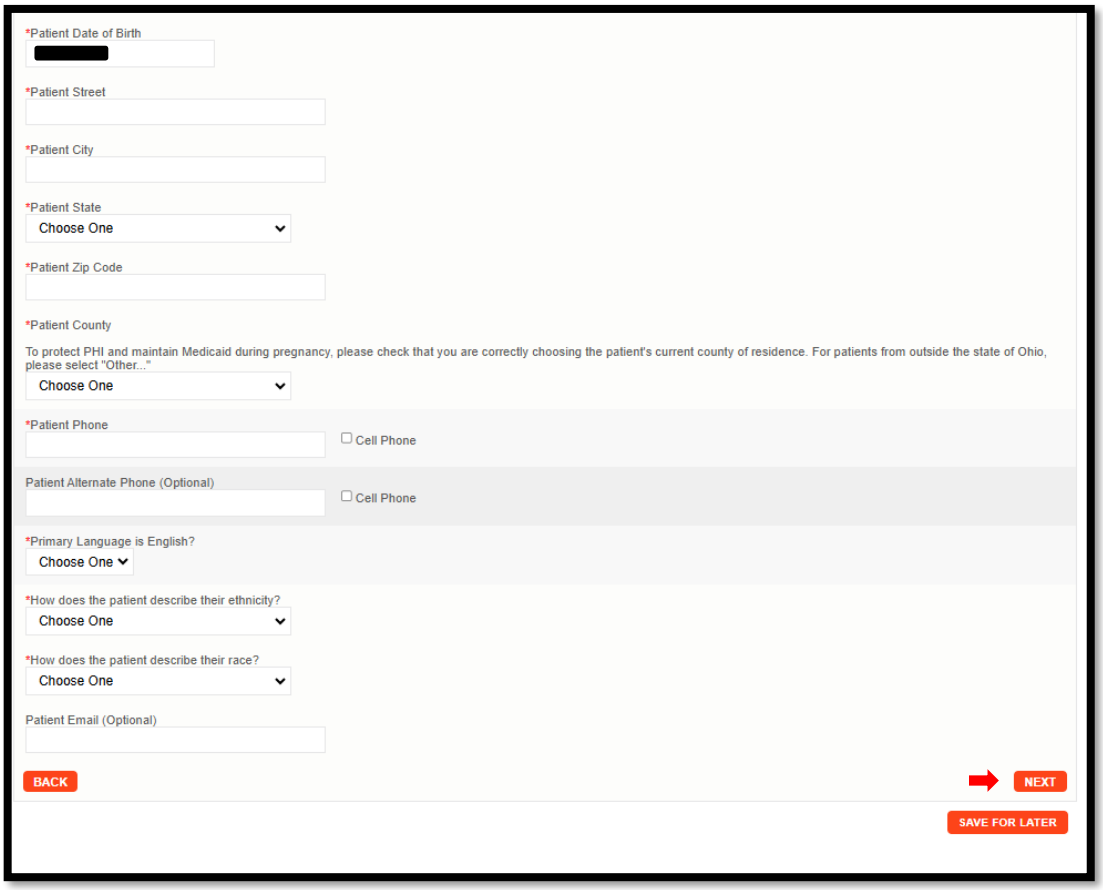
To complete the patient details, you must complete either the Patient's Medicaid ID or Social Security number. All details on this page must be completed except where "optional" is shown.



***Please Note**: When completing a postpartum PRAF, enter the Gestational Age at the time of delivery.*

Patient Details, cont.

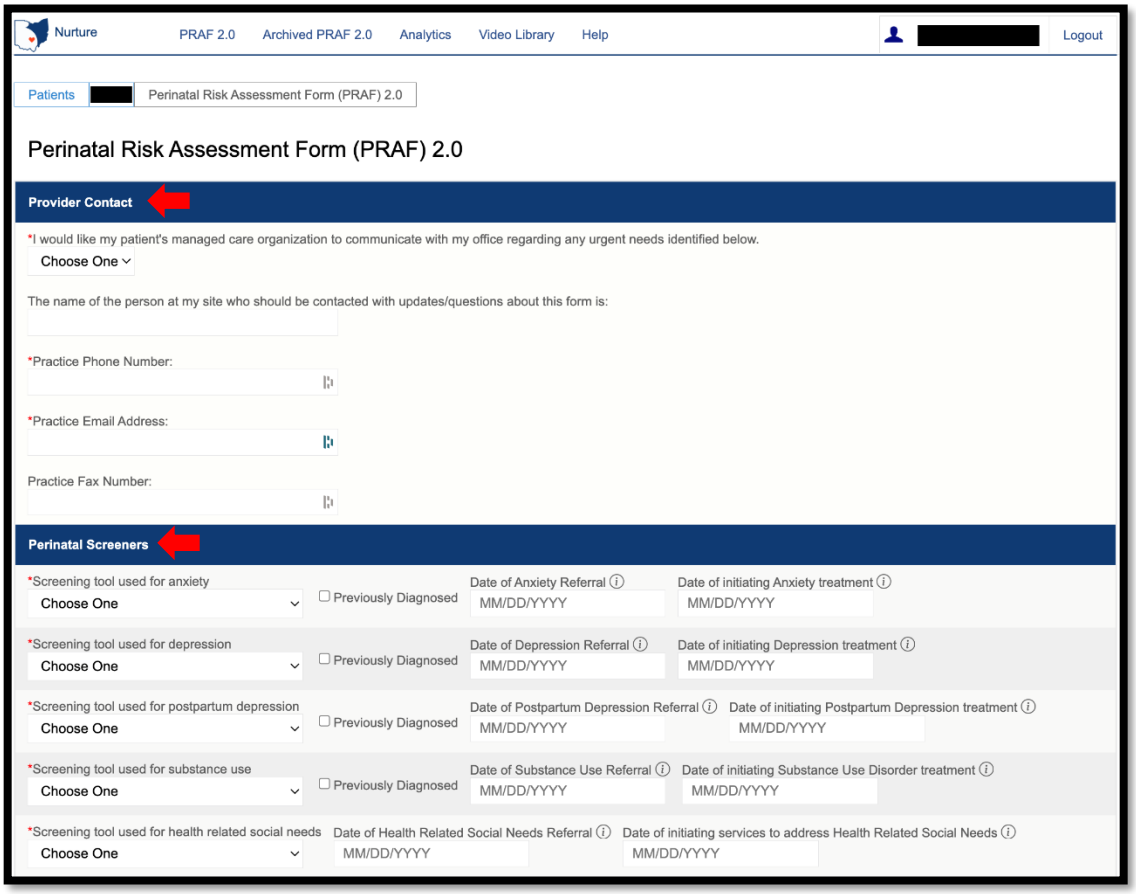
Once you have completed all required fields select “Next” to continue



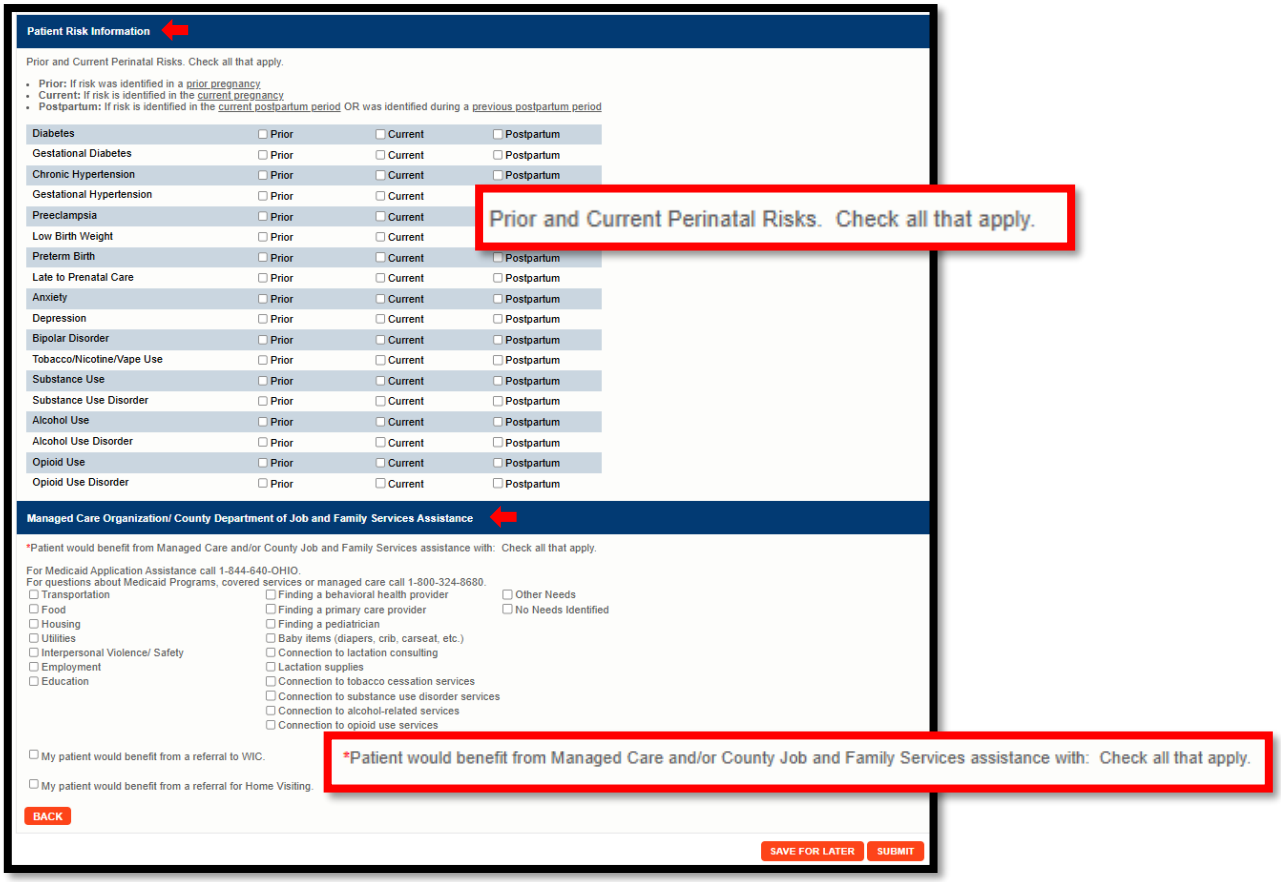
Risks and Referrals

This section is where risks and referrals are submitted to the patient's Managed Care Organization and their County Department of Job and Family Services for follow-up.

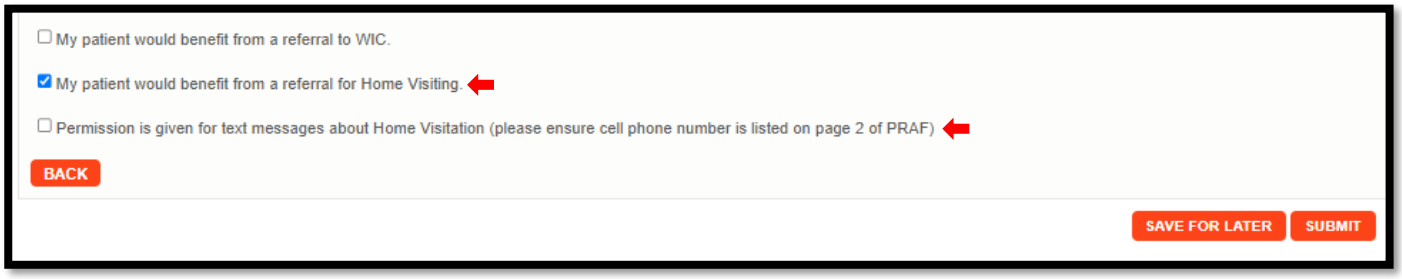
- Complete Provider Contact Information
  - Choose if the patient would like the MCO to reach out to the practice for follow up about needs
  - Indicate a contact person at your site
  - Confirm Practice Phone and Email
  - Practice Fax (Optional)
- Perinatal Screeners
  - Select screening tool used. Screening tools are listed in the order of most used
  - Previously diagnosed checkbox. Check this box if the patient has an existing diagnosis
  - Enter the dates of referrals and treatments for identified diagnosis
  - Enter the date of initiating services for identified diagnosis



- Patient Risk Information
  - Complete patient risk information checklist
    - Make sure to check all that apply
      - Prior: If risk was identified in a prior pregnancy
      - Current: If risk is identified in the current pregnancy
      - Postpartum: If the risk is identified during the current postpartum period or was identified during a previous postpartum period
  - Complete Managed Care Organization and County Department of Job and Family Services support checklist
    - Check any area that your patient needs resources or assistance.

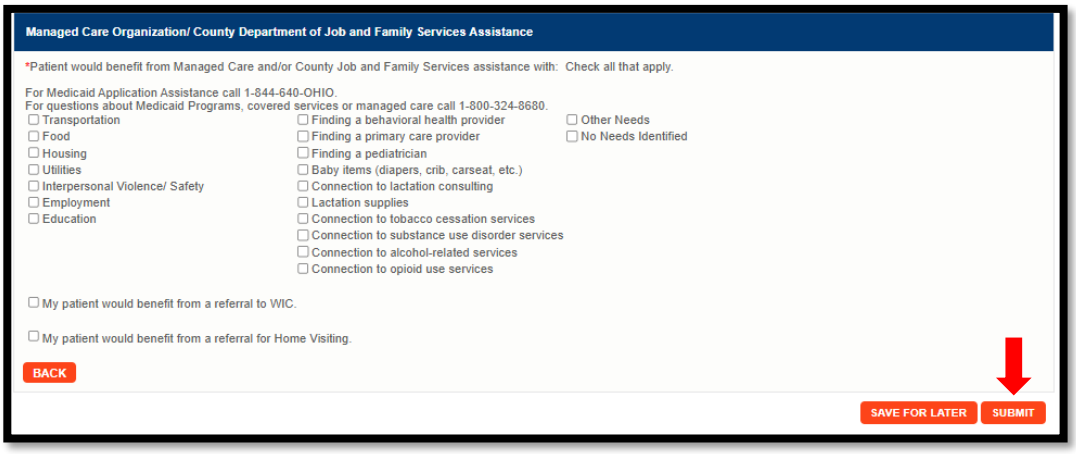


Checking "My patient would benefit from a referral for Home Visiting" will prompt you for permission to text the patient. You must ensure you have a cell phone listed for either the patient's primary or alternate phone number.

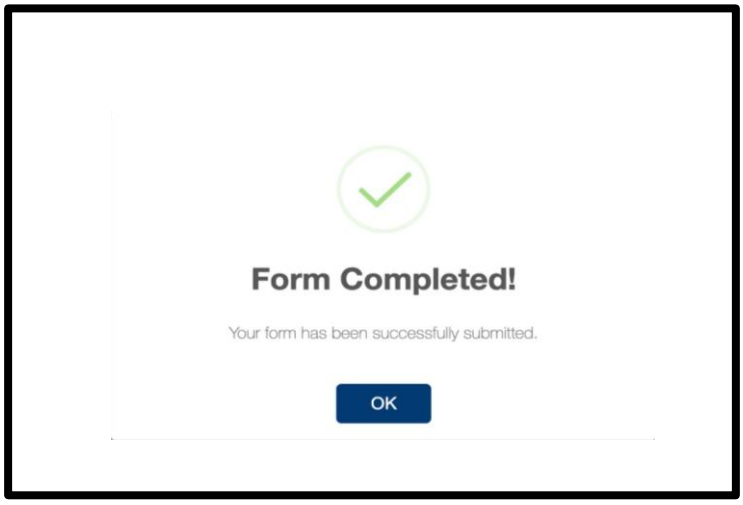


Submit

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

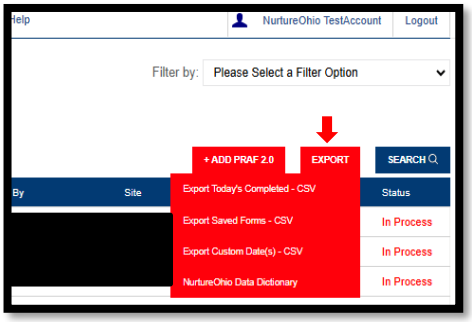


After the user submits the form, this message will appear. If all information on the form is completed correctly, the form will then be listed as “Pending” and then move to “Successfully Processed” under the Medicaid Transmission Status. For additional Transmission Status see Appendix D.



Exporting PRAFs

Users can export multiple PRAF forms to a CSV file by clicking the *EXPORT* button on the main forms screen.



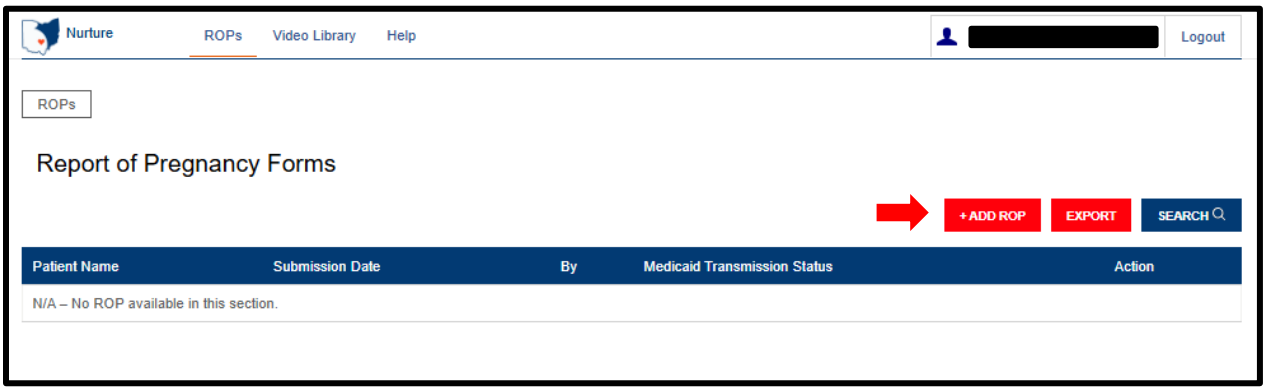
From the drop-down menu, users can choose to export “Todays Completed” forms, “Saved” forms, and “Custom Date(s) within a 30-day date range.”

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.

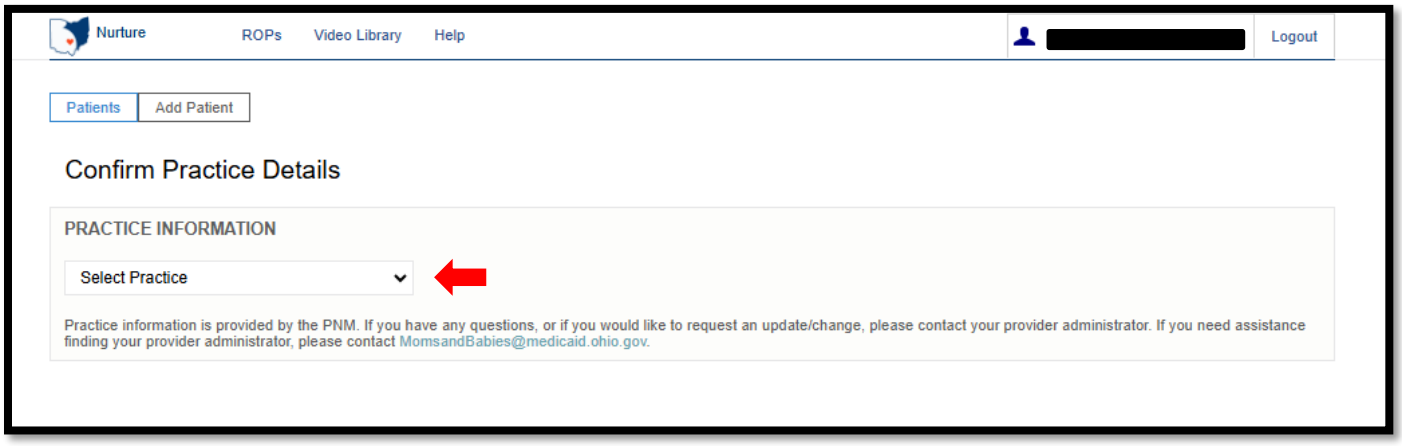
How to Submit a Report of Pregnancy (ROP)

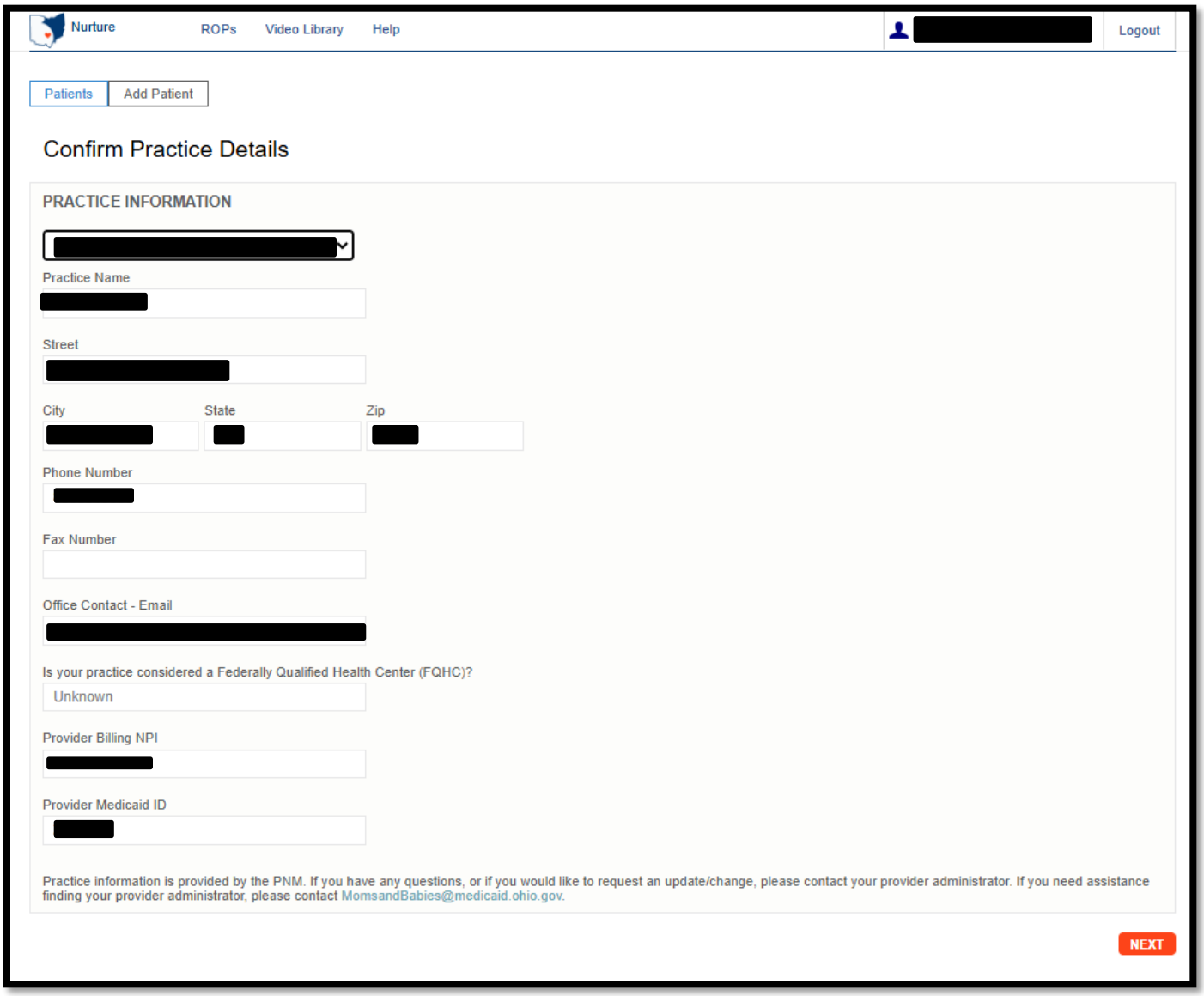
From the welcome page, the user will choose the "+ ADD ROP" button



Confirm Practice Details

- Select practice information.
- If you have multiple associated practices, this is where you will select the practice for which you are entering the ROP




Nurture
ROPs
Video Library
Help
[redacted]
Logout
Patients
Add Patient
Confirm Practice Details
PRACTICE INFORMATION
[redacted]
Practice Name
[redacted]
Street
[redacted]
City
State
Zip
[redacted]
Phone Number
[redacted]
Fax Number
Office Contact - Email
[redacted]
Is your practice considered a Federally Qualified Health Center (FQHC)?
Unknown
Provider Billing NPI
[redacted]
Provider Medicaid ID
[redacted]
Practice information is provided by the PNM. If you have any questions, or if you would like to request an update/change, please contact your provider administrator. If you need assistance finding your provider administrator, please contact MomsandBabies@medicaid.ohio.gov.
NEXT

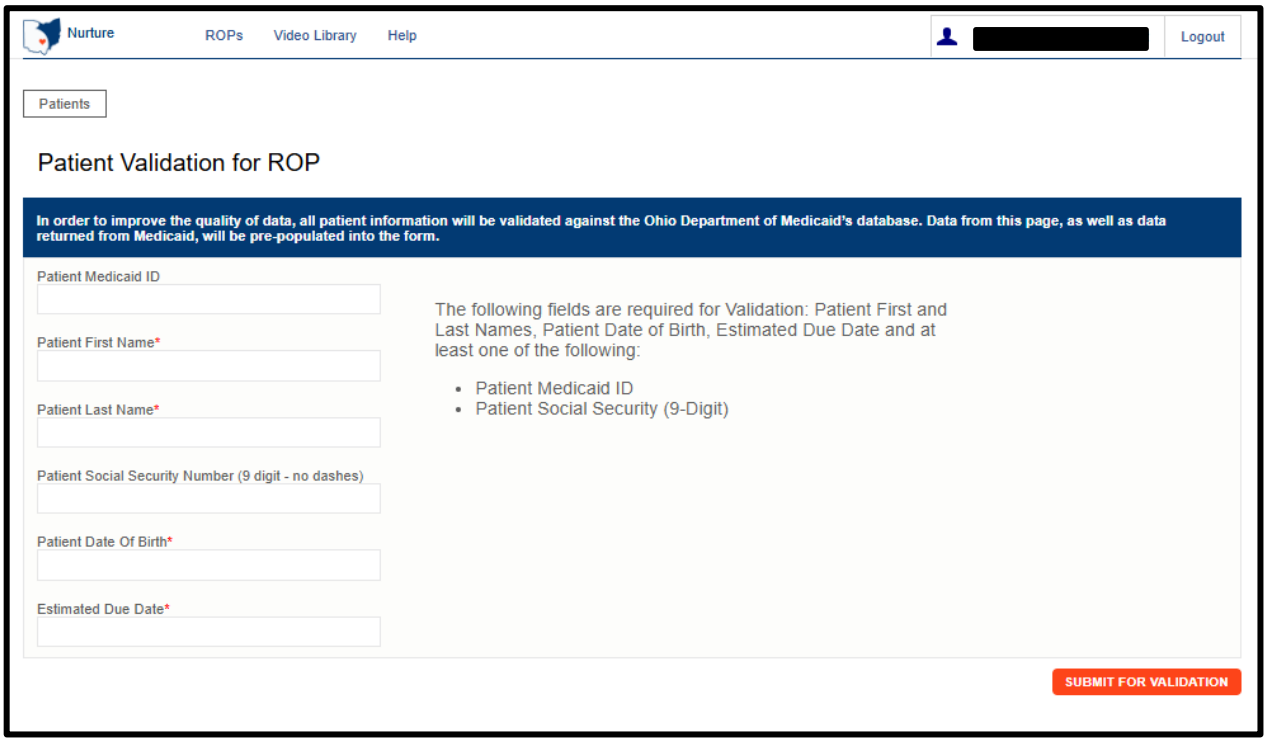
Add Patient Information

Patient Validation

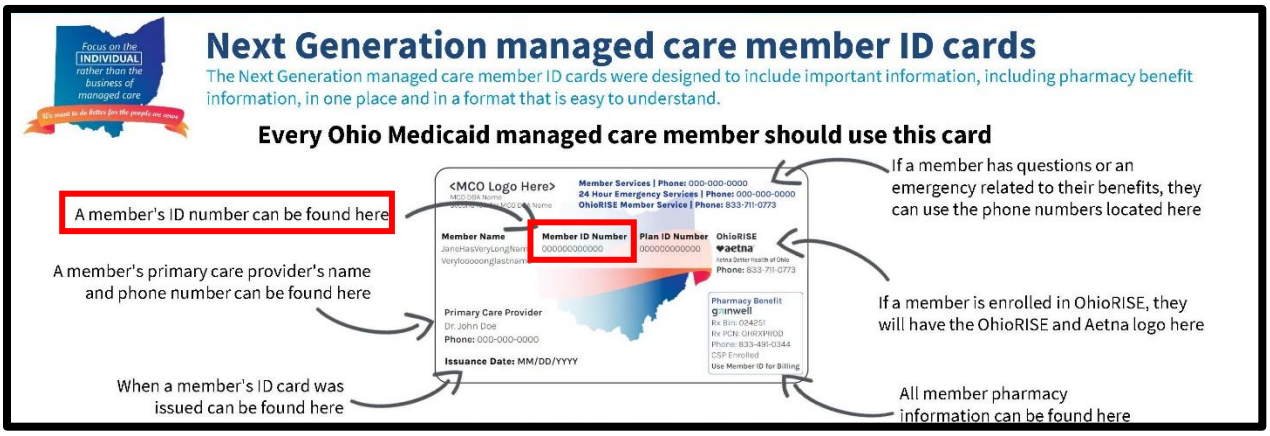
To improve data quality and ensure HIPPA protections, a patient validation feature has been added to check that the information entered is linked to an individual's Medicaid case. To complete this validation, NurtureOhio takes the information entered and searches against Ohio Medicaid's eligibility system. 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

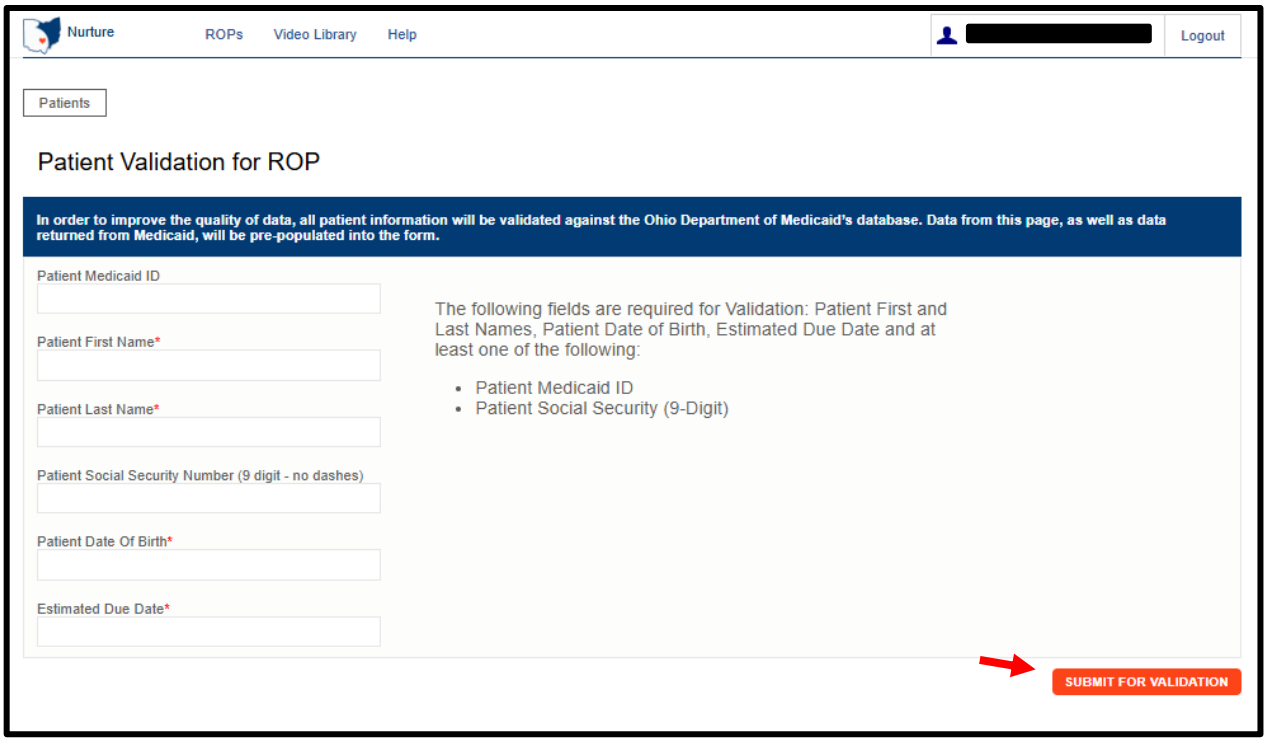
1. Complete the required fields:
    - Patient First Name
    - Patient Last Name
    - Patient DOB
    - Estimated Due Date
    - Patient Medicaid ID (MMIS number)or patient Social Security Number(Patient Social Security Number (9-Digit)



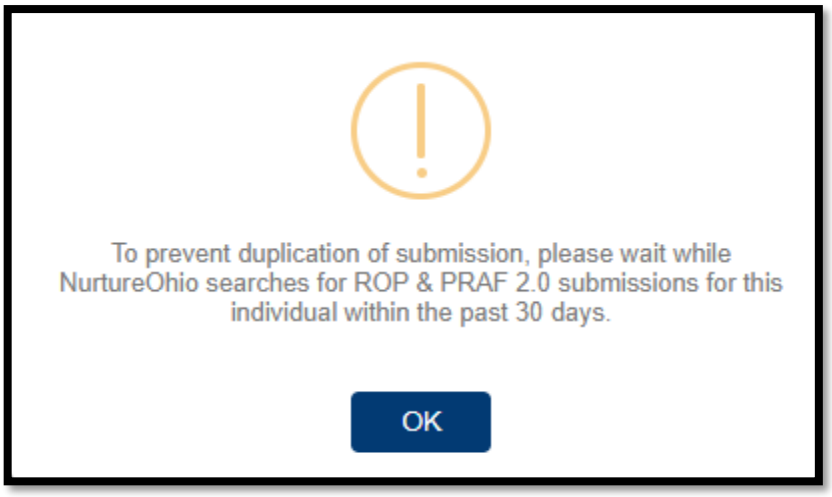
Note: *The Patient's Medicaid ID may be found on the Medicaid card as shown in the graphic below. For more information and to view the Medicaid ID on archived Medicaid cards, see Appendix A.*



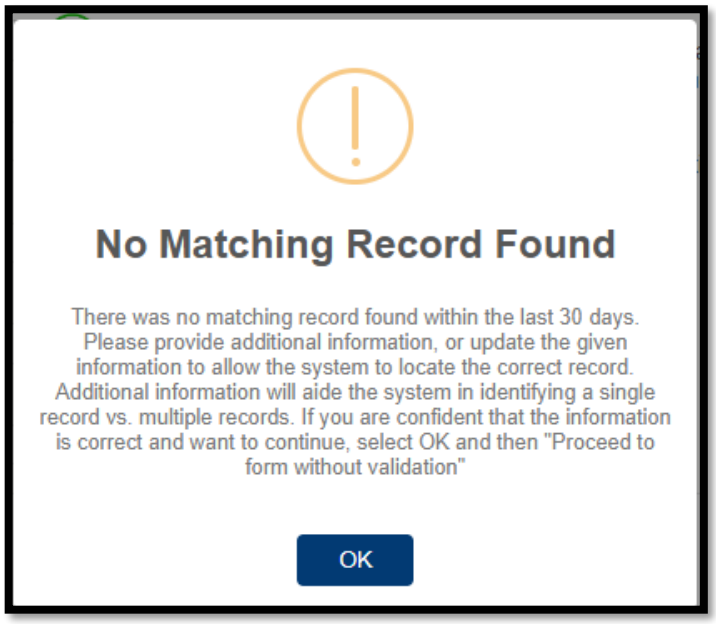
2. Select *Submit for Validation*.
   - NurtureOhio will search the ROP system to ensure no other records from the last 30 days can be found in the system for that member.



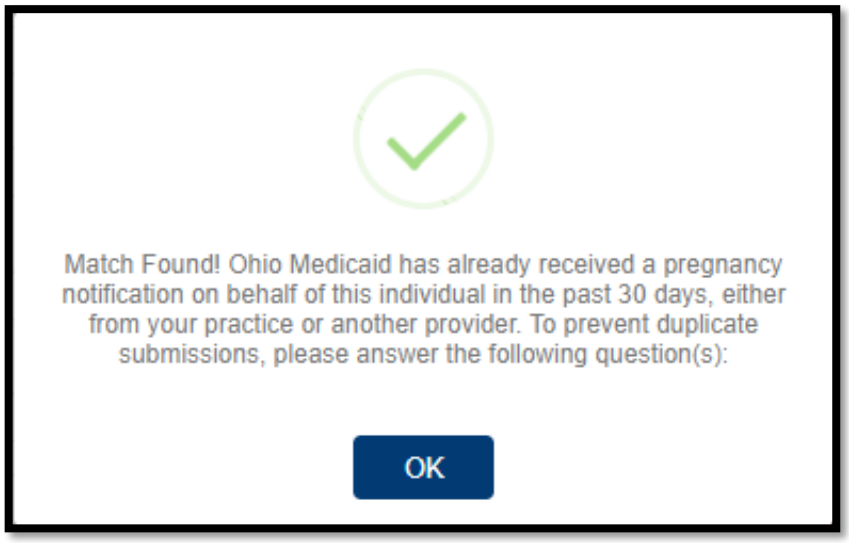
The following notification will appear, select OK to continue



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



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

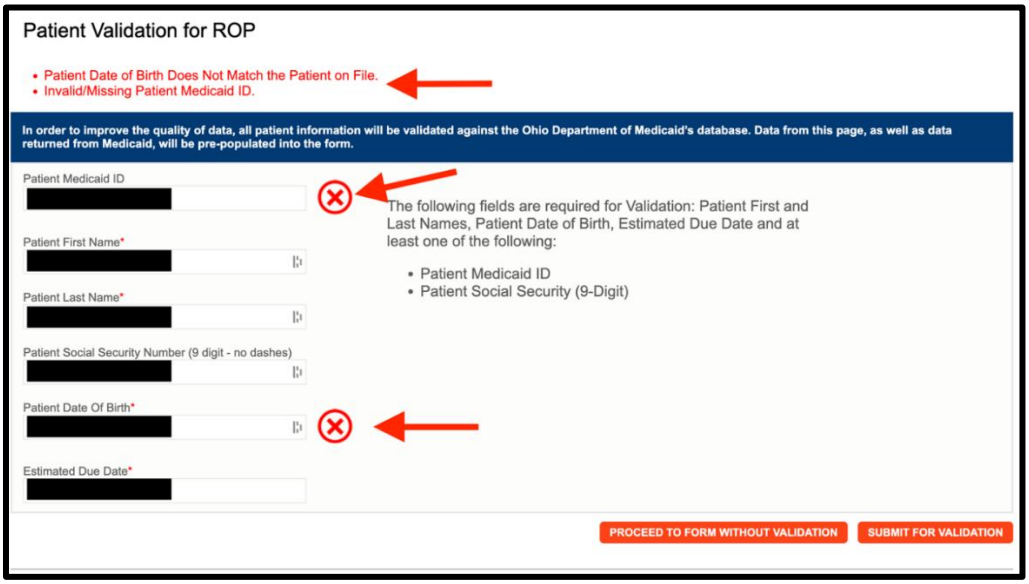


If a matching record is found, users must then answer the following questions:

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 ⊗ means that the information provided does not have a matching record in the Medicaid system and needs to be addressed.

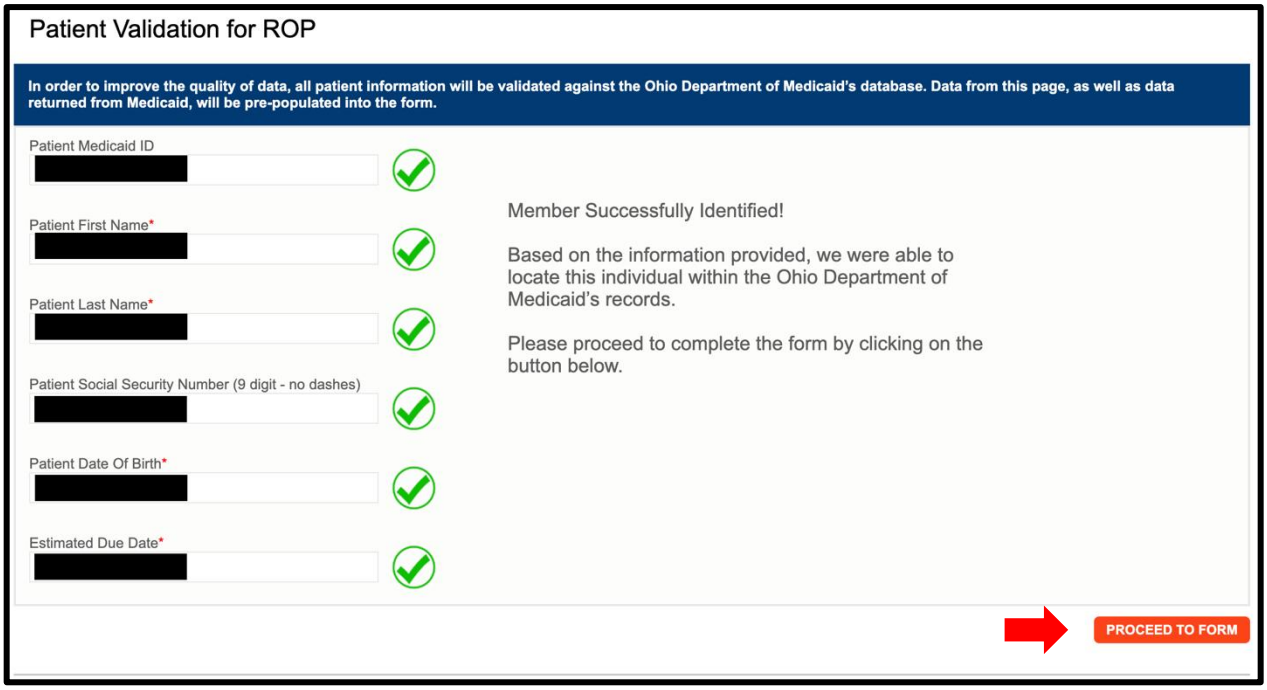


Note: There can be multiple errors returned at once and NurtureOhio does its best to identify the fields that need to be addressed. The common errors that can be returned are as follows:

- 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 ✓ means the information provided has a matching Medicaid record and the user may proceed to the form.

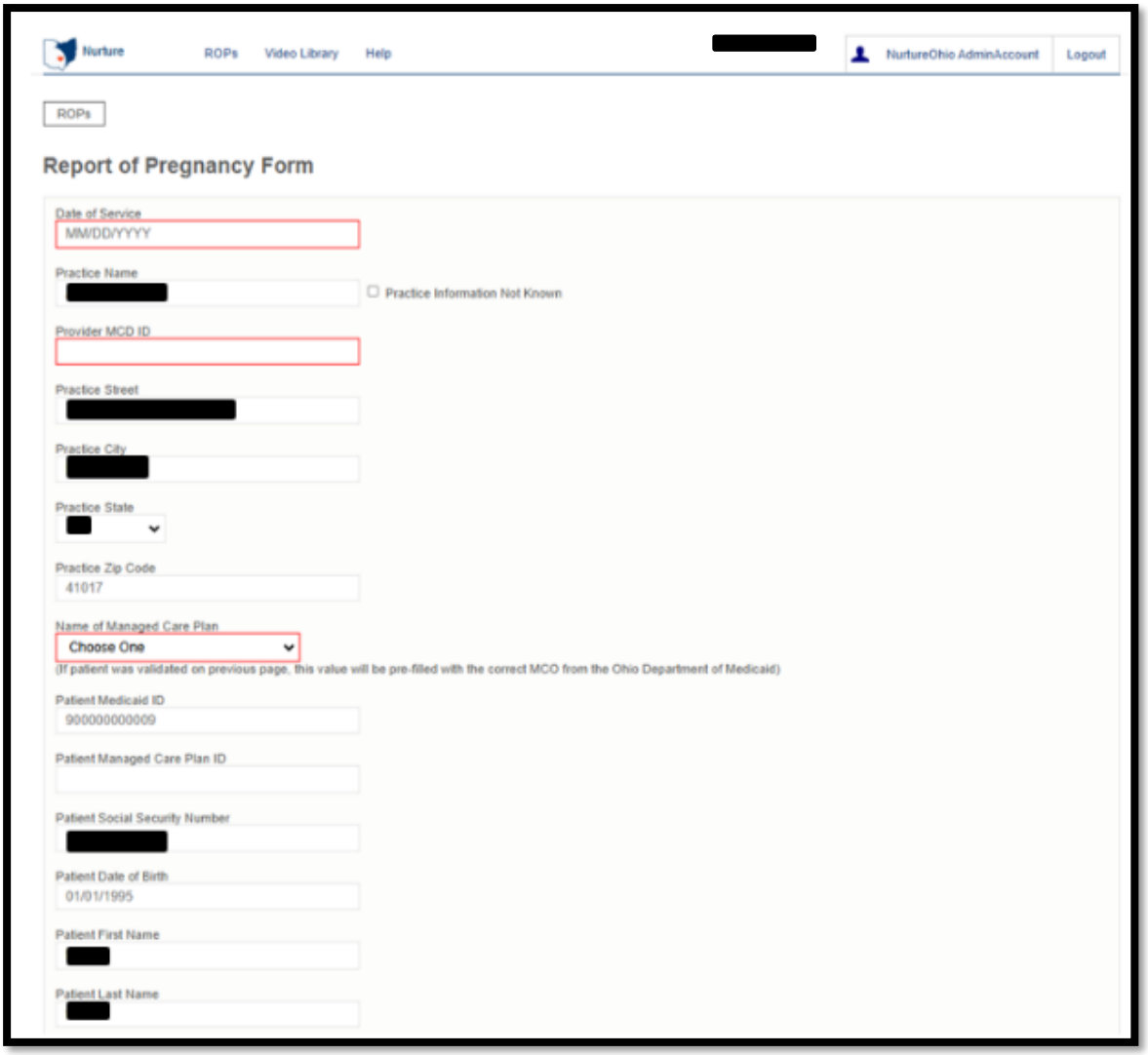


***Please Note**: The ROP may be submitted without verifying eligibility with Medicaid by selecting "Proceed to form without verification"*

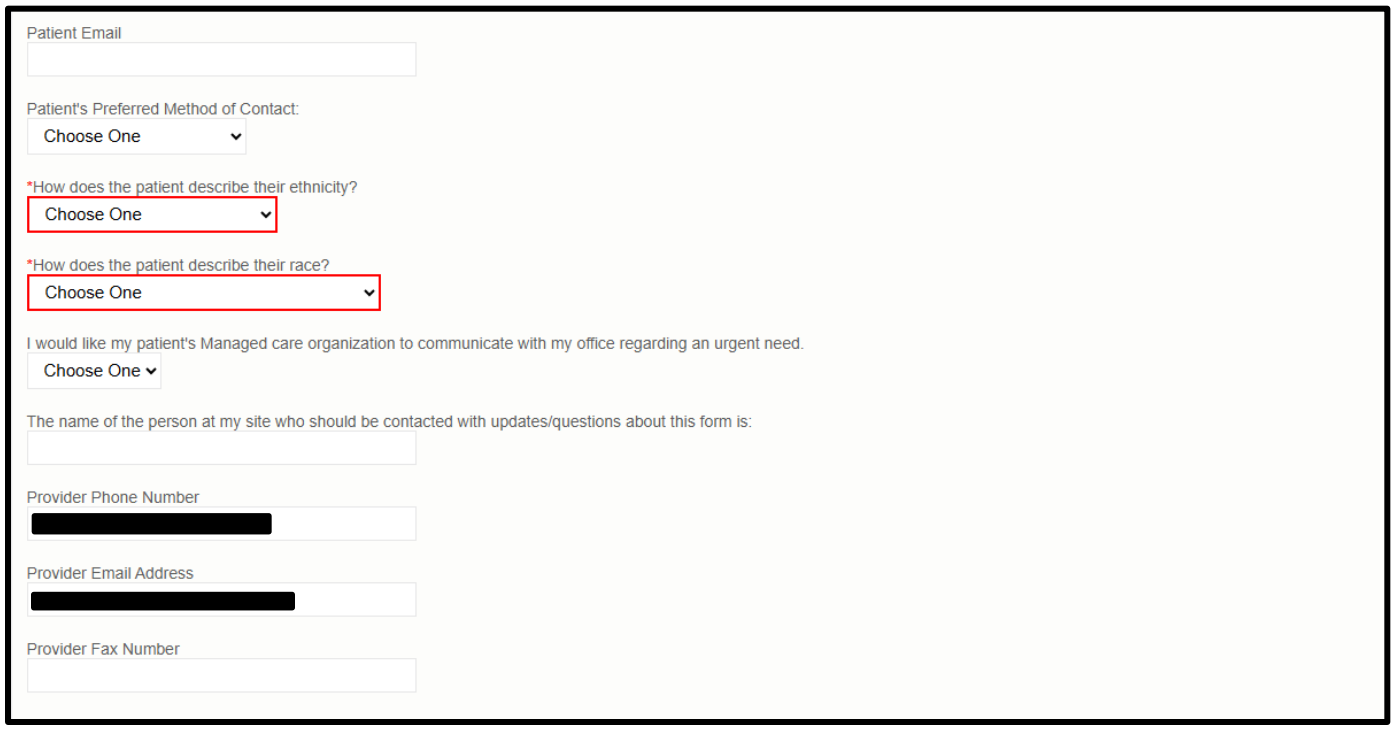
- *Risks of not verifying Medicaid eligibility:*
  - *No reimbursement for submission of ROP*
  - *No follow-up of referrals*
  - *Potential HIPAA violation*
  - *System not notified of Medicaid eligibility*

ROP Form

After clicking the "Proceed to Form" button, users are directed to the ROP Form (shown over the next few pages). User must complete all required fields before selecting "submit" at the bottom of the form.

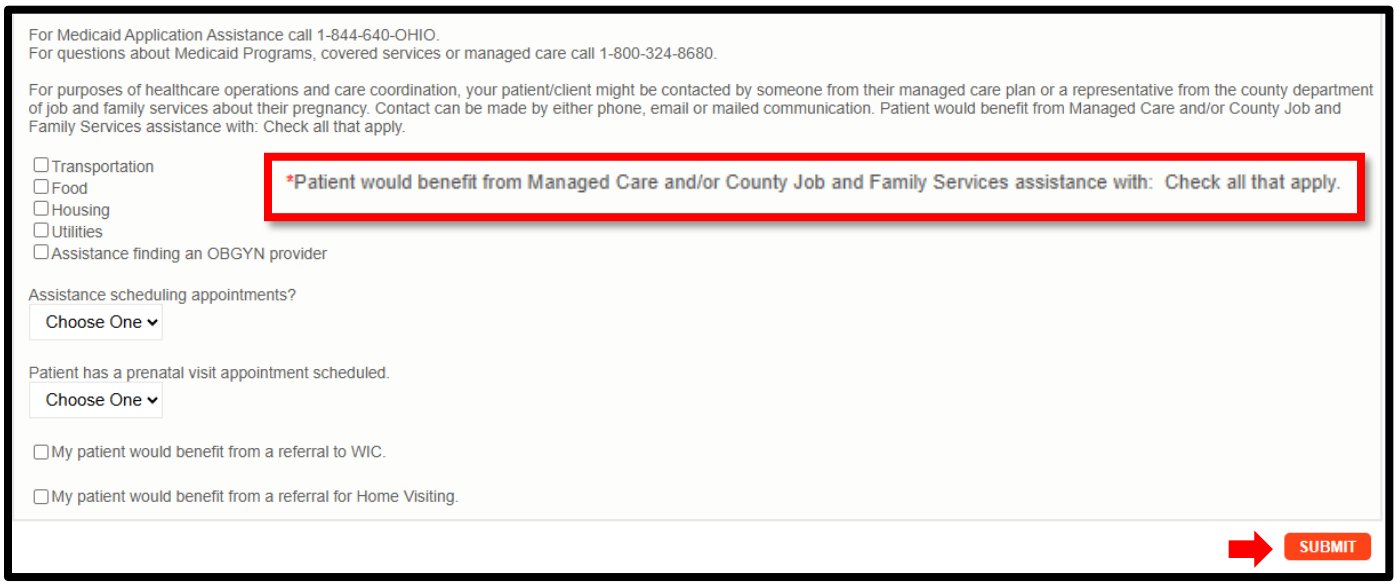


Estimated Due Date
03/22/2025
Gestational Weeks
Choose One
Gestational Days
Choose One
Date Gestational Age Recorded
MM/DD/YYYY
Patient Address
Patient City
Patient State
Choose One
Patient Zip
Patient County
Choose One
Patient Phone
Patient Alternate Phone (Optional)
Primary Language is English?
Choose One
Primary Language (if not English):

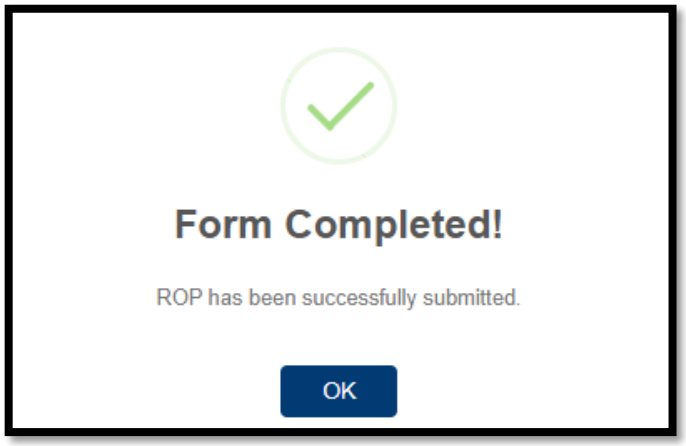

Patient Email
Patient's Preferred Method of Contact:
Choose One
*How does the patient describe their ethnicity?
Choose One
*How does the patient describe their race?
Choose One
I would like my patient's Managed care organization to communicate with my office regarding an urgent need.
Choose One
The name of the person at my site who should be contacted with updates/questions about this form is:
Provider Phone Number
Provider Email Address
Provider Fax Number

Referrals

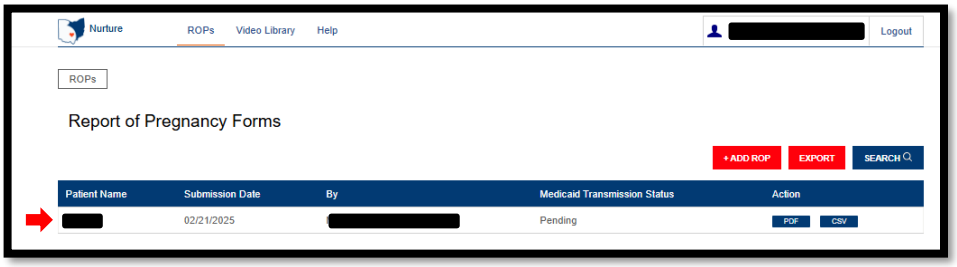
This section in the ROP is where referrals are submitted to the patient's Managed Care Organization and their County Department of Job and Family Services for follow-up.



Checking "My patient would benefit from a referral for Home Visiting" will prompt you for permission to text the patient. You must ensure you have a cell phone listed for either the patient's primary or alternate phone number is listed on the form.



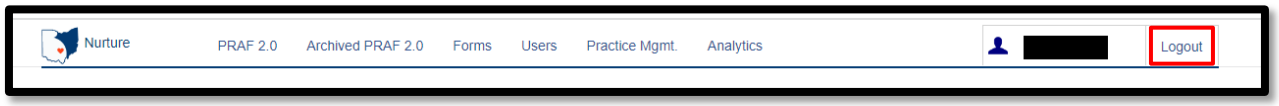
After the ROP form is submitted it will appear on the home page



Logging Out

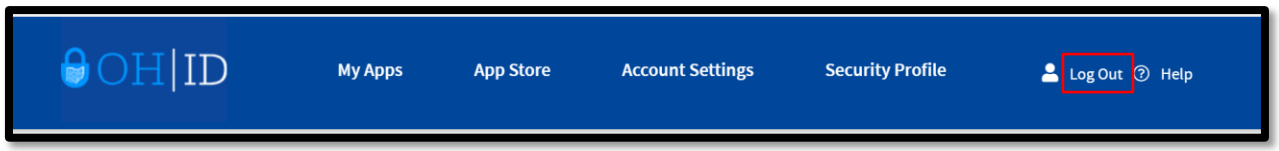
It is important to log out of the NurtureOhio and OH|ID systems when finished.

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



This will direct the user to the OH|ID logout screen.

- Select “Log Out”



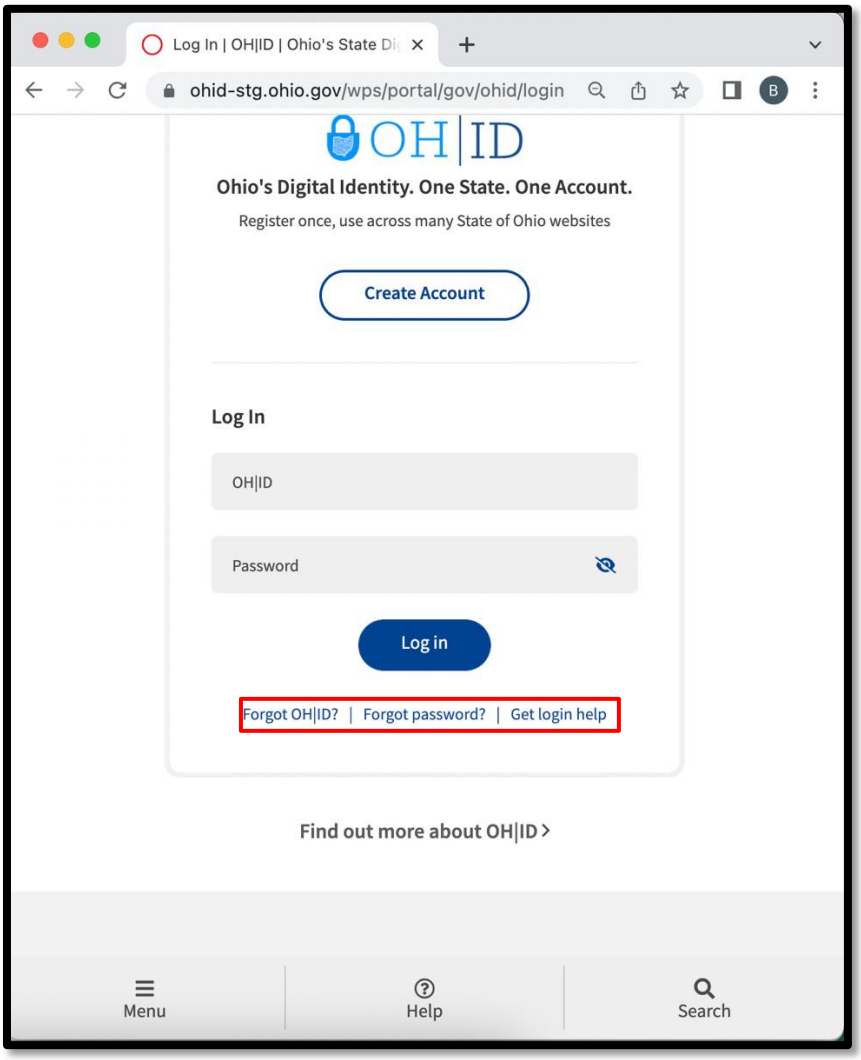
Additional Information

Adding a Practice

Practices cannot be added within NurtureOhio. All practices associated to your NurtureOhio account are from the PNM. If you need to add, remove, or update practices, you must do this in the PNM. See Appendix C.

Forgotten Username or Password

If you have forgotten your username or password or need help logging in, contact the Integrated Help Desk or go to https://ohid.ohio.gov/wps/portal/gov/ohid/login/ and follow the link “Forgot OH|ID?, Forgot password? or Get login help?”.

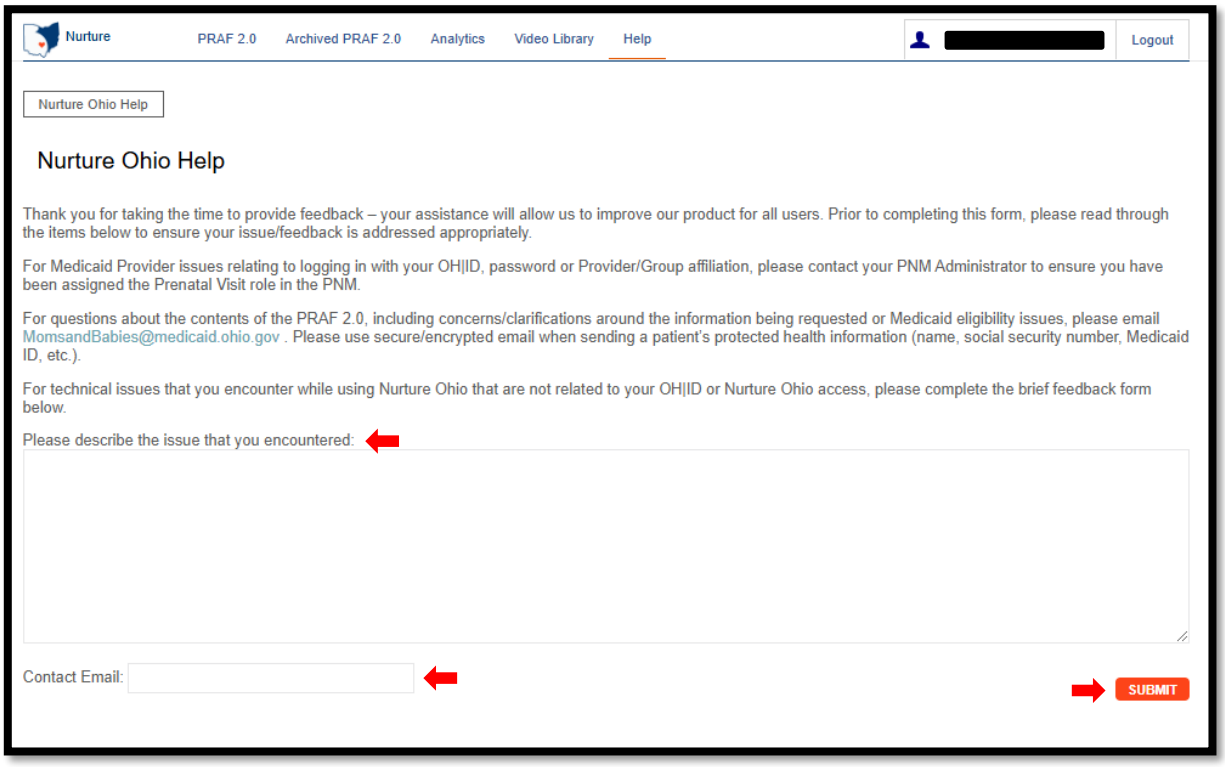


Help Desk and User Support

If you have any concerns or issues with the website, are unable to view fields or your practice did not populate please use the "HELP" button shown in the screen shot below.

Help Form

- Provide a description of the issue
- Provide contact email
- Submit to helpdesk



Please Note: *If you have any general questions regarding the PRAF form content or process, please email MomsandBabies@medicaid.ohio.gov with the Subject "PRAF Form".*

I Have a Question about the PNM module, OH|ID, or Portal Password Support

- Call the ODM Integrated Help Desk at (800) 686-1516, Representatives are available Mon - Fri 8 a.m. - 4:30 p.m.
- Email the ODM Integrated Help Desk at ihd@medicaid.ohio.gov
- Visit the OH|ID self-service portal at https://ohid.ohio.gov/wps/portal/gov/ohid/login

Maintenance and System Outages

If the Nurture 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 10207, and its accompanying instructions, ODM 10207i, can be found at the URL below.

http://medicaid.ohio.gov/RESOURCES/PUBLICATIONS/MEDICAIDFORMS.ASPX

Appendix A: About NurtureOhio Features

Shareable Data Entry

Multiple users associated with one practice can enter data on a patient's form prior to final submission. The save feature lets one user begin a form and save it so that it can be completed later. Users can also edit a form up to 30 days after the original submission date.

One Time Data Entry of Practice and Provider Information

Clinics can set up practice and provider information so that it is readily available for all future uses. This reduces the amount of data entry needed to complete forms over time.

Same-Day Pregnancy Notification

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

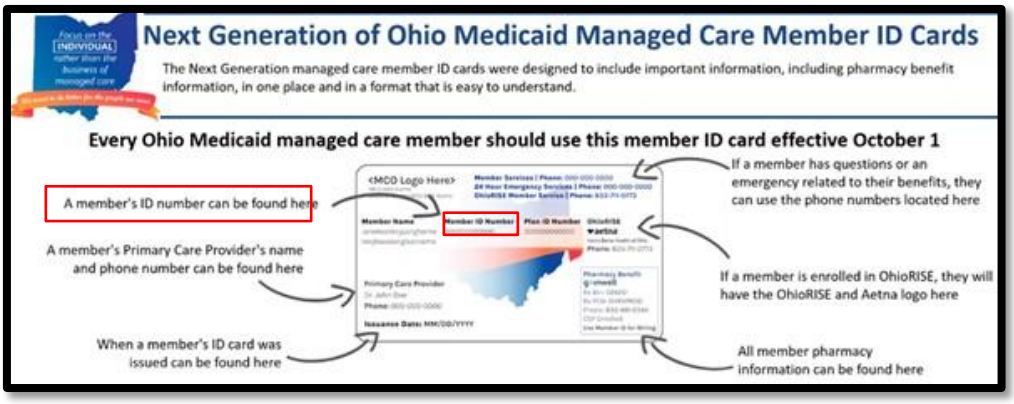
The NurtureOhio website can notify the managed care plan and the Ohio Benefits Worker Portal of the patient's pregnancy the same day it is entered into NurtureOhio. Practice users assist in this process by accurately entering the following patient information:

- First name
- Last name
- Date of birth
- Social security number (full 9 digits)
- Patient 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 patient Medicaid ID and/or the patient's social security number are 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 the loss of coverage during pregnancy. Please note the member ID number is consistent across Medicaid MCOs. The patient Medicaid ID will not always be the same as the MCO ID number which varies by insurance plan. Thus, please be sure to capture the patient Medicaid ID and not mistakenly input the MCO ID number. Below is where you will locate the patient Medicaid ID on our contracted managed care entity insurance cards.

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.

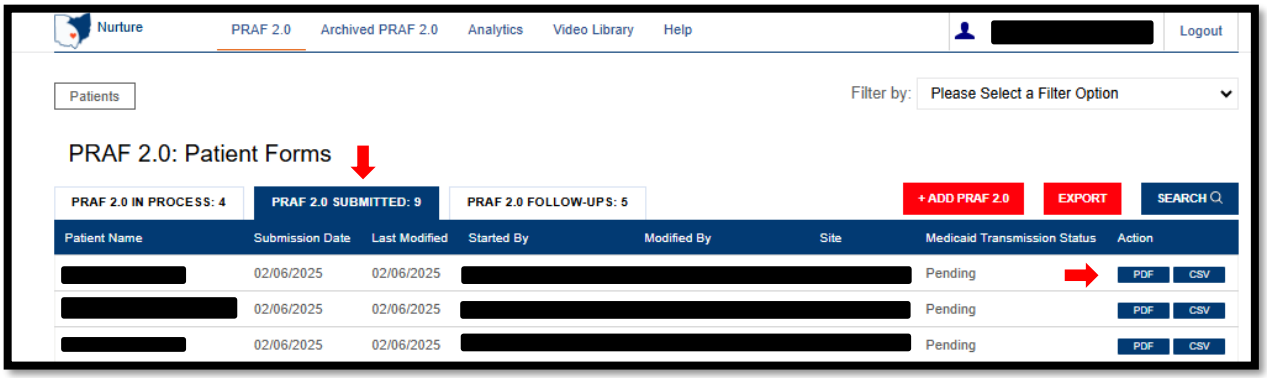


Below is where you will locate the member ID number on archived versions of the managed care organization cards.

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 "PRAF2.0 Submitted" tab
- After making your selection you can choose PDF or CSV under the Action heading to view or download forms



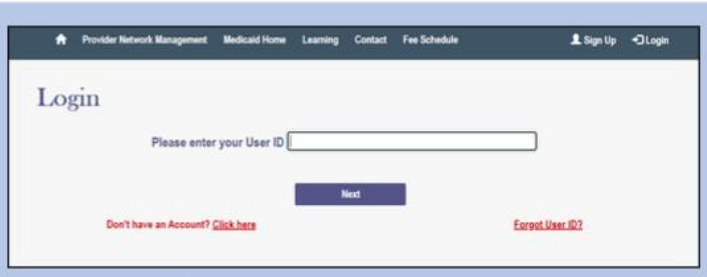
Appendix B: Creating an OH|ID Account for PNM as a Provider Agent

Note: Provider Administrators will need to call the integrated help desk after creating their OH|ID to complete registration within the PNM module.

Quick Reference Guide: Creating OH|ID Account for PNM

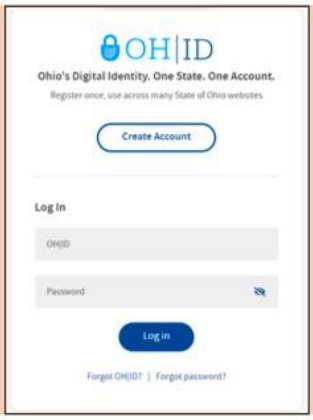
Steps:

1



Access the PNM URL and select 'Sign Up' or 'Click Here' listed after "Don't have an Account?" to create an OH|ID account

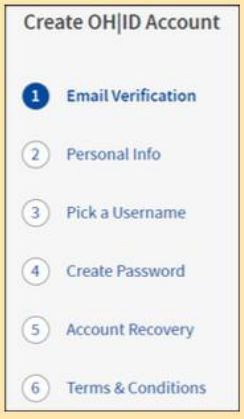
2



On the OH|ID page, click 'Create Account'

3

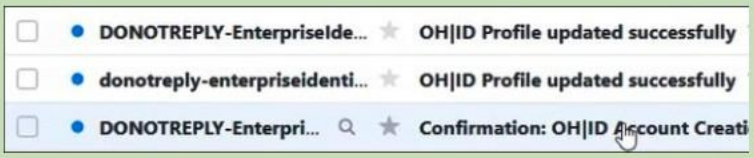
Complete the 6-step account creation process, including the Email Verification step, where an email with a PIN will be sent to the email address listed



Quick Reference Guide: Creating OH|ID Account for PNM

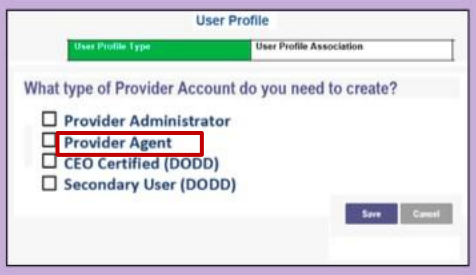
Steps:

4



Continually check the email listed on the account creation page for email updates and PIN numbers to verify your identity

5



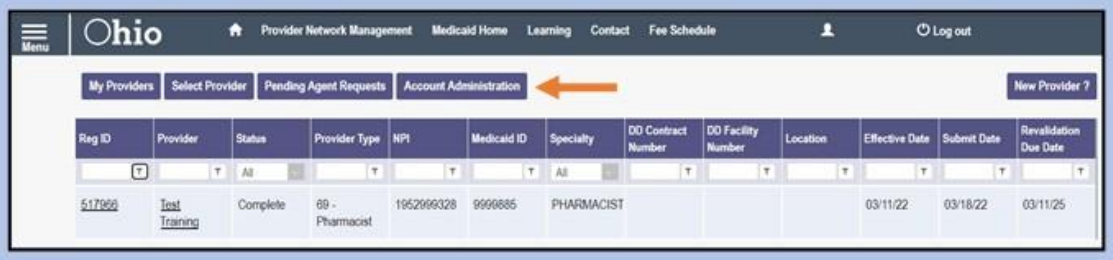
You should be automatically directed back to the PNM system.

During your initial login, you may be asked for what type of Provider Account (role) you need to create for PNM. Select the proper option and click Save.

Appendix C: Adding Agent Roles in PNM

Steps:

1



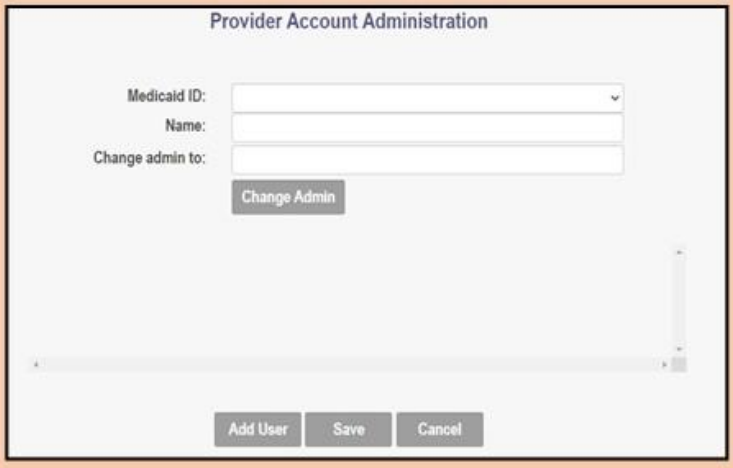
A user with an Administrator role can assign users with an Agent role abilities to complete actions for specific providers (Medicaid IDs)

If you have an Administrator role, to begin this process, click the **Account Administration** button on your homepage/dashboard

2

From the drop-down menu, select the **Medicaid ID** of the provider for which you want the Agent to complete actions

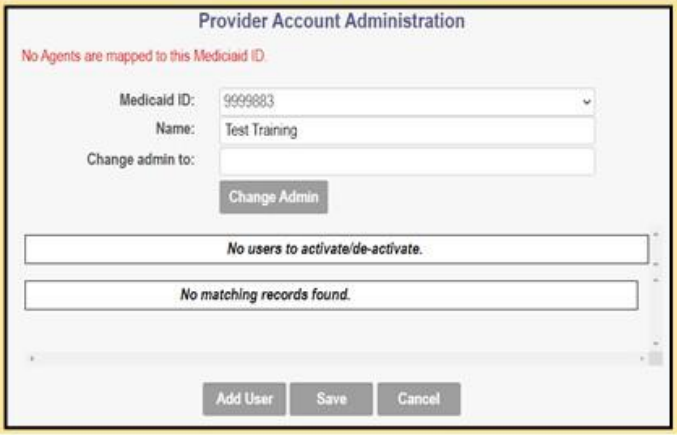
Once a Medicaid ID is selected, the 'Name' line will populate, allowing you to confirm you have selected the correct provider



3

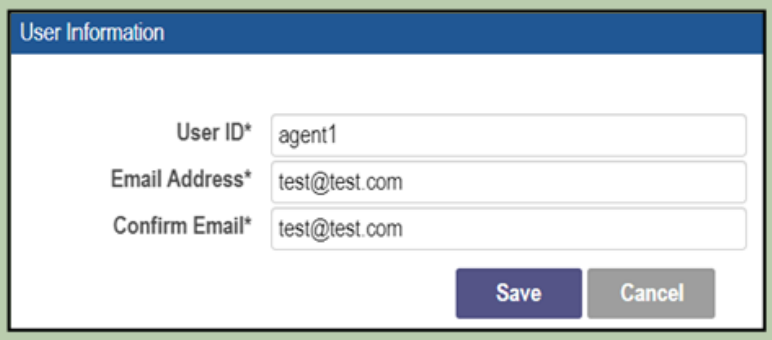
To add a new user with an Agent role, click the **Add User** button at the bottom of the page

Note: The message in red text at the top of the page "No Agents are mapped to this Medicaid ID" will only appear when there are no agents assigned to a provider (Medicaid ID)



Disclaimer: It is the Provider's responsibility to keep information up to date in PNM. This includes specialties, contact information, addresses, etc.

4



Enter the user ID (OH|ID) and email address (address linked with OH|ID account) for the Agent you wish to assign actions to

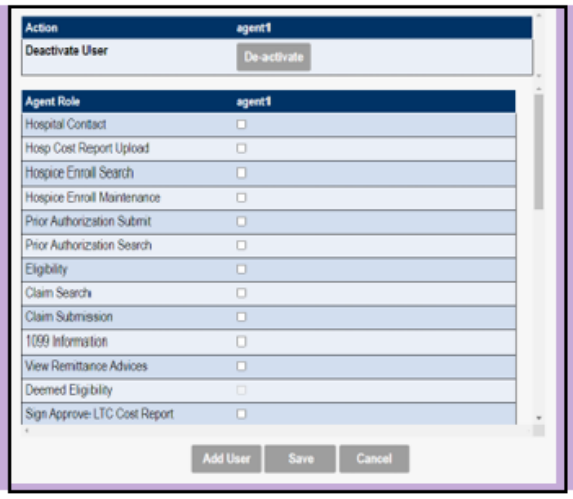
Click **Save** once details are entered

5

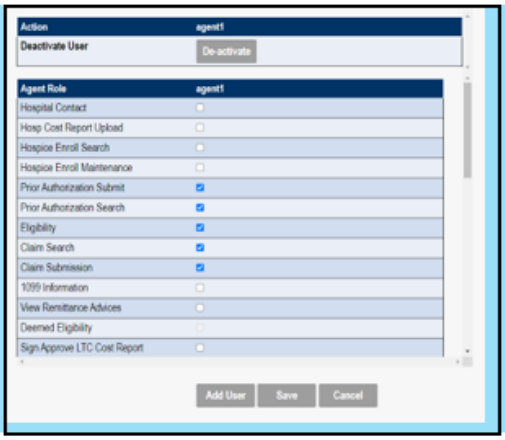
Check the check box for each action that you want the user with the Agent role to have *(multiple boxes can be selected)*

**A full list of available actions is listed on Page 3 of this document*

When all actions have been assigned, click **Save**



6



The next time this provider (Medicaid ID) is accessed through the Account Administration screen, all Agents assigned to the provider will display

To add new actions, click the check box for each action and click **Save**

To remove actions, unclick the check box for each action and click **Save**

To de-activate the Agent from accessing the provider (Medicaid ID), click **De-activate**

Disclaimer: It is the Provider's responsibility to keep information up to date in PNM. This includes specialties, contact information, addresses, etc.

Agent Roles/Actions:

Role Name	Description
Prenatal Visit	Agent role needed to authenticate with Duet's Nurture Ohio System

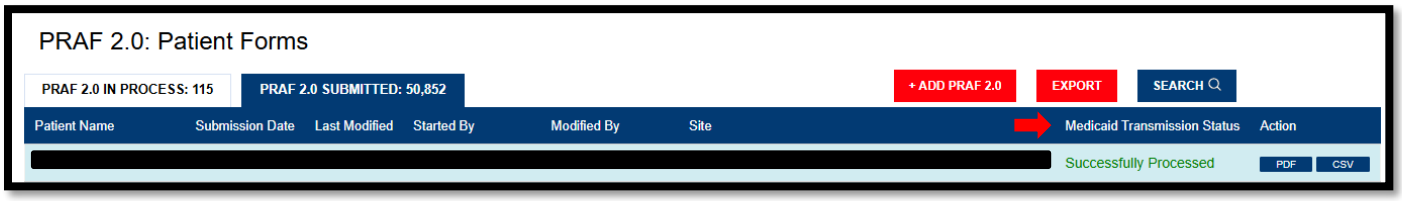
Appendix D: Patient Form Error Messages/Transmission Statuses

Error Messages

During Patient Validation the following error messages may be returned:

- Invalid/Missing Date(s) of Service-Verify Date of service is entered and valid
- Patient Date of Birth Does Not Match the Patient on File- Check for DOB accuracy
- Invalid/Missing Patient Medicaid ID-Verify that Medicaid ID is entered and valid
- Invalid/Missing Patient Name- Verify that patient name is entered and spelled correctly
- Patient Not Found-Verify all Patient information, and that patient has Medicaid
- Duplicate Patient ID Number-Verify that Medicaid ID is valid
- Must Provide Valid Patient Medicaid ID and/or Social Security Number-These are required fields; you must provide one accurately to move forward with completing PRAF
- Patient does not have active Medicaid coverage-PRAF submission is only for patients with active Medicaid coverage, please verify coverage
- System unable to respond, please contact NurtureOhio Helpdesk-Contact help desk for further guidance, can be caused by sitewide system issues.

Medicaid Transmission Statuses



- Pending-Indicates the PRAF has yet to be processed. User does not need to take any further action.
- Successfully Processed-Indicates no errors, PRAF has been successfully processed. User does not need to take any further action.
- System Error - NurtureOhio to Resubmit, this is a system issue and NurtureOhio resubmits the following day. User does not need to take any further action.
- Processing Error - Please Contact Ohio Department of Medicaid. This indicates a "Multiple match return, record will be skipped." ODM will need to be contacted to investigate.
- Action Required - Click to edit form and resubmit. This indicates "No Match Found for Person in OBWP. Record will be skipped." This usually indicates that some identifiable member information is incorrect or doesn't match records (Check member name, SSN, Medicaid ID, and birthdate for accuracy). This requires user to update the PRAF and resubmit.
- Other Processing Error-Indicates any error that is not the above error codes.