



PRAF 2.0 NurtureOhio Interface: Managed Care Organizations User Guide



Nurture
Care ♥ Encourage



Department of
Medicaid

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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) and Report of Pregnancy (ROP) related topics
- Step by step guidance on getting access to and logging into the NurtureOhio system
- Step by step guidance on member referrals process
- 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 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 Ohio 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) 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).
- Community Based Organizations (CBO) and Managed Care Organizations(MCO) should also submit an ROP at the first identification of a positive pregnancy.

What is a PRAF?

The Perinatal Risk Assessment Form (PRAF) is an assessment that is intended for completion and submission by all obstetrical providers at the Medicaid patient's first prenatal visit, the start of the postpartum period, and whenever there are changes in the patient's perinatal medical, social risk factors or needs. The PRAF collects perinatal risk and health-related social needs. PRAF replaces the ODM 03535 form. The web-based version of the Perinatal Risk Assessment (PRAF 2.0) is ODM's preferred method for submission.

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 identification of a positive pregnancy. This may occur in the primary care practice, at the emergency department, or within a local health clinic. For example, 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, and CBOs.

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 postpartum period.
- MCOs notification of potential members for care coordination and incentive programs to provide support and resources during pregnancy and the postpartum period.
- Enables County Department of Job and Family Services(CDJFS) users to verify that pregnancies are added to the Ohio Benefits system and coordinate care via referrals.
- Timely referrals to the Ohio Department of Health's (ODH) Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).
- Referrals to The Ohio Department of Children and Youth's (DCY)Home Visiting Central Intake platform.

User Types

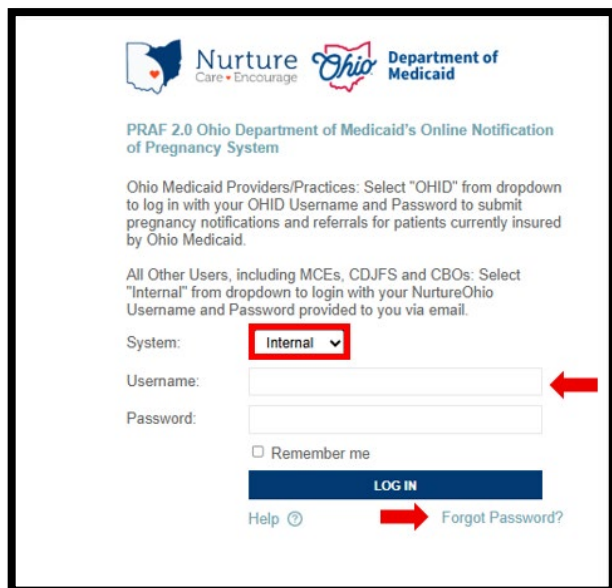
Users are classified into six different user types which impact what views they have access to and how they enter information in the NurtureOhio system. For the purposes of NurtureOhio, ODM defines the following user types:

- Practice users as those users associated with a practice that provides obstetric services.
- MCOs as those users affiliated with ODM's contracted Managed Care Organizations.
- Non-OBGYN as those 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.
- Secondary MCOs as those users affiliated with ODMs contracted Managed Care Organizations as secondary MCOs.
- OEI Community Based Organizations(CBO) and CBO Lead Entities as those users from organizations identified by the Ohio Department of Medicaid as Ohio Equity Institute Lead Infant Mortality Entities and their corresponding Community Based Organizations.
- County Department of Job and Family Services Healthchek/PRS workers as those users specializing in pregnancy related services for CDJFS office.

How to Obtain Access to NurtureOhio as a first-time MCO and Secondary MCO User

- MCOs must designate a lead individual to submit requests for new users using the NurtureOhio Microsoft Access Request Form. The link to the form can be obtained by sending a request to MomsAndBabies@medicaid.ohio.gov.
- The lead will complete the Microsoft 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.

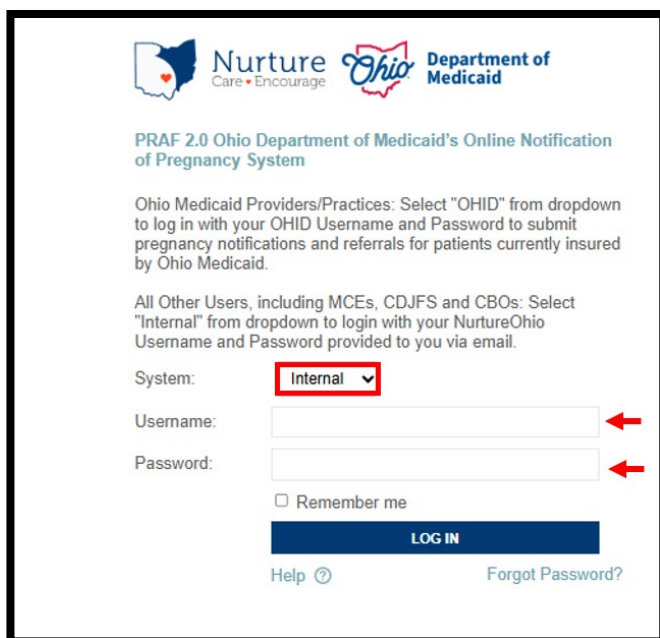


The screenshot shows the login page for the NurtureOhio system. At the top, there are logos for NurtureOhio (Care • Encourage) and the Ohio Department of Medicaid. Below the logos is the title "PRAF 2.0 Ohio Department of Medicaid's Online Notification of Pregnancy System". Two paragraphs of instructions follow: one for Ohio Medicaid Providers/Practices to select "OHID" and another for all other users to select "Internal". The login form includes a "System:" dropdown menu with "Internal" selected (highlighted with a red box), a "Username:" text box, and a "Password:" text box. A red arrow points to the Username box. Below the password box is a "Remember me" checkbox. A blue "LOG IN" button is centered. At the bottom, there are links for "Help" (with a question mark icon) and "Forgot Password?", with a red arrow pointing to the latter.

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 all MCO users to submit Reports of Pregnancy for patients currently insured by Ohio Medicaid.
- Logging in allows primary MCO users to submit ROPs and review PRAF and ROP referral needs and secondary MCO users to submit ROPs




This screenshot is identical to the one above, showing the NurtureOhio login page. It includes the same logos, title, instructions, and form fields. In this version, red arrows point to both the Username and Password text boxes. The "Internal" option in the System dropdown is also highlighted with a red box. The "LOG IN" button and the "Forgot Password?" link are also visible at the bottom.

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

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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, CDJFS 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?

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.

Nurture Forms Reassigned Forms Data Uploads Analytics Video Library Help 4002 [User Icon] 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 [Redacted] Last Name [Redacted]

User Type
MCP

Email / Username
[Redacted]

New Password [Redacted] [Strength Icon]

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
[Redacted]

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 ROPs
- Viewing submitted PRAFs*
- 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 reports
- Downloading completed forms in PDF format or patient information in CSV format
- Exporting multiple forms at once to a CSV file

*** Secondary MCO users do not have access to these functionalities**

The screenshot displays the NurtureOhio MCO User 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 red notification badge showing '42' and a 'Logout' button. Below the navigation bar, there is a 'Patients' button. A light blue notification banner states: 'Notification Section: Your organization has 42 notification(s) that require attention. View Notifications'. The main section is titled 'PRAF 2.0: Patient Forms'. Below this title, there are three summary boxes: 'PRAF 2.0 IN PROCESS: 22', 'PRAF 2.0 COMPLETED: 5', and 'FORMS SAVED: 0'. To the right of these boxes are 'EXPORT' and 'SEARCH' buttons. Below the summary boxes is a table with the following columns: Patient Name, Date Added, Date Modified, Site, Medicaid Transmission Status, Status, and Action. The first row of the table contains the following data: 'Another ReferralTest', '06/24/2025', '06/24/2025', a redacted site name, 'Pending', 'In Process' (with a dropdown arrow), and 'PDF' and 'CSV' buttons.

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

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.

Nurture

FormsReassigned FormsData UploadsAnalyticsVideo LibraryHelp

Logout

Users

Edit User Profile

Edit User Profile

Welcome to Nurture Ohio!

This portal provides you the ability to electronically receive the Perinatal 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.

USER INFORMATION

First Name

Last Name

User Type

MCO

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.

MCO

SAVE

Note: Secondary MCO" Edit User Profile" will look slightly different: Please see example below

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.

Secondary MCO

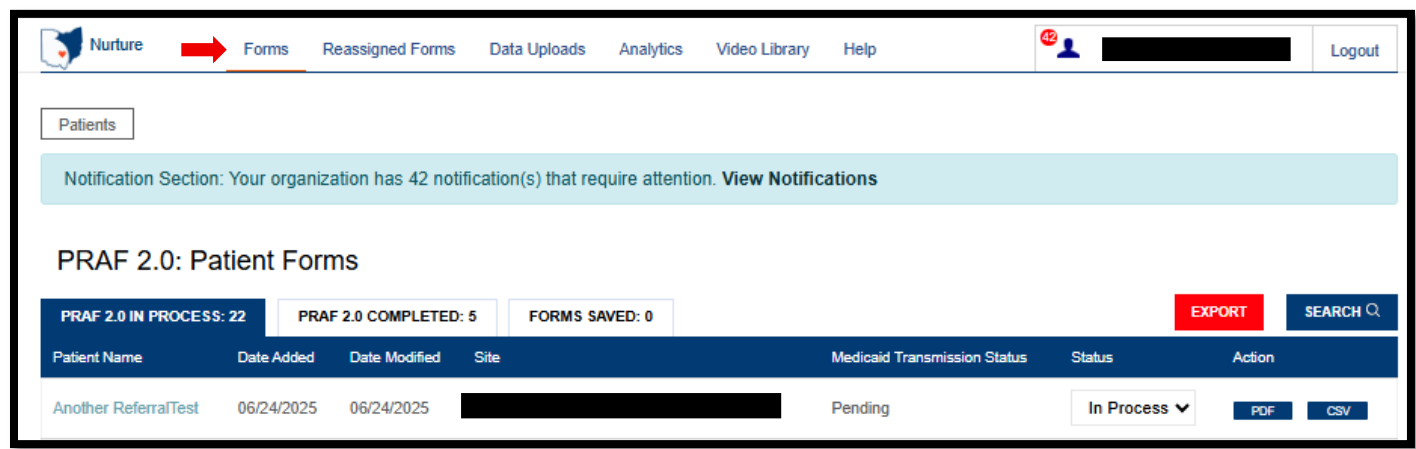
SAVE

Revised 6/26/25

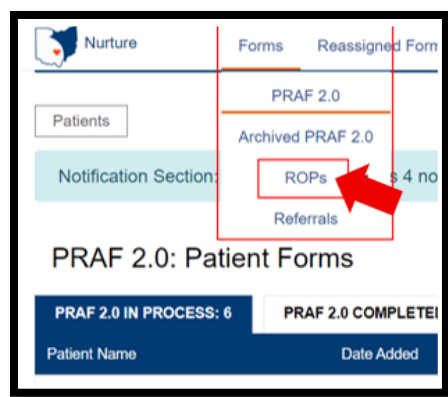
11

How to Submit a Report of Pregnancy (ROP)

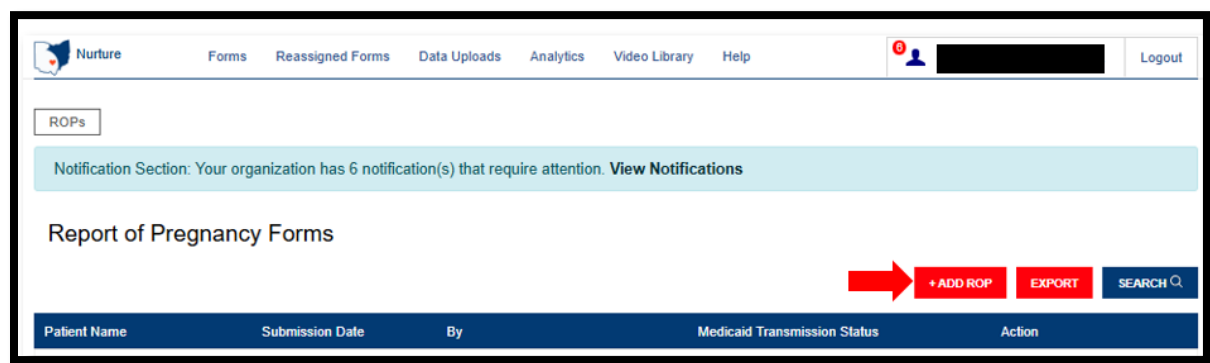
From the welcome page, the user will choose the “Forms” tab



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 HIPAA 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) and/or Patient Social Security Number (9-Digit)

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.

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)

Fields to complete:

- Patient Medicaid ID
- Patient First Name*
- Patient Last Name*
- Patient Social Security Number (9 digit - no dashes)
- Patient Date Of Birth*
- Estimated Due Date*

SUBMIT FOR VALIDATION

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

<MCO Logo Here>

Member Services | Phone: 000-000-0000
24 Hour Emergency Services | Phone: 000-000-0000
OhioRISE Member Service | Phone: 833-711-0773

Member Name: JanshuVeryLongName
Verytoooooonglastname

Member ID Number: 0000000000000000

Plan ID Number: 0000000000000000

OhioRISE
Aetna

Pharmacy Benefit
g:ritwell
Rx Plan: 0040251
Rx PCN: 0100X1000
Phone: 833-491-0344
CSP Enrolled
Use Member ID for Billing

Primary Care Provider
Dr. John Doe
Phone: 000-000-0000


Issuance Date: MM/DD/YYYY

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

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.


Nurture

Forms
Reassigned Forms
Data Uploads
Analytics
Video Library
Help

1845
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*

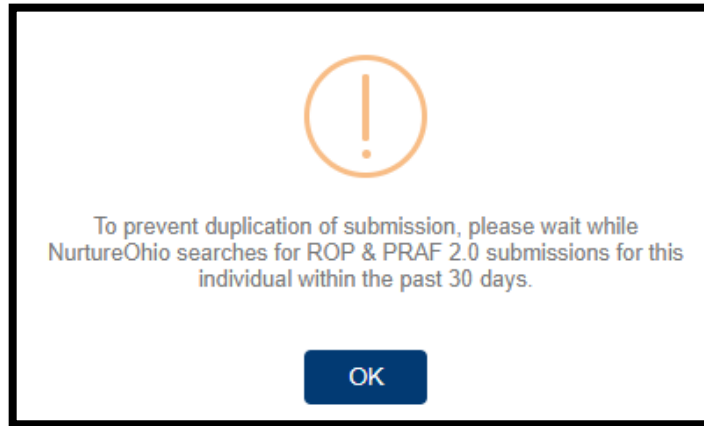
Estimated Due Date*

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:

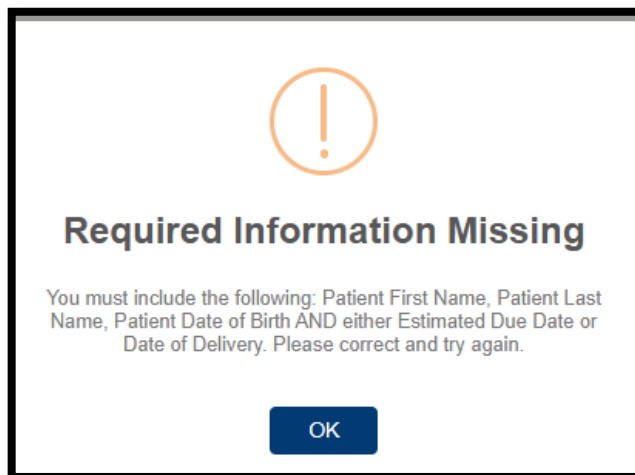
- Patient Medicaid ID
- Patient Social Security (9-Digit)



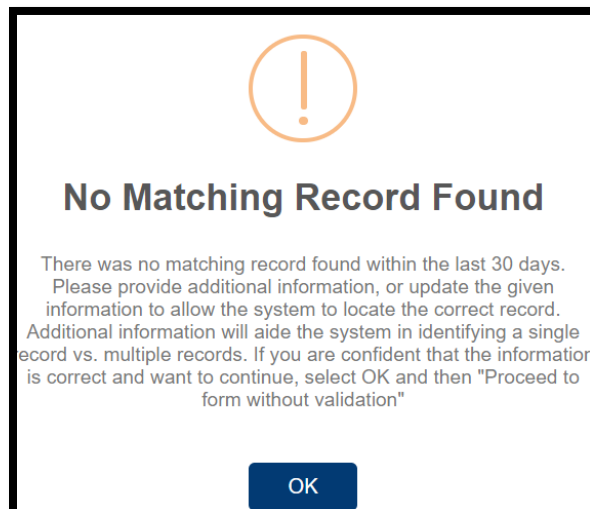
The following notification appears when you submit, select OK to proceed



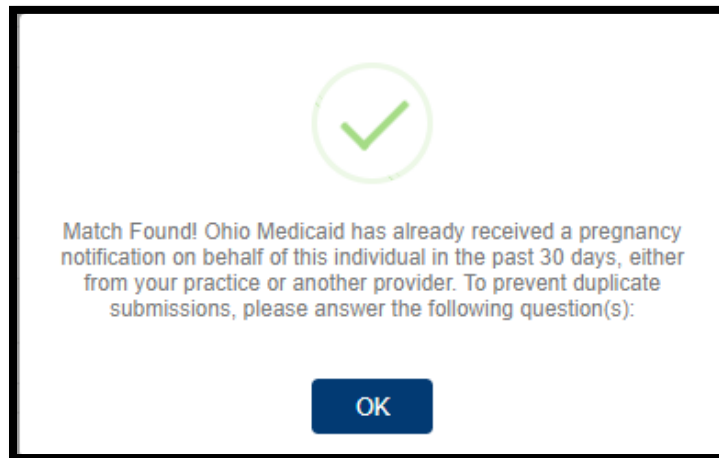
The following notification will appear if you are missing the required information



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.


The screenshot shows the "Patient Validation for ROP" form in the NurtureOhio system. The top navigation bar includes "Forms", "Reassigned Forms", "Data Uploads", "Analytics", "Video Library", and "Help". A user profile icon and "Logout" link are on the right. The form has a "Patients" tab selected. A red error message at the top says: "Must Provide Valid Patient Medicaid ID and/or Social Security Number." Below this, a blue informational box 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 fields are: "Patient Medicaid ID" (000000000000 with a red X), "Patient First Name*" (Test), "Patient Last Name*" (Test), "Patient Social Security Number (9 digit - no dashes)" (with a red X), "Patient Date Of Birth*" (01/01/1990), and "Estimated Due Date*" (06/30/2025). To the right of the fields, a message 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: Patient Medicaid ID, Patient Social Security (9-Digit)". At the bottom right are two buttons: "PROCEED TO FORM WITHOUT VALIDATION" and "SUBMIT FOR VALIDATION".

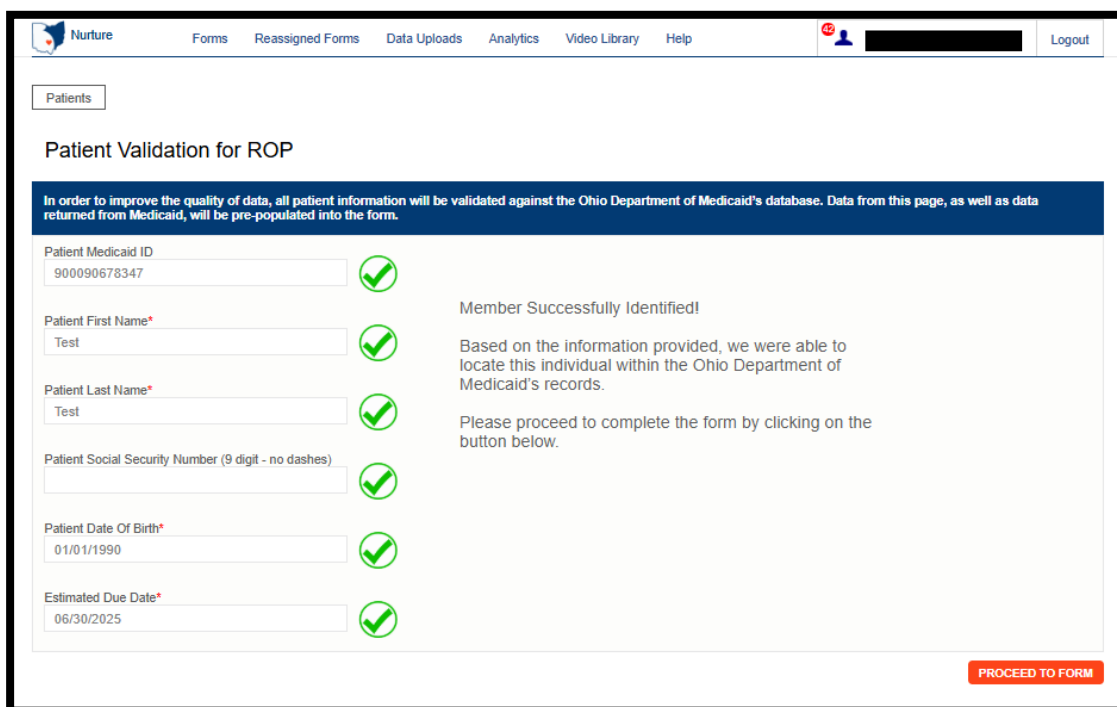
There can be multiple errors returned at once and NurtureOhio does its best to identify the fields that need to be addressed. The common errors that can be returned are as follows:

- 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.



The screenshot displays the 'Patient Validation for ROP' interface. At the top, a navigation bar includes links for Forms, Reassigned Forms, Data Uploads, Analytics, Video Library, and Help, along with a user profile icon and a Logout button. Below the navigation bar, a 'Patients' tab is selected. The main heading 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 six input fields, each followed by a green checkmark icon, indicating successful validation:

- Patient Medicaid ID: 900090678347
- Patient First Name*: Test
- Patient Last Name*: Test
- Patient Social Security Number (9 digit - no dashes):
- Patient Date Of Birth*: 01/01/1990
- Estimated Due Date*: 06/30/2025

To the right of the fields, a message 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, there is a red button labeled 'PROCEED TO FORM'.

Note: The ROP can be submitted without verifying eligibility by selecting “Proceed to Form Without Verification” but please note the risks below:

Risks of not verifying Medicaid eligibility:

- 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).

ROPs

Report of Pregnancy Form

*Source of Data
Choose One ▼

*Date of Service
MM/DD/YYYY

*Claims Data
Choose One ▼

*Name of Managed Care Plan
Choose One ▼
(If patient was validated on previous page, this value will be pre-filled with the correct MCO from the Ohio Department of Medicaid)

*Patient Medicaid ID
90000000009

*Patient Social Security Number
123-45-3456

*Patient Date of Birth
01/01/1990

*Patient First Name
test

*Patient Last Name
test

NurtureOhio MCO User Guide

*Estimated Due Date

07/02/2025

*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 ▾

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, WIC, and home visiting.

Choose One ▾

SUBMIT

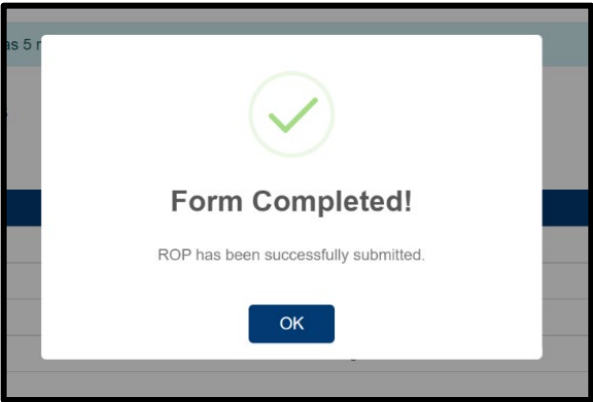
Once all required sections have been completed, click the “Submit” button.

*Information on additional resources, services, WIC, and home visiting.

Choose One ▾

SUBMIT

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 a web application interface. The top navigation bar includes the "Nurture" logo and links for "Forms", "Reassigned Forms", "Data Uploads", "Analytics", "Video Library", and "Help". On the right, there is a user profile icon and a "Logout" button. Below the navigation bar, there is a tab labeled "ROPs". The main heading is "Report of Pregnancy Form". The form contains several fields, each with a red border indicating required information: a dropdown menu for "*Source of Data" with "Choose One" selected; a text field for "*Date of Service" with the placeholder "MM/DD/YYYY"; a dropdown menu for "*Claims Data" with "Choose One" selected; a dropdown menu for "*Name of Managed Care Plan" with "Choose One" selected; and a text field for "*Patient Medicaid ID" containing the value "900090678347". A small note below the MCO dropdown states: "(If patient was validated on previous page, this value will be pre-filled with the correct MCO from the Ohio Department of Medicaid)".

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

Processing Referrals

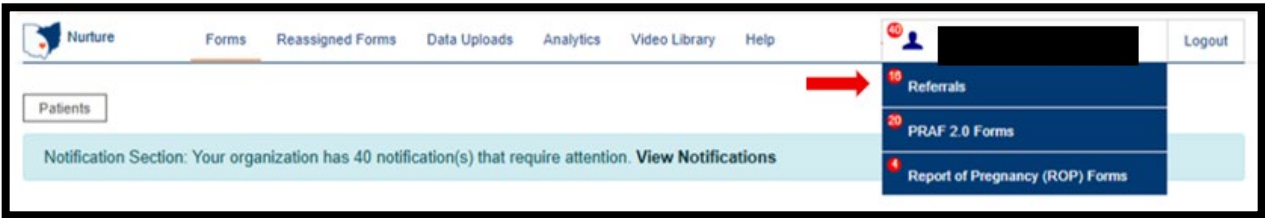
When filling out a PRAF or ROP, submitters can request the patient’s Managed Care Organization to follow up with the patient regarding a variety of needs. When needs are selected on the PRAF or ROP, a referral is created in NurtureOhio. MCOs can log into the NurtureOhio to process these referrals and report on the outcome of the referral. MCOs will determine internally which users are responsible for processing referrals for their plan.

Accessing Referrals

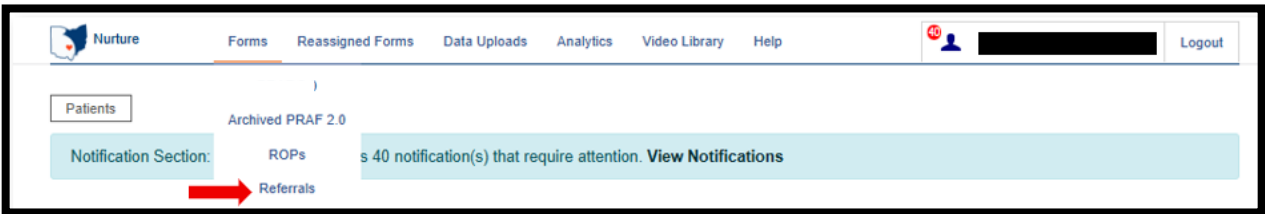
If an MCO user has any referrals that require attention, a ‘View Notification’ message will appear at the top of the screen. MCO users will receive a notification for new PRAF 2.0 forms, new ROP forms, and incomplete referrals.

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 Reporting screen.



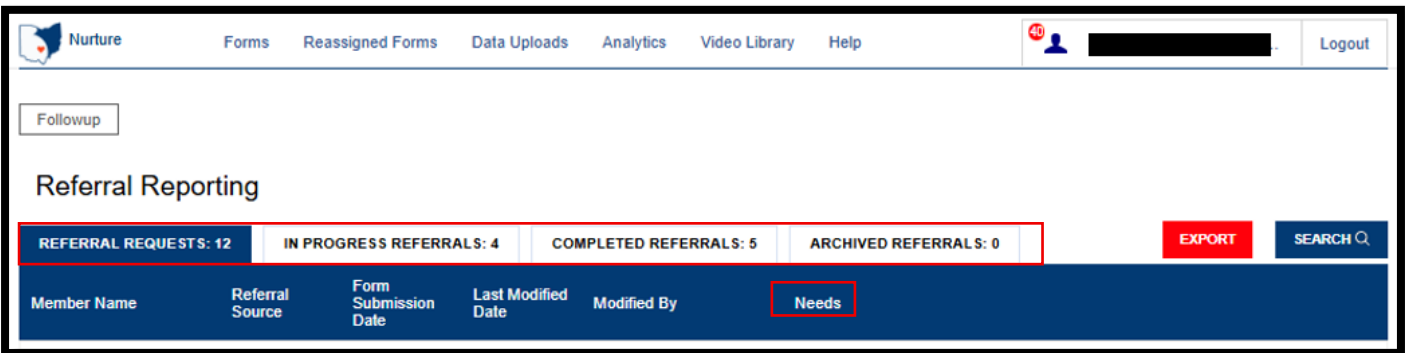
Users can also select ‘Referrals’ from the Forms menu at the top of the screen.



Referral Reporting Screen

The Referral Reporting screen shows referrals that have been indicated on both submitted PRAF and ROP forms. The ‘Needs’ column helps to easily identify what the member needs assistance with.

There are four tabs: Referral Requests, In Progress Referrals, Completed Referrals, and Archived Referrals



All forms will stay in the **‘Referral Requests’** tab until at least one field is completed on the referral. To start processing a referral request, click on a member’s name and the ‘Referral Follow-Up Answers’ screen will open. On this screen users can:

- Easily view the Patient Information (Name, DOB, Medicaid ID, Phone, Email, Primary Language, County, and whether a WIC or Home Visiting referral has been indicated on the PRAF or ROP) to assist with patient contact.
- Click the ‘View Complete PRAF 2.0’ or ‘View Complete ROP’ button to view the patient’s submitted PRAF or ROP.
- View needs that have been indicated on the PRAF or ROP for referral.
- Provide information regarding the outcome of the referral.
- Add additional needs for referral that have not already been identified.

Referral Follow-Up Answers

Name: Testing Prafupdate Language: English
 Date of Birth: 01/06/2007 County: Franklin
 Medicaid ID: 200000000000 WIC Referral: Yes
 Phone: (238) 482-9389 Home Visiting Referral: Yes
 Email: N/A

[VIEW COMPLETE PRAF 2.0](#)

Food [Save](#)

* Referral Outcome ⓘ [Tooltips provide additional information, hover over the tooltip to open it.](#)

-- Select Outcome --

rral resource(s)

Comments/Notes

Additional comments or notes...

Baby items (diapers, crib, carseat, etc.) [Save](#)

* Referral Outcome ⓘ * Member received services from referral resource(s)

-- Select Outcome -- -- Select --

Comments/Notes

Additional comments or notes...

Lactation supplies [Save](#)

* Referral Outcome ⓘ * Member received services from referral resource(s)

-- Select Outcome -- -- Select --

Comments/Notes

Additional comments or notes...

[ADD ADDITIONAL CONCERN](#)

To process a referral, select an answer from each drop-down menu for each need. Complete all required fields and when finished, click “Save”.

Nurture Forms Reassigned Forms Data Uploads Analytics Video Library Help Logout

Followup Referral Follow-Up Answers

Referral Follow-Up Answers

Name: Testing Prafupdate Language: English
Date of Birth: 01/06/2007 County: Franklin
Medicaid ID: 2000000000000 WIC Referral: Yes
Phone: (238) 482-9389 Home Visiting Referral: Yes
Email: N/A

[VIEW COMPLETE PRAF 2.0](#)

Food

*** Referral Outcome** ⓘ

-- Select Outcome --

- Select Outcome --
- MCO Provided Service
- Referred to Community Partner
- Referred to a Provider
- Referred to a care management delegate
- Member has already received services
- Needs changed/Referral no longer relevant
- Member declined service
- Referral entered in error / Referral not requested
- Unable to reach member (3 attempts made)
- Member has opted out of receiving communications
- Member is not eligible under this MCO
- Did not contact member
- Other

*** Member received services from referral resource(s)**

-- Select --

[Save](#)


tc.)

*** Member received services from referral resource(s)**




-- Select --

[Save](#)

Note: You must click the “Save Button” on each individual need in order to save your progress, you can edit or change notes after you have saved if necessary.

 Nurture

FormsReassigned FormsData UploadsAnalyticsVideo LibraryHelp

   Logout

FollowupReferral Follow-Up Answers

Referral Follow-Up Answers

Name: Testing Prafupdate
Date of Birth: 01/06/2007
Medicaid ID: 200000000000
Phone: (238) 482-9389
Email: N/A

Language: English
County: Franklin
WIC Referral: Yes
Home Visiting Referral: Yes

VIEW COMPLETE PRAF 2.0

Food

* Referral Outcome ⓘ
MCO Provided Service

* Please indicate the service provided by the MCO
member scheduled for foodbank visit on 6/30/25


* Date Member Contacted for Referral
06/25/2025

* Member received services from referral resource(s)
Yes




Comments/Notes
member will need transportation to foodbank, scheduled with member services

Save

After referrals are saved you will see a “last saved” date and time. This will help users to keep track of the action taken on referrals.

 Nurture

FormsReassigned FormsData UploadsAnalyticsVideo LibraryHelp

   Logout

FollowupReferral Follow-Up Answers

Referral Follow-Up Answers

Name: Testing Prafupdate
Date of Birth: 01/06/2007
Medicaid ID: 200000000000
Phone: (238) 482-9389
Email: N/A

Language: English
County: Franklin
WIC Referral: Yes
Home Visiting Referral: Yes

VIEW COMPLETE PRAF 2.0

Food

* Referral Outcome ⓘ
MCO Provided Service

* Please indicate the service provided by the MCO
member scheduled for foodbank visit on 6/30/25

* Date Member Contacted for Referral
06/25/2025

* Member received services from referral resource(s)
Yes

Comments/Notes
member will need transportation to foodbank, scheduled with member services

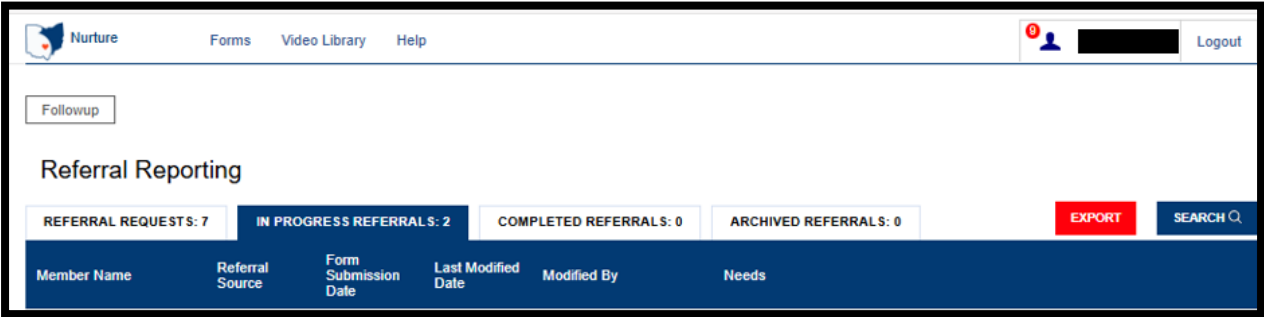
Last Saved: 6/25/2025, 1:44:06 PM

Save

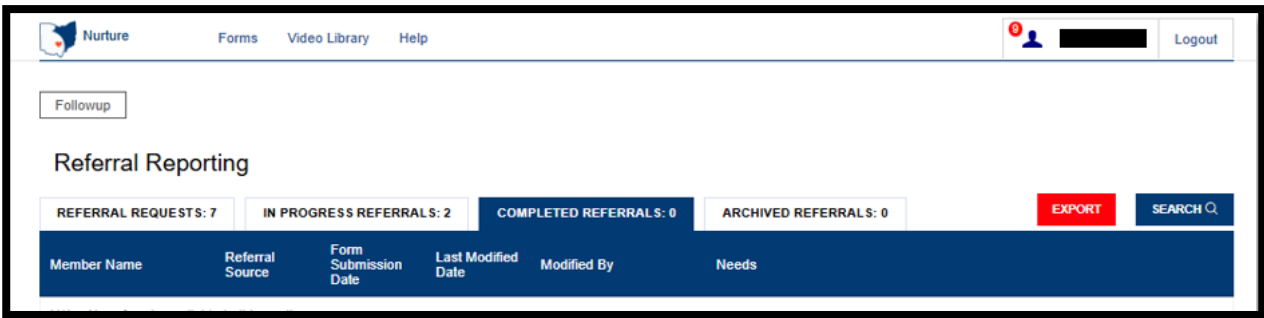
Revised 6/26/25

24

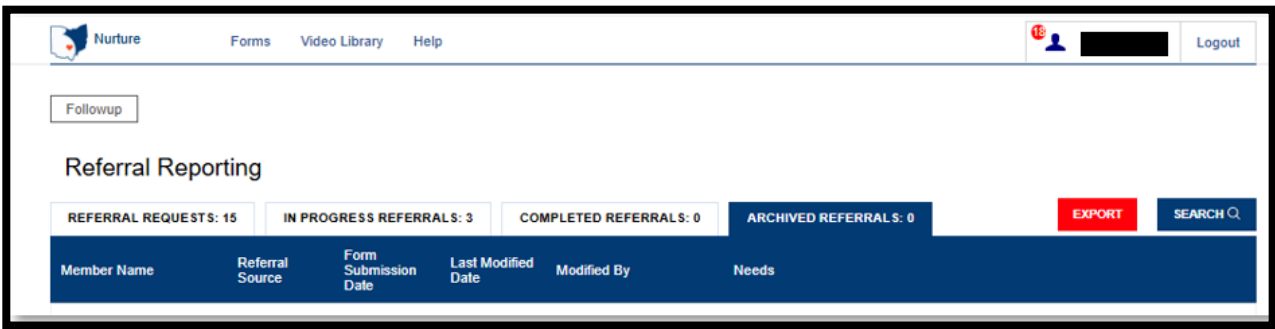
If any concerns still require completion, the referral will move to the “*In Progress Referrals*” tab. Referrals can be edited under this tab.



If all concerns are addressed and saved the referral will move to the “*Completed Referrals*” tab. Referrals can be edited under this tab.



All completed referrals will move to the “**Archived Referrals**” tab after 365 days of completion.



Note: ROP referrals will only have two options “Patient Contact” and “Practice Contact” An ROP is intended to be submitted at the first notification of positive pregnancy and then a PRAF should be completed by the members OBGYN provider at the first perinatal appointment, and include additional referral needs and risk factors

Revised 6/26/25

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

The screenshot shows the 'New Referral Follow-Up' form within the NurtureOhio MCO user interface. The top navigation bar includes the 'Nurture' logo and links for 'Forms', 'Reassigned Forms', 'Data Uploads', 'Analytics', 'Video Library', and 'Help'. A user profile icon and a 'Logout' button are on the right. Below the navigation bar, there are three tabs: 'Followup', 'Testing Prafupdate Referral Follow-Up', and 'New Referral Answer'. The 'New Referral Follow-Up' form contains three required dropdown menus: '* Identified Concern(s)' with a '-- Select Concern --' option, '* Referral Outcome' with a '-- Select Outcome --' option, and '* Member received services from referral resource(s)' with a '-- Select --' option. Below these is a 'Comments/Notes' text area with the placeholder 'Additional comments or notes...'. A blue 'Save' button is located at the bottom left of the form.

Select the additional identified concern from the dropdown to create a new needs referral item.

This screenshot shows the same 'New Referral Follow-Up' form, but with the '* Identified Concern(s)' dropdown menu open. The dropdown list displays a variety of concerns, including 'Food', 'Utilities', 'Interpersonal Violence/ Safety', 'Employment', 'Education', 'Finding a behavioral health provider', 'Finding a primary care provider', 'Finding a pediatrician', 'Baby items (diapers, crib, carseat, etc.)', 'Connection to lactation consulting', 'Lactation supplies', 'Connection to tobacco cessation services', 'Connection to substance use disorder services', 'Connection to alcohol-related services', and 'Connection to opioid use services'. The top of the dropdown menu shows the '-- Select Concern --' option, and the list is scrollable.

Once submitted, the new concern will appear on the referral screen.

Housing

Last Saved: 6/25/2025, 1:49:00 PM

SaveDelete

* Referral Outcome ⓘ

MCO Provided Service

* Please indicate the service provided by the MCO

Provided housing resource list

* Date Member Contacted for Referral

06/25/2025

* Member received services from referral resource(s)

Yes

Comments/Notes

Additional comments or notes...

ADD ADDITIONAL CONCERN

Note: Users will only have the option to delete manually added additional concerns, all concerns submitted via the PRAF and ROP will need to be completed.

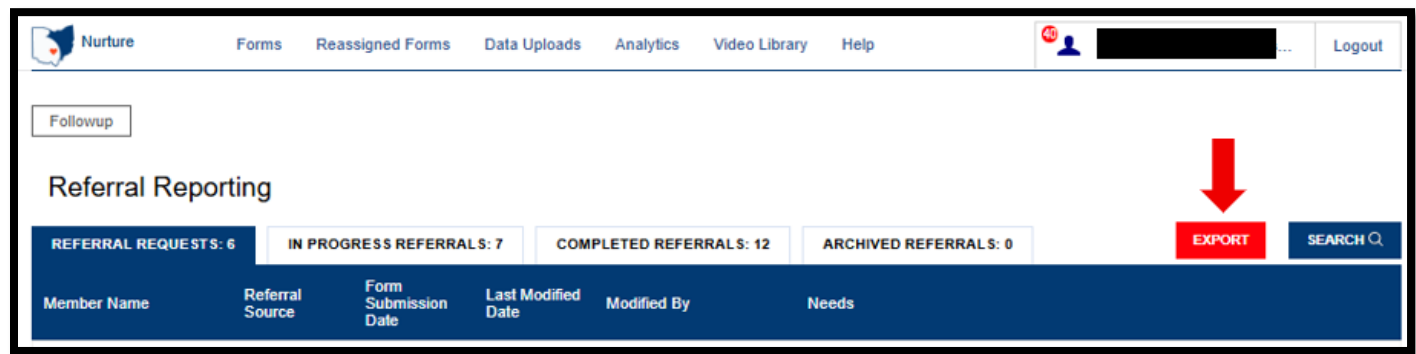
Revised 6/26/25

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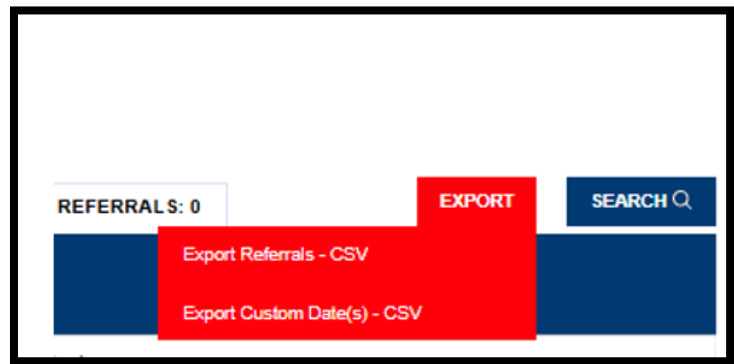
Exporting

Exporting Referrals

The Export option allows you to export all referrals associated with the logged-in MCO user to a CSV file. Click the *Export* button at the top of the Referral Reporting screen next to the search button.



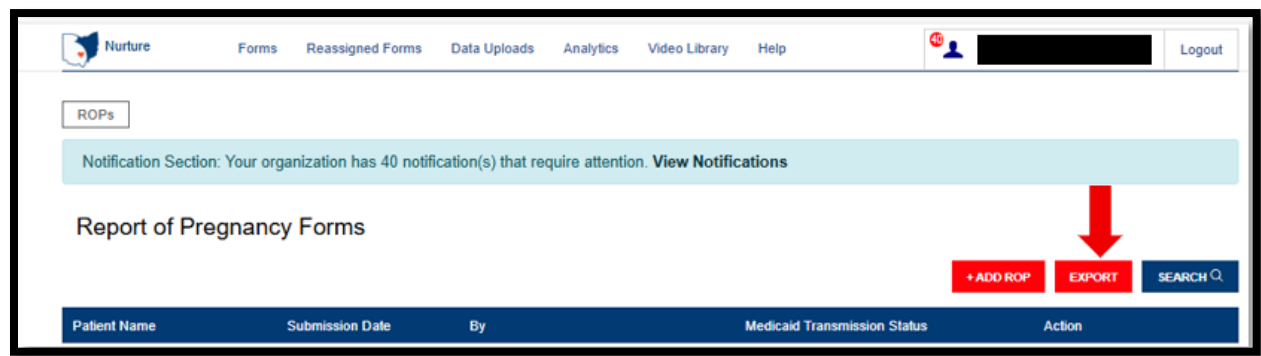
The dropdown menu will provide you with export options for referrals. Once you select an option, the file will be exported and saved to the default download folder on your local machine.



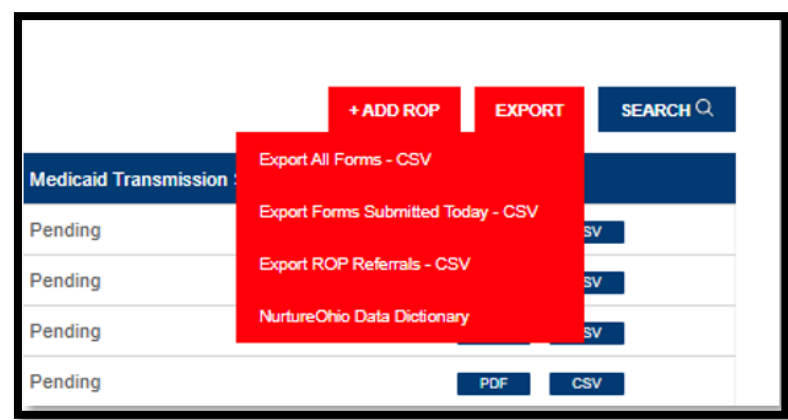
Exporting ROPs

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

Click the *Export* button next to the search button.

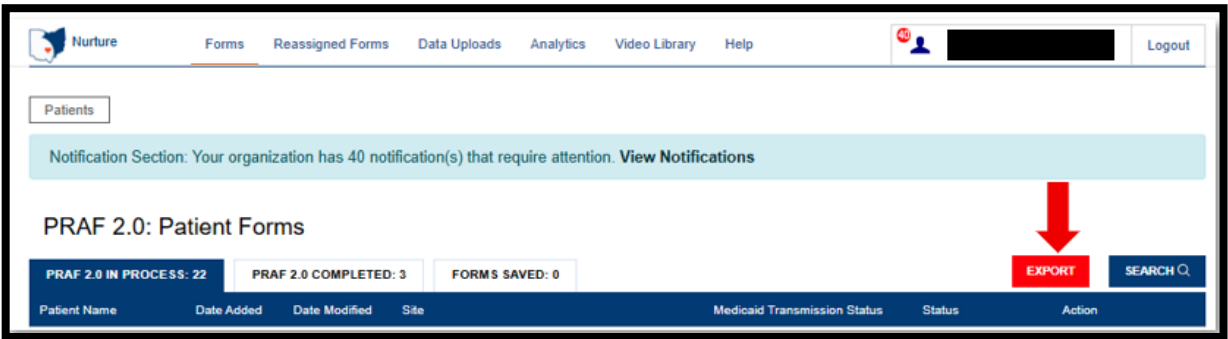


The dropdown menu will provide you with export options for ROPs. There is also an option for exporting the NurtureOhio Data Dictionary. This document describes the details of the file output. Once you select an option, the file will be exported and saved to the default download folder on your local machine.

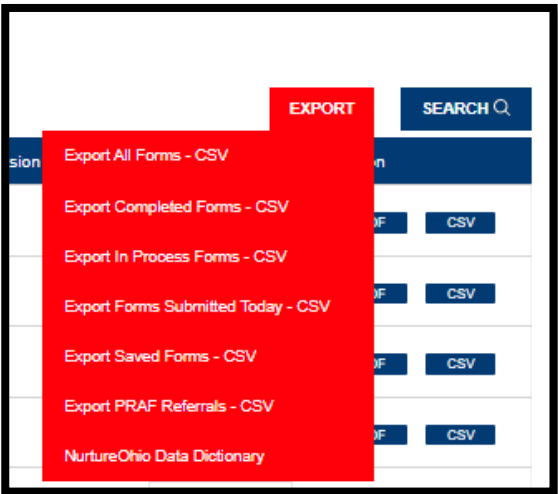


Exporting PRAFs

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



The dropdown menu will provide you with export options for PRAFs. 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.



Log Out

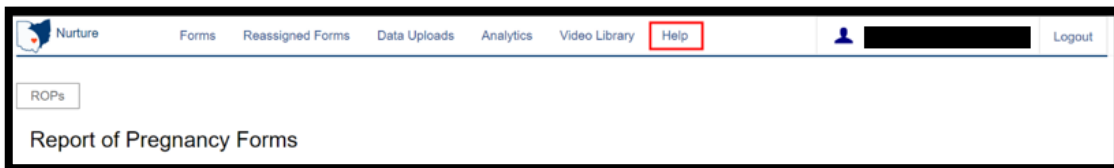
It is important to log out of the NurtureOhio system when finished.

- 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.



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’.

A screenshot of the 'Nurture Ohio Help' form. The form title is 'Nurture Ohio Help'. Below the title, there is a paragraph of introductory text. This is followed by two paragraphs of instructions: one for Medicaid Provider issues and another for technical issues. The main part of the form consists of a large text area for describing the issue, a 'Contact Email:' label followed by a text input field, and a red 'SUBMIT' button at the bottom right. Three red arrows are overlaid on the image: one points to the text area, another points to the email input field, and a third points to the SUBMIT button.

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.

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

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 nine 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

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

Member Services | Phone: 000-000-0000
24 Hour Emergency Services | Phone: 000-000-0000
OhioRISE Member Service | Phone: 833-771-0773

Member Name: JanesHasVeryLongName
Member ID Number: 000000000000
Plan ID Number: 000000000000
OhioRISE Aetna
New! Better health at Ohio
Phone: 833-771-0773

Primary Care Provider
Dr. John Doe
Phone: 000-000-0000
Issuance Date: MM/DD/YYYY

Pharmacy Benefit
gwinwell
Rx Bin: 004251
Rx PCN: OHORPCD
Phone: 833-491-0344
CSP Enrolled
Use Member ID for Billing

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

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

US Script
BIN#008019
Pharmacies call: 1-800-460-5988

Name: MMS#: PCP Name: Effective Date: DOB: PCP Phone #:

If you have an emergency, call 911 or go to the NEAREST emergency room (ER). You do not have to contact Buckeye for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Buckeye NurseWise toll-free at 1-866-246-4358 and follow the prompt for "Nurse" or TTY at 1-800-750-0750. NurseWise is open 24 hours per day.

Health Care with Heart

Member Name: Mary Doe Date of Birth: 04-12-73
CareSource Member ID #: 12345678900
MMIS #: 987654321000 Case #: 7654321000
Primary Care Provider/Clinic Name: Good, I am 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)

Member: DUMMY NAME
Identification #: XXXXXXXXXX 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 SHIP: XXXXXX Issue Date: 01/01/01

GROUP NUMBER: ADV0010011
EFF. DATE: 01/01/2015
MMIS NUMBER: 000000000000
CVS/CAREMARK RXGRP RX6407 RXBIN 004336 RXPCN ADV

Health Plan (0064): 911-87726-04
Member ID: 999999999 Group Number: OHPHCP
Member: SUBSCRIBER BROWN
MMIS: 999999999999
PCP Name: DR. PROVIDER BROWN
PCP Phone: (999)999-9999
Payer ID: 57726
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 ROPs or PRAF 2.0 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

The screenshot displays the Nurture Forms application interface. The top navigation bar includes the Nurture logo, a red arrow pointing to the 'Forms' tab, and other tabs like 'Reassigned Forms', 'Data Uploads', 'Analytics', 'Video Library', and 'Help'. A user profile icon and 'Logout' button are on the right. The left sidebar shows a tree view with 'Patients' selected, and sub-items for 'PRAF 2.0', 'Archived PRAF 2.0', 'ROPs', and 'Referrals'. The main content area is titled 'PRAF 2.0: Patient Forms'. It features summary statistics: 'PRAF 2.0 IN PROCESS: 72', 'PRAF 2.0 COMPLETED: 25045', and 'FORMS SAVED: 0'. There are 'EXPORT' and 'SEARCH Q' buttons. Below is a table with columns: Patient Name, Date Added, Date Modified, Site, Medicaid Transmission Status, Status, and Action. A single row is visible with a redacted patient name, dates of 07/31/2024, a redacted site, and a status of 'Pending'. In the 'Action' column, there is a dropdown menu set to 'In Process' and two buttons: 'PDF' and 'CSV'. A red arrow points to the 'CSV' button.

Patient Name	Date Added	Date Modified	Site	Medicaid Transmission Status	Status	Action
[REDACTED]	07/31/2024	07/31/2024	[REDACTED]	Pending	In Process	PDF CSV