



Nurture  
Care • Encourage



Department of  
Medicaid

Nurture Ohio Troubleshooting Guide  
June 2025

**All Practice Users:**

**Unable to Login**

**I have never logged into NurtureOhio**

**I am a Provider/Provider Agent/Practice User**

- All provider and provider agents must use an OH|ID to log into NurtureOhio.
- If you have not registered for your OH|ID, you can do so here:  
<https://ohid.ohio.gov/wps/portal/gov/ohid/create-account>. Once your OH|ID is created, your PNM administrator for your office will need to link you to the Medicaid ID for each office for which you need to submit
  - For PRAF submitters- your PNM administrator will need to assign you the Prenatal Visit agent role for each practice Medicaid ID.
  - For ROP submitters- you do not need the prenatal visit role assigned
- When all steps have been completed, you can log into NurtureOhio using your OH|ID here:  
<https://nurtureohio.com/login>

**Practice User: PRAF Submitter**

**I see the Report of Pregnancy (ROP) instead of the PRAF**

If your practice provides prenatal services, you should be submitting PRAFs. However, if you do not see the PRAF form in NurtureOhio and instead see the ROP, that means you do not have the Prenatal Visit agent role in the PNM.

- If you are the PNM Administrator, you will need a separate Provider Agent account with the Prenatal Visit agent role. Follow the steps under “I have never logged into NurtureOhio” for the agent account.
- If you are a Provider Agent, your PNM Administrator will need to edit your PNM profile to give you the Prenatal Visit agent role for all practice Medicaid IDs for which you need to submit PRAFs. Once that occurs, you will have access to the PRAF form.

**I have logged in since October 1<sup>st</sup>, 2022, but I cannot log in now**

Check with your Provider Administrator to ensure you are still linked with your practice and have the Prenatal Visit agent role in the PNM. If that information is correct, email [MomsandBabies@Medicaid.ohio.gov](mailto:MomsandBabies@Medicaid.ohio.gov). In your email, include your name, numeric OH|ID, practice name, practice Medicaid ID, and your PNM Administrator’s name and email.

**Practice User: ROP Submitter**

**I see the PRAF instead of the ROP**

If your practice does not provide prenatal services, you should be submitting ROPs. However, if you do not see the ROP form in NurtureOhio and instead see the PRAF, that means you have the Prenatal Visit agent role in the PNM.

- Your PNM Administrator will need to edit your PNM profile to remove the Prenatal Visit agent role for all practice Medicaid IDs for which you need to submit ROPs. Once that occurs, you will have access to the ROP.

*Note: Users may have trouble logging into NurtureOhio for multiple reasons. If you have reviewed this guide and cannot log in or your issue is not indicated on this document, please email [Momsandbabies@Medicaid.ohio.gov](mailto:Momsandbabies@Medicaid.ohio.gov). Be sure to include: your name, numeric OH|ID, practice name, practice Medicaid ID and your PNM Administrator’s name and email.*