

Choices Home Care Attendant Service (C-HCAS) Provider Certification

Step-by-Step Applicant Guide

Before You Begin: Medicaid Enrollment Moratorium

Effective May 14, 2026 through November 14, 2026, the Ohio Department of Medicaid (ODM) has implemented a moratorium on the enrollment of Home Health and Hospice providers. During this period, ODM is not accepting new Medicaid provider applications through the Provider Network Management (PNM) system.

Current anticipated reopening date: November 14, 2026

For updates, visit:

<https://medicaid.ohio.gov/home/odm-moratorium>

Once the PNM system reopens, follow the steps below to apply for certification as a **Choices Home Care Attendant Service (C-HCAS) Provider**.

Step 1: Obtain or Verify Your National Provider Identifier (NPI)

A National Provider Identifier (NPI) is required before you can submit your C-HCAS provider application.

If You Already Have an NPI

- ✓ Locate your existing NPI (do not create a new one).

Search for your NPI: <https://npiregistry.cms.hhs.gov/search>

- ✓ Log in to your NPPES account and verify that all information is current and accurate.

If You Do Not Have an NPI

1. Visit <https://nppes.cms.hhs.gov/>
2. Create an NPPES account.
3. Submit an **Individual/Sole Proprietor Application**.
4. Follow the NPI application guide:
https://nppes.cms.hhs.gov/assets/How_to_apply_for_an_NPI_online.pdf

What to Expect

- You will typically receive one email confirming account creation.

- A second email assigning your NPI number generally arrives within **1 to 24 hours**.

Important NPI Tips

- Use your legal name only.
 - Use an email address and phone number that only you can access.
 - Do not use client information.
 - Update your NPI whenever your demographic information changes.
 - If updating taxonomies, consider:
 - **376J00000X** – Choices Home Care Attendant, Homemaker
 - **3747P1801X** – Choices Home Care Attendant, Personal Care Attendant
 - [NPI updating demographics](#)
 - [NPI taxonomy changes](#)
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Step 2: Create an OH ID Account and Access PNM

You must have an OH ID account to access Ohio's Provider Network Management (PNM) system.

If You Already Have an OH ID

- ☒ Recover and use your existing account.

If You Need an OH ID

Create an account here:

<https://ohid.ohio.gov/wps/portal/gov/ohid/create-account>

For setup instructions:

[Quick Reference Guide: Creating OH ID Account for PNM](#)

Step 3: Submit Your C-HCAS Application in PNM

Log Into PNM

1. Sign in using your OH ID credentials.

2. During initial setup, select **Provider Administrator** as the Provider Account Type.

If the "New Provider" button does not appear, contact the PNM Help Desk:

- 1-800-686-1516
- ihd@medicaid.ohio.gov

Start the Application

1. Click **New Provider**.
2. Click **Here for More Application Types**.
3. Select **Medicaid Waiver (ODA)** (green button).
4. Select **Individual**.
5. Complete all application sections.
6. Submit the application.

Important Deadline

⚠ Applications must be completed within **10 days** of being started, or they will expire.

After Submission

You will receive an email confirming that your application has been submitted.

Step 4: Prepare and Upload Required Documents

General Document Requirements

- Save files as PDF or JPEG.
- Use simple file names.
- Upload clear, readable documents.

W-9 Form

- Complete the W-9 downloaded directly from the application.
- Use the current version (typically dated March 2024 or later).

Documents Sometimes Requested but Not Required

EVV Training

If the system requires an upload:

Option 1:

- Upload a document stating: "[EVV No Longer Required.](#)"

Option 2:

- Complete Sandata training:
<https://www.sandatalearn.com/?keyname=ODMEVVnonagencyphase3>
- Upload your completion certificate.

Home Health Agency (HHA) License

If required by the system:

Option 1:

- Upload a document stating: "[HHA License Not Required.](#)"

Option 2:

- Upload an HHA license if you have one.

Step 5: Complete Your Background Check

Your application cannot be reviewed until the Ohio Department of Aging (ODA) receives your background check results.

Ohio BCI Background Check

Use one of these codes:

✅ Preferred: **173.38**

✅ Also Accepted:

- 173.27
- 5123.081
- 5123.169

❌ Do NOT use:

- 173.381

- 3701.881

Send results to:

Ohio Department of Aging

Provider Certification

30 E. Broad Street, 22nd Floor

Columbus, OH 43215-3414

FBI Background Check

Required only if you have lived outside Ohio at any time during the last five years.

Use:

 **Reason Code 173.41**

Send results to the same Ohio Department of Aging address.

How to Obtain a Background Check

Option A: New Fingerprinting

1. Visit a WebCheck location:
<https://www.ohioattorneygeneral.gov/Business/Services-for-Business/WebCheck/Webcheck-Community-Listing>
2. Verify cost and availability with the provider.
3. Pay all fingerprinting fees directly.

Option B: Use a Recent Background Check

If you've completed a BCI background check within the last 12 months:

1. Complete a Background Check Copy Request form.
2. Submit via fax, email, or mail.
3. Allow up to 30 days for processing.

For questions, contact BCI:

877-224-0043

Step 6: Ohio Department of Aging Application Review

Once ODA receives your application and background check:

ODA Will Review

- Identification documents
- W-9
- Background check results
- Demographic information
- Uploaded forms and attachments

Respond Promptly

ODA may request:

- Better copies of documents
- Updated W-9 forms
- Proof of address
- Missing paperwork

Important Timeline

- Background checks can take **30-45 days** to process.
- Applications missing required items for **90 days** may be cancelled and require reapplication.

Step 7: Pre-Certification Review by the PASSPORT Administrative Agency

After ODA review, your application is sent for pre-certification review.

For providers in:

- Butler County
- Clermont County

- Clinton County
- Hamilton County
- Warren County

Applications are sent to:

Council on Aging (COA)

PASSPORT Administrative Agency 1 (PAA1)

What Happens Next?

1. A contract auditor is assigned.
2. The auditor typically contacts you within 1-2 weeks.
3. Additional documentation may be requested.
4. You will receive access to the Dock365 Vendor Portal.
5. Upload any requested items for review.

Certification Recommendation

After review, the auditor submits a recommendation to ODA to approve or deny your certification.

Step 8: Receive Your Certification

If approved:

- ✓ ODA issues an approval letter.
- ✓ Your Medicaid Provider ID will be assigned if you do not already have one.
- ✓ If you already have a Medicaid Provider ID, the C-HCAS service will be added to your existing provider record.

You can monitor status updates in your PNM account.

Step 9: Complete Client and Payroll Enrollment

Certification alone does not allow billing.

If You Already Have a Client

Work with the client's:

- Case Manager (CM), or
- Waiver Service Coordinator (WSC)

to complete enrollment and payroll setup.

Payroll Setup Through PPL

PPL will work with:

- Provider
- Client
- Authorized Representative (if applicable)

to complete enrollment paperwork.

Before You Can Be Paid

You must receive a:

- ✓ **"Good to Go"** notification from PPL.

You cannot bill until:

- You are certified.
- The client is enrolled in a Medicaid waiver program.
- Payroll setup is complete.

Expected Timeframe

The entire certification and payroll setup process typically takes:

3 to 6 months

Helpful Application Tips

Technology

- ✓ Use a desktop or laptop computer.
- ✓ Use Google Chrome.

- ✓ Allow pages time to load fully.

Demographics

- ✓ Use legal names only.
- ✓ Keep all information consistent across:
 - NPI
 - PNM
 - Signatures
 - Uploaded documents
- ✓ Use an email address you check regularly.

Resuming an Incomplete Application

1. Log into PNM.
2. Click your Registration ID or Provider Name.
3. Expand Enrollment Actions using the "+" symbol.
4. Select **Continue ODA Registration**.

Withdrawing an Application

1. Open your Registration ID.
2. Expand Enrollment Actions.
3. Select **Cancel**.

Reapplying

1. Open your Registration ID.
2. Expand Enrollment Actions.
3. Select **Begin Reapplication**.

Need Help?

Provider Services

 513-653-7992

 provider_services@help4seniors.org

PNM Help Desk

 1-800-686-1516

 ihd@medicaid.ohio.gov

NPI Help Desk

 1-800-465-3203

 customerserviceNPIenumerator@cms.hhs.gov

Ohio BCI

 877-224-0043

This guide walks applicants from obtaining an NPI through certification approval and payroll enrollment as a C-HCAS provider.