

Systems for Aging (S-AGE)

Provider Association Communication Resources

Thank you for helping the Ohio Department of Aging (AGE) inform users about the new IT modernization platform, Systems for Aging (S-AGE). Below are some resources to assist with your communication efforts, including a short news blurb about the project and how providers can access the new system and a list of frequently asked questions.

Newsletter content

Accessing Ohio Department of Aging's New Information Technology Platform, S-AGE

To enhance service delivery for Ohio's aging population, the Ohio Department of Aging launched a new information technology platform – Systems for Aging (S-AGE). As of October 5, 2026, all certified providers of Assisted Living or PASSPORT services must use S-AGE to manage their PASSPORT and Assisted Living business. Providers who previously billed through EDI or PPL should continue to do so. Providers who previously billed through DDE will now process billing in S-AGE.

Providers can communicate with PAA case managers, identify new clients, manage their client lists, and navigate changes to care plans within S-AGE. Because S-AGE contains personal client information, access to S-AGE is tied to individual OHIDs. OHIDs are unique and cannot be shared between people. Using one OHID for multiple people in an organization will result in delayed access. For more information on obtaining an OHID visit: <https://ohid.ohio.gov/help-center/get-started-with-ohid>.

Once you have your OHID, you can get the access process started by contacting your PASSPORT Administrative Agency (PAA). If you are contracted with multiple PAAs, you only need to go through one PAA to request access S-AGE. By initiating access through one PAA you will be able to do business with all your contracted PAAs.

All individuals requesting access to S-AGE must complete both a welcome video (takes around 2 minutes) and the required eLearning course (takes around 1.5 hours). Once a PAA requests access for an individual, two emails are sent to the person seeking access. The first is a welcome email from the Ohio Department of Aging and contains the welcome video. You must watch the welcome video to move forward in the access process. The second email is generated by S-AGE and will come from ecmsupport@esserver.com. It contains important information about required eLearning. You must also complete eLearning to gain access to S-AGE. If you don't see these emails in your inbox, please check your spam or junk mail folders.

If you are certain that you did not receive one or both emails outlined above, contact your PAA for assistance. If you have trouble accessing S-AGE after you have completed both the welcome video and the eLearning, please contact the Ohio Department of Aging at ODA_ISD_HelpDesk@age.ohio.gov.

Provider's Frequently Asked Questions

How can I get access to S-AGE?

Follow these steps:

1. If you do not have an OHID, visit ohid.ohio.gov to create an account. All system users must use their own unique OHID to [access S-AGE](#).
2. Contact your PASSPORT Administrative Agency to request access. If you are contracted with more than one PAA, you only need to request access through one of your PAA partners.
3. Provide your PAA with a completed [Code of Responsibility](#) form and the following information about **yourself**:
 - Provider Agency Name,
 - The Agency Medicaid ID,
 - The Agency PIMS ID,
 - The Agency Provider Location ID,
 - The Agency Provider Type
 - Your Full Name
 - Your Email Address,
 - Your Phone Number,
 - Your unique OHID.
4. Look for two important emails in your inbox.
 - The first will come from the Ohio Department of Aging and includes a short welcome video. You must watch this short video to proceed with the access process.
 - After you watch the welcome video, a second email is generated from S-AGE. This email will come from ecmsupport@esserver.com. Use this email to complete the required 1.5 hours of eLearning. You must complete eLearning to access S-AGE.
 - If you don't see these emails, please check your spam or junk mail folders.
5. Once you complete the welcome video and the eLearning you can log into S-AGE using your OHID.
6. Start using S-AGE.

After I have access, how do I get help with S-AGE if I need it?

Once you have access, if you need help with any functions in S-AGE use embedded eLearning or request help by submitting a ticket directly inside S-AGE Provider Portal.

Will providers be paid?

Yes. Verified claims will be paid. If you normally submit claims in PPL or EDI, continue your current billing process. If you normally submit claims using DDE, your claims must now be submitted in S-AGE. To submit claims in S-AGE, you must request access through your PAA and complete the required welcome video and eLearning.

If you are no longer a certified provider but need to submit billing for services provided while you were certified and you would have previously submitted your bills through DDE, you will need to be provisioned into S-AGE to complete the billing process.

What are some of the most important changes providers will see in S-AGE?

1. Communication with PAA case managers can take place directly within S-AGE.
2. Providers will receive referrals and accept awards for service authorizations directly in S-AGE.
3. Providers can manage client lists, schedules and services plans within S-AGE.
4. Claims will be vetted in real time. S-AGE uses the Medicaid Recipient Master File and Medicaid Provider Master File to ensure services and billing are aligned and accurate. This will help to prevent overpayments and other errors.
5. Providers can easily locate invoices, view invoice status across multiple locations, in real time, with one provider log in.
6. Providers can view current and historical Remittance Advices in one place.