What is an Independent Provider?
An independent provider is a self-employed person who provides services to individuals with developmental disabilities.

- Independent providers must be certified by the Ohio Department of Developmental Disabilities.
- Independent providers must provide services directly; they cannot employ someone else to provide services on their behalf.
- Only those services authorized by the ISP/Person Centered Plan prior to the provision of services are eligible for payment.

Expectations of Independent Providers:

- Ensure the Health, Safety, and Welfare of the individual and provide services as indicated in the individual’s Person-Centered Plan (PCP), of which includes:
  1. Knowing the person, their medication, their health and care needs
  2. Understanding the person’s communication needs
  3. Knowing the person’s other support needs including physical accommodations
  4. Reading and understanding everything that is in the person’s PCP
  5. Treat individuals with compassion, dignity, and respect at all times
  6. Know and support the Rights of individuals at all times
- Anticipate, identify & make active efforts to prevent health, safety and welfare risks of individuals. This may include:
  1. Communicating with the individual’s Individual Consultant (I.C.) any concerns or new developments/information.
  2. Preventive action and notifications about behaviors and/or incidents
  3. Filing UI and MUI reports as required in the Rule
- Keep information about your contact information up to date in Provider Services Management (PSM). Ensure all changes in that information is updated with RCBDD at all times.
- Ethically transition individuals to other providers when a new provider is selected.
- Ensure community integration as much as possible for/with individuals with disabilities so that they are not only active in their communities, but are engaging with the community enough so that relationships are developed.
- Keeping timely, accurate service documentation sufficient to support all billed services. Providers are responsible for knowing what must be documented. EVERY service has a list of required documentation elements, these rules can be found on the Ohio Department of Developmental Disabilities website: https://dodd.ohio.gov/wps/portal/gov/dodd/forms-and-rules/rules-in-effect/administrative-rules-list
- Failure to have the proper documentation for billed services and/or billing for services not provided is Medicaid fraud.

Sample forms can be found at: https://dodd.ohio.gov/wps/portal/gov/dodd/forms-and-rules/forms/template-hpc-documentation
The Rules & Laws [Ohio Administrative Code] that govern providers:

As a provider, your services are governed by the Ohio Administrative Code [OAC]. OAC provides an outline of the basic rules for providers to follow. The State and County have a system of checks and balances to ensure that Providers are compliant. However, as a provider, QUALITY services transcend the minimum requirements. At a minimum, there are two types of Rules on the DODD website:


   A. Chapter 5123:2-2 PROVIDER STANDARDS

      1. 5123: 2 2 01 Provider certification
      2. 5123: 2-02 Background Investigations for Employment / Related Form – Attestation & Agreement to Notify Employer
      3. 5123: 2-03 Quality assurance
      4. 5123: 2-04 Compliance reviews of certified providers
      5. 5123: 2-2-05 Employment first
      6. 5123: 2-2-06 Behavioral support strategies that include restrictive measures
      7. 5123:2-2-07 Personal funds of the individual


Getting Started

The following are parameters that you must read prior to the provider application process

✓ 18 years old
✓ Valid social security number
✓ Valid email address
✓ GED or high school diploma
✓ You must have the ability to read, write and understand English
✓ You must NOT be on the Abuser Registry indicating the Ohio Department of Developmental Disabilities has made a determination that you have committed one of the Registry offenses listed on the DODD website.
✓ You must NOT be on the Nurse Aide Registry indicating the Ohio Department of Health has made a determination of abuse, neglect, or misappropriation of property of a resident of a long-term care facility or residential care facility.
✓ When you become certified as an Independent Provider through the State of Ohio, the licensure is valid for 3 Years.
✓ YOU are responsible for monitoring your recertification dates. It is advised that you begin recertification 90 days in advance of the expiration date in order to afford enough time to process the documentation requested.
✓ During the certification period (3 years), you can be certified for additional services through the Provider Services Management (PSM).
✓ To become certified as an independent provider, there is a non-refundable cost of $125.00 (paid online through the Provider Services Management).

[Before you Begin]:

To complete the electronic certification process in the Provider Services Management, it is essential that you have access to the items listed below. If you do not have access, or do not know how to make a PDF document or upload materials, contact Mary Dalbey (Coordinator of Provider Recruitment and Development):
✓ Computer
✓ Printer
✓ Scanner (not required, but ideal to have; most printers are also scanners; there are also phone apps used to scan)
✓ PDF Reader (not required, but ideal to have), such as “Adobe Acrobat” This reader is used to send and receive PDF files to and from the State and Richland County Board. Download for free at: https://get.adobe.com/reader/

[Gather Required Documents]:

✓ BCII Background Check (After prints are made, they are electronically submitted to the Ohio Department of Developmental Disabilities from the Attorney General’s Office). You are required to get your prints done, but you do not handle any of the results. Use BCII code 5123.169 for Independent Providers or Agency CEO.
✓ FBI Background Check (The prints are sent for an FBI check- Only required if you have lived outside of Ohio for the five-year period immediately prior to the date upon which the criminal records check is requested). Similar to BCII, this is electronically submitted to the Ohio Department of Developmental Disabilities from the Attorney General’s Office. You are asked to get your prints done, but you do not handle any of the results.
✓ CPR Certificate
✓ First Aid Certificate
✓ Eight hours of training in accordance with standards established by DODD
✓ “Major Unusual Incident (MUI)” and “Rights” training
✓ Driver’s License
✓ Driver’s Abstract (only requested if you indicate you are providing some type of transportation service. You cannot have more than 6 points on your license)
✓ Proof of Driver’s Insurance (only requested if you indicate you are providing some type of transportation service. You cannot have more than 6 points on your license)
✓ Non-Disclosure Agreement
✓ Proof of Ohio Residency (Can be copy of driver’s license)
✓ Birth Certificate
✓ Social Security Card
✓ High School Diploma or GED
✓ Proof of Independent Provider Orientation (certificate you printed off after watching the video)
✓ W-9 Tax form (you can print this out as part of the application process)
✓ NEW: Copy of your EVV Training Certificate for those required to do Electronic Visit Verification

[Go to DODD MyLearning and Watch the Video Initial Overview (Orientation for Independent Providers)]:

NOTE: Make sure you print off the completion certification at the end

✓ Type into your internet browser: DODD.ohio.gov
✓ Click on the “Supporting Providers” Tab. You will be in the “Providers Homepage.”
✓ Under “Getting Started,” look for “Certification and Re-Certification”
✓ Click on “Become an Independent,” then read through all of the information on this page that tells you what to do before you apply; steps to certification; then read the tips to make things easier.
✓ Click on https://dodd.ohio.gov/wps/portal/gov/dodd/training/ to find sign up for the MyLearning courses and locate the video that is an orientation for potential independent providers. It is required to be viewed. Note that all of the MyLearning courses are FREE to providers.
✓ At the end of the video, you will be prompted to click on a button that states, “Print Certificate.” PRINT OFF this certificate, as it verifies that you completed the orientation. This certificate is part of the set of documents you will need to upload to the State, when you get to the end of completing PSM.

[Background Check]:

**NOTE: This takes 30-45 days to process!**

The checks listed below can be completed in one appointment by Richland Newhope’s Human Resources Department. Call the following to set up an appointment:

- **Richland Newhope Administration**
  
  [Human Resource Department]
  
  314 Cleveland Avenue
  Mansfield, OH 44902
  Contact: (419) 774-4200

✓ **Federal Bureau of Investigation (FBI)**

**[NOTE: Only required if you have lived outside of Ohio for the five-year period immediately prior to the date upon which the criminal records check is requested]**

Completes background check for criminal record across the U.S.A. Fingerprints are electronically sent to the FBI, who in turn sends their results to the Attorney General’s Office (AGO). The AGO forwards the results of the fingerprinting to the Ohio Department of Developmental Disabilities (ODDD). You must also consent to be enrolled in AGO’s retained applicant fingerprint database information exchange system, “Rapback.” You will not get these results! You are not responsible for uploading any of these documents to ODDD.

[NOTE: This check takes 30-45 days to process!]

Cost: $35.00 (Richland Newhope’s price) for FBI only

✓ **Bureau of Criminal Investigation & Identification (BCII)**

**[NOTE: This check takes 30-45 days to process!]**

Completes background check for potential criminal record across the state of Ohio. Fingerprints are electronically sent to the FBI, who in turn sends their results to the Attorney General’s Office (AGO). The AGO forwards the results of the fingerprinting to the Ohio Department of Developmental Disabilities (ODDD). You will not get these results! You are not responsible for uploading any of this to ODDD. Cost: $30.00 (Richland Newhope’s price)

[Driver Abstract]:

**NOTE: Only required if you indicate that you want to provide transportation services to Independents [i.e., HPC Transportation, Non-Medical Transportation, etc.]**

A 3-year record of all moving violation convictions, accident involvement reports, and other actions that result in license suspensions, revocations, or other disqualifications.

Cost: $8.00 (this must be done at the Bureau of Motor Vehicles office)
[Initial 8-hour training]:

✓ Go onto the website: [http://dodd.ohio.gov/Training/Pages/default.aspx](http://dodd.ohio.gov/Training/Pages/default.aspx).
✓ Go to Featured Training and Click on Eight-Hour Provider Training to read about the initial eight-hour provider training online for FREE.
✓ Click on link to LAUNCH the course in DODD MyLearning (This covers all the areas required for certification and it is free through DODD)
✓ Register yourself for a DODD MyLearning Account
✓ Log-in
✓ Click on All Courses and choose Eight-Hour Provider Training
  1. Overview of Serving People with Developmental Disabilities
  2. Assessment, Planning, and Implementing the ISP
  3. Rights of People with Developmental Disabilities and Restrictive Measures
  4. Person-Centered Services
  5. Introduction to Trauma-Informed Care
  6. Protecting the Health and Welfare of People with Developmental Disabilities (UI and MUI training)
  7. Universal Precautions
  8. Community Integration
✓ Print out a certificate of completion for each course AND a certificate for the 8 hour training at the end.
✓ Other resources for training:

CEU Certificates: Go onto the website, [http: www.ceucertificates.com](http://www.ceucertificates.com).
Click on “Training for DODD Waiver Providers
Select the “Required Eight Hour Training for NEW Staff or Providers” (This covers all the areas required for certification; cost is $60 and you must print out your certificate at the end)

[CPR & First Aid Certification]

✓ Click on the link below to find classes
  [http://www.redcross.org/phssux/desktop.results.jsp?type=class-type-classroom&type=class-type-online&type=class-type-combo&zipCode=44901&city=Mansfield&state=OH&lat=40.7635118&long=-82.5135945&resultsState=0&InitialProgramType=cat50003](http://www.redcross.org/phssux/desktop.results.jsp?type=class-type-classroom&type=class-type-online&type=class-type-combo&zipCode=44901&city=Mansfield&state=OH&lat=40.7635118&long=-82.5135945&resultsState=0&InitialProgramType=cat50003)
✓ Make sure you have verification of class completion (i.e., certificate or card);
✓ CPR & First Aid must include an in-person skills assessment completed with an approved trainer.

[Medication Certification 1: Prescribed Medication & Health-Related Activities]

✓ The “Prescribed Medications & Health-Related Activities course is to teach and certify unlicensed Developmental Disabilities (DD) staff to meet the essential requirements to provide Medication Administration & Health Related Activities.
✓ Medication Certification 1 gives authorization to non-licensed DD personnel so that he/she can do the following with or without a Registered Nurse’s delegation: prepare, administer and document prescribed medications in accordance with Ohio revised Code and Administrative Code laws and rules. Having this certification will allow DD personnel to administer medication with and/or without it having to be delegated by a registered nurse.
✓ The course is taught in accordance with required DODD curriculum manuals for Category 1 and must be presented by a DODD certified trainer.
✓ You can take this course **AFTER** you have received your certification from DODD and have a provider number.
✓ Participants are required to **ATTEND** and **PARTICIPATE** in all of the class and skills sessions. Unlicensed DD personnel will be eligible for certification when all of the following are achieved:
   1. Minimum of **14 hours** for Cert. Category 1
   2. Submit an evaluation of this program to the instructor
   3. Successfully demonstrate performance of health-related activities, medication preparation, administration for each route of medication administration and documentation for each route of medication administration presented in the 14 hour course.
   4. Pass a closed book course written exam with a score of 80% or better.
✓ Failure to pass the written exam will result in the personnel being required to reschedule and retake the entire 14 hour course.
✓ Click this link to find a medication certification class near you: [https://mais.prodapps.dodd.ohio.gov/MAIS_PASearch.aspx](https://mais.prodapps.dodd.ohio.gov/MAIS_PASearch.aspx) and click on **Search DD Personnel Training Sessions**

In Richland County, this class is offered to applicants at various times throughout the year. It is taught by Registered Nurse, Connie Harvey. The class is typically held for 2 days (8:30 a.m. – 4:30 p.m.).

E-mail Melissa Nedelkos at mnedelko@rnewhope.org to register or to get further information on the next available class!

---

**Provider Services Management (PSM)**

PSM is the application located on Ohio’s DODD website. It is the vehicle that ALL providers have to use to get certified or recertified. You should already have a DODD user account if you have taken any of the courses through DODD MyLearning.

[To log in to your User Account]:

✓ Type into your internet browser: DODD.ohio.gov
✓ Click on “login” at the top of the page and type in your user name and password
✓ Click on sign in
✓ Once signed in, click on the applications link
✓ Select application PSM Portal and click on Load application
✓ Click on “Start a New Contract” to begin your application
✓ There are a series of tutorials that you can watch on **YouTube** that explain in detail how PSM works; click on the following link for more information on PSM. [https://www.youtube.com/watch?v=H_RLpq1Tvmo&index=5&list=PLZ1qXvA8kYSkmVfaP6KTmeedg2ffQhP_A](https://www.youtube.com/watch?v=H_RLpq1Tvmo&index=5&list=PLZ1qXvA8kYSkmVfaP6KTmeedg2ffQhP_A)
✓ Periodically click on “Save and Continue” on the bottom right of the page to save your application, yet continue working in PSM. If you want to save your application and come back later, click on “Save and Exit.” This will keep your progress in the application and allow you to return later where you left off.

**Steps to becoming an Independent Provider**

1. View the Initial Overview (Orientation for Independent Providers) online training and print your certificate. This orientation for independent providers is required for certification.
2. Gather your documents and nonrefundable application fee: This list is not complete. Additional documents may be required. For more information see rule 5123:2-2-01 Provider Certification.
   - $125 non-refundable application fee
   - Verification of age (birth certificate)
   - High school diploma or general education development (GED) certificate
   - Valid driver’s license or other government-issued photo identification
   - Social security card (independent providers must be certified under their Social Security number)
   - Current report from the Bureau of Criminal Identification and Investigation (BCII)
   - This report must be sent to DODD by the Ohio Attorney General’s office. DODD cannot accept reports from the individual.
   - Find organizations that offer Web Check on the Ohio Attorney General’s website.
   - First Aid Certification: Valid American Red Cross or equivalent certification in first aid. In-person training required. Find an American Red Cross First Aid training near you.
   - CPR Certification: Valid American Red Cross or equivalent certification in CPR. In-person training required. Find an American Red Cross CPR training near you.
   - Eight hours of Direct Service Provider Training for Initial Certification
   - Evidence that you have completed the required eight hours of provider training, like a certificate of completion.

3. Create a user account (if you have not already) by entering your contact information. Follow the instructions located in a series of e-mails from AgencyIDService@ohio.gov.

**TIP:** You must provide an email address that you check frequently!

4. Submit application, supporting documentation and non-refundable application fee. When you have received your user name and password, use Provider Services Management (PSM). PSM will allow you to start a provider application, navigate to a pending application, or view your provider home screen. After submitting the application fee, you have **30 days to submit all of the required documentation**. The date that you submit the last of your documentation is considered your application submission date. DODD will review and respond to your application within 30 days of this date. After 30 days provider applications that are missing documentation will be closed and will not reopen. If you wish to reapply, you will need to submit another application and pay the application fee again.

Make sure you have copies of all of your documentation before you proceed (see required documents list!)"
Keep in Mind...

Providers are certified statewide. We would like to identify the counties that your business operates in (even if you are not accepting new Individuals in those counties). We would also like for you to identify the counties that you are accepting new Individuals in. This information will be published to the DODD to help you attract new business. You will be able to log into the DODD website to update these at any time.

The documents listed are required in order to be an Ohio Medicaid Provider, and you cannot become certified until you have submitted these documents to the department. You must scan and upload the documents listed on this page in order to proceed with application submission.

Once submitted, if there is any missing documentation, DODD will automatically send you an email listing what is still needed. Respond to this email as soon as possible with the requested documentation.

It is typical to receive a missing documentation email from DODD saying that they have not received your background check. In this case, just respond to the email stating when and where you completed the check, and that the results were to be forwarded directly to DODD.

BCII Background Checks cannot be uploaded to the Ohio Department of Developmental Disabilities. They must be mailed directly from the BCII office (Attorney General’s Office) to the Ohio Department of Developmental Disabilities. This process can take up to 30 - 45 days.

You will need to gather all documents listed below (except the BCII) prior to completing the rest of the application in the Provider Services Management (PSM).

You must upload all of your documentation (except the BCII) when the application system prompts you.

Scan each of these documents into A SEPARATE PDF File:

a. BCII Background Check (this is submitted to the State from the Attorney General’s Office)

b. PRS Background Check (this is submitted to the State from the Attorney General’s Office)

c. CPR Certificate

d. First Aid Certificate

e. Client Right’s Annual Training

f. Driver’s License

g. Driver’s Abstract (only requested if you indicate you are providing some type of transportation service. You cannot have more than 6 points on your license)

h. Proof of Driver’s Insurance (only requested if you indicate you are providing some type of transportation service. You cannot have more than 6 points on your license)

i. MUI Annual Training

j. Non-Disclosure Agreement
k. Proof of Ohio Residency (Can be copy of driver’s license)

I. Birth Certificate

m. Attestations

n. Proof of Independent Provider Orientation (certificate you printed off after watching the video)

o. The following forms (I-9, W-9, and Vendor Information) can be downloaded from the IRS website. You need to complete them and upload with the rest of the aforementioned documents.


http://www.ohiosharedservices.ohio.gov/SupplierOperations/doc/Supplier_Information_Form_OBM5657.pdf

✓ Once aforementioned sections are completed and documents uploaded, you will be able to pay the non-refundable fee ($125.00) and electronically submit your application.

✓ Please be aware that during the review process, you may be asked to provide additional documentation (for example: if you make the selection to provide “Non-Medical Transportation” as a service, you will be asked to submit a drug screen). If additional documentation is requested, you will have 30 days to submit it. If all documentation is not received within this timeline, the application will close and no further action will be taken.

✓ The date that the last of your application documentation is received (including receipt of the BCII), is the date that your application will be submitted for review. DODD will review your application within 30 days of this submission date.

✓ Following the review of your application and documentation by DODD, your information will be submitted to Medicaid for approval and issuing of a Medicaid billing number.

✓ Once ALL the documents listed below are submitted as one PDF file, the reviewer at the State will ensure everything is accounted for.

✓ Once the application and documents are passed on to certification, the State has 30 days to process.

**Within 60 DAYS of providing services, the Independent Provider MUST complete training in Service Documentation & Billing.**
Time Frames

The 3 steps below is an attempt to outline the timeframe involved in certification, so you can plan accordingly.

#1

Background Check

[Takes 30-45 days; ODDD must receive results from the Attorney General’s Office]

#2

Complete PSM sections; gather & upload DOCUMENTS into PDF documents; then submit & pay fee

[Reviewer has 30 days to make sure ALL documents required, have been submitted, including the BCII]

One of two things will happen at this point:

1. If there are any missing documents, an email will be sent to you with request for you to email requested item(s). You have 30 days to get requested information & upload. The sooner it is uploaded, the sooner it will be processed.

2. If there are NO missing documents, an email will be sent to you stating that the application has been submitted to a specialist for final review. This can take 30 days for approval.
When all documentation has been reviewed and you have been approved as an independent provider, you will receive an email from the Ohio Department of Developmental Disabilities. At this point, you need to do one of two things:

1. Forward the APPROVAL email to MARY DALBEY at (mdalbey@rnewhope.org) OR Drop a printed copy off to Mary Dalbey at 314 Cleveland Ave. [Richland County Board of DD Administration Bldg]. The county board has to retain a copy on file.

2. Call Mary Dalbey (419) 774-4418 to make an appointment to sign up for a “PROVIDER 101” class, of which gives highlights to the basics of what you need to know as an independent provider [i.e., billing, reporting, service documentation, compliance, recertification, etc.]

3. Mary Dalbey will officially put you on the provider E-mail List, of which is the primary communication tool that the Richland County Board of DD uses to keep you updated about EVERYTHING pertinent to your job. Anything that comes down (or up!) from the State to us is filtered to you through this Listserve. That said it is very important that you check your email FREQUENTLY. Additionally, the Listserve is the PRIMARY resource for you to find new individuals who are looking for providers!

**It is CRUCIAL that you check your email and junk email on a regular basis**

Mary Dalbey  
[Coordinator of Provider Recruitment & Development]  
Richland County Board of DD  
314 Cleveland Avenue  
Mansfield, OH 44902

E-mail: mdalbey@rnewhope.org  
Phone: (419) 774-4418  
Fax: (419) 774-4379

Updated 8/29/19