

Ohio Department of Medicaid

1-800-686-1516

Hours are Mon-Fri 8:00 AM – 4:30 PM

(10/13/2013)

1-MITS Portal Password Reset for Medicaid Providers

2-Non-Providers/County JFS Office or Other State Agency w/ MITS questions

3-Medicaid Provider, Trading Partner, or Billing Entity w/ Questions about provider

4-Trading partner or billing entity with EDI submission questions

1- Help w/ Medicaid TPL Claims/ Medicare Crossover Claims

2-Help with Retrieving or Reading Remittance Advice

3-Help w/ Submission of Prior Auth. or Status of Prior Auth. Submission

4-MITS password or PIN reset

1-Login with PIN or establish a PIN

2-Reset PIN or if you do not know your PIN

3-Drug or Procedure plan coverage, reimbursement Info, or assistance with plan policy or billing questions

4-Request provider enrollment application, check status of existing application, or Update provider info such as state-reported EIN and enrollment status

5-Provider Training Information

1-Login with 7-digit Provider #

2-Login with 10-digit NPI #

Enter #, Repeats # back. Is this correct?

1-Correct **2**-Incorrect

1-Reset PIN with 7 digit Provider #

2-Reset PIN with 10 digit Provider #

0-Speak to a representative

1-Customer Eligibility

2-Claim Status

3-Payment Status

4-Prior Authorization

5-Review/Change Current Provider Info

6-Drug & Procedure Plan Coverage, Reimbursement or Assistance with Plan Policy or Billing Question

7-PIN Administration

8-Additional Info on these options

9-End Call

1-Enter 12 digit Consumer #

Enter 12 digit Consumer Billing #

2-Enter Consumer's SS# and DOB

3-I don't have this information

1-Review Provider Information

2-Change Provider Info-Speak with a representative

0-Speak with a Representative

1-Change PIN

2-Review active billing entity or Trading Partner

3-Add billing entity or Trading Partner access

4-Delete billing entity or trading partner access

5-Reset PIN for billing entity or trading partner