Tips regarding the process for becoming a certified
Agency Provider/Director of Operations

- ➢ Requirements of the Agency
  - o Comply with the requirements of this rule, https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-2-08, and other standards and assurances established in Chapter 5123 of the Revised Code and rules adopted pursuant to that chapter
  - o Obtain certificate from Ohio secretary of state as a for-profit corporation, nonprofit corporation, limited liability company, or limited liability partnership
  - o Provide proof of a continuing line of credit in the agency provider's name in an amount of at least ten thousand dollars
  - o Provide certificate of general liability insurance in an amount of at least one million dollars which includes coverage for individuals' losses due to theft or property damage
  - o Provider proof that the DOO meets the requirements
  - o Obtain EIN (employer identification number) from the IRS
  - o Provide certificate of policy from the Ohio bureau of workers' compensation
  - o Each Agency is required to have its own written policies and procedures that address the agency provider's management practices in the following areas:
    - ▪ Person-centered planning and self-determination
    - ▪ Individual's satisfaction with services delivered
    - ▪ Internal monitoring and evaluation procedures to improve services delivered
    - ▪ Supervision of staff
    - ▪ Training plan (see paragraph (F)(1) of rule https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-2-08
    - ▪ Service Delivery
    - ▪ Background investigations for employment in accordance with rule 5123-2-02 of the Administrative Code
    - ▪ Volunteers (when the agency provider engages volunteers)
    - ▪ Confidentiality of individuals' records
    - ▪ Management of individuals' funds
    - ▪ Reporting and investigation of major unusual incidents and unusual incidents (MUI/UI)
    - ▪ Documentation and billing for services

- Demonstrate that the agency provider has an established internal compliance program to ensure compliance with requirements for
  - Provider certification in accordance with this rule
  - Background investigations and appropriate actions in accordance with rule 5123-2-02 of the administrative code for its director of operations, supervisors of direct support professionals, direct support professionals, and volunteers (if applicable)
  - Service delivery, service documentation, and billing for services in accordance with chapter 5123 of the revised code and rules adopted pursuant to that chapter for supported living services and the specific home and community-based services provided
  - Management of individuals' funds
- Requirements of Director of Operations (DOO)
  - Has at least:
    - One year of full-time (or equivalent part-time) paid work experience in the provision of specialized services or
    - Four years of experience providing care to a family member (parent, child, or sibling) with a developmental disability
  - Has at least one year of full-time (or equivalent part-time) paid work experiences in:
    - Supervision of employees
    - Development, oversight, and/or supervision of programs or services and
    - Financial management of an organization
  - Holds either:
    - A bachelor's degree from an accredited college or university or
    - A high school diploma or certificate of high school equivalence and has at least:
      - four years of full-time (or equivalent part-time) paid work experience as a supervisor of specialized services or
      - Four years of experience providing care to a family member (parent, child, or sibling) with a developmental disability
- Get Started
  - Create an account with DODD, https://dodd.ohio.gov/wps/portal/gov/dodd/home/
    - Click on person icon
    - Create new account
    - Write down your username, password, and email associated with your account
    - You will receive an email to verify your account

- Know what services you are going to provide. If you are unsure of the services to provide you may contact one of the Provider Development Coordinators
  - The following link includes descriptions of waiver services:
    https://dodd.ohio.gov/wps/portal/gov/dodd/waivers-and-services/services/services
- Once you have your DODD account, you must complete the Orientation for Agency Providers training on MyLearning
  - Sign onto your DODD account
  - Click on the MyLearning tab
  - Click on Full Catalog to see list of all trainings available
    - Select Director of Operations Orientation Training for Initial Certification
  - Print out your transcript at the end of the training
- You will need an Eight-Hour Provider Training
  - Trainings can be found on MyLearning through DODD, at Warren County Board of DD (WCBDD), or another training business. You can find options for training through the provider toolkit on the WCBDD website, https://www.warrencountydd.org/provider-toolkit
    - There is no cost for the training from DODD or WCBDD
    - If you complete the training through DODD, print out the transcript
  - You will also be required to complete an annual training
- You will need to obtain First Aid/CPR certification from a certified instructor including the in-person skills assessment
  - You can find options for training through the provider toolkit on the WCBDD website, https://www.warrencountydd.org/provider-toolkit
- You will need to obtain a Supplier ID - www.supplier.obm.ohio.gov
  - Login with same username and password used with your DODD account
  - It may take several days to receive an email with your Supplier ID information.
  - Once you receive the email with your supplier ID, print out the email
- You will need to obtain an NPI - https://nppes.cms.hhs.gov/#/
  - You will enter taxonomy codes that match what services will be on your certification
- You will need to have a background check (BCII) completed. The code is 5123.169, for agency Director of Operations
  - For employment for a direct support position with a provider, or a subcontractor the BCII code is 5123.081

- o If you <u>have not</u> lived in the state of Ohio for 5 years or more, you will also need to get an FBI check completed. The code for the FBI check is 5126.28
- o The results of the BCII/FBI check(s) will be sent directly to DODD. The address is

  Ohio Department of DD

  30 E. Broad Street 13th Floor

  Columbus, Ohio 43215
- o EVV Certification
  - ▪ https://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification/Training
  - ▪ Select appropriate link (agency or non-agency)
  - ▪ Sign up for an account with Sandata
  - ▪ Search course EVV
  - ▪ You will receive a confirmation email that you have enrolled in the course
- o Non-Medical Transportation (NMT)
  - ▪ Non-Medical Transportation means transportation used by an individual to get to, from, between, or among: (a) A place of employment; (b) A location where adult day support, career planning, group employment support, individual employment support, or vocational habilitation is provided to the individual; (c) A volunteer activity; (d) A post-secondary educational program; (e) An internship or practicum; and/or (f) A drop-off or transfer location from which the individual is then transported to or from one of the above.
    - • If you will be providing Non-Medical Transportation you will need to obtain a Driver's Abstract from the BMV, no earlier than 14 days prior to submitting your application
    - • Vehicle will need to be inspected by the Ohio State Highway Patrol or a certified mechanic if you are transporting 5 or more individuals. This will also need to be completed annually.
- o HPC Transportation
  - ▪ Transportation means a service that enables individuals enrolled in individual options, level one, and self-empowered life funding waivers to access waiver and other community services, activities, and resources. This service is offered in addition to, and shall not replace, medical transportation, transportation services under the Medicaid state plan, if applicable, and non-medical transportation.

- Obtain Driver's Abstract from BMV, no earlier than 14 days prior to submitting your application
- Once you have all of the following documents, you will upload them to your application on DODD's website through the Provider Services Management (PSM)
  - Social Security Card
  - Birth Certificate
  - Copy of HS diploma or GED
  - Driver's License or state ID
  - Certificates from trainings
  - 8-hour training
  - Orientation for agency providers
  - EVV (if applicable)
  - Policy and Procedures
  - Supplier ID email
  - Diver's abstract (if applicable)
  - Car insurance (if applicable)
  - Additional information may be needed
- Review all information prior to submitting. A misspelling or incorrect number could result in the application getting rejected
- Once you submit your application you will pay a non-refundable fee
  - DODD application fee as of May 2019 (always subject to change)
    - Serve 50 people or fewer $800
    - Serve 51 people or more $1600
  - CMS application fee as of May 2019 (always subject to change)
    - $586
- DODD has 30 days to review your application
  - DODD may request additional documentation or have questions
  - Each additional request for documentation or question begins another 30 days for review
  - Once DODD approves your application it will then be sent to Ohio Medicaid
  - Ohio Medicaid will complete a site visit to ensure the setting meets all of the requirements

- o Once you are notified of your final certification approval, please forward the certification to all counties on your certification
  - ▪ To submit your certification to Warren County please email the certification to providerdevelopment@warrencountydd.org
- ➢ Additional training through WCBDD after you are certified
  - o https://warrencountydd.org/training-calendar
- ➢ You must sign up for Health & Welfare alerts on DODD's website, https://dodd.ohio.gov/wps/portal/gov/dodd/your-family/all-family-resources/Subscribe
- ➢ Your certification is active for 3 years, then you will need to recertify

WCBDD Provider Assistance Important Contact Information

Chris Smith, Support Services Director, christopher.smith@warrencountydd.org (513) 228-6449

Melissa Stall, Support Services Manager, melissa.stall@warrencountydd.org (513) 228-6459

Kim Posey, Compliance Reviewer, kim.posey@warrencountydd.org (513) 806-3818

Darlene Snapp, QA Nurse, darlene.snapp@warrencountydd.org (513) 518-7676

Provider Development Coordinators

providerdevelopment@warrencountydd.org

Angie Brinker, angela.brinker@warrencountydd.org (513) 806-3808

Lindsay Graves, lindsday.graves@warrencountydd.org (513) 806-3789

Investigative Agents

Chris Bunting, chris.bunting@warrencountydd.org (513) 228-6451

Melissa Hefelfinger, melissa.hefelfinger@warrencountydd.org (513) 228-6450

Rick Teubner, richard.teubner@warrencountydd.org (513) 228-6452

MUI email - mui@warrencountydd.org

MUI fax - (513)-932-1352

WCBDD 24-hour emergency on call number - (800) 800-6847