

PRIMARY CONTACT ROLE (NURSING FACILITIES)

Thanks for choosing ProviderGateway! We are committed to providing you tools to make the onboarding and navigation of the system a breeze. Let's go through some key steps of the onboarding processes. If at any time you have questions, please reach out to us at support@providergateway.com.

1. **Identify your Primary Contact:** The Primary Contact is ProviderGateway's key point of contact for each Nursing Facility. This person will be responsible for administrative notifications, and managing user access at their facility. The Primary Contact will:
 - a. Register one (or more) facilities on the ProviderGateway service Portal located at <http://ltcmedicaid.providergateway.com/> (click on "REGISTER HERE"); be prepared with the facility EIN, ODJFS Provider Number, Address and Phone Numbers
 - b. Note: Administrative Contact in Registration page -there is NO CHARGE for the ODM subscription that guarantees each Nursing facility access to ProviderGateway.
 - c. Approval will take 24 to 48 hours after which the Primary contact will receive an email for account activation for each registered facility.

2. **Primary Contact** – Upon successful log-in, the Primary contact will:
 - a. Activate the Facility Account
 - b. Add new users and manage access for the facility's users on the ProviderGateway portal (may also request assistance from the support desk)
 - c. Ensure that all users execute the *ODM 07078 Code of Responsibility* form and upload a scanned copy to each user account
 - d. Deactivate user accounts whenever staff are no longer associated with facility
 - e. Ensure that users are able to use the video training available online and also access PDF training material
 - f. Ensure that users can attend update webinars and training
 - g. Receive email updates from ProviderGateway or Ohio Department of Medicaid regarding relevant programmatic issues
 - h. Request help from the ProviderGateway support desk whenever help is required for account setup or transaction processing (email support@providergateway.com).

3. **Identify Users** – The Primary contact will identify all users and ensure that each executes the *ODM 07078 Code of Responsibility* form. Each time a new user is added to the site, the form must be executed for that user and associated with their account. For convenience, a copy of the *ODM 07078* form is located in the *Getting Started* tab on the service portal.



4. **Execute the ODM 07078 Code of Responsibility Form** – This form must be completed for every user of the ProviderGateway service. In the field titled “system for which access is requested”, please select “Other”, and enter PROVIDERGATEWAY in the spaces provided.
5. **Create User Accounts/ Add Users:** The primary contact will be able to add users to the system. For more information on how to manage users, please view the “Managing Your Users” video and instructions under the *Getting Started* section of the landing page **after logging in.**
6. **Training** – In addition, a webinar schedule is located under the “Getting Started” tab on the home **page prior to log in,** under the Accessing the System column. **After log-in,** several instructional videos are available on the ProviderGateway website under “Getting Started”, in the left-hand pane of the page.

Thank you again for using ProviderGateway. If you have any comments issues or concerns, please feel free to contact us at support@providergateway.com.

WELCOME ABOARD

The ProviderGateway Team at Parthenon Globalsystems, LLC