

Please use the information below to determine the best method of contacting the Ohio Department of Medicaid. Using the right contact information will help get your issue resolved or question answered more quickly.

- NF **policies contained within Ohio Administrative Code (OAC) 5160-3**: contact the NF Policy team at NFPolicy@medicaid.ohio.gov
- NF **billing and claims issues**: call the Provider Integrated Helpdesk at 1-800-686-1516 or contact via email at ihd@medicaid.ohio.gov. For NF Private Rooms or NF Vent Services billing/claims issues, you may also contact NFPolicy@medicaid.ohio.gov
- Medicaid **eligibility and patient liability issues**: contact the local county department of job and family services (CDJFS) that is handling the Medicaid case [Local Agencies Directory | Job and Family Services](#).
- **Managed care information**, see the ODM website at: [Managed Care | Medicaid](#)
- **Managed care issues**, contact the managed care plan using the link above to locate the contact for each plan. The provider complaints/inquiry form is located [here](#). Ensure your pop-up blocker is turned off.
- Questions about **franchise (bed tax) fees and related recoupments** (not claims-related) - Lisa Osborne, Lisa.Osborne@medicaid.ohio.gov
- Issues with NF **rates**: NFRatesetting@medicaid.ohio.gov
- Submit ODM **9401s electronically for all nursing facility admissions, discharges and deaths** to ProviderGateway via <https://ltcmedicaid.providergateway.com>
- Questions regarding nursing facility **admissions and/or discharges**: NFStay@medicaid.ohio.gov
- **NF Case Mix** questions: MDSCaseMix@medicaid.ohio.gov
- **EDI issues**: contact EDI Support via Email: omesedisupport@medicaid.ohio.gov or phone: 1-800-686-1516 option 4, option 1
- Questions about **HCBS waivers and other long-term services and supports**: email BHCP@medicaid.ohio.gov.
- **Other Medicaid information**, contact ODM's website at [Ohio Department of Medicaid | Medicaid](#).