IHCP *bulletin*

IHCP provides instructions for OMPP HCBS Certification Portal

As announced in *Indiana Health Coverage Programs (IHCP) Bulletin* [BT202442](#), the Office of Medicaid Policy and Planning (OMPP) will begin processing Home- and Community-Based Services (HCBS) provider certification requests for the Indiana PathWays for Aging, Traumatic Brain Injury, and Health and Wellness waivers in May 2024. The IHCP is providing more instructions on accessing the portal and completing an application.
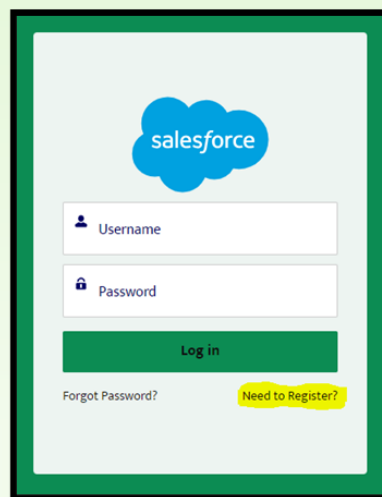
Creating an account

Complete these steps to create a new account:

1. Go to the OMPP HCBS Certification Portal (*the link will be added upon launch*).

   If you are new to the certification portal, you will register. If you already have a provider account, you will log in.

Figure 1 – OMPP HCBS Certification Portal login screen

2. To register, enter your first name, last name and email address. You will be sent an email to proceed with creating your account.
   Note: If you do not see an email, check your junk/spam folders.

3. Click on the link in the email. You will be routed to the certification portal to enter your business information and create your password.
   Important note: *You will use this account for any future changes or additions to services, so be sure to save your login information.*

4. At the certification portal homepage, you can complete various activities related to applications including submitting an inquiry, submitting a new application, adding a service, adding a county, disenrolling or checking the status of a submitted application (see [Table 1](#) for the list of actions available).

Figure 2 – OMPP HCBS Certification Portal homepage

Providers can take the actions defined in Table 1 through the OMPP HCBS Certification Portal.

Table 1 – Provider actions available in OMPP HCBS Certification Portal

Action	Definition
Inquiry	This is for questions regarding certification process, services or required documents prior to starting the application process.
New Application	This is for a brand new service location or HCBS provider.
Adding a Service	This is for an existing HCBS provider that is seeking to add more certified services.
Adding a County	This is for an existing HCBS provider that is expanding their service area to include additional counties.
Disenrolling	This is for an existing HCBS provider to alert the OMPP that they will no longer be offering any services or are selling the business with no stake left in the business.
Checking Status	This is for providers that have submitted an application that is currently in the certification approval process.

Submitting a new application

Complete these steps to submit a new application for provider certification:

1. At the certification portal homepage, navigate to the Applications option on the header and choose **Apply for New Application**.

2. Select **New Application** from the drop-down menu.

3. Enter the new provider enrollment application information prompted.

Figure 3 – New Provider Enrollment Application screen

4. Answer questions regarding involvement with the Community Integration and Habilitation (CIH) and Family Supports Waiver (FSW) appropriately.

5. Answer questions regarding the settings rule to demonstrate an understanding of each rule and indicate how you will be in compliance with them.

6. Select the services that you are wanting to provide.

   Important note: *Be sure you understand what each service is that you are applying for and what is required to provide that service.*

Figure 4 – Service selection for enrollment application
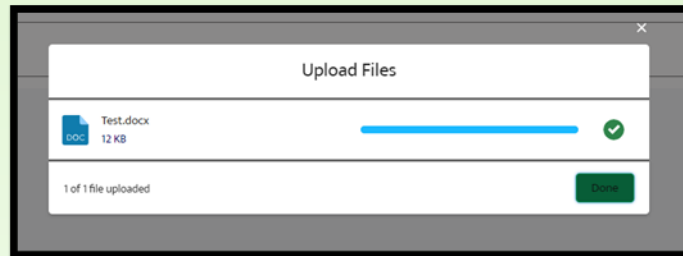
7.   You will then be prompted with the list of documents required. If you apply for more than one service, duplicated documents will only be required to be uploaded one time.

8.   You will upload each document individually, until all documents are uploaded.

    Important note: *If you are missing a document, you will not be able to continue with the application.*

Figure 5 – Uploading documents for enrollment application

Provider Services - Enrollment Application

Uploading Documents for: Process for Evaluation of Job Performance

This is an Optional File Upload. You may proceed withtout attaching a document.

Upload File

[⬆ Upload Files] Or drop files

[Previous] [Next]

Upload Files   ✕

DOC Test.docx
     12 KB   ✔

1 of 1 file uploaded   [Done]

Provider Services - Enrollment Application

You have uploaded the following files:

[Test.docx]

[Previous] [Next]

9.   Choose the counties you wish to serve. For each service you applied for, choose the counties in which you plan to serve.

*Figure 6 – County selection for enrollment application*
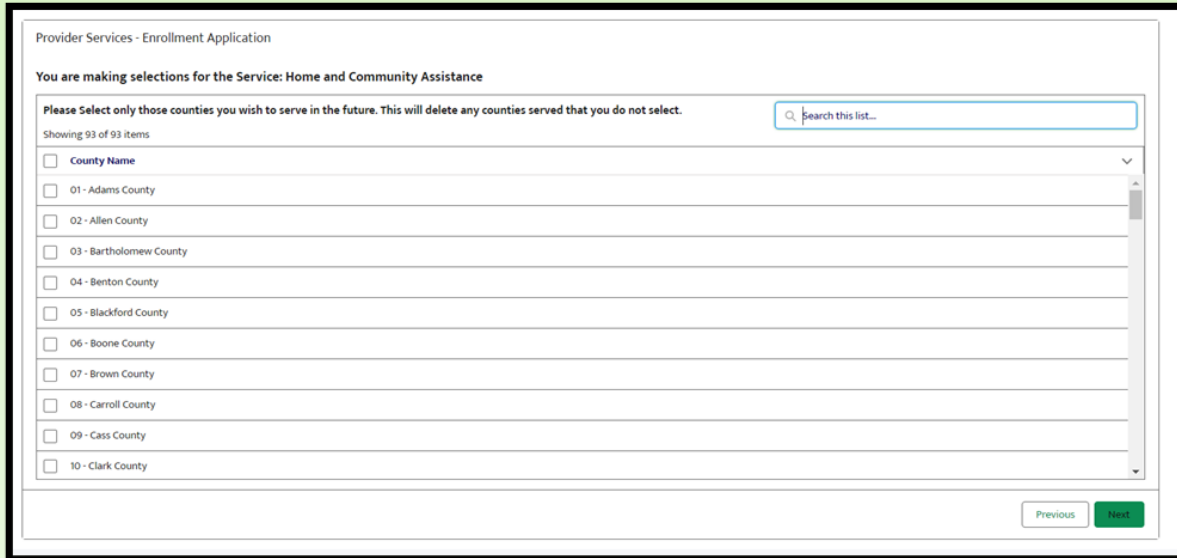
10. After you select the counties for each service and click **Next**, your application is complete and submitted to the provider certification queue. The application will be assigned to an analyst to begin review within four business days. You will receive an email notification and the status will be updated in the provider portal when an analyst begins their review.

Resuming an incomplete application

If you begin your application and need more time to collect documents or need to step away from the application, your progress will be saved. When you are ready to resume the application, you will be able to pick up where your left off. Incomplete applications will expire after 30 days. Complete these steps to resume your application:

1. At the certification portal homepage, navigate to the Applications option on the header and choose **Continue Not Yet Submitted Application**.

2. Open the application you wish to continue working on. In the top right corner of the application record, select **Continue Application**.

*Figure 7 – Continue application screen*
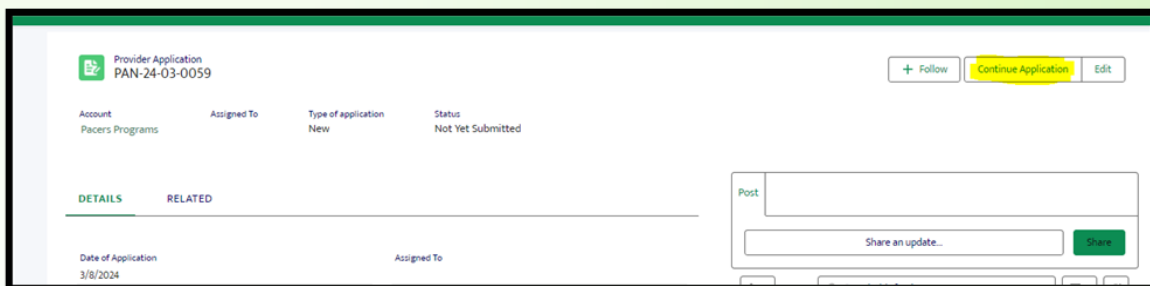
3. The beginning of the application with the information you already provided will be displayed. Edit this information as needed. Then submit all required documents and submit the application.

Checking status of an application

Complete these steps to check the status of your application:

1. At the certification portal homepage, navigate to the Applications option on the header and choose **All Applications**.

2. Open the application you wish to check. You will be able to see if an analyst has been assigned yet, who the analyst is and the status of the application.

Figure 8 – Checking status on an application
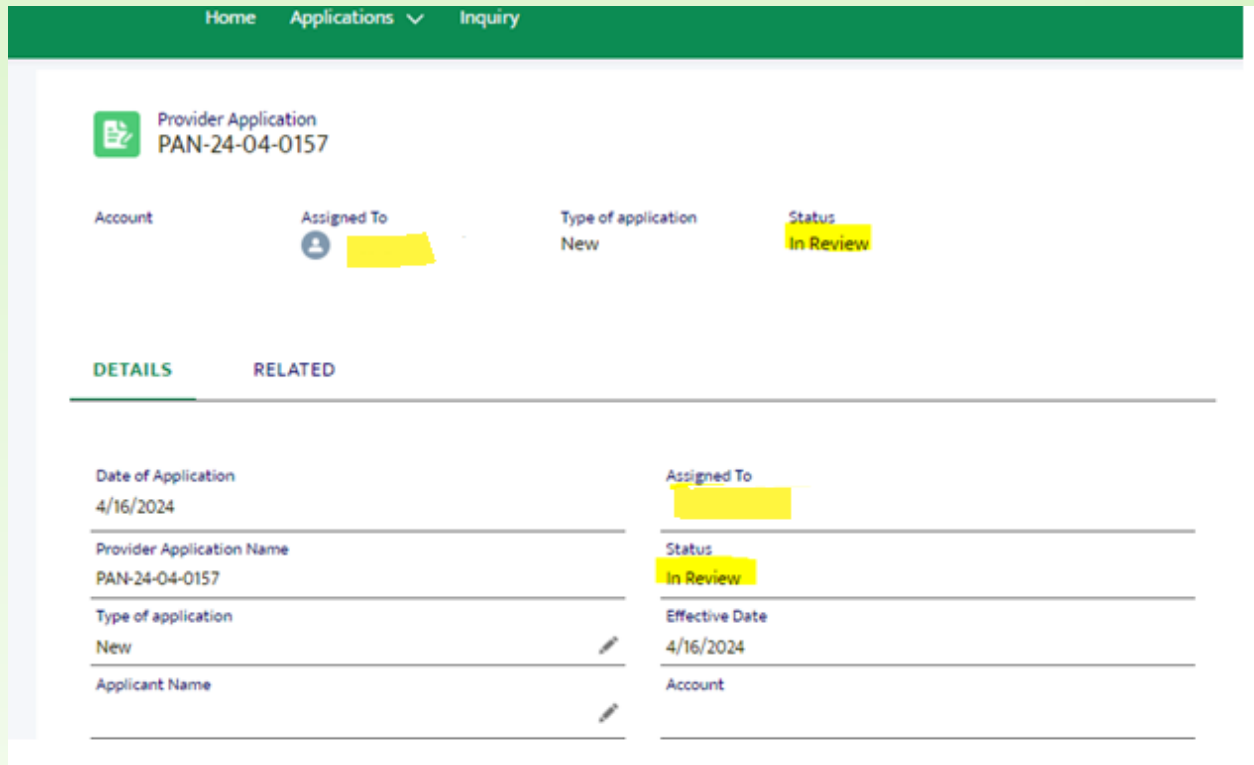
Chatter

Chatter functions similarly to an instant messenger. This allows you to communicate directly with your certification analyst within the application record as questions come up. To ensure the analyst gets your message, you will @mention the analyst's name. When an analyst chatters with a provider, you will receive an email notification and a notification in the portal.

Figure 9 – Chatter in OMPP HCBS Certification Portal
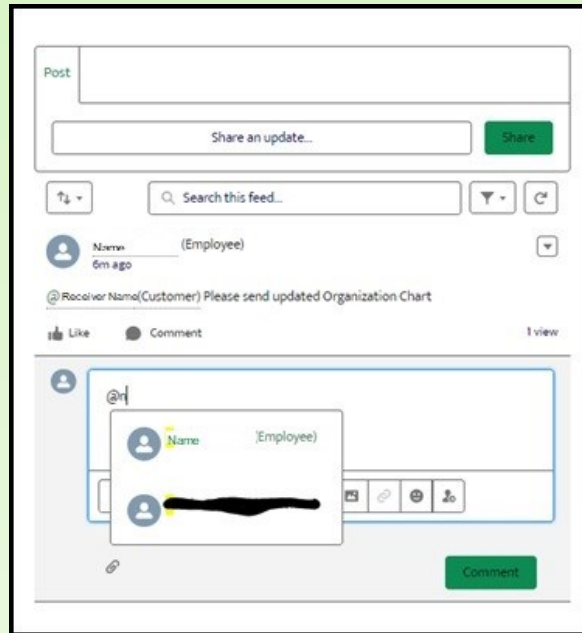
Returning a document

When an analyst determines a document submitted is incorrect, missing information or does not meet standards for approval, this document will be returned to the provider. An email will be sent indicating that a document has been returned along with the reason for return.

Figure 9 – Email notifying provider the reason a document has been returned
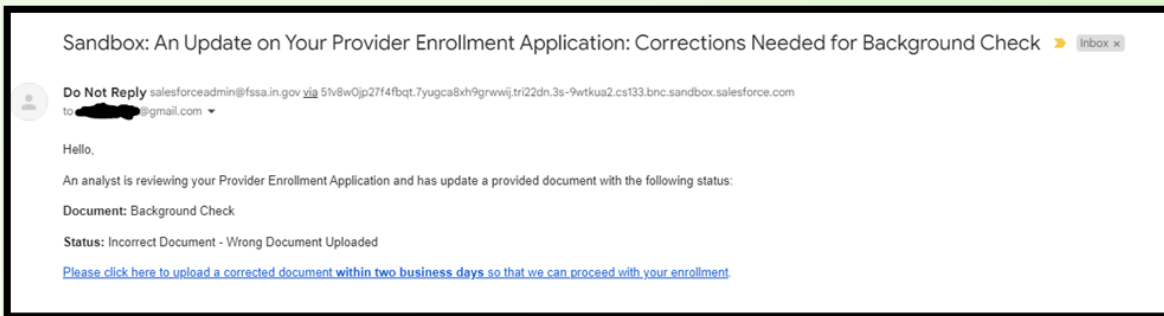
Complete these steps to upload a corrected document:

1. Open the document from the link within the email or log in to the portal, navigate to the application and the specific document needing correction.

2. If you have any questions regarding the returned document, chatter message the analyst for clarification.

3. After you have the corrected document ready to upload, go to the related section of the document. Select **Add Files** to upload the new document. This will trigger an email to the analyst so they can review the new document.

Figure 10 – Portal screen to upload correct document
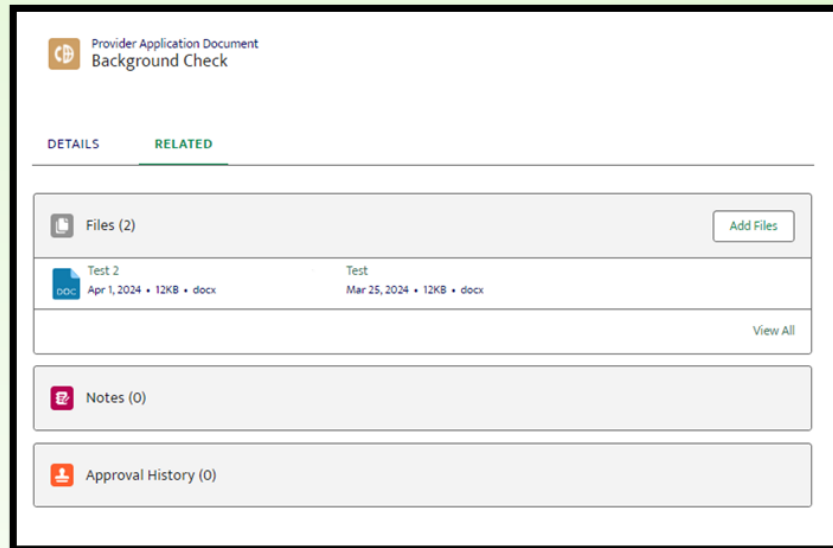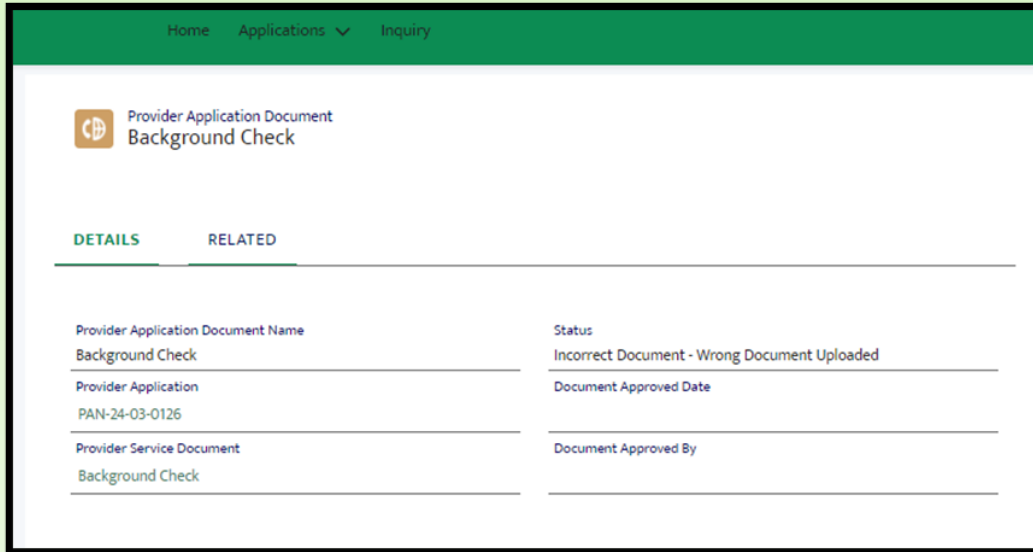
Please note that you will receive a separate email for each returned document. To ensure efficiency with this process, the OMPP requests you to return the documents within two business days. After five days, you will receive a reminder email. **After 10 days, your application will expire,** and you will need to start a new application when you are ready to continue. A document will be returned a total of two times for correction. If the document is still not able to be approved, the application will expire, and you will need to start a new application when you are ready to continue.

Certification approval

After all documents have been approved by an analyst, you will receive a certification approval letter via email. This letter will contain instructions for the next steps.

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