



June 11, 2013

Dear OMA vendor community:

As a follow-up to my previous letter, I wanted to share with you some additional information regarding changes at Ohio Medicaid. I would like to announce that Ohio Shared Services will now assist Ohio Medicaid in handling vendor invoices, payment inquiries, and requests to update vendor information.

A division of the Ohio Office of Budget and Management, Ohio Shared Services has been in operation for over three years and delivers common transactional processing for state agencies and business vendors with an emphasis on customer service. For additional information, please visit the Ohio Shared Services Web site:  
<http://ohiosharedservices.ohio.gov/>.

The following instructions are set to take effect on **July 1, 2013** and are contingent upon enactment of House Bill 59, the biennium budget bill for State Fiscal Years 2014/2015:

- 1) Pursuant to the provisions in Article I of your Agreement regarding communication of specific requests or instructions, **send all vendor invoices** for the Ohio Department of Medicaid to the Ohio Shared Services email address or location below:

**E-Mail:** [invoices@ohio.gov](mailto:invoices@ohio.gov) (the preferred file type for email attachments is .pdf.)

**Mail:** Ohio Shared Services  
P.O. Box 182880  
Columbus, Ohio 43218-2880

**Fax:** 614.485.1039

- 2) **Payment inquiries** - questions about the status of an invoice payment, should be directed to Ohio Shared Services at:

**Telephone:** 1.877.OHIO.SS1 (1.877.644.6771) or 1.614.338.4781  
**Email:** [ohiosharedservices@ohio.gov](mailto:ohiosharedservices@ohio.gov)

- 3) Statements and other non-invoice correspondences should not be mailed to the PO Box provided above. These items are not used to process invoices and will cause delays to your payments. Please observe the following guidelines to avoid any delays to payment:
- print the following: *valid purchase order numbers on invoices, invoice dates featured on invoices, unique invoice numbers on invoices, contract numbers on invoices, either your OAKS vendor number or Tax Identification Number (TIN) featured on invoices;*
  - ensure the address on the invoice matches your vendor address in OAKS;
  - print invoices on standard letter-size white or lightly-colored paper for clear imaging;
  - remove any heavily shaded areas from invoices;
  - do not staple multiple page invoices;
  - do not send statements or correspondence other than invoices to the aforementioned PO Box.

4) All **Vendor Information updates** should be sent to:

**Mail:** Ohio Shared Services  
ATTN: OSS-Vendor Maintenance  
4310 E. 5<sup>th</sup> Avenue  
Columbus, Ohio 43219

**Fax:** 614.485.1039  
**Email:** [vendor@ohio.gov](mailto:vendor@ohio.gov)

Ohio Medicaid is working diligently to minimize any impact on its vendors during this time of transition and remains committed to providing additional updates as it becomes available.

I appreciate your ongoing support of the Medicaid program and look forward to an exciting new biennium.

Sincerely,



John B. McCarthy  
State Medicaid Director  
Ohio Office of Medical Assistance