

# How to Update Your Primary Service Location Email for Electronic Visit Verification

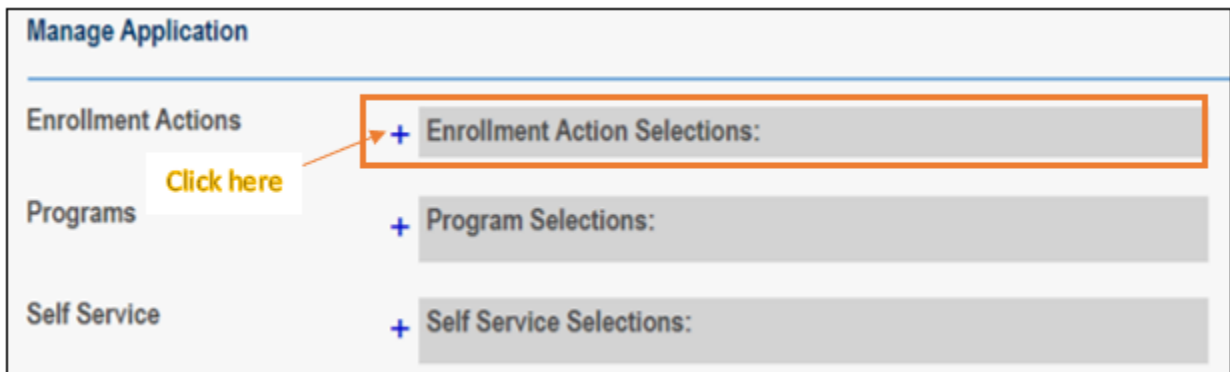
1. Sign into the [Provider Network Management \(PNM\) Portal](#):



2. Click on the **Reg ID** or **Provider** you wish to edit. **Note:** You will only see Medicaid IDs associated with your log in information.

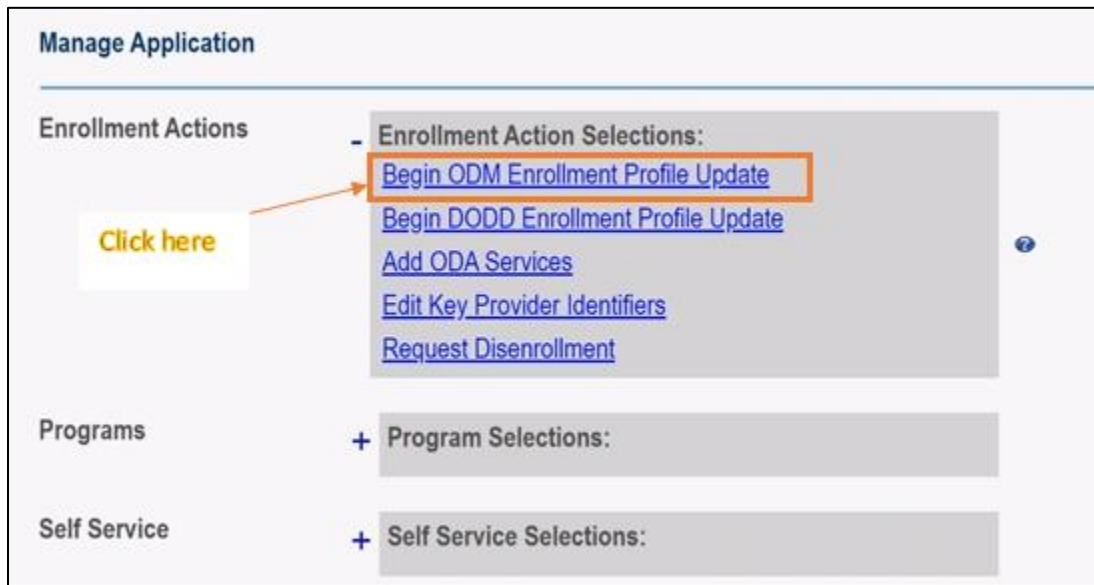
Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID
<a href="#">169</a>	<a href="#">Donald Trainer</a>	Complete	Physician/Oste Individual		0000134
<a href="#">170</a>	<a href="#">Training Clinic</a>	Complete	CLINIC		0000122
<a href="#">171</a>	<a href="#">Kim Trainer</a>	Complete	Chiropractor Individual		0000135
<a href="#">178</a>	<a href="#">Training Rural Health</a>	Submitted	Rural Health Clinic		

3. Click the + next to “Enrollment Action Selections” for more options:

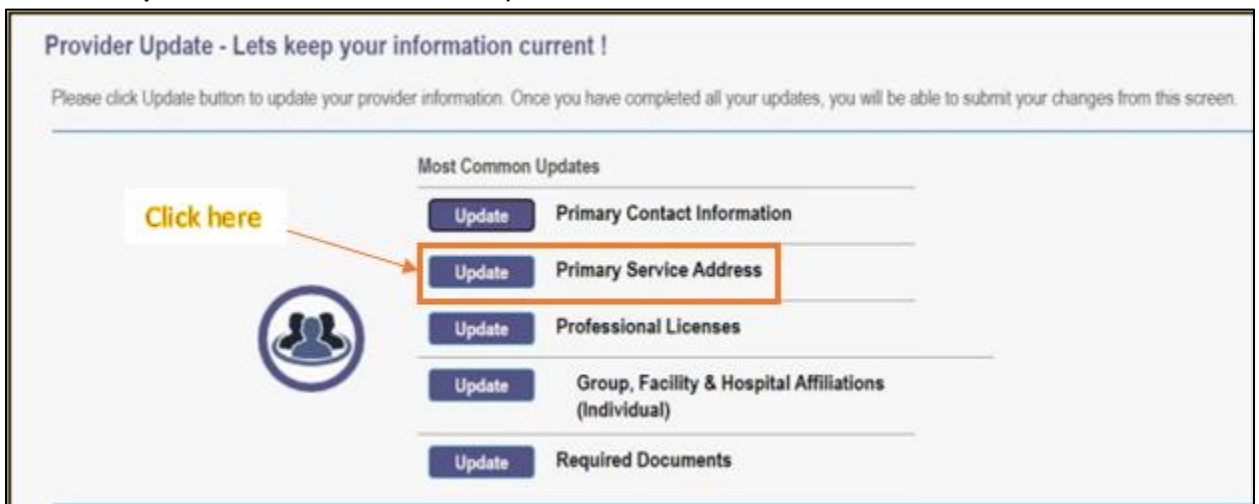


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4. Click **“Begin ODM Enrollment Profile Update”**:



5. Click the **“Update”** button next to **“Primary Service Address”**:



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6. Add/Edit the Email Address:

The screenshot shows a navigation bar with a "Jump To:" dropdown menu set to "Primary Service Address". Below the navigation bar are four tabs: "Credentialing Contact", "Primary Service Address\*", "Billing & Payment Address\*", and "Correspondence". The "Primary Service Address\*" tab is active and highlighted in yellow. Below the tabs is a form with the following fields: "Phone Number 1\*" (1-800-686-1516), "Phone Ext 1", "Phone Number 2", "Phone Ext 2", "Fax Number 1", "Fax Number 2", "Contact Name" (Provider Integrated HelpDesk), and "Email Address 1\*", which is highlighted with an orange box.

7. Click "Save":

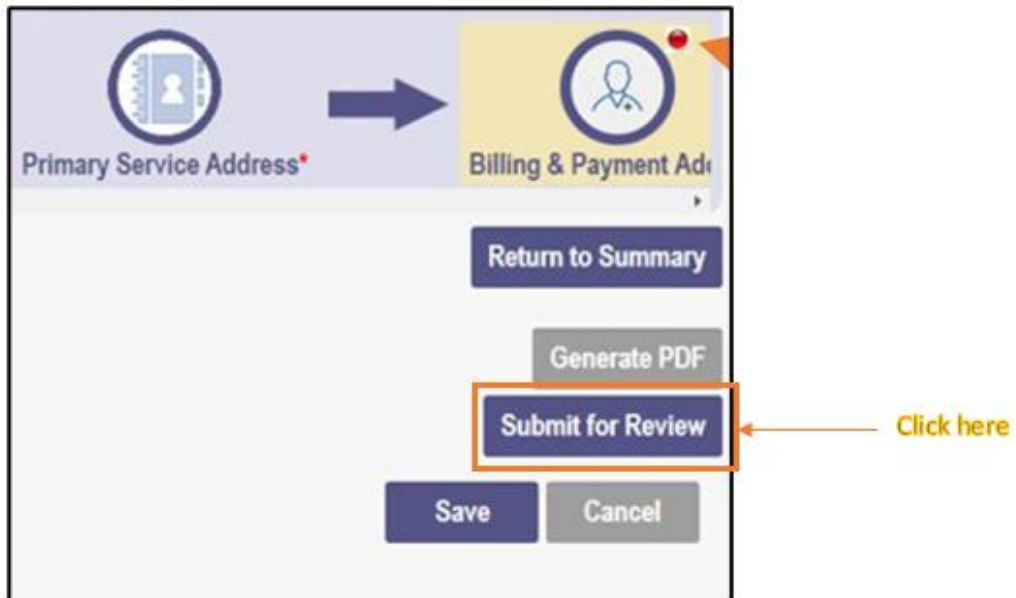
The screenshot shows the same navigation bar and tabs as in the previous step. The "Primary Service Address\*" tab is active. Below the tabs, the "Primary Service Address" section is visible. At the bottom right of the form, there are three buttons: "Generate PDF", "Save", and "Cancel". The "Save" button is highlighted with an orange box, and a yellow callout box with the text "Click here" and an arrow points to it.

8. Click "Accept":

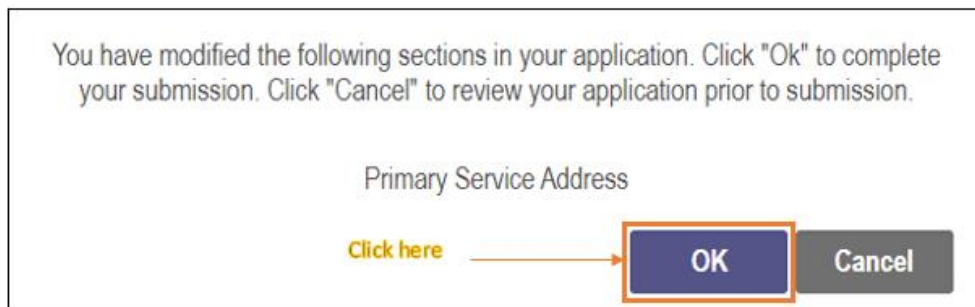
The screenshot shows a dialog box with the following text: "According to the USPS database, the address entered is inaccurate. The following address was found: 2400 CORPORATE EXCHANGE DR FRANKLIN COLUMBUS, OH 43231-7605. Click on 'Accept' to accept the corrections." At the bottom of the dialog box, there are two buttons: "Accept" and "Cancel". The "Accept" button is highlighted with an orange box, and a yellow callout box with the text "Click here" and an arrow points to it.

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9. Click **“Submit for Review”**:



10. Click **“Ok”**:



Please note the following provider types updating the Primary Service Address email may be subject to screening by Ohio Medicaid Staff: Provider types 25, 26, 50, 55, or 89.