

**Provider Certification Wizard (PCW)**  
**January 2012**

**DODD Support Center**

DODD offers technical assistance and support for the provider certification process through a variety of sources. There are several on-line tutorials available on the home page of our website at [dodd.ohio.gov](http://dodd.ohio.gov). DODD also offers live support through the DODD Support Center at 1-800-617-6733 – Option 3 Monday through Friday from 8:00 a.m. to 4:00 p.m.

Please be patient, however, when contacting the DODD Support Center. The Support Center provides support to multiple areas in addition to provider certification, including claims processing and security (user ID and password concerns). The Support Center is set up such that when one area is experiencing a higher than expected volume, calls are routed to the other areas as back-up. This could mean that even though Option 3 for Certification Support was selected, the call could be routed to the Claims Support area (or any other available support area) when all Certification Specialists are already on calls. Generally speaking, this arrangement works well.

The past few months, however, have been particularly challenging due to:

- the release of the new Provider Certification Wizard, which created a higher than usual volume of calls in the certification area;
- the release of MITS (ODFJS' new Medicaid claims system), which created a higher than usual volume of calls in the claims area; and
- the new DODD Gateway used to access all DODD applications, which created a higher than usual volume of calls in the security area.

This combination of events ultimately created much longer time on hold prior to calls being answered and also greatly increased the number of calls not being answered by staff in the requested area. The back-up areas can often respond immediately to general certification questions, but if the question is complex or unique in some way, the back-up area may need to take a message on your behalf, which is immediately forwarded to the Certification Specialists with a copy to the Certification Manager. Every effort is made to respond to these messages within one business day.

DODD is currently and continually evaluating the effectiveness and efficiency of the Support Center and looking for ways to enhance and improve the user experience with it. Your cooperation, as we continue efforts to manage the challenges that any change brings with it, is greatly appreciated.