



News for Trading Partners

January 7, 2026

The News for Trading Partners contains updates from Ohio Department of Medicaid (ODM) about the Electronic Data Interchange, Fiscal Intermediary, and other important information. We highly encourage trading partners to inform their provider customers of these updates.

Reminder items for trading partners and their provider clients for One Front Door submissions

Dear Trading Partner,

The Next Generation MyCare program launched on January 1, 2026. We are seeing many trading partners and their provider clients beginning to send claims for those MyCare enrolled members through the Ohio Department of Medicaid (ODM) one front door (OFD). As ODM monitors this new activity we have noticed a few items that providers need to remember as they change the drop-off location for these claims.

1. All claims, regardless of the designated payer, must use the 12-digit ODM assigned member ID. Claims sent with the member MBI from Medicare, the plans assigned ID, or IDs that are not the full 12 digits will result in the claim(s) being rejected on the 999, 824 and HTML report. Please review these rejections closely and help your providers update their claims.
2. All Billing and Rendering providers must be enrolled with ODM in the Provider Network Management (PNM) module. If providers are not enrolled, please have them contact provider enrollment by calling 1-800-686-1516 and follow the prompts for provider enrollment.
3. The Billing and Rendering providers must be affiliated with each other. This affiliation also begins in the PNM. Claims for providers who are not affiliated will be rejected. Please have providers ensure their affiliation is in place in PNM.
4. When the Rendering Provider being submitted on the claim has an NPI please do not submit the associated REF segment with a secondary ID for that provider. This goes against the Situational Rule(s) in the HIPAA mandated Implementation guidelines.
 - a) For the 837 Professional and 837 Dental transactions this is the 2310B loop.

b) For the 837 Institutional this is the 2310D loop.

For additional help, please contact the ODM EDI Integrated Helpdesk (IHD) at 800-686-1516 (option 4) or omesedisupport@medicaid.ohio.gov IHD representatives are available 8 a.m.-4:30 p.m. Eastern time Monday-Friday,

Thank you for your cooperation and continued support, the Ohio Department of Medicaid.

Additional support

For technical support or assistance, please refer to our [support page](#) on the Medicaid website for information regarding what team trading partners should contact for their specific question or issue.