

Troubleshooting Login Issues for NurtureOhio

Users may have trouble logging into NurtureOhio for multiple reasons. We are providing this troubleshooting guide to assist in resolving the issue quickly without the need to wait for a response to your email. If you have reviewed this guide and cannot log in or your issue is not indicated on this document, please email Momsandbabies@Medicaid.ohio.gov. Be sure to include: your name, numeric OH|ID, practice name, practice Medicaid ID and NPI, and your PNM Administrator's name and email.

Types of Issues

I see the Report of Pregnancy (ROP) instead of the PRAF

If your practice provides prenatal services, you should be submitting PRAFs. However, if you do not see the PRAF form in NurtureOhio and instead see the ROP, that means you do not have the Prenatal Visit agent role in the PNM.

- If you are the PNM Administrator, you will need a separate Provider Agent account with the Prenatal Visit agent role. Follow the steps under “I have never logged into NurtureOhio” for the agent account.
- If you are a Provider Agent, your PNM Administrator will need to edit your PNM profile to give you the Prenatal Visit agent role for all practice Medicaid IDs for which you need to submit PRAFs. Once that occurs, you will have access to the PRAF form.

Unable to Login

I have never logged into NurtureOhio

I am a Provider/Provider Agent:

- All provider and provider agents must use an OH|ID to log into NurtureOhio.
- If you have not registered for your OH|ID, you can do so here: <https://ohid.ohio.gov/wps/portal/gov/ohid/create-account>. Once your OH|ID is created, your PNM administrator for your office will need to link you to the Medicaid ID for each office for which you need to submit PRAFs and assign you the Prenatal Visit agent role for each practice Medicaid ID.
- When all steps have been completed, you can log into NurtureOhio using your OH|ID here: <https://progesterone.nurtureohio.com/login>

I have not logged in since October 1st, 2022, and cannot log in now

On October 1st, 2022, Medicaid switched to the Provider Network Module (PNM) for logging into NurtureOhio. You must use your OH|ID to log in. If you do not have an OH|ID, please follow the steps under “I have never logged into NurtureOhio.”

I have logged in since October 1st, 2022, but I cannot log in now

Check with your Provider Administrator to ensure you are still linked with your practice and have the Prenatal Visit agent role in the PNM. If that information is correct, email MomsandBabies@Medicaid.ohio.gov. In your email, include your name, numeric OH|ID, practice name, practice Medicaid ID and NPI, and your PNM Administrator's name and email.