

Updating Demographic Information as a DODD Provider

This document will guide you step by step to complete the process of updating your Provider demographic information, including your physical address, phone number, and email address.

It is your responsibility to ensure that your records are kept current.

Information updates are done in a minimum of 4 places, depending on the change, include:

- Ohio Department of Medicaid (ODM) *through the PNM Portal*
- Ohio Department of Developmental Disabilities (DODD) *through the PNM portal*
- Ohio Pays (previously Ohio Shared Services)
- National Plan and Provider Enumeration System (NPPES) *where the NPI number was obtained*

Other locations that may require updates include:

- GT Independence *if actively providing services to someone on a SELF waiver or utilizing participant direction*
- Any County Board(s) you provide service in *if they have their own systems (like a portal) to keep provider information up to date*

Physical Address Changes FYI

Depending on which address category is changing, address changes happen in multiple places.

Billing Address change? ODM, DODD, NPPES and Ohio Pays *

Other Categories of Address Change (Primary, Home Office, Mailing)? ODM, NPPES *

* Update with GT and/or County Board(s) as applicable

While there is no *required* order to make the changes, in general the most efficient order when doing a physical address change that includes billing address, would be the following:

1. Update **ODM** Provider information and simultaneously update **Ohio Pays** information (if applicable)
2. Once those process, update **DODD** Provider information (*note that the Ohio Pays change is required **prior** to DODD because you must show evidence of the Ohio Pays change in the DODD application*)
3. **NPPES** can be done at anytime
4. Follow up with **GT Independence** and/or the **County Board(s)** you serve once all changes have processed systemically.

ACCESSING and LOGGING IN TO PNM

1. Go to the PNM log in page

https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx

2. Click on the 'Log in with OH|ID' button in the middle of the page

Menu | Ohio | Department of Medicaid

Provider Network Management | Medicaid Home | Sign Up | Login

Learning | Contact | Fee Schedule

Log in
All users must log in on the OH|ID portal using their single sign on ID.

Log in with OH|ID

Attention Providers: If you need assistance signing in or acquiring your OH|ID, please contact the ODM Integrated Help Desk at 800-686-1516 or email hdd@medicaid.ohio.gov

Latest News
New ODM10304 form for PNM Admin transfers
Ohio Department of Medicaid (ODM) developed a new form, ODM10304, that must accompany specific requests to change Provider Network Management (PNM) Administrators across organizations. Please review the [ODM Press article](#) for further detail and exceptions.

3. Type in your OH|ID username and password, and click Log In. *This is the same credentials you use on the DODD site when billing.*

OH|ID
Ohio's Digital Identity. One State. One Account.
Register once, use across many State of Ohio websites

Create Account

Log In

OH|ID

Password

Log In

4. Read the terms and click the box next to 'Yes, I have read the agreement'
Once clicked, the site will automatically re-direct to your PNM home page

Terms

Whoever knowingly, or intentionally accesses a computer or computer system without authorization or exceeds the access to which that person is authorized, and by means of such access, obtains, alters, damages, destroys, or discloses information, or prevents authorized use of the information operated by the State of Ohio, shall be subject to such penalties allowed by law. All activities on this system may be recorded and/or monitored. Individuals using this system expressly consent to such monitoring and evidence of possible misconduct or abuse may be provided to appropriate officials. Users who access this system consent to the provisions of confidentiality of the information being accessed, but have no expectation of privacy while using this system.

In the event that an unauthorized user is able to access information to which they are not entitled, the user should immediately contact the site administrator.

☐ Yes, I have read the agreement

Cancel

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TO MAKE UPDATES TO ODM PROVIDER PROFILE

- Once at your PNM Home Page, click on your Reg ID or Provider Name in the table. *If you have multiple provider types associated, be sure to select the Reg ID / Provider Name of the account you want to make the changes to* If you do not see the 'New Provider' button (indicated by the star below) you have not logged in with the correct OH|ID that is the 'administrator' of the provider account. Reach out to Provider Support at your County Board for guidance on how to fix this issue.

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
T	T	All	T	T	T	All	T	T	T	T	T	T
[Redacted]	[Redacted]	Complete	45 - WAIVER SERVICE ORGANIZ		[Redacted]	DODD WAIVER	[Redacted]					

- After selecting your Reg ID or Provider Name, on the page that loads scroll to the middle section 'Manage Application'. Click on the + next to Enrollment Actions.

Manage Application

Enrollment Actions

+ Enrollment Action Selections:

Programs

+ Program Selections:

Self Service

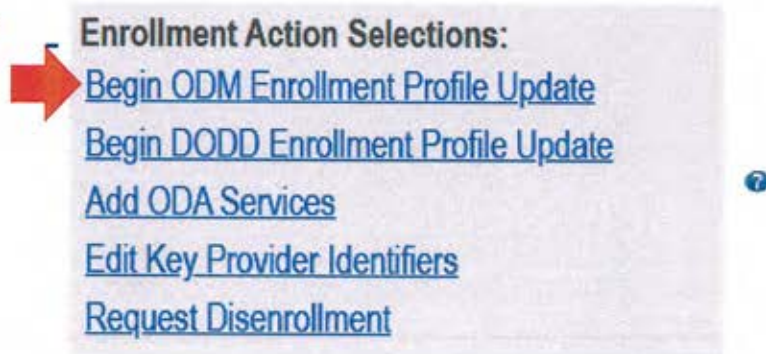
+ Self Service Selections:

3. Click on 'Begin ODM Enrollment Profile Update'

- If you do not have any options listed, you already have an application processing OR there is an error with your account. You can check for active applications by scrolling down on the page further.
- If your options say 'continue' enrollment profile update instead of begin, then you have already started an application. You either need to finish the application and let it process OR cancel to start something new.

Manage Application

Enrollment Actions

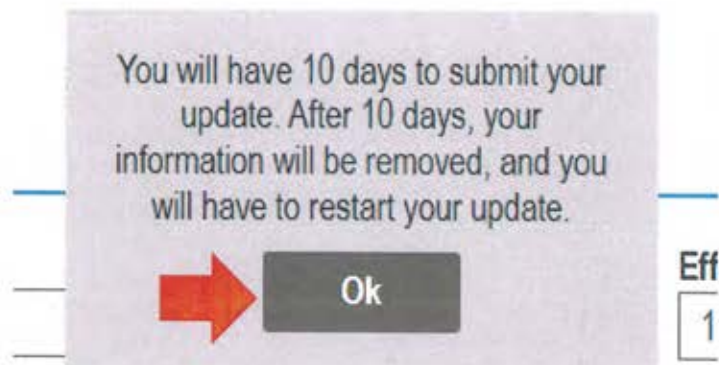


Enrollment Action Selections:

- [Begin ODM Enrollment Profile Update](#)
- [Begin DODD Enrollment Profile Update](#)
- [Add ODA Services](#)
- [Edit Key Provider Identifiers](#)
- [Request Disenrollment](#)

A red arrow points to the first option, 'Begin ODM Enrollment Profile Update'. A small blue question mark icon is visible to the right of the list.

4. After clicking 'Begin ODM Enrollment Profile Update' a box pops up indicating you have 10 days to complete the application for update. Click 'Ok'



You will have 10 days to submit your update. After 10 days, your information will be removed, and you will have to restart your update.

Ok

A red arrow points to the 'Ok' button. To the right of the dialog box, the text 'Eff' is visible above a box containing the number '1'.

5. Depending on the changes needed, you can select the option that makes the most sense. However, you can also just click on 'Update' next to Primary Contact Information to access all the screens you will need regardless of changes needed

Provider Update - Lets keep your information current !

Please click Update button to update your provider information. Once you have completed all your updates, you will be able to submit your changes from this screen.

The screenshot shows a web interface for updating provider information. At the top, there's a header with a red arrow pointing to the 'Update' button for 'Primary Contact Information'. Below this, there's a section titled 'Most Common Updates' with four rows, each containing an 'Update' button and a label: 'Primary Contact Information', 'Primary Service Address', 'Group, Organizations & Hospital Affiliations', and 'Required Documents'. Below this is a section titled 'Address Information' with one row containing an 'Update' button and the label 'Correspondence Address'.

6. The Application will load to be completed. Make the changes needed on the applicable screens.

- You can navigate the application pages by clicking each part on the menu across the top of the page OR choosing the sections in the 'Jump To' drop down menu.
- **Be sure to click through ALL the screens to make the necessary changes for whichever piece(s) of information you are updating and click 'Save' on each page after making changes.**
- Note that if you are also changing your billing address that is done in the DODD Application so even though you see a billing address screen in this ODM application, you will not be able to change it.

The screenshot shows the 'Primary Contact Information' screen. At the top, there's a 'Jump To:' dropdown menu with 'Primary Contact Information' selected. Below this, there's a navigation flow diagram with four steps: 'Provider Information*', 'Primary Contact Information*', 'Primary Service Address*', and 'Billing & Payment Address'. Red arrows point to the 'Primary Contact Information*' and 'Primary Service Address*' steps. Below the flow diagram, there's a 'Return to Summary' button, a 'Generate PDF' button, and 'Save' and 'Cancel' buttons. At the bottom, there's a 'History' button and a note: 'An asterisk * indicates a required field'. Below this note, there's a checkbox labeled 'Override Address Validation'.

7. After completing ALL sections and ensuring they are saved, click on the 'Return to Summary' button

The screenshot shows a progress bar with four steps: 'Provider Information*', 'Primary Contact Information*', 'Primary Service Address*', and 'Billing & Payment Address'. The 'Primary Contact Information*' step is highlighted in yellow. Below the progress bar, the 'Primary Contact Information' section is visible, with a red message stating 'This is a required section.' and a note 'An asterisk * Indicates a required field'. There is also a checkbox for 'Override Address Validation'. On the right side, there are buttons for 'Return to Summary' (circled in red), 'Generate PDF', 'Save', and 'Cancel'. A 'History' button is located at the bottom right.

8. After clicking Return to Summary, you are re-directed back to the main update page. Once all changes are made, click on 'Submit Update' to submit the application.

The screenshot shows the main update page. At the top, there is a 'Jump To:' dropdown menu. Below it, there is a section titled 'Provider Update - Lets keep your information current !' with a subtext: 'Please click Update button to update your provider information. Once you have completed all your updates, you will be able to submit your changes from this screen.' On the right side, there is a 'Submit Update' button (circled in red).

9. You can monitor the status of your application in the 'My Current and Previous Applications' section (located on the same page you found the 'Manage Applications' section)

TO MAKE UPDATES TO DODD PROVIDER PROFILE

- Once at your PNM Home Page, click on your Reg ID or Provider Name in the table. *If you have multiple provider types associated, be sure to select the Reg ID / Provider Name of the account you want to make the changes to* If you do not see the 'New Provider' button (indicated by the star below) you have not logged in with the correct OH|ID that is the 'administrator' of the provider account. Reach out to Provider Support at your County Board for guidance on how to fix this issue.

Ohio Department of Medicaid

Provider Network Management

Log out

Medicaid Home Learning Contact

Fee Schedule

My Providers Account Administration

New Provider ?

Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
T	T	All	T	T	T	All	T	T	T	T	T	T
		Complete	45 - WAIVER SERVICE ORGANIZ			DODD WAIVER						

- After selecting your Reg ID or Provider Name, on the page that loads scroll to the middle section 'Manage Application'. Click on the + next to Enrollment Actions.

Manage Application

Enrollment Actions

+ Enrollment Action Selections:

Programs

+ Program Selections:

Self Service

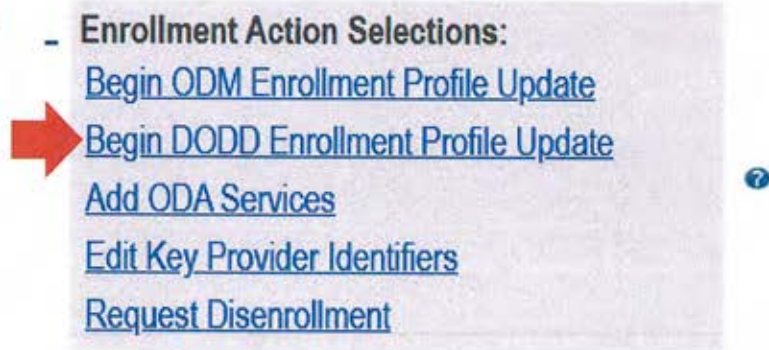
+ Self Service Selections:

3. Click on 'Begin DODD Enrollment Profile Update'

- If you do not have any options listed, you already have an application processing OR there is an error with your account. You can check for active applications by scrolling down on the page further.
- If your options say 'continue' enrollment profile update instead of begin, then you have already started an application. You either need to finish the application and let it process OR cancel to start something new.

Manage Application

Enrollment Actions

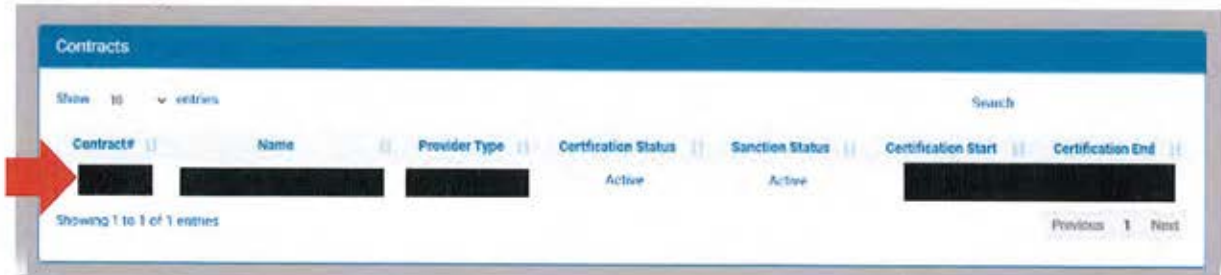


Enrollment Action Selections:

- [Begin ODM Enrollment Profile Update](#)
- [Begin DODD Enrollment Profile Update](#)
- [Add ODA Services](#)
- [Edit Key Provider Identifiers](#)
- [Request Disenrollment](#)

4. After clicking 'Begin DODD Enrollment Profile Update' a box pops up indicating you are being redirected to another system. You may need to log back in with your OH | ID if the log in screen appears.

5. The system redirects you to the DODD Provider Services Management (PSM) Provider Dashboard Page. Click on the contract number of the Provider contract you want to make updates to in order to access your PSM Home Page



Contracts							
Show 10 entries							
Contract#	Name	Provider Type	Certification Status	Sanction Status	Certification Start	Certification End	
			Active	Active			

Showing 1 to 1 of 1 entries

Previous 1 Next

6. To update Email and Phone Number- Click on 'Edit Email and Phone Number' on the bottom of the demographics box. This will update the email and phone number of the DOO / DOO Designee (if applicable) and the Billing and Payment information **only**. The other changes would be reflected once completed in the **ODM/PNM** application.

Facilities

Beds On Hold

Sanction History

User Associations

Provider Features

Phone:

Email:

Edit Email and Phone Number

Please select the application you wish to begin.

Certification Applications Development Applications

7. To update billing address- on the home page scroll down and click on 'Demographic Applications'. Then select 'Update Address' and complete the application process.

You will need to show the changes were made in Ohio Pays

User Associations

Provider Features

Please select the application you wish to begin.

Certification Applications Development Applications Demographic Applications

Demographic Applications

Update Name
Create application to only update your Name (Independent Name, Agency Name, Director of Operations Name, or Director of Operations Designee Name) on active or suspended contracts.

Update Address
Create application to only update your Billing Address information on active or suspended contracts. All other addresses should be updated in PNM.

Update CEO or CEO Designee
Create application to change the Director of Operations or Director of Operations Designee on active or suspended contracts.

Update Ownership
Create application to change the Director of Operations or Director of Operations Designee on active or suspended contracts.

Notices to DODD
Create an application to report Criminal History, Related Party, Professional Registrations/Certification/Licensee, and Bankruptcy per the Provider Certification Rule.

View Fees
View Fees that are owed or history on fees already paid.

TO MAKE UPDATES TO NPPES

1. Go to the NPPES home page and click on Accept after reading the Terms and Conditions <https://nppes.cms.hhs.gov/#/>



Terms and Conditions

You are accessing a U.S. Government Information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system.
- At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.
- Our system uses Cookies for security purposes to ensure that unauthorized users cannot bypass our Multi-Factor Authentication. The cookies are not storing personally identifiable information about our users. For increased security to your account, please make sure Cookies are enabled in your browser.

IMPORTANT! - Every individual user with access to the NPPES system is responsible for:

- Keeping login information secure.
- Selecting strong passwords.
- Reporting any unauthorized use of accounts.

Sharing of login information is strictly prohibited!

To continue, you must accept the terms and conditions. If you decline, you will not be able to continue.

DECLINE

ACCEPT



2. Enter your NPPES credentials and click on 'Log In'. *This is most likely **not the same** credentials you use on the DODD site when billing and when accessing ODM/PNM.*



Registered User Sign In

Log in to view/update your National Provider Identifier (NPI) record.

User ID

MA User ID, used to access NPPES, EHR & PECOS

Password

SIGN IN

FORGOT USER ID or PASSWORD?



*If your User ID is associated with a large number of providers, you could experience a small delay while the application retrieves all NPPES profile related information

3. Per NPPES website FAQ's (found here <https://nppes.cms.hhs.gov/webhelp/nppeshelp/NPPES%20FAQS.html#making-changes-online>)

NOTE: Address change can be done online and DOES NOT require a paper application

Assist - Change of information in record

Once the initial application is enumerated and a National Provider Identifier (NPI) is assigned, there are two options to change/update the information on an NPI record.

Making Changes Online

Updates can be made online by accessing <https://nppes.cms.hhs.gov> and completing the steps below:

NOTE: The following changes cannot be completed online and require a Paper Application/Update Form: Changes to Date of Birth, Changes to Social Security Number, Reactivation of an NPI and Deactivation of an NPI. Please follow the instructions below regarding making changes with a Paper Application/Update Form.

- **On the Home Page of the NPPES website, enter your I&A User ID and password**

Note: If you do not have the User ID and /or Password, follow the instructions outlined above. If you continue to have issues accessing your NPI(s), contact the NPI Enumerator at the telephone number listed below for further assistance. Please be aware that there are privacy guidelines that govern to whom the NPI Enumerator can disclose information.

- **Select the “Magnifying Glass” ICON to View the desired NPI application.**
- **Select the “Pencil” ICON to Edit the desired NPI application**
 - Access the page that contains the information to be updated by selecting the 'Next' button located at the bottom of each page or by selecting the desired page from the left hand navigation bar.
 - Update the necessary information.

- Once all desired information is updated navigate to the Submission page. Check the Certification Statement box at the bottom of this page.
- Select Submit. This button will not be enabled until you check the Certification Statement box at the bottom of this page.

Making Changes with a Paper Application/Update Form

Updates can be made by mailing a Paper Application/Update Form available for download: [NPI Application/Update Form](#).

- In Section 1A Reason For Submittal of this Form, select the Change of Information box.
- Provide the correct NPI on the line below the Change of Information box.
- Complete the sections that need to be updated. If you are making an update to Section 3C Other Provider Identification Numbers or Section 3D Provider Taxonomy Code, be sure to indicate if the information is to be added to the NPI record or if it is to replace the information that is currently in the NPI record.
- In Section 4A or 4B Certification Statement, the Provider/Authorized Official will sign the application. Note: For Entity Type 1 applications, the Provider will sign in Section 4A.

Note: For Entity Type 2 applications, the Authorized Official will sign in Section 4B.

- Once the paper NPI Application/Update form is completed, it must be returned to the NPI Enumerator via mail at the address provided on the third page of the application.

Note: NPI Application/Update forms received via email and/or fax will not be processed.

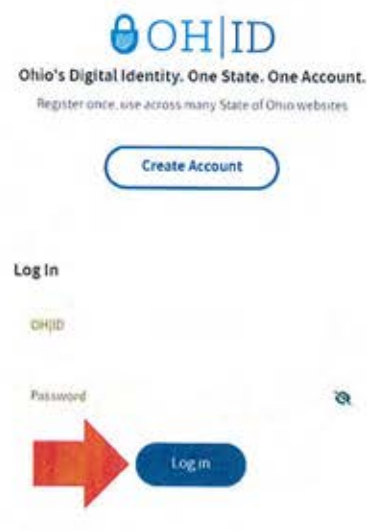
TO MAKE UPDATES TO OHIO PAYS

1. Go to the Ohio Pays home page and click on Login

<https://ohiopays.ohio.gov/>



2. Enter your OH|ID credentials and click on 'Log In'. *This is the **same** credentials you use on the DODD site when billing and when accessing ODM/PNM*



3. If you have never used Ohio Pays before, you will have to associate your account with existing registrations. Click on the box 'Search Existing Registrations' (see OhioPays instructions on following pages) then follow the next steps.



4. If you have used Ohio Pays before, click on 'Manage Profile to proceed with the address change. (See Ohio Pays instructions on the following pages)

CHANGE OF ADDRESS

[Ohiopays.ohio.gov](https://ohiopays.ohio.gov) is designed to provide you, a Payee¹, with convenient access to information about your organization's financial interactions with the state.

First Step for Using OhioPays

To begin using the Portal, State of Ohio Payees will log into the site using their OH|ID. OH|ID provides an 8-digit user ID that allows you to login to access a variety of the State of Ohio's online applications. **OH|ID is your personal account (it is for you, not for your organization).** It delivers a more secure and private experience for users during online interactions with the state – with advanced fraud detection, prevention, and analytics features.

Second Step for Using the Portal

Once you obtain and sign into OhioPays with your OH|ID account, you can either:

- Register as a Payee (Payees may be a business or an individual person depending on your relationship with the state) to conduct business with the state.
- OR associate your personal OH|ID with one (or many) Payee(s) that are already in the state's accounting system to conduct business with the state.

Using the Portal

With OhioPays you can...

- Register as a State of Ohio Payee.
- Update your existing Payee profile.
- View information for purchase orders that have been submitted to you or your business.
- View status information for invoices submitted for payment view.
- Access information about payments sent to you or your business.

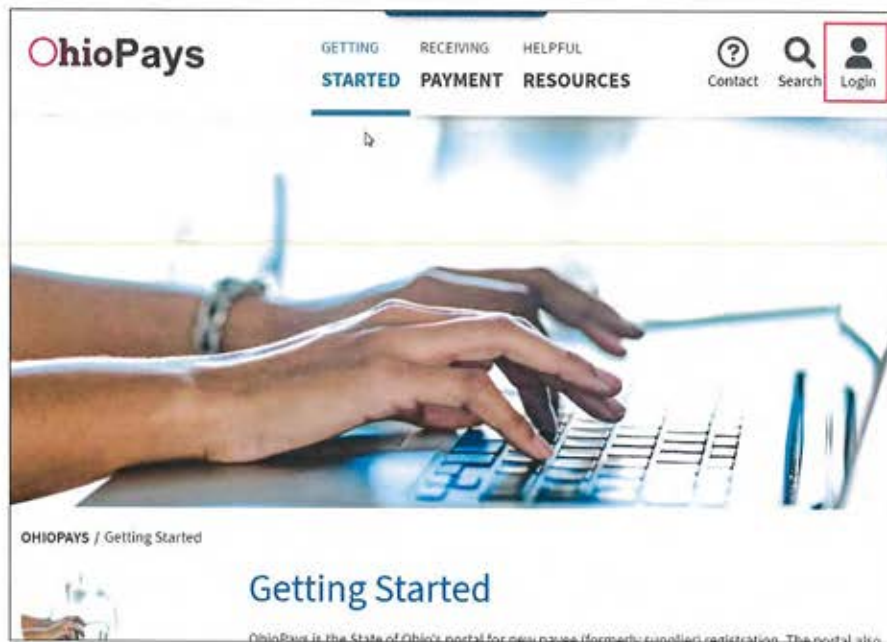
Follow the steps below for guidance on adding, editing, or removing an address from your Payee profile.

If you need assistance do not hesitate to reach out by email (obm.sharedservices@obm.ohio.gov) or phone (877-644-6771).

¹ A Payee is any individual or organization who receives funds from the State of Ohio. Some common types of Payees include anyone who provides goods or services to a State of Ohio agency, DODD Providers, grant recipients, reimbursements from the State of Ohio, and state fair participants/entertainers.

CHANGE OF ADDRESS

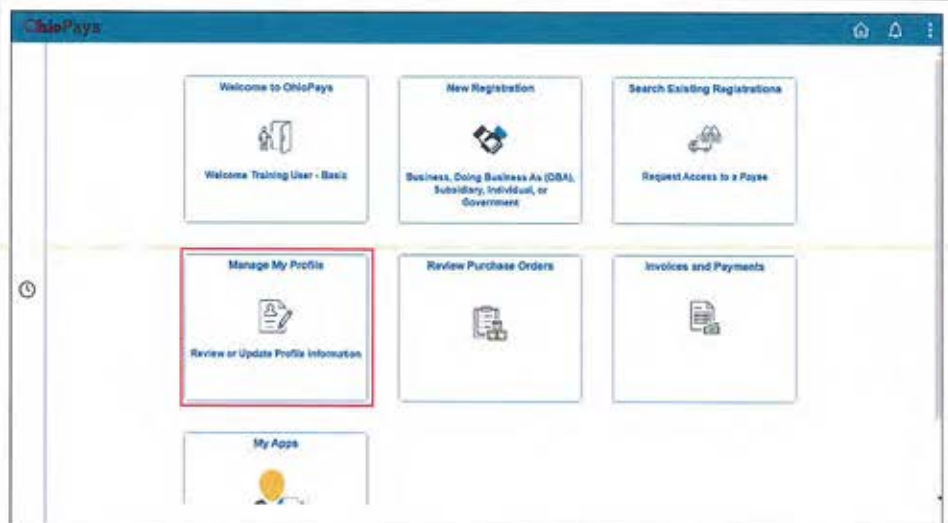
1. Navigate to ohiopays.ohio.gov.
2. Click on **Login**.



3. Enter your User ID and Password.
4. Click **Log in**.

CHANGE OF ADDRESS

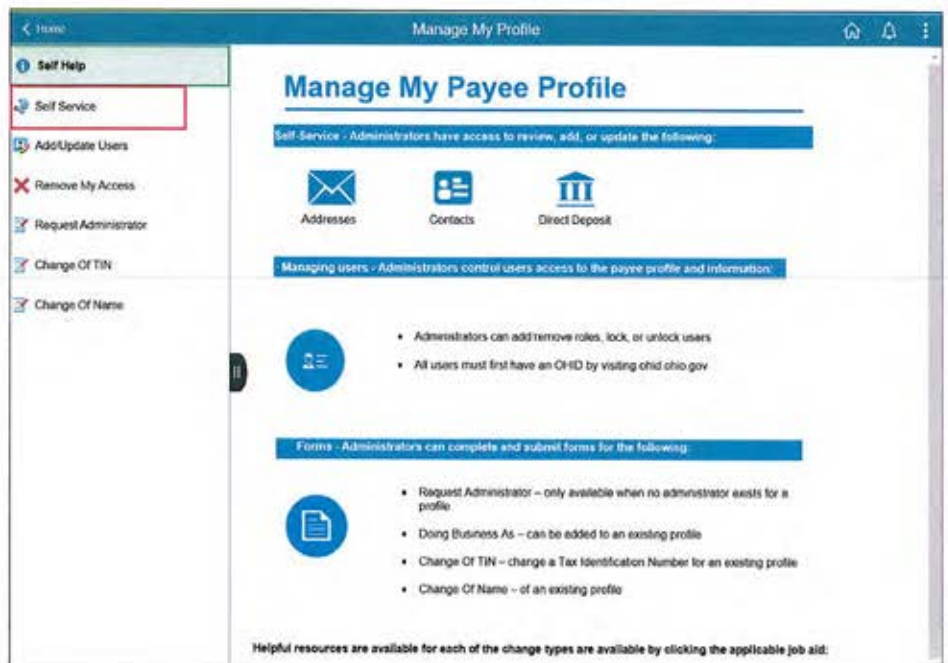
5. Click **Manage My Profile**.



6. Select **Self Service** from the left menu.

- If you have multiple businesses, select the business you wish to update from the drop-down.

Note: If there is a pending change request you will receive a message stating that additional changes cannot be made until the pending changes are processed for approval by the State.



CHANGE OF ADDRESS

7. Click **Review or Update Information**.

8. Click **Addresses** from the left menu.

9. To add an address, click **Add Address**.

CHANGE OF ADDRESS

Add the address then click **OK**.

Cancel

Add New Address Information

OK

*Country

United States

*Address 1

123 Main St

Address 2

Apt/Suite/Other

Address 3

*City

Columbus

*Postal

43119

*State

Ohio

*County

Franklin

*Email ID

test@gmail.com

?

Please add additional emails in the contact section if required

*Telephone

6143334444

Extn

Fax

Primary Address

☐

?

Important communications will be sent to this address (ex. IRS 1099)

You will receive a message that a contact needs to be added to this address.

Cancel

Add New Address Information

OK

*Country

United States

*Address 1

123 Main St

Address 2

Apt/Suite/Other

Address 3

*City

Columbus

*Postal

43119

*State

Ohio

*County

Franklin

*Email ID

test@gmail.com

?

Please add additional emails in the contact section if required

*Telephone

6143334444

Extn

Fax

Primary Address

☐

?

Important communications will be sent to this address (ex. IRS 1099)

Informational

Please add a Contact to this Address. Once a Contact is added, final Review and Submission must be performed on the 'Review & Submit' page.

OK

CHANGE OF ADDRESS

Review the Change of Contact help document for instructions on adding a contact.

To change an address, click on the **Change of Address** button.

The screenshot shows the 'Self Service' portal for the Ohio Office of Budget and Management. The left sidebar contains navigation links: Welcome (Visited), Addresses (Visited), Contacts (Not Started), Payment Information (Not Started), and Review and Submit (Not Started). The main content area is titled 'Review and Submit option for [redacted]'. It features a table of address information with columns for ID, As Of Date, and Address. Two address entries are listed: ID 1 (06/12/2023) for 'Long Beach, CA 90806 USA' and ID 2 (06/29/2023) for 'Columbus, OH 43119 USA'. For each entry, there are buttons for 'View Address', 'Change Of Address' (highlighted in red), and 'Remove Address'. A '+ Add Address' link is at the bottom left. A 'Review Changes' button is at the top right.

ID	As Of Date	Address
1	06/12/2023	Long Beach, CA 90806 USA
2	06/29/2023	Columbus, OH 43119 USA

Enter the changes to address and click **OK** when the changes are entered.

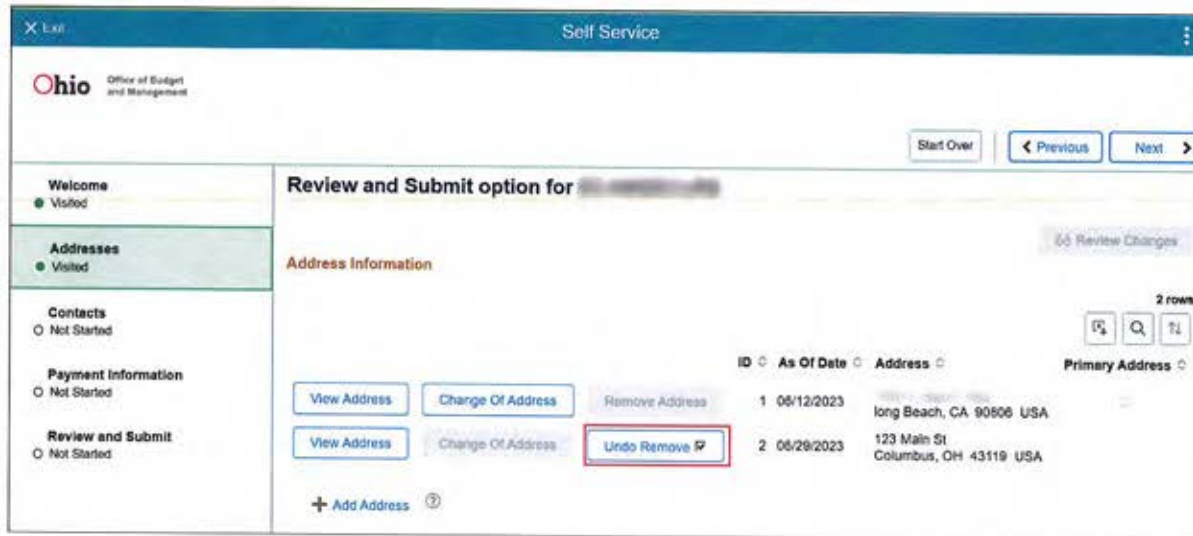
The screenshot shows the 'Change Of Address # 2' form. It includes the following fields and options:

- *Country:** United States (dropdown)
- *Address 1:** EX: 123 Main Street
- Address 2:** Apt/Suite/Other
- Address 3:** (empty field)
- *City:** (empty field)
- *Postal:** Enter ZIP code
- *State:** (dropdown)
- County:** (empty field)
- *Email ID:** test@gmail.com (with a help icon)
- Please add additional emails in the contact section if required**
- *Telephone:** 614/333-4444 (with an 'Extn' field)
- Fax:** (empty field)
- Primary Address:** ☐ (with a help icon and text: 'Important communications will be sent to this address (ex. IRS 1099)')

The form has a 'Cancel' button at the top left and an 'OK' button at the top right (highlighted in red).

CHANGE OF ADDRESS

To remove an address, click on the **Remove Address** checkbox.



Self Service

Ohio Office of Budget and Management

Welcome Visited

Addresses Visited

Contacts Not Started

Payment Information Not Started

Review and Submit Not Started

Review and Submit option for [Redacted]

Address Information

Review Changes

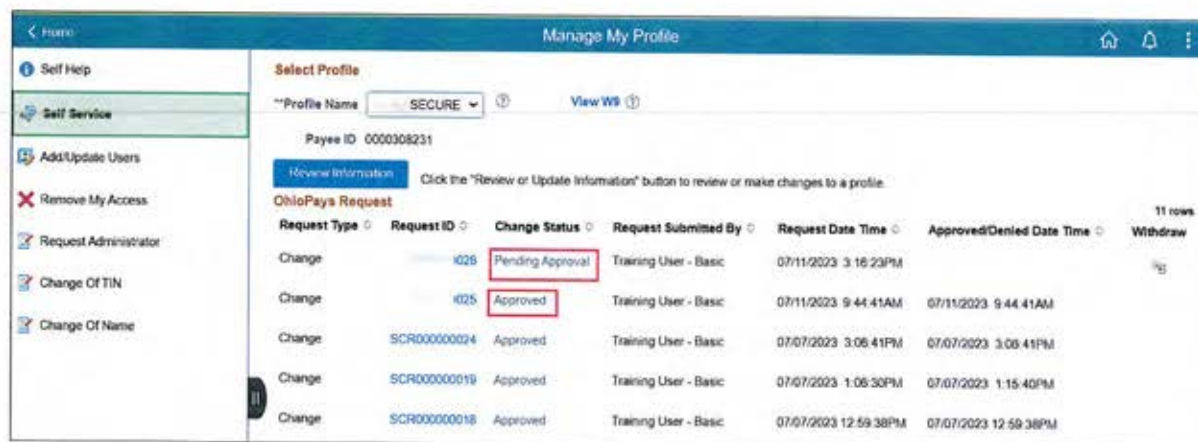
2 rows

ID	As Of Date	Address	Primary Address
1	06/12/2023	long Beach, CA 90806 USA	
2	06/29/2023	123 Main St Columbus, OH 43119 USA	

View Address Change Of Address Remove Address Undo Remove

+ Add Address

If the change is to a primary address and requires additional review you will not be able to submit additional changes until the change to primary address is approved. You will see **Pending Approval** listed in the Change Status when the change to primary address is submitted. When this changes to **Approved** you can submit additional changes.



Manage My Profile

Select Profile

Profile Name: SECURE View W9

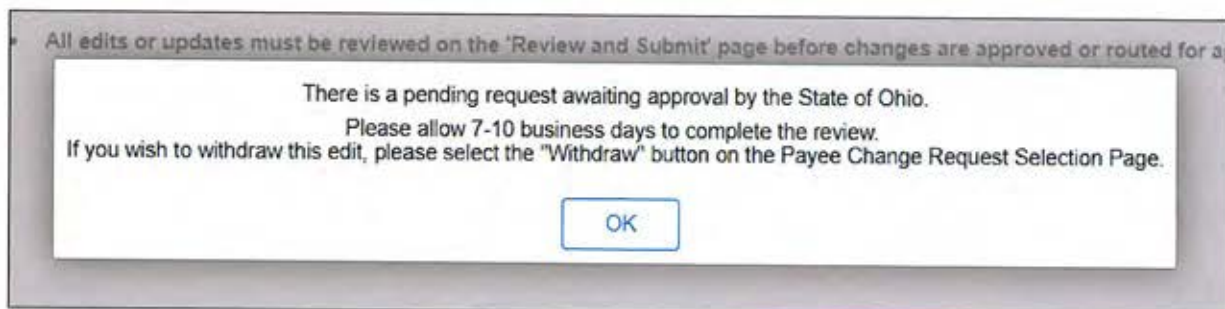
Payee ID: 0000308231

Review Information Click the "Review or Update Information" button to review or make changes to a profile.

OhioPays Request

Request Type	Request ID	Change Status	Request Submitted By	Request Date Time	Approved/Denied Date Time
Change	1026	Pending Approval	Training User - Basic	07/11/2023 3:16:23PM	
Change	1025	Approved	Training User - Basic	07/11/2023 9:44:41AM	07/11/2023 9:44:41AM
Change	SCR000000024	Approved	Training User - Basic	07/07/2023 3:06:41PM	07/07/2023 3:06:41PM
Change	SCR000000019	Approved	Training User - Basic	07/07/2023 1:06:30PM	07/07/2023 1:15:40PM
Change	SCR000000018	Approved	Training User - Basic	07/07/2023 12:59:38PM	07/07/2023 12:59:38PM

If you attempt to make additional changes with a pending approval you will receive the following message. If the new request is urgent you will need to withdraw the pending approval.



All edits or updates must be reviewed on the 'Review and Submit' page before changes are approved or routed for approval.

There is a pending request awaiting approval by the State of Ohio.

Please allow 7-10 business days to complete the review.

If you wish to withdraw this edit, please select the "Withdraw" button on the Payee Change Request Selection Page.

OK

CHANGE OF ADDRESS

The **Review and Submit** section needs to be completed for changes to be submitted.

Click on **Review Changes**.

The screenshot shows the 'Self Service' interface of the Ohio Office of Budget and Management. On the left is a navigation menu with links: Welcome (Visited), Addresses (Visited), Contacts (Visited), Payment Information (Not Started), and Review and Submit (Visited). The main content area is titled 'Review and Submit option for [redacted]'. It contains a 'Review Changes' button (highlighted with a red box), instructions to review changes and click 'Submit', an email address obm.training@obm.ohio.gov, and a disabled 'Submit' button. A note states: '(Submit button will be enabled only after clicking the "Review Changes")'. Navigation buttons 'Start Over' and '< Previous' are in the top right.

Note: If there is an EFT and Contact associated with the address being removed, it will also be inactivated. Verify the changes are correct and click **Return**.

The screenshot shows the 'Contact' form with a table of details for a proposed change. The 'Request Type' is 'Add'. The 'Proposed' information includes:

Address ID	2
Address	123 Main St Columbus, OH 43119 USA
Name	richard campbell
Title	
Email ID	rich4811@yahoo.com
Phone	614/377-6384
Extn	
Fax	
Website	

A 'Return' button (highlighted with a red box) is located at the bottom right of the form.

CHANGE OF ADDRESS

Click **Submit**.

The screenshot shows the 'Self Service' interface for the Ohio Office of Budget and Management. On the left is a navigation menu with links: Welcome (Visited), Addresses (Visited), Contacts (Visited), Payment Information (Not Started), and Review and Submit (Visited). The main content area is titled 'Review and Submit option for [redacted]'. It contains a 'Review Changes' button, instructions to review changes and click 'Submit', and an email address obm.training@obm.ohio.gov. A 'Submit' button is highlighted with a red box, with a note below it stating '(Submit button will be enabled only after clicking the "Review Changes")'. At the top right are 'Start Over' and '< Previous' buttons.

Click **Yes** to Submit the change.

This screenshot shows the same 'Review and Submit' page as above, but with a confirmation dialog box overlaid in the center. The dialog box has the title 'Are you sure you want to Submit' and two buttons: 'Yes' and 'No'. The 'Submit' button on the page is now enabled and highlighted with a red box. The background page content is dimmed.

CHANGE OF ADDRESS

You will receive a confirmation message about the request.

[Manage My Profile](#) Confirmation

Self Service Change Request Approval Confirmation

Approved

You have successfully applied your Self Service Request: **SCR000000003**

Any email regarding the request status will be sent to: @obm.ohio.gov

[Return to Manage My Payee Profile](#)

[Return to Home Page](#)

Make note of the Request ID for future use. Some changes related to primary address may route to the State for review and processing. The applicable notification will display if routing is needed; otherwise, the change will take place immediately.