

Creating a User Account on www.OhioDD.com



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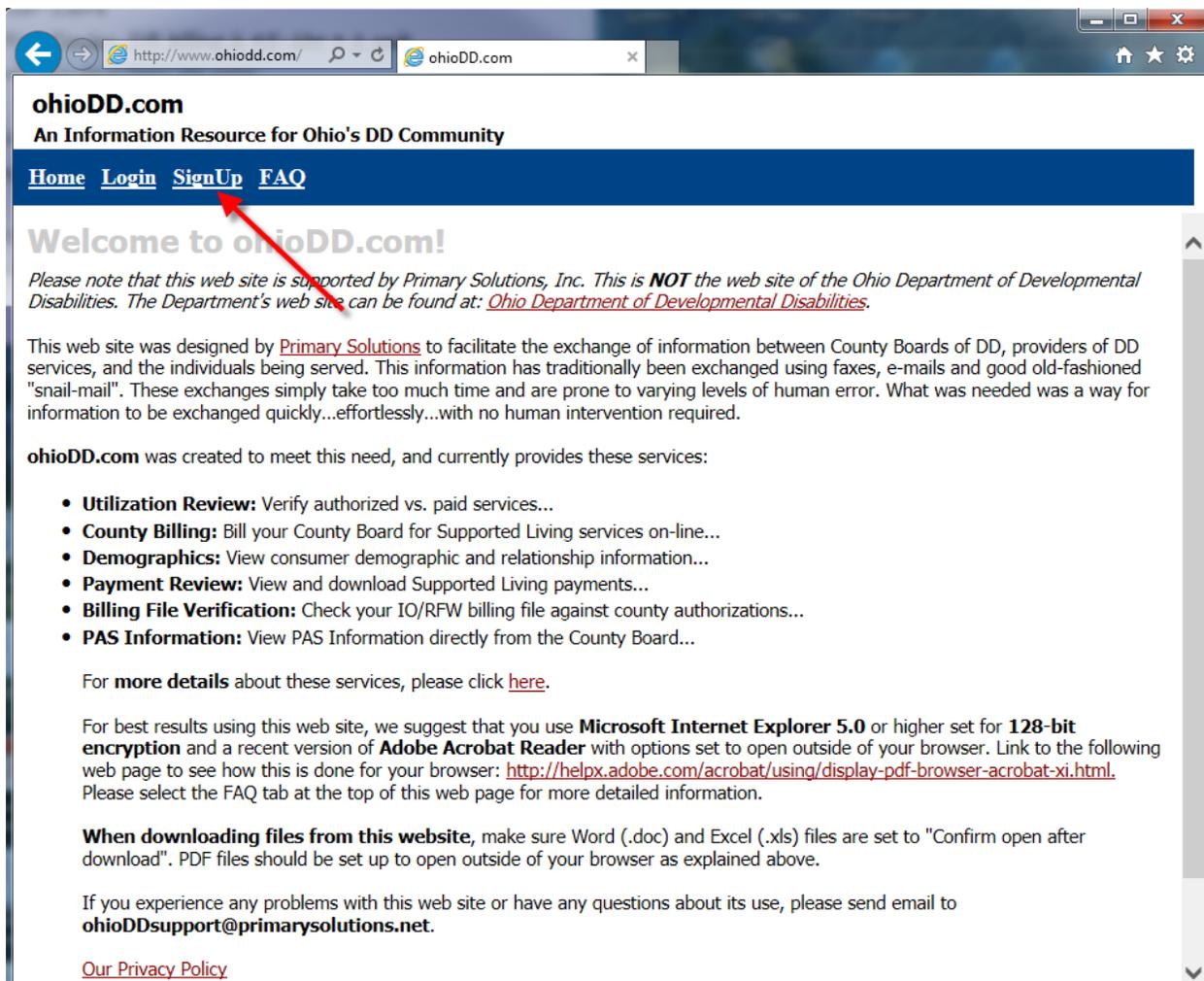
This guide describes how to create a user account on www.OhioDD.com to access consumer information.

Navigating to the website

Open Internet Explorer and enter the www.OhioDD.com website.

 It is very important that the Internet Explorer browser is used. *Note that full website functionality is **only** guaranteed when using Internet Explorer*

- A new website is under construction that will allow for other browsers, but until it is released, please continue to use Internet Explorer.



ohioDD.com
An Information Resource for Ohio's DD Community

[Home](#) [Login](#) [SignUp](#) [FAQ](#)

Welcome to ohioDD.com!

Please note that this web site is supported by Primary Solutions, Inc. This is **NOT** the web site of the Ohio Department of Developmental Disabilities. The Department's web site can be found at: [Ohio Department of Developmental Disabilities](#).

This web site was designed by [Primary Solutions](#) to facilitate the exchange of information between County Boards of DD, providers of DD services, and the individuals being served. This information has traditionally been exchanged using faxes, e-mails and good old-fashioned "snail-mail". These exchanges simply take too much time and are prone to varying levels of human error. What was needed was a way for information to be exchanged quickly...effortlessly...with no human intervention required.

ohioDD.com was created to meet this need, and currently provides these services:

- **Utilization Review:** Verify authorized vs. paid services...
- **County Billing:** Bill your County Board for Supported Living services on-line...
- **Demographics:** View consumer demographic and relationship information...
- **Payment Review:** View and download Supported Living payments...
- **Billing File Verification:** Check your IO/RFW billing file against county authorizations...
- **PAS Information:** View PAS Information directly from the County Board...

For **more details** about these services, please click [here](#).

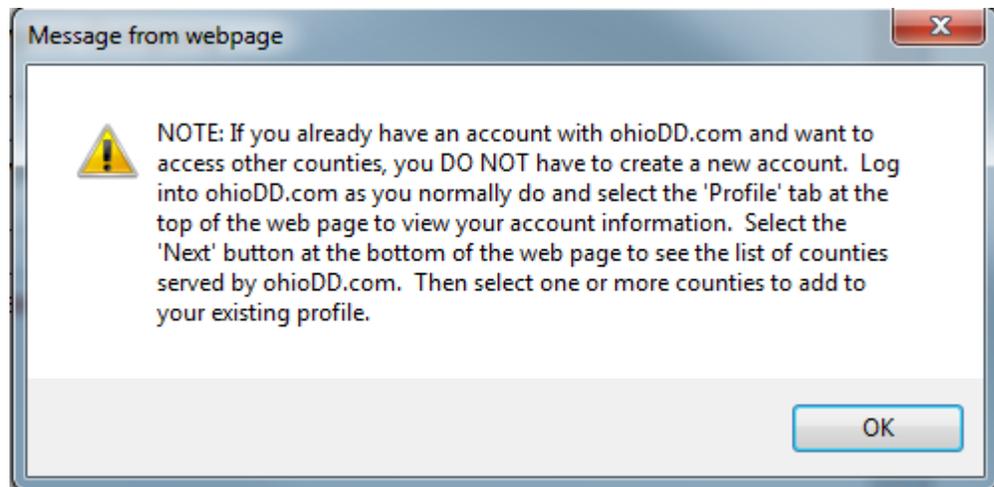
For best results using this web site, we suggest that you use **Microsoft Internet Explorer 5.0** or higher set for **128-bit encryption** and a recent version of **Adobe Acrobat Reader** with options set to open outside of your browser. Link to the following web page to see how this is done for your browser: <http://helpx.adobe.com/acrobat/using/display-pdf-browser-acrobat-xi.html>. Please select the FAQ tab at the top of this web page for more detailed information.

When downloading files from this website, make sure Word (.doc) and Excel (.xls) files are set to "Confirm open after download". PDF files should be set up to open outside of your browser as explained above.

If you experience any problems with this web site or have any questions about its use, please send email to ohioDDsupport@primarysolutions.net.

[Our Privacy Policy](#)

A message will pop up informing users that if they already have an account, that they do not need another account.



- 🌐 If the user provides services in multiple counties and they have a state billing number, only one account is required.
 - If the user provides services and does not have a state billing number, they may need to have multiple accounts. Please contact the county board for more information.

Fill in the entire first page and select Next.

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[Home](#) [Services](#) [Profile](#) [LogOff](#) [Administration](#)

Please Enter Your New Account Information:

Salutation: (Mr., Mrs., Miss., etc.)

Your Name:

Are You a Vendor or a Provider of services?: Yes: No:

If you are a Vendor or a Provider, please enter your Company or Provider Name:

If you are a Vendor or a Provider, please enter your state Vendor/Provider Number or your county Local Identifier:

Note: The User ID must be greater than 4 characters with at least 1 numeric value.

User ID:

Password:

Please Re-Enter Your Password to

Confirm:

Password Reminder Phrase:

E-Mail Address:

Note: A valid Billing Address is required for doing local county billing.

Is the following your billing address?: Yes: No:

Address1:

Address2:

City: State:

Zipcode: Phone: () - Ext:

Allow OhioDD to Contact You: Yes: No:

On the second screen, select the county that you will be billing and select Next.

Please Select the Counties for which You Provide Services:

- Clinton
- Coshocton
- Cuyahoga
- Delaware
- Erie
- Franklin
- Guernsey
- Hamilton
- Harrison
- Hocking
- Holmes
- Knox
- Licking
- Lucas
- Monroe
- Morgan
- Muskingum
- Noble
- Perry
- Summit
- Test County
- Tuscarawas

Review the information

- 🔗 If changes need to be made:
 - Select Edit Account Information to change user information
 - Select Edit County List to change the requested county
- 🔗 Select Finish once information is correct

Your User Account has the Following Information:

Salutation:

Name: Spring Flowers

Are You a Vendor?: Yes

Vendor Name: Happy Gardens

Vendor Number: 7777777

User ID: flowers16*

Password Reminder Phrase:

Third child's name and birth year

E-Mail Address: springflowers@gmail.com

Address1: 123 ABC Street

Address2:

City: Columbus, OH 44444

Phone: (555) 555-5555 Ext. 5

Allow OhioDD to Contact You: Yes

With Requested Access to Information for the Following Counties:

Delaware: 123 ABC Street Columbus, OH 44444...

Finished

Edit Account Information

Edit County List

A Guide to Creating an Account on OhioDD.com

The following message will be appear. At this time, a request will be sent to the county. The user will receive a welcome email from www.OhioDD.com.

Thank you for becoming a subscriber to ohioDD.com.

An email has been sent to springflowers@gmail.com with your user ID. Within the next few days, you should receive an email notification informing you that your account has been activated.

If you do not receive a notification within that time period, please contact us at ohioddsupport@primarysolutions.net.

If you would like to receive an email notification when a consumer's Utilization information has been updated, you can go to your user profile on ohioDD.com and select 'Yes' to 'Send PAS/Utilization Update Email Notifications'. To do this, select the Profile tab at the top of this webpage.

The user can now log in with this account. However, until the county links the account to the user, no information will be available. Please contact the county for more information if the account is not linked within the indicated timeline below.

Your account is not activated. If it has been more than two weeks since you created or updated your account, please send email to the county contact listed below:

Delaware Contact: fiscal.support@dcbdd.org

You can edit your account by selecting the "Profile" tab at the top of this web page, but access to search county consumer information requires permission from the county contact.