



Department of Alcohol &
Drug Addiction Services



Department of
Mental Health

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Medicaid Information Technology System (MITS) Update for Ohio's Behavioral Health Providers

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The Ohio Department of Mental Health (ODMH) and the Ohio Department of Alcohol and Drug Addiction Services (ODADAS) are receiving an increased volume of calls related to MITS implementation. While the staff members at ODMH and ODADAS are dedicated to providing assistance to Ohio's behavioral health providers, please note that the Ohio Department of Job and Family Services (ODJFS) has primary responsibility for MITS. ODMH and ODADAS are communicating with ODJFS daily regarding the status of the system, and together we are working to resolve problems that the system encounters. However, calls related to logging into the MITS provider portals, changing log-in and/or passwords, and checking the status of subscriptions to the portal must be routed through the ODJFS MITS help line.

If you are a Medicaid provider and need assistance with the MITS Web Portal, please contact the ODJFS MITS Provider Call Center at 1-800-686-1516.

Additional information regarding MITS, including help with logging-in and other frequently asked questions, can be found on the ODJFS website at <http://jfs.ohio.gov/mits/index.stm> On that page, you can sign-up to receive the most current information via email.

We are aware of prolonged wait times with the ODJFS call center. This is due to a very high volume of calls and ODJFS is aware of the issues that providers are experiencing. They have made several changes to the automated system and have redirected additional staff to the MITS help line to try to address this issue. Please be patient with this process and be certain to follow all prompts and instructions to get your question answered or issue resolved.

ODMH and ODADAS have established a Medicaid provider listserv and a MACSIS provider listserv which will be used to disseminate additional information related to MITS implementation that is specific to behavioral health providers. Please sign-up to both of the listservs to receive announcements and updates to any issues we encounter with the MITS system roll-out at:

Medicaid listserv registration: <http://mh.ada.ohio.gov/public/subscribe/SubscribeMedicaid.htm>

MACSIS provider listserv registration:

<http://mentalhealth.ohio.gov/what-we-do/protect-and-monitor/macsis/listserv-providers.shtml>

Thank you for your patience as this is an important system update critical to meeting the future needs for Ohio's Medicaid program, including providers.