



RESOURCES FOR MITS QUESTIONS

Help for OHP staff, ODJFS, CDJFS and other Non-Providers

TOPIC	CONTACT
For MITS navigation issues	Send email to the Non-Provider GroupWise mailbox: MITS_NON_PROVIDER_CALLS * Include your name, phone number, and a description of the question/problem.
User ID and/or Password Reset	Send email to MITS_ACCESS_SUPPORT@jfs.ohio.gov * Include your name, phone number and a description of the problem.
For all MITS Information and Staff Training Resources	http://jfs.ohio/mits/index.stm

Help for Medicaid Providers

TOPIC	CONTACT
Claims, eligibility, provider enrollment, prior authorization, other billing issues, etc.	The Provider Call Center 1-800-686-1516
MITS User ID and/or Password Resets	Send email to MITS_ACCESS_SUPPORT@jfs.ohio.gov * Include your name, phone number and a description of the problem
For all MITS Information and Provider Training	http://jfs/mits/index.stm

Help for Medicaid Trading Partners

TOPIC	CONTACT
MITS User ID and/or Password Resets	MITS_ACCESS_SUPPORT@jfs.ohio.gov
MITS EDI Technical Issues	OIS-EDI-SUPPORT@jfs.ohio.gov
For Trading Partner Information and EDI Companion Guides	http://jfs.ohio.gov/OHP/tradingpartners/info.stm

