

Attention Private Duty Nursing Providers

Electronic Web Mail Process

Attention all Private Duty Nursing (PDN) Providers. In an effort to increase the ability of the Prior Approval Unit to communicate with providers we will now be utilizing an electronic (e-mail) mailbox in addition to the Provider Communication section of your manual.

Whenever possible, providers will be notified of new postings to the manual's Provider Communication section.

If you would like to be included in the web mail process, please submit your company's name and current e-mail address to the address listed below.

ohipmedpa@health.state.ny.us

Individual PDN providers should submit their name and current e-mail address as well.

In addition, if you have a generic program question surrounding the prior approval process for PDN, you may submit your questions to the OHIP mailbox. The question will be reviewed by a member of the prior approval staff and a response will be issued.

Due to HIPAA constraints, questions regarding specific prior approvals, specific case scenarios, specific beneficiaries, etc., cannot be submitted to the mailbox. These should continue to be handled using the current process.