

Please also see the HENS Help Section for Additional Information: User Guides, Training Videos, and FAQs

Issue	Contact	Examples
PASRR deletions/withdrawals	PASRR@medicaid.ohio.gov	<ul style="list-style-type: none"> Please send your delete requests to PASRR@medicaid.ohio.gov with the following information. <p>HENS ID: Last Name: Last 4 digits of SSN: Reason(s) for requesting to delete/withdraw the above HENS document: HENS document submitter name:</p> <p>After approval, ODM team will forward the request to the ODA team for deletion.</p>
PASRR Policy/Rule Questions	PASRR@medicaid.ohio.gov	<ul style="list-style-type: none"> How do I answer a question on the ODM3622/ODM7000 based on this individual's circumstances? Should I do a PAS or an RR for this individual? Which RR reason should I choose? I submitted the wrong document type, what do I do now?
HENS User Questions	PAS-RR@age.ohio.gov	<ul style="list-style-type: none"> How do I change my HENS password? How do I create a new ODM7000 document? I need to report a broken link in the User Guide.
System Functionality Issues	ODA_ISD_HELPDESK@age.ohio.gov	<ul style="list-style-type: none"> The HENS website is down/inaccessible. HENS is giving me an error message when I try to do something (click a button/try to submit a document, save a document, clear a section). New account creation assistance.
ODMHAS	ASCEND-OHPASRR@Maximus.com Fax: 877-431-9568	<ul style="list-style-type: none"> What is the status of a Level II Review for an individual with indications of SMI?
DODD	PASRRDOC@dodd.ohio.gov Fax: 614-995-4877	<ul style="list-style-type: none"> What is the status of a Level II Review for an individual with DD?