



AWARE VENDOR PORTAL FOR OHIO OOD PROVIDERS



Opportunities for Ohioans
with Disabilities

Contents

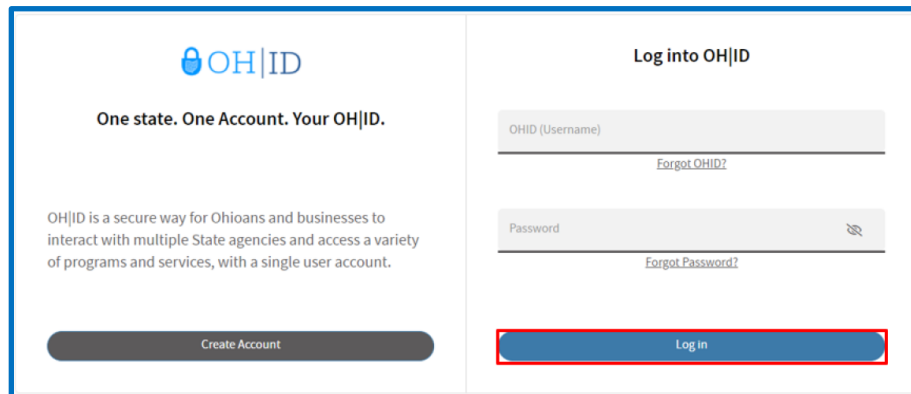
Authentication	2
Sign in to the portal	2
Tips for logging in.....	2
Authorizations.....	3
Search for an authorization.....	3
Requested Payments.....	4
Submit a payment request	4
Review a payment request	5
Resubmit a payment request.....	6
Resources.....	8
Access resources.....	8
Export information to Microsoft Excel	8
Get help from OOD	8

Authentication

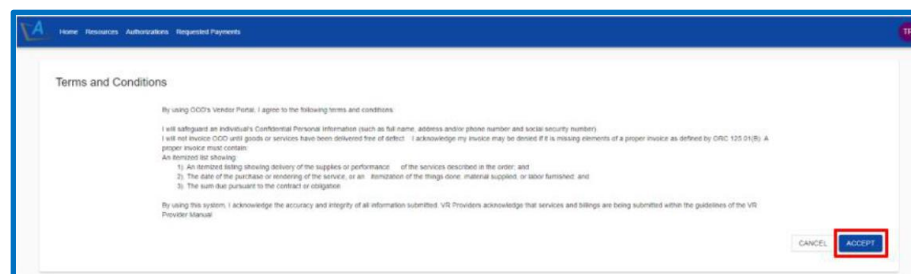
Sign in to the portal

Once you have requested and received an account to the Aware Vendor Portal from OOD, follow these steps to log in to the portal at **ohoodvendor.awareportals.com** using your Ohio ID.

1. Type your **OH|ID (Username)** and **Password** into the appropriate fields and click **Log in**.



2. Read the **Terms and Conditions** for using the portal.
3. Click **ACCEPT**.



Tips for logging in

Use these tips to troubleshoot if you experience problems logging in during *Aware* business hours.

- Have you **timed out**? (This happens after an hour of inactivity.)
- Are your **credentials correct**? (You must use the email address associated with your OH|ID.)
- Are you using the most **recent browser** version? (The latest version of *Google Chrome* tends to work best, but you can use other browsers like *Microsoft Edge* or *Firefox*.)
- Have you cleared your **browser cache and cookies**? ([Google Help Center](#))
- Are you using the correct live **Aware Vendor Portal URL**? (ohoodvendor.awareportals.com)
- Have you tried **restarting** your computer? ([Microsoft Support](#)–PC or [Apple Support](#)–Mac)

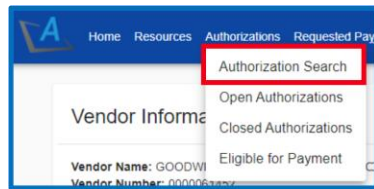
*The **Home** screen will appear when you have finished logging in to the portal.*

Authorizations

You can access authorizations through OOD's Aware Vendor Portal. More specifically, the portal allows you to view all open, closed, and eligible for payment authorizations associated with your organization. You can also search for authorizations.

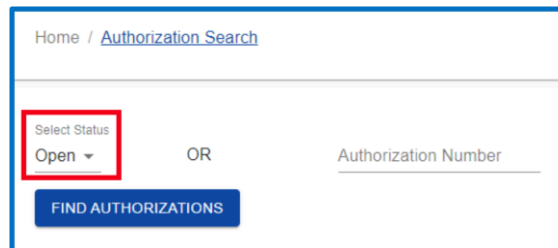
Search for an authorization

1. Click **Authorizations** in the top navigation of the [Home](#) screen and select one of the following options from the drop-down menu:
 - **Authorization Search** – allows users to search by authorization number or status
 - **Open Authorizations** – displays authorizations that have an open status
 - **Closed Authorizations** – displays authorizations that have a closed status
 - **Eligible for Payment** – see [Submit a Payment Request](#) section

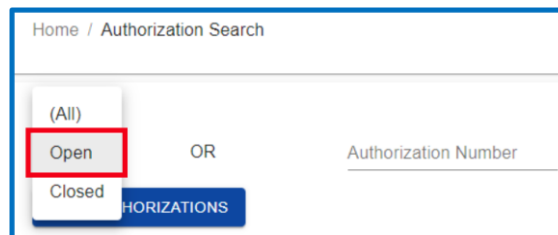


This example is a search for an authorization by status.

2. Select **Authorization Search** from the [Authorizations](#) drop-down menu.



3. Click [Select status](#) drop-down menu and select the authorization type you would like to view.



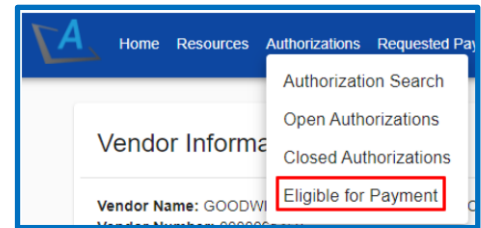
4. Click **FIND AUTHORIZATIONS**.
5. Locate the authorization from the [Authorizations](#) search results and click the number link in the [Authorization Number](#) column.

The [Authorization Detail](#) screen will appear for the authorization you selected.

Requested Payments

Submit a payment request

1. Click **Authorizations** in the top navigation of the [Home](#) screen and select **Eligible for Payment** from the drop-down menu.



2. Locate the service and click **REQUEST PAYMENT**.

Auth Number	Detail Line Number	Service	Description	Amount Paid	Current Amount	Status	Begin Date	End Date	Actions
2547240	1	Job Readiness Training	Summer Youth Work Experience (Group)	\$0.00	\$3,272.40	Open	6/1/2021	8/31/2021	REQUEST PAYMENT

3. Input information in the fields provided. (Required fields are marked with an asterisk.)
4. Click **SELECT FILES** to attach supporting documentation OR drag and drop the file(s) to [Drop files here to upload](#).
5. Click **SUBMIT**.

New Vendor Requested Payment

Authorization Number: 2547240
Participant Name: C285956, Abigail
Case ID: 386601
Service: Job Readiness Training
Description: Summer Youth Work Experience (Group)

Authorization Detail Number: 1

Invoice Number

Invoice Date

Service Start Date

Service End Date

Amount Requested

Comments

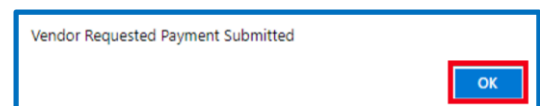
Attachment *
[SELECT FILES...](#)

Files cannot exceed the maximum size limit of 20MB

[SUBMIT](#)

[Back](#)

6. Click **OK** on the [Vendor Requested Payment Submitted](#) confirmation pop-up window.



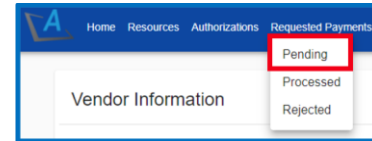
The [Vendor Requested Payments](#) screen appears when you're finished submitting a payment request.

Review a payment request

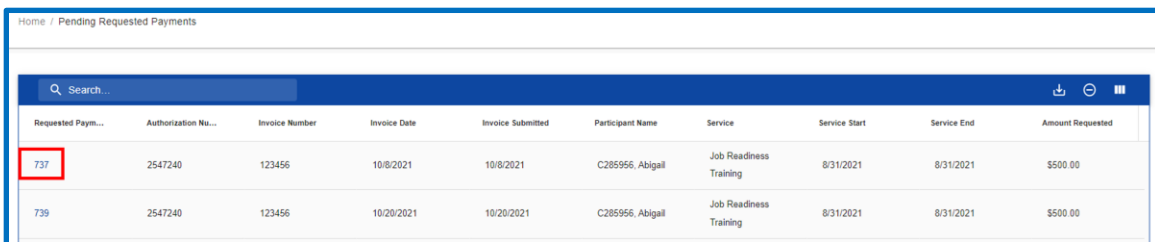
1. Click **Requested Payments** in the top navigation of the **Home** screen and select one of the following options from the drop-down menu:
 - **Pending** – requests that have not been reviewed or will have a new request created
 - **Processed** – requests reviewed and approved by both AE2 and VR staff
 - **Rejected** – requests that have been rejected after the initial review by AE2 and VR staff

For this example, we'll review a pending payment request.

2. Click **Pending** from the drop-down menu.

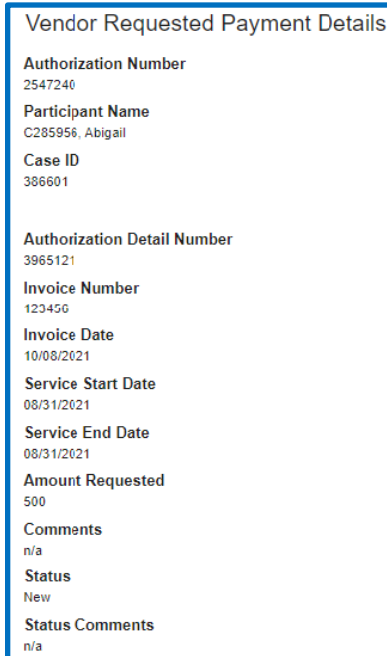


3. Click the **Requested Payment ID** link (a number) on the **Pending Requested Payments** screen.

A screenshot of the 'Pending Requested Payments' screen. The screen has a blue header with a search bar and a table of payment requests. The table has columns: 'Requested Payment ID', 'Authorization Number', 'Invoice Number', 'Invoice Date', 'Invoice Submitted', 'Participant Name', 'Service', 'Service Start', 'Service End', and 'Amount Requested'. The first row is highlighted with a red box around the 'Requested Payment ID' value '737'.

Requested Payment ID	Authorization Number	Invoice Number	Invoice Date	Invoice Submitted	Participant Name	Service	Service Start	Service End	Amount Requested
737	2547240	123456	10/8/2021	10/8/2021	C285956, Abigail	Job Readiness Training	8/31/2021	8/31/2021	\$500.00
739	2547240	123456	10/20/2021	10/20/2021	C285956, Abigail	Job Readiness Training	8/31/2021	8/31/2021	\$500.00

4. View details about your requested payment on the **Vendor Requested Payments Details** screen.

A screenshot of the 'Vendor Requested Payment Details' screen. The screen has a blue header with the title 'Vendor Requested Payment Details'. Below the title, there are several fields with labels and values.

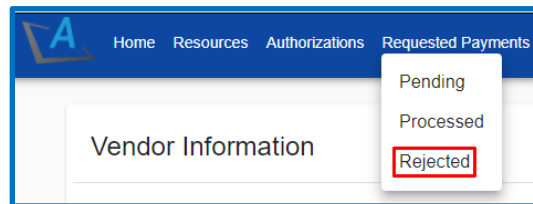
Vendor Requested Payment Details	
Authorization Number	2547240
Participant Name	C285956, Abigail
Case ID	386601
Authorization Detail Number	3965121
Invoice Number	123456
Invoice Date	10/08/2021
Service Start Date	08/31/2021
Service End Date	08/31/2021
Amount Requested	500
Comments	n/a
Status	New
Status Comments	n/a

*Follow these same steps to review details about a **Processed** or **Rejected** payment request.*

Resubmit a payment request

Resubmitting a payment request should only be performed on payment requests that are rejected.

1. Click **Requested Payments** in the top navigation of the **Home** screen and select **Rejected**.



2. Click the **Rejected Payment ID** link (a number) for the payment you wish to resubmit.

A screenshot of a web application showing a table of 'Rejected Requested Payments'. The table has columns for 'Requested Payment ID', 'Authorization Number', 'Invoice Number', 'Invoice Date', 'Invoice Submitted', 'Participant Name', 'Service', 'Service Start', 'Service End', and 'Amount Requested'. The first two rows are highlighted with red rectangular borders. The first row has a 'Requested Payment ID' of 737. The second row has a 'Requested Payment ID' of 738.

Requested Payment ID	Authorization Number	Invoice Number	Invoice Date	Invoice Submitted	Participant Name	Service	Service Start	Service End	Amount Requested
737	2547240	123456	10/8/2021	10/8/2021	C285956, Abigail	Job Readiness Training	8/31/2021	8/31/2021	\$500.00
738	2554000	ABC12345	10/8/2021	10/8/2021	C292401, Kalena	Pre-Employment Transition Services	6/14/2021	6/18/2021	\$5,000.00

3. View the **Status Comments** to determine why the payment request was rejected.

A screenshot of a web application showing the 'Vendor Requested Payment Details' form. The form contains several fields with labels and values. The 'Status Comments' field is highlighted with a red rectangular border.

Vendor Requested Payment Details

Authorization Number
2569750

Participant Name
C292026, Sumliya

Case ID
398757

Authorization Detail Number
3979473

Invoice Number
123

Invoice Date
11/05/2021

Service Start Date
07/31/2021

Service End Date
07/31/2021

Amount Requested
25

Comments
n/a

Status
Rejected

Status Comments
Hello, This billing is rejected as there is no report with invoice attached to this payment request. Please submit the report with invoice to this payment request in the portal within 21 calendar days. If you have any questions, please contact me at xxx-xxx-xxxx or xxxxx.xxxx@ood.ohio.gov. Thanks,

4. Resubmit the payment request with correction and comment. **Follow a) OR b) below.**

- a) If the original payment request was rejected because **incorrect information** was entered:
- Type "New request being created" in [Add supporting comments](#). Click **RESUBMIT**.

Resubmit Payment Request

SELECT FILES

Drop files here to upload

Files cannot exceed the maximum size limit of 20MB

Search

File Name	Date Attached	Actions
(DRAFT) RR-Physical Capacities Evaluation form - xx-xx-xx.docx	10/6/2021	VIEW

1 - 1 of 1 items

Add supporting comments

RESUBMIT

Back

- Follow the process to [Submit a payment request](#).

- b) If it was rejected because it needs an **additional, updated, or corrected attachment**:

- Click **SELECT FILES** to choose file OR drag file onto [Drop files here to upload](#).

Resubmit Payment Request

SELECT FILES

Drop files here to upload

Files cannot exceed the maximum size limit of 20MB

Search

File Name	Date Attached	Actions
(DRAFT) RR-Physical Capacities Evaluation form - xx-xx-xx.docx	10/6/2021	VIEW

1 - 1 of 1 items

- Click **UPLOAD** once you've finished attaching file(s).

Resubmit Payment Request

SELECT FILES

Drop files here to upload

(DRAFT) RR-Physical Capacities Evaluation form - xx-xx-xx.docx
25.56 KB

CLEAR UPLOAD

Files cannot exceed the maximum size limit of 20MB

- Type comments in the [Add supporting comments](#) field and then click **RESUBMIT**.

Search

File Name	Date Attached	Actions
(DRAFT) RR-Physical Capacities Evaluation form - xx-xx-xx.docx	10/6/2021	VIEW

1 - 1 of 1 items

Add supporting comments

RESUBMIT

Back

- Click **OK** on the [Vendor Requested Payment Resubmitted](#) confirmation window.

Vendor Requested Payment Resubmitted

OK

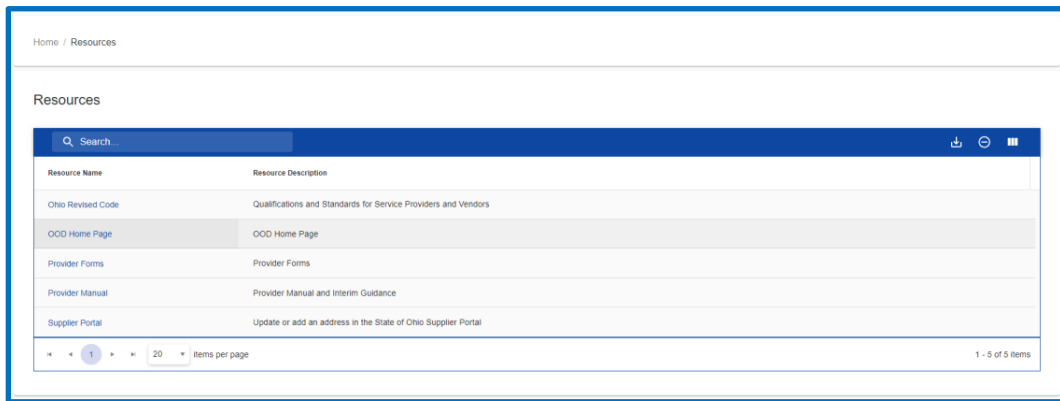
The [Vendor Requested Payments](#) screen appears when you finish resubmitting the payment request.

Resources

Access resources

Use the following instructions to access helpful resources from OOD's Aware Vendor Portal.

1. Click **Resources** in the top navigation of the **Home** screen to open the **Resources** page.
2. Click on the **Resource Name** link to be directed to the OOD resource you selected.



Export information to Microsoft Excel

Information in the portal can be exported to Excel, including reports, data, resources—any information that is displayed in a grid section and shows the download icon.

Simply look for the tray with an arrow pointing down and click the icon to export the information into an Excel spreadsheet.



Get help from OOD

For questions/requests regarding:

Contact:

Account access	ood.vendorportal@ood.ohio.gov
Rejected payments	AE2 or VR counselor/coordinator
VR fee schedule service definitions	pcmu@ood.ohio.gov
Authorizations	VR counselor/coordinator
Portal training	Aware Vendor Portal training online video