# Frequently Asked Questions about OhioDD.net from Cuyahoga County Providers

1. *When will the website be up and running?*

OhioDD.net is already accessible and billing for Cuyahoga County can begin on the effective date that they will communicate to their providers. Billing can be submitted pending approval from the County Board.

1. *What is the Utilization Card for?*

Utilization is a listing of how many units have been provided and how much is left based on the County Board’s authorization.

1. *Will the rate be there?*

Yes, it will be based on the PAS

1. *What if I have any questions or issues with OhioDD.net?*

Direct any issues with the website to: productsupport@primarysolutions.net

1. *What is the Audit Activity?*

The Audit Activity is helpful if there is a HIPAA violation and you want to see what activity occurred.

1. *What if I am seeing incorrect Demographic information?*

Please contact the person’s SSA.

1. *Does this affect waiver billing?*

No, the OhioDD.net website is **only** for local payments for non-waiver persons funded by Summit DD.