

Area Agency on Aging 3 S-AGE User Provisioning Request

The S-AGE portal is where PASSPORT and Assisted Living Waiver providers certified by the Ohio Department of Aging (AGE) will receive and accept referrals for services and submit invoices for payment.

In order to be provisioned access to S-AGE you must supply the information below.

If you do not have an OHID, visit <https://ohid.ohio.gov> to create an account. **For security reasons, each user must have their own OHID number.**

First name:

Last Name:

Email Address:

Phone Number:

Provider Name:

Provider Medicaid ID:

OHID (8-digit number):

Please continue to following page for Next Steps.

Next Steps....

After you submit the required forms to our agency, you will receive confirmation from one of our staff members acknowledging receipt of your request. Once received, your request will be forwarded to the Ohio Department of Aging for final approval.

Please note that the final approval process may take several business days. We recommend checking your spam and junk email folders daily to ensure you do not miss any important notifications.

Once a user's access request has been approved and the user has been provisioned in SAGE, they will receive two emails with instructions for completing the onboarding process.

1. Ohio Department of Aging – Onboarding Instructions

The first email will come from the Ohio Department of Aging and will contain the user's onboarding instructions.

2. AGE_eLearning – Required Training

The second email will come from AGE_eLearning and will provide instructions for completing the required eLearning modules. The eLearning requirement takes approximately 1.5 hours to complete. Once all required modules have been completed, the user will be able to log in to the SAGE provider portal.

All new users of the SAGE provider portal must complete these modules before they can access the portal.

Please ensure you monitor your email for both notifications and complete each step as instructed to avoid delays in accessing the portal.