



March 2020

A Message to our Long Term Care Providers:

As the COVID-19 pandemic continues to evolve, the Managed Care and MyCare Ohio Plans recognize and value the work the provider community is doing daily to care for vulnerable Ohioans.

The Health Plans want to partner closely with you as you care for our members. In an effort to support ongoing collaboration, as well as provide simplicity in how you contact each Health Plan regarding members in LTC, each plan is supplying you with our contact information so that you can reach out to us with questions or needs.

A member of the Health Plan will be in regular contact to obtain information regarding member care needs. The goal of this outreach is to obtain updates about members and to provide support and assistance from the Health Plan for:

- Coordinating needed resources
- Linkage to community services
- Discharge planning for members seeking return to the community
- Determining proper level of care for members while face to face contact is not an option

As the Health Plans reach out to collaborate on our LTC members, please let us know your preferred communication method and/or point person to communicate with for any continued LTC needs during the pandemic. Health Plans encourage you to contact the appropriate Plan(s) for needs or questions regarding any resident(s).

The preferred contact information for the Health Plans are:

Aetna: Andrea Price, LTSS Director, PriceA4@aetna.com

Kendra Marks, UM Director, MarksK4@aetna.com

Buckeye: Christina Brim Manager UM/PAL-CBRIM@CENTENE.COM

Chris Skock Sr. Manager UM CSKOCK@CENTENE.COM

CareSource: CaseManagementCommunication@CareSource.com or Jennifer

Anadiotis, Director Post-Acute @ Jennifer.anadiotis@caresource.com

Molina: Medicaid at MolinaMedicaidLTC@MolinaHealthCare.Com or

MyCare at NFMCOpmailbox@molinahealthcare.com.

Paramount: Paramount.CM@promedica.org or

PHC_UCM_SNF@ProMedica.org

United Healthcare: Matt Shula, Director NF Services MATTHEW.SHULA@UHC.COM