MyCare Ohio Advisory Workgroup

September 5, 2025



Housekeeping



All participants are muted.



You can use the meeting chat feature to ask questions. To ask a question, type in the chat box and select the arrow in the bottom right corner to send.



The presentation from today's session will be emailed out after this session.



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The Ohio Department of Medicaid is committed to providing access, inclusion, and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act, and other applicable laws.



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To request an **interpreter**, **written information** in a language other than English or in other formats such as **large print**, **audio**, **and accessible electronic formats**, or a reasonable accommodation due to a disability, please contact Ohio Medicaid's Civil Rights/ADA Coordinator at 614-995-9981/TTY 711, fax 614-644-1434, or email: ODM_EEO_EmployeeRelations@medicaid.ohio.gov. **Requests should be made at least three business days prior to the scheduled event.**



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If you believe Ohio Medicaid has failed to provide these services or discriminated in another way, you can **file a grievance** with Ohio Medicaid's Civil Rights Coordinator or file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights, or both. Further information on these processes and Ohio Medicaid's compliance with civil rights and other applicable laws can be found in our Notice of Nondiscrimination.



Agenda

1	Next Generation MyCare Member Benefits, Changes, and Impacts	
2	Next Generation MyCare Provider Benefits, Changes, and Impacts	
3	New Next Generation MyCare Resources	
4	Interactive Discussion	
5	Wrap-up and Next Steps	



Next Generation MyCare Member Benefits, Changes, and Impacts

What Plans Are Available?

Current MyCare Ohio Program

Today - December 31, 2025

MyCare Ohio plans include*:

- Aetna Better Health of Ohio
- Buckeye Health Plan
- CareSource
- Molina HealthCare of Ohio
- United Healthcare Community Plan

Next Generation MyCare Program

Beginning January 1, 2026

The Next Generation MyCare plans available statewide are**:

- Anthem Blue Cross and Blue Shield
- CareSource
- Molina HealthCare of Ohio



^{*}The MyCare Ohio plans available are based on the county they reside in.

^{**}Buckeye Health Plan won't be an option for new members or for those currently receiving care through another MyCare Ohio plan starting in the 2026 plan year. If a member gets care through Buckeye Health Plan today and want to keep their plan, no action is required.

How Does the Next Generation MyCare Program Benefit Members?



One Care Team

Additional help with a member's Medicaid and Medicare benefits, through one care team focused on their and your care needs.



More Choice

More in-home providers available to members.



Better Transportation Options

Better transportation options to get members to and from their appointments.



Faster Authorizations

Shorter wait times for prior authorizations.



What Benefits Does a Member Receive in the Next Generation MyCare Program?



Traditional Benefits

Next Generation MyCare plans provide all benefits available through the traditional Medicare and Medicaid programs such as:

- Long-term care services in the community, assisted living facility, and nursing facilities
- Behavioral health services



Value-Added Benefits

Each Next Generation MyCare plan also has additional "value-added" benefits that are specific to each plan.



Who Is In a Member's Care Team?

In the Next Generation MyCare program, members will have a care coordinator who helps them with their care needs.



If a member has a Next
Generation MyCare plan for both
their Medicaid and Medicare
benefits, they will have one care
coordinator. Their care coordinator
helps with all their care needs.



If a member has a Next
Generation MyCare plan for both
their Medicaid and Medicare
benefits and they are on a waiver,
they will have a care coordinator and
a waiver service coordinator. They will
work together to help members with
their needs.



If a member's Next

Generation MyCare plan only covers
their Medicaid benefits, they may
have separate teams who will help
them with their Medicaid and
Medicare benefits. These two teams
may not work together, and
members may have to be
more involved in their care.



In the Next Generation MyCare program, the plans are partnering with Area Agencies on Aging (AAA) to serve members. AAAs are regional agencies that work with the plans to support member care. Individuals in a member's care team may be from their Next Generation MyCare plan and/or their local AAA. If a member wants changes to their care team, they can call their Next Generation MyCare plan.



A member lives in a MyCare Ohio county and get care through Buckeye Health Plan, CareSource, or Molina HealthCare of Ohio:

- If a member wants to keep their plan, no action is needed.
- If a member wants **a different plan**, they can switch during open enrollment.

A member's Next Generation MyCare benefits will begin January 1, 2026. They will receive information from their plan before the Next Generation MyCare program is available.





A member lives in a MyCare Ohio county and gets care through Aetna Better Health of Ohio or United Healthcare Community Plan:

A member's plan will not be a MyCare Ohio plan after December 31, 2025.

- A member can **pick a different plan** during open enrollment.
- If a member does not pick a different plan, they will be automatically enrolled in a Next Generation MyCare plan for their Medicaid benefits. Their new plan will have as many of their current doctors as possible.

A member will not lose coverage due to this change. Their Next Generation MyCare plan and benefits start on January 1, 2026. They will receive information from ODM about their new plan and options before the Next Generation MyCare program is available.





A member lives in a current MyCare Ohio county, and they will become eligible for the MyCare Ohio program before January 1, 2026:

- A member will get their Medicaid benefits through fee-for-service until their Next Generation MyCare plan starts.
- A member will get a letter from ODM between **October and December of 2025** that tells them:
 - Their Next Generation MyCare plan
 - When their plan starts
 - Options to change their plan or align their Medicare and Medicaid coverage





A member is going to become eligible for MyCare Ohio after January 1, 2026, and they live in a county where MyCare is not currently available:

When the Next Generation MyCare program is available in their county, **a member will get a letter from ODM** that gives them information about:

- Their Next Generation MyCare plan
- When their Next Generation MyCare plan starts
- Options to change their plan or align their Medicare and Medicaid coverage



How Does a Member Select a Plan?

What?	When?	How?
Medicaid open enrollment	November 1 to November 30 every year	Contact the Ohio Medicaid Consumer Hotline: • Call 800-324-8680. • Visit <u>www.ohiomh.com</u> .
Medicare open enrollment	October 15 to December 7 every year	 Call Medicare at 800-633-4227. Visit <u>www.medicare.gov</u>.



Next Generation MyCare Member ID Card

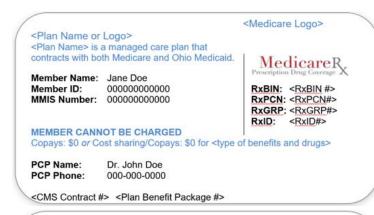
Members will receive a Next Generation MyCare ID card from their Next Generation MyCare plan as part of their member materials. If they have a MyCare Ohio plan for both their Medicaid and Medicare benefits, they have only one member ID card to be used at their appointments. If their MyCare Ohio plan only covers their Medicaid benefits, they will have up to three cards for their benefits.

The front of their member ID card incudes:

- The member's Next Generation MyCare plan name so they and their doctors know which plan is providing their care.
- The member's name, Next Generation MyCare member ID number, and Medicaid Management Information System (MMIS) ID number to help doctors identify them.
- Pharmacy benefit information, used by pharmacies to help them get their medications.
- A member's Primary Care Provider (PCP) name and phone number, so they can easily contact their doctor.

The back of their member ID card includes:

- Information for what to do in an emergency.
- Contact information to help them get answers to questions about their plan, pharmacy benefits, care team, and more.
- The Next Generation MyCare logo showing that they are in the program.



[Optional card reader may go here]

In an emergency, call 9-1-1 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure if you need to go to the ER, call your PCP or the 24-Hour Nurse Advice line.

Behavioral Health Crisis: <phone number> Claim Inquiry: <phone number> Care Management: <phone number> Additional Lines: <phone number> 24-Hour Nurse Advice: <phone number>

Website: <Plan web address>

Send claims to: <Claims submission name and address>





If a member needs to replace their ID card, call their plan's member services department or sign up with their plan in their member services portal. They can print a copy of their ID card at any time from their plan portal. If they order a card by telephone, it should arrive in the mail in 7-10 business days from the date of their request.

Next Generation MyCare Provider Benefits, Changes, and Impacts

How Does the Next Generation MyCare Program Benefit Providers?



Easier Contracting

Streamlined credentialing processes with ODM to become an Ohio Medicaid provider. Providers still need to contract with each of the Next Generation MyCare plans separately.



Shorter Wait Times

Better integration with the Next Generation MyCare plans, leading to shorter turnaround times for prior authorizations.



Network Adequacy

Potential for more waiver providers due to increased network requirements for Next Generation MyCare plans.



More Transportation

Additional transportation requirements for the Next Generation MyCare plans to support members in getting to their medical visits and services.



Waiver Prior Authorizations

Reduced burden for prior authorizations on waiver services in a member's care plan (same for private duty nursing).



External Medical Review (EMR)

New External
Medical Review
(EMR), at no cost to
you, to review a
plan's decision to
deny, limit, reduce,
suspend, or
terminate a
covered service for
lack of medical
necessity,
conducted by an
independent EMR
entity.



More Service Coverage

Enhanced clinical coverage policies for Medicaid primary services, requiring more services to be covered by the **Next Generation** MyCare plans. Changes to the services providers provide will be dependent on providers contract with each Next Generation MyCare plan.

Submitting a Claim In the Next Generation MyCare Program

In the Next Generation MyCare program, providers will be required to submit Electronic Data Interchange (EDI) transactions through the one front door, to the Ohio Medicaid Enterprise System (OMES), instead of directly to the MyCare plans.



If you are submitting a claim to the plans portal using direct data entry (DDE) claim, submit a single claim to the Next Generation MyCare plan via their existing process. Not all Next Generation MyCare plans accept paper claims. Submit claims using the plan's existing process.



If you are submitting an EDI claim for a dual benefit member (a member who gets their Medicaid and Medicare benefits from one Next Generation MyCare plan) or for a Medicaid-only member (a member who gets only their Medicaid benefits from one Next Generation MyCare plan) where the Medicaid is the primary payer, submit the claim through the one front door, to the Ohio Medicaid Enterprise System (OMES). You must use the member's Medicaid ID even if they have other ID numbers. The submitted file must use the Next Generation MyCare Plan Receiver ID and the appropriate Payer ID in the 2010BB loop for claims to be directed to the correct Next Generation MyCare plan for processing.



If you are submitting an EDI claim for a Medicare covered service for a Medicaid-only member, submit the claim, also known as a crossover claim, to the primary payer.

- If Medicare is the primary payer, submit the claim to Medicare using your normal process. Claims for Ohio MyCare members will be automatically crossed-over to the Next Generation MyCare plan.
- If the primary payer is a Medicare Advantage/Part C plan, submit the claim to that payer using your normal process.

 Once the primary payer has adjudicated the claim and returned the Remittance Advice, submit the claim through the OMES one front door using the Receiver ID and Payer ID as described for a dual benefit claim.

Department of Medicaid

Next Generation MyCare

If you are not an Ohio Medicaid provider, the claim will be rejected.

Refer to the Companion Guides for more information.

Aetna Better Health of Ohio and United Healthcare Community Plan will no longer be MyCare plans as of

December 31, 2025.
They will continue to pay claims for up to 365 days from the end of the year and are responsible for any claims that have dates of service through December 31, 2025. Any claims should be submitted to Aetna or

United using existing processes.

How Do Providers Become a Next Generation MyCare Provider?

1

Enroll with ODM



Enroll with ODM by visiting the Medicaid Provider Portal and completing the online application (credentialing, if required, will occur automatically during application processing).

2

Contract with the plans



Contract with the Next Generation MyCare plans by contacting each of the plans you wish to contract with.

- Anthem Blue Cross and Blue Shield: 833-727-2170
- Buckeye Health Plan: 833-998-4892
- CareSource: 800-488-0134
- Molina HealthCare of Ohio: 855-322-4079

Refer to the <u>Credentialing Guide and Requirements Document</u> for more information.



New Next Generation MyCare Resources

Next Generation MyCare Program Member Resources

Next Generation MyCare Program Care Coordination One-Pager

Available Today



Next Generation MyCare Program Overview One-Pager

Available Today



Next Generation MyCare Member Frequently Asked Questions

Available Today



where MvCare is not currently available. What should I expect?.... **MyCare Ohio Waiver One-Pager**

Available Today

Next Generation MyCare Member ID Card One-Pager

Available Today





Next Generation MyCare Member Help Desk One-Pager

Available Today

Who Can Members Reach Out to for Help with Next Generation MyCare? Who Should Call? fividuals that are eligible for Next Assistance finding a provider in network dividuals that are eligible for Next eneration MvCare

Upcoming Resources

- Learn More About How the Next Generation MyCare Program Will Be Available Across the State Soon Micro Video
- Learn More About the Next Generation MyCare Program Micro Video
- Learn About the Next Generation Member ID Cards Micro Video

Next Generation MyCare Program Provider Resources

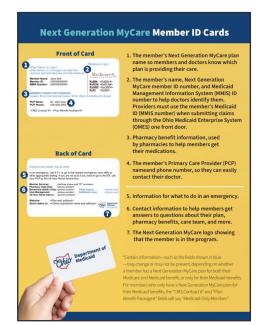
Next Generation MyCare Provider Help Desk One-Pager

Available Today

Who Can Providers Reach Out to for Help with Next Generation MyCare? Types of Issues/Questions Supported Help Desk Who Should Call? Current MyCare Ohio providers **MyCare Ohio Conversion Questions** Ouestions or feedback about the Next Providers interested in becoming a Generation MyCare program MvCareConversionQuestions@medicaid.ohio.gov Next Generation MyCare provider ODM Integrated Helpdesk (IHD) OMES submitted claims, prior authorization, 800-686-1516 or IHD@medicaid.ohio.gov and other administrative tasks Current MyCare Ohio providers Provider representatives are available Monday - Friday 8 Verification of Medicaid member eligibility Providers interested in becoming a Provider application, enrollment, or waiver Next Generation MyCare provider Interactive Voice Response System (IVR) provides 24/7/365 access to information regarding client eligibility, claim and General Medicaid payment/billing payment status, and provider information. Current MyCare Ohio providers who are PASSPORT claims and service authorizations Local Area Agency on Aging part of members' person-centered Assisted Living claims and service 866-243-5678 services plans authorizations Individuals interested in becoming involved in self-direction Self-Direction Email Information about self-direction Current individuals and caregivers Questions about existing self-directed services involved in self-direction **Next Generation MyCare Plan Hotlines** Hours vary by plan Questions related to claims and prior Current MyCare Ohio providers Anthem Blue Cross and Blue Shield: 833-727-2170 authorizations Providers interested in contracting Buckeye Health Plan: 833-998-4892 Contracting with the Next Generation MyCare with Next Generation MyCare plans CareSource: 800-488-0134 plan to be in their provider network Molina HealthCare of Ohio: 855-322-4079

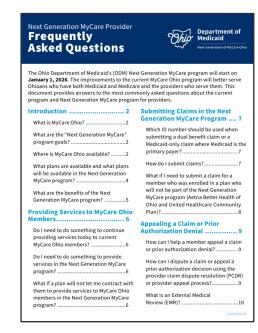
Next Generation MyCare Member ID Card One-Pager

Available Today



Next Generation MyCare Provider Frequently Asked Questions (FAQ)

Available Today





Interactive Discussion

Interactive Discussion



Do you have any outstanding questions about **how the Next Generation MyCare Program will work** related to:

- Eligibility and Enrollment
- Member ID Cards and Materials
- Healthcare Benefits
- MyCare Ohio Waiver
- Providing Services to Members

- Submitting Claims
- Appealing a Claim or Prior Authorization Denial
- Care Coordination
- Pharmacy Benefits



Wrap-up and Next Steps

Next Steps



Check your email for information ahead of next meeting.



Share information about the **Next Generation MyCare program** with your community.



Think of **questions or topics** for the discussion during these meetings and enter them via chat or email the Managed Care Integrated Care Policy email

(IntegratedCarePolicy@medicaid.ohio.gov).

To share additional questions or comments related to the **Next Generation MyCare program**:

- Email us at: MyCareConversionQuestions@medicaid.ohio.gov.
- Send us a letter to:

 Ohio Department of Medicaid
 MyCare Ohio program
 PO Box 182709
 Columbus, OH 43218-2709

