

# MyCare Ohio Advisory Workgroup

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September 5, 2025



**Department of  
Medicaid**

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Next Generation MyCare

# 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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# 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?

1



## 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

2



## 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.

## What Do Members Do If...



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

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- 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.

## What Do Members Do If...



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

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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.

## What Do Members Do If...



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

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- 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

## What Do Members Do If...



**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:**

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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?
<b>Medicaid open enrollment</b>	November 1 to November 30 every year	Contact the Ohio Medicaid Consumer Hotline: <ul style="list-style-type: none"><li>• Call 800-324-8680.</li><li>• Visit <a href="http://www.ohiomh.com">www.ohiomh.com</a>.</li></ul>
<b>Medicare open enrollment</b>	October 15 to December 7 every year	<ul style="list-style-type: none"><li>• Call Medicare at 800-633-4227.</li><li>• Visit <a href="http://www.medicare.gov">www.medicare.gov</a>.</li></ul>

# 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 includes:

- 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.

<Plan Name or Logo>  
<Plan Name> is a managed care plan that contracts with both Medicare and Ohio Medicaid.

Member Name: Jane Doe  
Member ID: 000000000000  
MMIS Number: 000000000000

MedicareRx  
Prescription Drug Coverage  
RxBIN: <RxBIN #>  
RxPCN: <RxPCN#>  
RxGRP: <RxGRP#>  
RxID: <RxID#>

MEMBER CANNOT BE CHARGED  
Copays: \$0 or Cost sharing/Copays: \$0 for <type of benefits and drugs>

PCP Name: Dr. John Doe  
PCP Phone: 000-000-0000

<CMS Contract #> <Plan Benefit Package #>


[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.

Member Services: <toll-free phone and TTY numbers>  
Pharmacy Help Desk: <phone number>  
Behavioral Health Crisis: <phone number>  
Care Management: <phone number>  
24-Hour Nurse Advice: <phone numbers>

Claim Inquiry: <phone number>  
Additional Lines: <phone number>

Website: <Plan web address>  
Send claims to: <Claims submission name and address>

  
Department of Medicaid  
Next Generation of MyCare Ohio

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.

**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 [Credentialing Guide and Requirements Document](#) for more information.

# **New Next Generation MyCare Resources**

## Next Generation MyCare Program Care Coordination One-Pager

## Next Generation MyCare Program Overview One- Pager

## Next Generation MyCare Member Frequently Asked Questions

## MyCare Ohio Waiver One-Pager

## Next Generation MyCare Member ID Card One-Pager

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## Next Generation MyCare Member Help Desk One- Pager

### 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

Help Desk	Who Should Call?	Types of Issues/Questions Supported
<b>MyCare Ohio Conversion Questions</b> <a href="mailto:MyCareConversionQuestions@medicaid.ohio.gov">MyCareConversionQuestions@medicaid.ohio.gov</a>	<ul style="list-style-type: none"> <li>Current MyCare Ohio providers</li> <li>Providers interested in becoming a Next Generation MyCare provider</li> </ul>	<ul style="list-style-type: none"> <li>Questions or feedback about the Next Generation MyCare program</li> </ul>
<b>ODM Integrated Helpdesk (IHD)</b> 800-686-1516 or <a href="mailto:IHD@medicaid.ohio.gov">IHD@medicaid.ohio.gov</a> <ul style="list-style-type: none"> <li>Provider representatives are available Monday - Friday 8 a.m.-4:30 p.m.</li> <li>Interactive Voice Response System (IVR) provides 24/7/365 access to information regarding client eligibility, claim and payment status, and provider information.</li> </ul>	<ul style="list-style-type: none"> <li>Current MyCare Ohio providers</li> <li>Providers interested in becoming a Next Generation MyCare provider</li> </ul>	<ul style="list-style-type: none"> <li>OMES submitted claims, prior authorization, and other administrative tasks</li> <li>Verification of Medicaid member eligibility</li> <li>Provider application, enrollment, or waiver support</li> <li>General Medicaid payment/billing</li> </ul>
<b>Local Area Agency on Aging</b> 866-243-5678	<ul style="list-style-type: none"> <li>Current MyCare Ohio providers who are part of members' person-centered services plans</li> </ul>	<ul style="list-style-type: none"> <li>PASSPORT claims and service authorizations</li> <li>Assisted Living claims and service authorizations</li> </ul>
<b>Self-Direction Email</b> <a href="mailto:self-direction@medicaid.ohio.gov">self-direction@medicaid.ohio.gov</a>	<ul style="list-style-type: none"> <li>Individuals interested in becoming involved in self-direction</li> <li>Current individuals and caregivers involved in self-direction</li> </ul>	<ul style="list-style-type: none"> <li>Information about self-direction</li> <li>Questions about existing self-directed services</li> </ul>
<b>Next Generation MyCare Plan Hotlines</b> Hours vary by plan <ul style="list-style-type: none"> <li><b>Anthem Blue Cross and Blue Shield:</b> 833-727-2170</li> <li><b>Buckeye Health Plan:</b> 833- 998-4892</li> <li><b>CareSource:</b> 800-488-0134</li> <li><b>Molina HealthCare of Ohio:</b> 855-322-4079</li> </ul>	<ul style="list-style-type: none"> <li>Current MyCare Ohio providers</li> <li>Providers interested in contracting with Next Generation MyCare plans</li> </ul>	<ul style="list-style-type: none"> <li>Questions related to claims and prior authorizations</li> <li>Contracting with the Next Generation MyCare plan to be in their provider network</li> </ul>

## Next Generation MyCare Member ID Card One-Pager

Available Today

### Next Generation MyCare Member ID Cards

#### Front of Card

1. Member Name and Logo
2. Member ID Number
3. Member Name and Logo
4. Member Name and Logo

#### Back of Card

5. Member Name and Logo
6. Member Name and Logo
7. Member Name and Logo

1. The member's Next Generation MyCare plan name so members and doctors know which plan is providing their care.
2. The member's name, Next Generation MyCare member ID number, and Medicaid Management Information System (MMIS) ID number to help doctors identify them. Providers must use the member's Medicaid ID (MMIS number) when submitting claims through the Ohio Medicaid Enterprise System (OMES) one front door.
3. Pharmacy benefit information, used by pharmacies to help members get their medications.
4. The member's Primary Care Provider (PCP) name and phone number, so they can easily contact their doctor.
5. Information for what to do in an emergency.
6. Contact information to help members get answers to questions about their plan, pharmacy benefits, care team, and more.
7. The Next Generation MyCare logo showing that the member is in the program.

\*Certain information—such as the fields shown in blue—may change or may not be present, depending on whether a member has a Next Generation MyCare plan for both their Medicare and Medicaid benefit, or only for their Medicaid benefit. For members who only have a Next Generation MyCare plan for their Medicaid benefit, the "CMS Contract #1" and "Plan Benefit Package #1" fields will say "Medicaid Only Member."

## Next Generation MyCare Provider Frequently Asked Questions (FAQ)

Available Today

### Next Generation MyCare Provider Frequently Asked Questions

The Ohio Department of Medicaid's (ODM) Next Generation MyCare program will start on **January 1, 2026**. The improvements to the current MyCare Ohio program will better serve Ohioans who have both Medicaid and Medicare and the providers who serve them. This document provides answers to the most commonly asked questions about the current program and Next Generation MyCare program for providers.

<b>Introduction</b> .....	<b>2</b>	<b>Submitting Claims in the Next Generation MyCare Program</b> ....	<b>7</b>
What is MyCare Ohio? .....	2	Which ID number should be used when submitting a dual benefit claim or a Medicaid-only claim where Medicaid is the primary payer? .....	7
What are the "Next Generation MyCare" program goals? .....	2	How do I submit claims? .....	7
Where is MyCare Ohio available? .....	2	What if I need to submit a claim for a member who was enrolled in a plan who will not be part of the Next Generation MyCare program (Aetna Better Health of Ohio and United Healthcare Community Plan)? .....	8
What plans are available and what plans will be available in the Next Generation MyCare program? .....	4	<b>Appealing a Claim or Prior Authorization Denial</b> .....	<b>9</b>
What are the benefits of the Next Generation MyCare program? .....	5	How can I help a member appeal a claim or prior authorization denial? .....	9
<b>Providing Services to MyCare Ohio Members</b> .....	<b>6</b>	How can I dispute a claim or appeal a prior authorization decision using the provider claim dispute resolution (PCDR) or provider appeal process? .....	9
Do I need to do something to continue providing services today to current MyCare Ohio members? .....	6	What is an External Medical Review (EMR)? .....	10
Do I need to do something to provide services in the Next Generation MyCare program? .....	6		
What if a plan will not let me contract with them to provide services to MyCare Ohio members in the Next Generation MyCare program? .....	6		

*continued*

# 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](mailto:IntegratedCarePolicy@medicaid.ohio.gov)).

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

- Email us at: [MyCareConversionQuestions@medicaid.ohio.gov](mailto:MyCareConversionQuestions@medicaid.ohio.gov).
- Send us a letter to:  
Ohio Department of Medicaid  
MyCare Ohio program  
PO Box 182709  
Columbus, OH 43218-2709