



OHIO DEPARTMENT OF MEDICAID
OHIO MEDICAID CONSUMER HOTLINE
505 SOUTH HIGH STREET
COLUMBUS OH 43215

If you need assistance with this letter, contact us.
Ohio Medicaid Consumer Hotline: (800) 324-8680
Monday - Friday: 7 AM to 8 PM and
Saturday: 8 AM to 5 PM
www.ohiomh.com

<mail_name>
<mail_address_1>
<mail_address_2>
<mail_city>, <mail_state> <mail_zip>-<mail_zip4>

<dte_mailed>

<recip_case_num>

<ATTN: Authorized Representative for> <first_name_recip> <last_name_recip>

MEDICAID MANAGED CARE DISENROLLMENT NOTICE

Important information about your Medicaid benefits

You are being disenrolled from your Medicaid Managed Care plan.

Your managed care coverage is changing.

<first_name_recip>, this notice is to inform you that you have been disenrolled from managed care. You still have Medicaid coverage however, your enrollment with <AssignedManagedCarePlan> will end on <PMPenddate>. You are being disenrolled because you are no longer eligible for Ohio's managed care program. <AssignedManagedCarePlan> will cover your Medicaid benefits through <PMPenddate>.

You will have traditional Medicaid.

- You will transition to traditional Medicaid for your Medicaid benefits once your <AssignedManagedCarePlan> enrollment ends on <PMPenddate>. Traditional Medicaid will begin <MedicaidDate>. You will soon receive a paper medical card in the mail to present to your health care providers.
- If you regain managed care eligibility within the next 90 days, you may be re-enrolled back in <AssignedManagedCarePlan>.

Who should I call if I have questions?

- If you have questions about your disenrollment call the Ohio Medicaid Consumer Hotline at 1-800-324-8680. Choice counselors are available Monday through Friday 7:00 a.m. to 8:00 p.m. and Saturdays 8:00 a.m. to 5:00 p.m. They can help explain why you were disenrolled from your managed care plan and your current Medicaid coverage and answer questions you may have about your providers, such as doctors.
- If you have any upcoming medical appointments, surgeries, or are receiving services such as therapy, call your health care provider to let them know that your Medicaid coverage has changed.
- If you also have Medicare and have questions about that coverage, call 1-800-Medicare (800-633-4227) 24 hours a day, seven days a week. TTY users should call 1-877-486-2048. They can explain your options of enrolling in a Medicare plan, Medicare open enrollment, and assist you with the “Extra Help” Medicare program to help with prescription drug costs.

If you need language assistance, interpretation services, and auxiliary aids:

To help you understand this notice, language assistance, interpretation services, and auxiliary aids and services are available upon request at no cost to you. Services available include, but are not limited to: oral translation, written translation, and auxiliary aids. You can request these services and/or auxiliary aids by calling Ohio Department of Medicaid consumer hotline at 800-324-8680; individuals with a hearing impairment may call TDD 7-1-1.