

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](http://www.ohiomh.com)

<mail\_name>  
<mail\_address\_1>  
<mail\_address\_2>  
<mail\_city>, <mail\_state> <mail\_zip>-<mail\_zip4>

<dte\_mailed>

<recip\_case\_num>

<first\_name> <mid\_init> <last\_name>,

## You were recently determined eligible for Ohio's Medicaid program!

As of [DATE], you were enrolled in <AssignedManagedCarePlan> as part of Ohio Medicaid's Next Generation managed care program. This managed care plan will provide you with a more personalized approach to support your healthcare needs.

You have the option to change your managed care plan to the plan you decide best fits your healthcare needs within the first three months after starting coverage with your current plan. Any changes will be made effective on the first day of the month following your selection. You can also request to change your plan at any time for Just Cause. To learn more about Just Cause, please refer to the "Learn about Just Cause" section of this letter.

Managed Care Plan	Plan Website	Plan Phone Number
<ProviderName>	<ProviderWebAddress>	<PrvSvcPhNo>
<ProviderName>	<ProviderWebAddress>	<PrvSvcPhNo>
<ProviderName>	<ProviderWebAddress>	<PrvSvcPhNo>
<ProviderName>	<ProviderWebAddress>	<PrvSvcPhNo>
<ProviderName>	<ProviderWebAddress>	<PrvSvcPhNo>
<ProviderName>	<ProviderWebAddress>	<PrvSvcPhNo>
<ProviderName>	<ProviderWebAddress>	<PrvSvcPhNo>

### All of Ohio Medicaid's Next Generation managed care plans provide an array of value-added benefits such as:

- Nurse advice line, available 24 hours a day, 7 days a week
- Care management to help you coordinate your healthcare
- Transportation to and from certain healthcare appointments
- No or lower co-pays for dental services, routine eye exams, and eyeglasses

See the table below for the Ohio Medicaid members in your family who were automatically assigned to <AssignedManagedCarePlan>.

#### Who was enrolled in <AssignedManagedCarePlan>?

- |                           |                       |
|---------------------------|-----------------------|
| • <AssignedRecipientName> | <AssignedRecipientID> |
| • <AssignedRecipientName> | <AssignedRecipientID> |
| • <AssignedRecipientName> | <AssignedRecipientID> |

#### Important dates to remember:

Every year from November 1-30, Medicaid conducts its annual open enrollment. It's the time of year when you can choose among seven person-centered health plans and select the one that best meets your health needs.

#### To change your managed care plan or ask questions about your existing plan:



**Visit the Ohio Medicaid Consumer Hotline Portal** at <https://members.ohiomh.com> where you can login and make a plan selection.



**Call the Ohio Medicaid Consumer Hotline at (800) 324-8680.** Representatives are available 7 a.m. to 8 p.m. Monday through Friday and 8 a.m. to 5 p.m. on Saturday. They can provide interpreters and explain this notice.



**See the Ohio Medicaid Next Generation Health Plan Comparison Guide** at <https://www.ohiomh.com/> for a comprehensive guide to the benefits that all plans must offer as well as the unique value-added services available from each individual managed care plan.

#### To update your contact information:

Don't miss out on important information from Ohio Medicaid! Keep your contact information up to date by calling the Ohio Medicaid Consumer Hotline at 800-324-8680 or by accessing the Ohio Benefits Self-Service Portal at [ssp.benefits.ohio.gov](https://ssp.benefits.ohio.gov).

## Questions to consider when selecting a managed care plan:

A managed care plan is a private healthcare insurance company, which works with the Ohio Department of Medicaid to coordinate your care and provide services to help address your healthcare needs. Here are some questions to consider when choosing your managed care plan:

- Which plan works with all or most of your doctors?
- Which plan works with the hospitals you want to use?
- Which plan offers the extra services you need, such as access to nutritious foods, education, wellness programs, vision, or dental services?
- Will you have to pay money or co-pays for dental services, routine eye exams, eyeglasses, mental health, substance use disorder (SUD) benefits, or non-emergency services provided in a hospital emergency department?

To learn more about Ohio Medicaid's Next Generation managed care plans and what they have to offer, refer to the Ohio Medicaid Next Generation Health Plan Comparison located on [www.ohiomh.com](http://www.ohiomh.com).

You may have other questions or concerns that are important to you. You can contact Ohio Medicaid's Next Generation managed care plans using the information provided in the "To change your managed care plan" section of this letter. They can help you learn about the providers and extra services each plan offers. You also can use the Find a Provider tool at [www.ohiomh.com](http://www.ohiomh.com) to find out which plans your provider works with.

## Learn about Just Cause

If members have concerns about access to healthcare, they can request to change or disenroll from their plan at any time for Just Cause. Members can make a Just Cause request by contacting the Ohio Department of Medicaid through the Consumer Hotline at 1-800-324-8680 or reaching out to their managed care plan.

A Just Cause for enrollment is a request to change or disenroll from a plan outside of the annual open enrollment period or initial 90-day period after enrollment. These requests are initiated by calling the Medicaid Hotline at 1-800-324-8680 on Monday through Friday from 7 a.m.-8 p.m. and Saturday from 8 a.m.-5 p.m.

## Next steps after enrollment:

Your Next Generation managed care plan will send your new member ID card and a member handbook. Your plan will also give you access to their healthcare provider directory. You will get healthcare from doctors and hospitals that work with your plan.

If you have a medical appointment or scheduled service and your healthcare provider does not work with your plan, call your managed care plan or the Ohio Medicaid Consumer Hotline at 1-800-324-8680 right away.

**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.

50 W. Town Street, Suite 400  
Columbus, Ohio 43215

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