

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)

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

You currently receive healthcare paid for through Medicaid Fee-For-Service (FFS). You can receive services from any provider that accepts Ohio Medicaid. Receiving care through Medicaid FFS means that you are not in a managed care plan.

**On December 1, 2022, you will be automatically assigned to <AssignedManagedCarePlan> as part of Ohio Medicaid's Next Generation managed care program.** This managed care plan will provide a more personalized approach to support your healthcare needs. Ohio Medicaid members will not lose healthcare coverage or benefits due to this change. All members have the option to choose a plan.

Although you have been assigned a Next Generation managed care plan, you still have the option to and are encouraged to review the Ohio Medicaid plans available as part of our Next Generation program. You can select the one that best fits your healthcare needs as part of open enrollment which runs through November 30, 2022.



## Important dates to remember:

The 2022 official open enrollment period is from November 1 to November 30, 2022. However, you can choose a Next Generation plan immediately, and if you change your mind, you can change your plan through the end of November or at any time for just cause.

To make a just cause request, contact the Ohio Medicaid Consumer Hotline at (800) 324-8680.

## 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.

## 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, provide care management, 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 additional unemployment assistance, access to nutritious foods, education, wellness programs, vision, or dental services?
- Will you have to pay 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 see the providers each plan offers.

## Next steps after enrollment:

After the Next Generation plans launch, your managed care plan will send you your 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 your doctor does not work with your managed care plan, you can talk to your doctor about becoming part of the plan's network. If you have a medical appointment or scheduled service and your healthcare provider does not work with your plan, call your managed care plan right away.