

Ohio Medicaid Managed Care Member FAQs

Next Generation Ohio Medicaid Managed Care

When and how can I change my managed care plan?

You can change to the managed care plan that best fits your healthcare needs during annual open enrollment which runs from November 1- November 30. Any changes will go into effect on the first day of the month after your selection.

You can select a new plan by using the Ohio Medicaid Consumer Hotline Portal at www.ohiomh.com or by contacting the Ohio Medicaid Consumer Hotline at 800-324-8680.

What if I want to switch outside of the open enrollment period or 90-day period following my plan selection?

If you have concerns about your access to healthcare, you can request to change or disenroll from your current plan at any time for Just Cause.

A "Just Cause" is a request to change or disenroll from a plan outside of the annual open enrollment period or initial 90-day period after enrollment.

If you have any questions on what constitutes Just Cause or to make a Just Cause request, call the Medicaid Hotline at 800-324-8680.

Which managed care plans are available through Ohio Medicaid?

There are seven **managed care plans** available:

- [AmeriHealth Caritas Ohio, Inc.](#)
- [Anthem Blue Cross and Blue Shield](#)
- [Buckeye Community Health Plan](#)
- [CareSource Ohio, Inc.](#)
- [Humana Healthy Horizons in Ohio](#)
- [Molina Healthcare of Ohio, Inc.](#)
- [UnitedHealthcare Community Plan of Ohio, Inc.](#)

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Who should I contact if I have a question about my benefits or accessing benefits?

You should contact your managed care plan for more information about your benefits. Contact information is available on the back of your managed care plan ID card and on each managed care website:

- [AmeriHealth Caritas Ohio, Inc.](#)
- [Anthem Blue Cross and Blue Shield](#)
- [Buckeye Community Health Plan](#)
- [CareSource Ohio, Inc.](#)
- [Humana Healthy Horizons in Ohio](#)
- [Molina Healthcare of Ohio, Inc.](#)
- [UnitedHealthcare Community Plan of Ohio, Inc.](#)

You can also contact the Ohio Medicaid Consumer Hotline at 800-324-8680.

What member ID card should I be using?

You should use your managed care plan ID card.

If you have questions about what member ID card you should be using, please contact the Ohio Medicaid Consumer Hotline at 800-324-8680.

I do not have my new ID card. Who do I contact?

If you need a new card, you should contact your managed care plan to learn more about how to print your card or access an electronic version. Relevant contact information can be found on their plan's website or on the back of their current member ID card:

- [AmeriHealth Caritas Ohio, Inc.](#)
- [Anthem Blue Cross and Blue Shield](#)
- [Buckeye Community Health Plan](#)
- [CareSource Ohio, Inc.](#)
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What is the “Next Generation of Ohio Medicaid?”

In early 2019, Ohio Governor Mike DeWine called on Ohio Medicaid to ensure Ohioans get the best value in providing quality care.

In response, we conducted a series of listening sessions to hear from you and providers across Ohio. We also gathered input through email, phone calls, and mail. We received more than 1,000 comments including many suggestions for improving the current program.

To learn more about the Next Generation of Ohio Medicaid, visit our website at managedcare.medicaid.ohio.gov. You can also email us with questions at ODMNextGen@medicaid.ohio.gov.

What benefits are available through the managed care program?

Ohio Medicaid’s managed care program expands your benefits to help address your unique healthcare needs. This includes enhanced transportation services to and from appointments, a dedicated 24/7 mental health hotline, improved care management services, support for pregnant members and newborns, and more.

To learn more about these benefits, please review the Ohio Medicaid Managed Care Plan Comparison, available on the [Ohio Medicaid Consumer Hotline website](#).

Do the Next Generation plans impact my pharmacy benefits?

Ohio Medicaid’s single pharmacy benefit manager (SPBM), Gainwell Technologies, will continue to provide pharmacy benefits for you.

For questions about the SPBM, pharmacy benefits, or prescriptions, please visit [Gainwell’s Ohio Medicaid webpage](#) or call the Gainwell Customer Support Center at 833-491-0344.

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How do the managed care plans impact OhioRISE members?

You will continue to receive behavioral health benefits through Aetna, the OhioRISE plan, and physical health services through the managed care plans or fee-for-service Medicaid.

When is the Ohio Medicaid Consumer Hotline available?

Contact the Ohio Medicaid Consumer Hotline at 800-324-8680. Representatives are available 7 a.m.-8 p.m. Monday-Friday and Saturdays 8 a.m.-5 p.m.