



# Ohio Medicaid Managed Care Member FAQs (1 of 3)

Next Generation Ohio Medicaid Managed Care

## When and how can I change my managed care plan?

You can change to a managed care plan that best fits your healthcare needs during annual open enrollment - running November 1- 30. But you don't have to wait - you can select a new plan now! If you decide to switch, coverage will begin the first day of the month after your selection. So, if you choose a new plan in August, coverage begins September 1.

To review options and select a new plan use the Ohio Medicaid Consumer Hotline Portal at [www.ohiomh.com](http://www.ohiomh.com) or call the Ohio Medicaid Consumer Hotline at 800-324-8680 ([TTY 711](tel: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 ([TTY 711](tel:800-324-8680)).

## Which managed care plans are available through Ohio Medicaid?

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

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



# Ohio Medicaid Managed Care Member FAQs (2 of 3)

Next Generation Ohio Medicaid Managed Care

## What benefits are available through the managed care program?

Ohio Medicaid's managed care program offers coverage 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](#).

## Who should I contact if I have a question about my benefits, my ID card, or accessing benefits?

Reach out to your managed care plan for information about your benefits. Contact information is available on the back of your managed care ID card and on each managed care website:

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

You can also contact the Ohio Medicaid Consumer Hotline at 800-324-8680 ([TTY 711](#)).

## When is the Ohio Medicaid Consumer Hotline available?

Contact the Ohio Medicaid Consumer Hotline at 800-324-8680 ([TTY 711](#)).

Representatives are available 7 a.m.-8 p.m. Monday-Friday and Saturdays 8 a.m.-5 p.m. Eastern time.



# Ohio Medicaid Managed Care Member FAQs (3 of 3)

## Next Generation Ohio Medicaid Managed Care

### 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 healthcare.

In response, Ohio Medicaid 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, visit the [Next Generation of Ohio Medicaid 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.

### 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.