



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>,

**The Ohio Department of Medicaid is pleased to notify you that you have the option to enroll in a managed care plan as part of Ohio Medicaid's managed care program to receive your Medicaid benefits.**

**On February 1, 2023, Ohio Medicaid's managed care program changed for the better!** We launched Ohio Medicaid's Next Generation managed care plans and introduced a more personalized approach to support your healthcare needs.

Our records show that you currently receive waiver services. **If you would like, you can choose to enroll in a Next Generation managed care plan listed in the table below now or any time in the future.** Any changes will be made effective on the first day of the month following your selection. **Whether you choose to enroll in managed care plan or not, your waiver services will not change.** Your waiver services will continue to be coordinated as they currently are today.

If you select a managed care plan, you can change your selected plan at any point within the first three months after that new plan becomes effective. You can also request to change your managed care 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

### Important dates to remember:

Every year from November 1-30, Medicaid conducts its annual open enrollment. However, you can choose a Next Generation plan immediately. You can also change your plan at any time for Just Cause.

### To enroll in a 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** 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.

### What happens next?

**If you choose to enroll in a managed care plan,** your plan will send your member ID card and instructions on how to access other important information. You will get healthcare from doctors and hospitals that work with your plan.

**If you do not choose to enroll in a managed care plan,** you will continue to use your Medicaid card to get healthcare from doctors and hospitals that accept Ohio Medicaid. If you decide later you want to enroll in managed care, you can call the Ohio Medicaid Consumer Hotline at (800) 324-8680.

### 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 that works with 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 co-pays for dental services, routine eye exams, eyeglasses, mental health, substance use disorder 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 managed care plan table 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 current 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.