

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

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<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 December 1, 2022, Ohio Medicaid’s managed care program will change for the better!** We’re introducing Ohio Medicaid’s Next Generation managed care plans to provide a more personalized approach to support your healthcare needs. Ohio Medicaid members will not lose healthcare coverage or benefits due to this change.

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. Whether you choose to enroll in managed care or not, your waiver services will not change.** Your waiver services will continue to be coordinated as they currently are today.

| Managed Care Plan | Plan Website         | Plan Phone Number |
|-------------------|----------------------|-------------------|
| <ProviderName>    | <ProviderWebAddress> | <PrvSvcPhNo>      |
| <ProviderName>    | <ProviderWebAddress> | <PrvSvcPhNo>      |
| <ProviderName>    | <ProviderWebAddress> | <PrvSvcPhNo>      |
| <ProviderName>    | <ProviderWebAddress> | <PrvSvcPhNo>      |
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**All of Ohio Medicaid’s next generation managed care plans provide excellent health coverage, including services 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:

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, please contact the Ohio Medicaid Consumer Hotline at (800) 324-8680.

### 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.

### 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.

### 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.