



# Just the Fax

A fax bulletin for Molina Healthcare of Ohio, Inc. providers • February 2008 • Issue 7

## Anthem is terminating its Covered Families & Children contract in Ohio effective March 31, 2008

As a respected partner in Molina Healthcare of Ohio's provider network, this correspondence is to assist you with important questions you may have during this time of transition. Molina is proud to be your trusted resource to make the coming weeks as smooth as possible

The Ohio Department of Job and Family Services issued a notice January 25, 2008 that Anthem Blue Cross Blue Shield Partnership Plan has made the decision to not renew its Covered Families and Children (CFC) Medicaid Contract in the State of Ohio. The CFC contract will terminate on March 31, 2008. Members residing in the Central, Northeast and Northwest managed care regions will be required to select a new Managed Care Plan.

To ensure a smooth transition of Anthem members to new health plans, the Bureau of Managed Health Care (BMHC) will be sending notices to all affected consumers in accordance with the following timeline:

Central Region (Over 39,000 members will transition)

Date initial ODJFS notification letter to be sent – 2/11/08

Date Medicaid Managed Care Enrollment Center reminder letter to be sent – 2/25/08

New Managed Care Plan coverage effective date – 4/1/08

Members must call the Medicaid Managed Care Enrollment Center (MCEC) at 1-800-605-3040 (TDD/TTY 1-800-292-3572) to make an affirmative choice of a new Managed Care Plan by 2/25/08. MCEC Enrollment Specialists are available Monday through Friday 8 am to 8 pm. If a choice is not made, ODJFS will automatically assign them to the Managed Care Plan that has the best overlap of the member's historic relationships with primary care providers. Should your patients have any questions regarding this transition, please direct them to contact the MCEC or Molina Member Services at the number listed below.

Given the short time frame, Molina is available to assist you and your patients with any questions you may have. The following are important numbers for your reference:

Molina Provider Services – 1-800-642-4168, prompt 1

Molina Member Services – 1-800-642-4168, prompt 2

Provider Relations Representatives\* by County

Abe Aziz	614-458-8303	Franklin
Brenda Tucker	614-284-5196	
Karen Argabrite	614-264-1653	Marion
Taffie Abrams	740-644-8580	Fairfield, Hocking, Licking, Perry
Kim Dokes	614-557-3044	Crawford, Delaware, Knox, Logan, Madison, Morrow, Union
Jeremy Sampson	614-205-4802	Fayette, Pickaway, Pike, Ross, Scioto

*\*Each Representative is teamed with an Ohio Department of Insurance licensed Community Outreach Representative who can speak to members about the Anthem transition and how Molina can assist them.*

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What is Molina doing to help?

- Molina will make welcome calls to all former Anthem members to confirm they were assigned to the correct PCP and to assist with any questions they may have regarding their new Molina coverage.
- Molina is working with ODJFS in an effort to obtain medical and pharmacy prior authorization information on file with Anthem prior to the coverage termination date. We will be sending an additional announcement as more details become available.

How can you help your patients?

- If you have any existing Anthem Medicaid patients, encourage them to select a Managed Care Plan by contacting the MCEC by 2/25/008.
- Contact your Provider Relations Representative (listed above) if you would like to open your panel or increase your capacity to accept additional Molina members to ensure all of your existing Anthem patients are appropriately assigned to you.

Molina understands your concerns.

Molina would like to take this opportunity to let you know our commitment to providing access to quality health care in the Ohio market is steadfast and solid. Unlike other health plans that have multiple lines of business, Molina focuses exclusively on serving the needs of individuals that access their healthcare through government programs.

Thank you for partnering with Molina to provide quality healthcare services to patients. We are committed to working with you and your staff during this transition to ensure continuity of care for your patients.