

Molina Healthcare Dual Options MyCare Ohio Medicare **Passive Enrollment FAQs**

Q. When will MyCare Ohio members be passively enrolled for their Medicare benefits?

A. Medicare Passive Enrollment will be effective Jan. 1, 2015.

Q. What are the benefits of having one plan for both Medicare and Medicaid from Molina Healthcare?

- A. The benefits of receiving Medicare and Medicaid from Molina Dual Options MyCare Ohio include:
- One member ID card
 - One point-of-contact, the member's Care Manager, to help you coordinate all of the member's health needs
 - One customer service line to answer your staff's questions about the coordinated Molina Dual Options program
 - Providers will only need to submit a single claim and it will be processed automatically under both the Medicare benefit and the Medicaid benefit. No coordination of benefits required; we will do this for you!
 - 24-Hour Nurse Advice Line and Behavioral Health Crisis Line
 - 24-hour access to a Care Manager

Q. Into which managed care plan will the member be passively enrolled? Can the member have one managed care plan for his or her Medicaid and another for his or her Medicare?

A. A member will be passively enrolled into the same plan that currently manages the Medicaid portion of the member's benefits. A member cannot be enrolled in two different MyCare managed care plans (i.e. member cannot have their Medicare managed by one MyCare plan and their Medicaid by another MyCare plan).

Q. Can a member still keep his or her current Medicare benefits and only use the managed care plan for his or her Medicaid benefits?

A. Yes, members can keep their Medicare benefits with their current carrier, which may be fee-for-service Medicare or a Medicare Advantage plan. If a member wishes to only use the MyCare plan for his or her Medicaid benefit plan, he or she must opt-out of the MyCare Medicare benefit plan by contacting the Ohio Medicaid Consumer Hotline at (800) 324-8680 or online at www.ohiomh.com.

If the member has questions about Medicare, he or she can call (800) 633-4277 24 hours a day, seven days a week, or visit www.medicare.gov.

Q. How will members be notified about passive enrollment?

A. The Ohio Department of Medicaid will mail letters to all dual eligible members who reside in a MyCare demonstration county to notify them of the change. The letter will inform the member that his or her Medicare benefit will be changing effective Jan. 1, 2015.

Q. How often can a member change plans?

A. Members enrolled in MyCare Ohio can change their Medicaid plans for the first three months after initial enrollment, and during open enrollment, which will be once a year. Ohio Medicaid sends a notice to members of open enrollment once a year. Members may choose to opt-in or opt-out for their Medicare on a monthly basis. Please be sure to check eligibility monthly.

Q. Will the MyCare Ohio benefits be different than traditional Medicare?

A. No, Molina Dual Options members receive, at a minimum, the same benefits as traditional Medicare Part A, Part B and Part D. In 2015, Molina Dual Options will offer additional value added benefits including supplemental transportation, over-the-counter allowance and \$0 copay on generic drugs.

Molina Healthcare's prior authorization policies may be different from fee-for-service Medicare or Medicaid or any other prior insurance carrier held by the member. Providers should review these prior authorization rules before providing services to Molina Dual Options members.

Q. Where can I find prior authorization information for Molina Healthcare?

A. All prior authorization information can be found under the forms section of the Molina Healthcare provider website at www.MolinaHealthcare.com.

Molina provides a service request form with a detailed list of services that require a prior authorization. Also available is a searchable codified prior authorization list and a separate list for behavioral health services.

Q. How will providers know in which Medicare plan the patient is enrolled and when the patient has made a plan change?

A. Ohio's Medicaid Information Technology System (MITS) portal will continue to provide Medicare Plan information as provided by CMS; no changes have been made to this process. MyCare Ohio enrollment will be newly available on the MITS portal, documenting the individual's MyCare Ohio plan and the dual benefits or Medicaid only enrollment information.