

Welcome to Ohio Medicaid's Next Generation MyCare Ohio program.

Here at the Ohio Department of Medicaid, we want to make sure you have access to the healthcare you need. In an effort to provide the most comprehensive service, we listened to you – our members, the healthcare, mental, and behavioral health professionals who serve you, and community leaders across the state.

**Your feedback helped us make improvements for Ohio Medicaid's managed care.
I want to let you know about some of the enhancements being made to better serve you:**

- Focusing on the individual
- Supporting providers in continuously improving care
- Improving individual and population wellness and health outcomes
- Improving care for individuals with complex needs to promote independence in the community
- Creating a personalized care experience
- Increasing program transparency and accountability

We've made changes to support providers as well.

We've provided a full list of improvements and their descriptions below. There are also other programs designed to help you and your family that we want to make sure you know about.

Your Medicaid MyCare Ohio managed care program includes:



Individualized Coordination and Care Management: You have access to a health navigator who can help you find the services specific to your needs, including services to manage chronic illnesses and navigate life-changing events such as pregnancy.



24/7 Medical Advice Line: Sometimes you have questions or concerns and want advice before scheduling an appointment or traveling to the nearest emergency room or need medical care outside of normal business hours. Call your managed care plan's 24/7 medical advice line anytime you have a medical question or need help.



Telehealth Services: To ensure you can receive care even when you can't make it to the doctor's office, telehealth appointments are available for particular healthcare needs.



Enhanced Support for Member Transportation: You can expect your managed care plan to provide improved scheduling, access to services, and additional trips to appointments and pharmacies including ambulance, wheelchair van, and other emergency transportation and county nonemergency transportation.



Increased Accessibility: If English is not your primary language or you are hard of hearing, your plan has a toll-free number and telephone services available to make sure you can easily get the information and services you need. Your plan also has dedicated staff to help members who need sign language, oral interpretation, and auxiliary aids and services.



Focus on Preventive Care and Wellness: Prevention and wellness is the key to your health. Through a number of incentives, you have an opportunity to receive rewards for wellness visits, vaccinations, and preventative care screenings for illnesses including diabetes.

Molina MyCare Ohio Medicaid is Your Main Point of Contact

Contact **Molina MyCare Ohio Medicaid** Member Services if you need help or have questions by calling (855) 687-7862 (TTY: 711) Monday to Friday, 8 a.m. to 8 p.m., local time. They can help you get a replacement ID card or change your primary care provider. **Molina MyCare Ohio Medicaid** can help you get member materials like the Member Handbook and Provider Directory. Member materials are available in different languages and formats, including large print and Braille.

Be in the Know

Don't miss out on important information from Ohio Medicaid. Update your contact information 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.

Additionally, to keep up to date on Medicaid programs, news, and policies, sign up for the Ohio Medicaid Member News, a monthly newsletter for families and individuals at medicaid.ohio.gov/home/govdelivery-subscribe.

Once again, welcome to Ohio Medicaid's MyCare Ohio managed care program. We look forward to serving you better.

Scott Partika, Director
Ohio Department of Medicaid

Molina MyCare Ohio Medicaid is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 687-7862, TTY: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.