

# OHIO MANAGED MEDICAID - CONSOLIDATED PLAN RESOURCE GUIDE

Managed Care Plan:	Buckeye	CareSource	Molina	Paramount Advantage	UnitedHealthcare
<b>Mailing Address</b>	4349 Easton Way, Suite 300, Columbus Ohio 43219	P.O. Box 8738 Dayton OH 45401	3000 Corporate Exchange Drive, Columbus, OH 43231	P.O. Box 928 Toledo, Ohio 43697-0928	UnitedHealthcare Community Plan 5900 Parkwood Place Dublin, OH 43016
<b>Public Website</b>	<a href="https://www.buckeyehealthplan.com/">https://www.buckeyehealthplan.com/</a>	<a href="http://www.caresource.com">www.caresource.com</a>	<a href="http://www.molinahealthcare.com">http://www.molinahealthcare.com</a>	<a href="http://www.paramounthealthcare.com/AdvantageMedicaid">www.paramounthealthcare.com/AdvantageMedicaid</a>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan.html">http://www.uhccommunityplan.com/oh/medicaid/community-plan.html</a>
<b>Support</b>					
<b>Ohio CPC Specific Questions</b>	Timicia Swallen: 1-866-246-4356 ext 24532; tswallen@centene.com	Robert Metzler: 937.224.3300 ext. 74141; robert.metzler@caresource.com	Ann Fitzsimons: 1-888-562-5422 ext. 211417; Ann.Fitzsimons@MolinaHealthcare.com	Chris Santoro : 419-887-2899 Christopher.Santoro@ProMedica.org	Christy Richards, 216-420-9422 christy_a_richards@uhc.com
<b>General Questions</b>	Provider Services: 866-246-4358	Provider Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)	Provider Services: 1-855-322-4079	Provider Relations Department: 800-891-2542 paramount.providerrelations@promedica.org	Provider Services: 877-842-3210
<b>Support Questions</b>	Provider Services: 866-246-4358	Provider Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)	Provider Services: 1-855-322-4079	Provider Inquiry Department: 888-891-2564 paramount.providerinquiry@promedica.org	Provider Services: 877-842-3210
<b>Member Questions</b>	Member Services at (866) 246-4358 or TTY (800) 750-0750). Or <a href="https://www.buckeyehealthplan.com/members/medicaid/resources/handbooks-forms.html">https://www.buckeyehealthplan.com/members/medicaid/resources/handbooks-forms.html</a>	Member Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)	Member Services: 1-800-642-4168 (TTY: 1-800-750-0750 or 711)	Member Services Department: 800-462-3589 TTY 888-740-5670 paramount.memberservices@promedica.org	Member Services 800-895-2017 / TTY: 711
<b>Care Management Questions</b>	Main Switchboard: 1-866-246-4356	Care Management: <a href="https://www.caresource.com/providers/ohio/caresource-mycare-ohio/patient-care/care-management/">https://www.caresource.com/providers/ohio/caresource-mycare-ohio/patient-care/care-management/</a>	Molina Care Management: 1-800-642-4168 <a href="http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/Pages/casemngt.aspx">http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/Pages/casemngt.aspx</a>	Care Management: paramount.cm@promedica.org <a href="http://www.paramountadvantage.org/general-benefits/case-management/">http://www.paramountadvantage.org/general-benefits/case-management/</a>	800-895-2017 / TTY: 711
<b>Website Information</b>					
<b>Home Page</b>	<a href="https://www.buckeyehealthplan.com/">https://www.buckeyehealthplan.com/</a>	<a href="http://www.caresource.com">www.caresource.com</a>	<a href="http://www.molinahealthcare.com">http://www.molinahealthcare.com</a>	<a href="http://www.paramountadvantage.org/">http://www.paramountadvantage.org/</a>	<a href="http://www.uhccommunityplan.com/oh.html">http://www.uhccommunityplan.com/oh.html</a>
<b>Benefits and Programs</b>	<a href="https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html">https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html</a>	<a href="https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/">https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/</a>	<a href="http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx">http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx</a>	<a href="http://www.paramountadvantage.org/general-benefits/">http://www.paramountadvantage.org/general-benefits/</a>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan.html">http://www.uhccommunityplan.com/oh/medicaid/community-plan.html</a>
<b>Case Management</b>	<a href="https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html">https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html</a>	<a href="https://www.caresource.com/providers/ohio/caresource-mycare-ohio/patient-care/care-management/">https://www.caresource.com/providers/ohio/caresource-mycare-ohio/patient-care/care-management/</a>	<a href="http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/Pages/casemngt.aspx">http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/Pages/casemngt.aspx</a>	<a href="http://www.paramountadvantage.org/general-benefits/case-management/">http://www.paramountadvantage.org/general-benefits/case-management/</a>	<a href="http://www.uhccommunityplan.com/oh.html">http://www.uhccommunityplan.com/oh.html</a>
<b>Chronic Disease Management</b>	<a href="https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html">https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html</a>	<a href="https://www.caresource.com/providers/ohio/ohio-providers/patient-care/care-disease-management/">https://www.caresource.com/providers/ohio/ohio-providers/patient-care/care-disease-management/</a>	<a href="http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/dm/Pages/dm.aspx">http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/dm/Pages/dm.aspx</a>	<a href="http://www.paramountadvantage.org/general-benefits/chronic-illness/">http://www.paramountadvantage.org/general-benefits/chronic-illness/</a>	<a href="http://www.uhccommunityplan.com/oh.html">http://www.uhccommunityplan.com/oh.html</a>
<b>Provider Directory</b>	<a href="https://www.buckeyehealthplan.com/find-a-doctor.html">https://www.buckeyehealthplan.com/find-a-doctor.html</a>	<a href="https://findadoctor.caresource.com/">https://findadoctor.caresource.com/</a>	<a href="https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&amp;memstate=oh&amp;State=oh&amp;Coverage=medicaid">https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&amp;memstate=oh&amp;State=oh&amp;Coverage=medicaid</a>	<a href="https://www.myparamount.org/provider-search/?ProductLineID=20">https://www.myparamount.org/provider-search/?ProductLineID=20</a>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#find-a-provider">http://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#find-a-provider</a>
<b>Transportation Assistance Call</b>	1-866-531-0615 OR 1-866-246-4358 (TDD/TTY: 1-800-750-0750)	800-488-0134 (TTY : 1-800-750-0750 or 711)	1-866-642-9279 (TTY: 711)	1-866-687-9817 TTY 1-800-750-0750	(800)895-2017
<b>Program website</b>	<a href="https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html">https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html</a>	<a href="https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/additional-services/">https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/additional-services/</a>	<a href="http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx">http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx</a>	<a href="http://www.paramountadvantage.org/general-benefits/transportation-assistance/">http://www.paramountadvantage.org/general-benefits/transportation-assistance/</a>	<a href="http://www.uhccommunityplan.com/oh.html">http://www.uhccommunityplan.com/oh.html</a>
<b>Program Brochure</b>			<a href="http://www.molinahealthcare.com/members/oh/en-US/PDF/Medicaid/benefits-at-a-glance.pdf">http://www.molinahealthcare.com/members/oh/en-US/PDF/Medicaid/benefits-at-a-glance.pdf</a>	<a href="http://www.paramounthealthcare.com/documents/advantage/tr-transportation-Brochure.pdf">http://www.paramounthealthcare.com/documents/advantage/tr-transportation-Brochure.pdf</a>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan.html">http://www.uhccommunityplan.com/oh/medicaid/community-plan.html</a>
<b>Transportation Information</b>	<b>West and NW Regions:</b> Buckeye provides round trip coverage for covered services 30+ miles away. In addition, Buckeye offers up to 15 round-trip visits (30 one-way trips) per member per 12- month period to covered healthcare/dental appointments, WIC appointments, and redetermination appointments with your CDJFS caseworker.  <b>Central/Southeast Regions:</b> Buckeye provides round trip coverage for covered services 30+ miles away. In addition, Buckeye offers up to 30 round-trip visits (60 one-way trips) per member per 12- month period to covered healthcare/dental appointments, WIC appointments, redetermination appointments with your CDJFS caseworker, as well as pharmacies following a doctor appointment.	Transportation Assistance: If you must travel 30 miles or more from your home to get covered health care services, CareSource will provide transportation to and from the provider's office. Additionally, each CareSource member can ask for 15 free rides (30 one-way trips) per calendar year for trips less than 30 miles.	Transportation: Molina providers 30 one-way trips for covered medically necessary services (ie: medical, dental, WIC and Medicaid renewal appointments) each calendar year. Additionally, Molina covers trips where members must travel more than 30 miles to a participating provider. Molina provides unlimited trips for dialysis, chemotherapy, radiation therapy and wheelchair vans.	Paramount provides their Advantage members 30 one way trips per calendar year. Every Advantage member may choose cab/Lyft /public transit /mileage reimbursement to utilize their 30 one-way trips to Medicaid approved medical appointments as well as WIC, Pharmacy, Vision, Dental, Prenatal/ Postpartum – Centering - NICU Visitation, Medicaid – Social Security – Waiver Redetermination, Mental Health – Counseling - Addiction, Health & Condition Educational Classes, Food Bank (call Member Services).  Advantage provides all necessary transportation for high-risk pregnancies, dialysis, chemotherapy/ radiation therapy, organ transplant, urgent care, hospital discharge, wheelchair vans, and those members that must travel 30 miles or more to the closest, most appropriate medical provider.	UHCPC provides 30 one-way trips per calendar year for covered medically necessary services (ie: medical, dental, vision, WIC and Medicaid renewal appointments) each calendar year. Additionally, UHCPC covers trips where members must travel more than 30 miles where a closer provider is not available as-well as trips by ambulance and paratit. UHCPC requires a 2 day advance notification requirement, unless facility discharge or transfer. UHCPC is contracted with Lyft for on-demand transportation needs, and offers a post authorization process for ambulance only trips.
<b>Women and Children's Health Program</b>	<a href="https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html">https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html</a>	<a href="https://www.caresource.com/healthy-living/healthy-family/healthy-pregnancy/">https://www.caresource.com/healthy-living/healthy-family/healthy-pregnancy/</a>	<a href="http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/services/Pages/womencares.aspx">http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/services/Pages/womencares.aspx</a>	<a href="http://www.paramountadvantage.org/general-benefits/ptc/">http://www.paramountadvantage.org/general-benefits/ptc/</a>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan.html">http://www.uhccommunityplan.com/oh/medicaid/community-plan.html</a>
<b>24 Hour Nurseline</b>	<a href="https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html">https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html</a>	<a href="https://www.caresource.com/members/ohio/ohio-medicaid/contact-us/">https://www.caresource.com/members/ohio/ohio-medicaid/contact-us/</a>	Molina 24-Hour Nurse Advice Line 1-888-275-8750 (English) 1-866-648-6537 (Spanish) 711 (TTY) A nurse is available 24 hours a day, 7 days a week. <a href="http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx">http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx</a>	1-800-234-8773	800-542-8630 / TTY 800-855-2880
<b>Community Resources</b>	<a href="https://www.buckeyehealthplan.com/members/medicaid/resources/helpful-links/caregiver-resources.html">https://www.buckeyehealthplan.com/members/medicaid/resources/helpful-links/caregiver-resources.html</a>	<a href="https://www.caresource.com/connect/community-resource-guide/">https://www.caresource.com/connect/community-resource-guide/</a>	<a href="http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/resources/Pages/commres.aspx">http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/resources/Pages/commres.aspx</a>	<a href="http://www.paramountadvantage.org/general-benefits/community-resources-guide/">http://www.paramountadvantage.org/general-benefits/community-resources-guide/</a>	<a href="http://www.uhccommunityplan.com/community-partners.html">http://www.uhccommunityplan.com/community-partners.html</a>
<b>Prescription Information</b>	<a href="https://www.buckeyehealthplan.com/providers/pharmacy.html">https://www.buckeyehealthplan.com/providers/pharmacy.html</a>	<a href="https://www.caresource.com/members/ohio/marketplace/my-pharmacy/">https://www.caresource.com/members/ohio/marketplace/my-pharmacy/</a>	<a href="https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&amp;memstate=oh&amp;State=oh&amp;Coverage=medicaid#">https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&amp;memstate=oh&amp;State=oh&amp;Coverage=medicaid#</a>	<a href="http://www.paramountadvantage.org/general-benefits/prescriptions/">http://www.paramountadvantage.org/general-benefits/prescriptions/</a>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#view-drug">http://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#view-drug</a>
<b>Member/Provider Portal (note: login required)</b>					
<b>Home Page</b>	<a href="https://www.buckeyehealthplan.com/providers/login.html">https://www.buckeyehealthplan.com/providers/login.html</a>	<a href="https://www.caresource.com/providers/ohio/ohio-providers/plan-resources/provider-portal/">https://www.caresource.com/providers/ohio/ohio-providers/plan-resources/provider-portal/</a>	<a href="https://provider.molinahealthcare.com/Provider/Login">https://provider.molinahealthcare.com/Provider/Login</a>	<a href="http://www.myparamount.org">www.myparamount.org</a>	<a href="https://provider.linkhealth.com">https://provider.linkhealth.com</a>
<b>Portal Access for Care Navigator</b>	Member rosters, care management info e.g. assessments and care plans, authorizations, claims, Hospital Inpatient, ER and outpatient utilization, provider directory, benefits, ID Cards, frequently asked questions, secure messages and many other topics.	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.	Member rosters, care management info (member care plans, member claims history), benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.