

OHIO MANAGED MEDICAID - CONSOLIDATED PLAN RESOURCE GUIDE

| Managed Care Plan: | Buckeye | CareSource | Molina | Paramount Advantage | UnitedHealthcare |
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| Mailing Address | 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 |
| Public Website | https://www.buckeyehealthplan.com/ | www.caresource.com | http://www.molinahealthcare.com | www.paramounthealthcare.com/AdvantageMedicaid | http://www.uhcommunityplan.com/oh/medicaid/community-plan.html |
| Support | | | | | |
| Ohio CPC Specific Questions | 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 |
| General Questions | 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 |
| Support Questions | 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 |
| Member Questions | Member Services at (866) 246-4358 or TTY (800) 750-0750. Or https://www.buckeyehealthplan.com/members/medicaid/resources/handbooks-forms.html | 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 |
| Care Management Questions | Main Switchboard: 1-866-246-4356 | Care Management: https://www.caresource.com/providers/ohio/caresource-mycare-ohio/patient-care/care-management/ | Molina Care Management: 1-800-642-4168 http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/Pages/casemngt.aspx | Care Management: paramount.cm@promedica.org http://www.paramountadvantage.org/general-benefits/case-management/ | 800-895-2017 / TTY: 711 |
| Website Information | | | | | |
| Home Page | https://www.buckeyehealthplan.com/ | www.caresource.com | http://www.molinahealthcare.com | http://www.paramountadvantage.org/ | http://www.uhcommunityplan.com/oh.html |
| Benefits and Programs | https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html | https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/ | http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx | http://www.paramountadvantage.org/general-benefits/ | http://www.uhcommunityplan.com/oh/medicaid/community-plan.html |
| Case Management | https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html | https://www.caresource.com/providers/ohio/caresource-mycare-ohio/patient-care/care-management/ | http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/Pages/casemngt.aspx | http://www.paramountadvantage.org/general-benefits/case-management/ | http://www.uhcommunityplan.com/oh.html |
| Chronic Disease Management | https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html | https://www.caresource.com/providers/ohio/ohio-providers/patient-care/care-disease-management/ | http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/dm/Pages/dm.aspx | http://www.paramountadvantage.org/general-benefits/chronic-illness/ | http://www.uhcommunityplan.com/oh.html |
| Provider Directory | https://www.buckeyehealthplan.com/find-a-doctor.html | https://findadoctor.caresource.com/? | https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&memstate=oh&State=oh&Coverage=medicaid | https://www.myparamount.org/provider-search/?ProductLineID=20 | http://www.uhcommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#find-a-provider |
| Transportation Assistance Call | 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) | 1-866-837-9817 TTY 1-800-750-0750 | (800)895-2017 |
| Program website | https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html | https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/additional-services/ | http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx | http://www.paramountadvantage.org/general-benefits/transportation-assistance/ | http://www.uhcommunityplan.com/oh.html |
| Program Brochure | | | http://www.molinahealthcare.com/members/oh/en-US/PDF/Medicaid/benefits-at-a-glance.pdf | http://www.paramounthealthcare.com/documents/advantage/tr-transportation-Brochure.pdf | http://www.uhcommunityplan.com/oh/medicaid/community-plan.html |
| Transportation Information | West and NW Regions: 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. Central/Southeast Regions: 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. | UHCCP providers 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, UHCCP 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. UHCCP requires a 2 day advance notification requirement, unless facility discharge or transfer. UHCCP is contracted with Lyft for on-demand transportation needs, and offers a post authorization process for ambulance only trips. |
| Women and Children's Health Program | https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html | https://www.caresource.com/healthy-living/healthy-family/healthy-pregnancy/ | http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/services/Pages/womencare.aspx | http://www.paramountadvantage.org/general-benefits/ptc/benefits/community-resources/guide/ | http://www.uhcommunityplan.com/oh/medicaid/community-plan.html |
| 24 Hour Nurseline | https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html | https://www.caresource.com/members/ohio/ohio-medicaid/contact-us/ | 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. http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx | 1-800-234-8773 | 800-542-8630 / TTY 800-855-2880 |
| Community Resources | https://www.buckeyehealthplan.com/members/medicaid/resources/helpful-links/caregiver-resources.html | https://www.caresource.com/connect/community-resource-guide/ | http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/resources/Pages/commres.aspx | http://www.paramountadvantage.org/general-benefits/community-resources/guide/ | http://www.uhcommunityplan.com/community-partners.html |
| Prescription Information | https://www.buckeyehealthplan.com/providers/pharmacy.html | https://www.caresource.com/members/ohio/marketplace/my-pharmacy/ | https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&memstate=oh&State=oh&Coverage=medicaid | http://www.paramountadvantage.org/general-benefits/prescriptions/ | http://www.uhcommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#view-drug |
| Member/Provider Portal (note: login required) | | | | | |
| Home Page | https://www.buckeyehealthplan.com/providers/login.html | https://www.caresource.com/providers/ohio/ohio-providers/plan-resources/provider-portal/ | https://provider.molinahealthcare.com/Provider/Login | www.myparamount.org | https://provider.linkhealth.com |
| Portal Access for Care Navigator | 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. |