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**Next Generation MyCare Program: Phase 2***Information for MyCare Ohio providers*

On April 1, 2026, the Ohio Department of Medicaid (ODM) is expanding its roll out of the Next Generation MyCare program. Phase 2 begins with Sandusky, Erie, Henry, Williams, Defiance, Paulding, Fayette, Fairfield, Licking and Ashtabula counties.

There are several new processes and program updates that will impact our MyCare Ohio providers. Providers are encouraged to view the following:

- **ODM Newsletters:** Subscribe to the ODM newsletters at [medicaid.ohio.gov](https://www.medicaid.ohio.gov), by selecting Subscribe to Medicaid News at the bottom of the page.
- **ODM MyCare Ohio Provider Page:** Monitor the ODM MyCare Ohio provider page at [medicaid.ohio.gov](https://www.medicaid.ohio.gov) by selecting Programs & Initiatives under Resources for Providers, then MyCare Ohio.
- **Molina Provider Bulletin:** Molina providers are strongly encouraged to [sign up](#) to receive the Molina Healthcare of Ohio, Inc. Provider Bulletin via email, in order to receive timely updates on Molina processes or policy changes. Sign up on the Provider Bulletin page, located under the Communication tab at [MolinaHealthcare.com/providers/oh](https://MolinaHealthcare.com/providers/oh). An archive of Provider Bulletins is also available on the Provider Bulletin page.

In preparation for the launch of the Next Generation MyCare Ohio program Phase 2:

- **Provider Manual:** Molina has posted the [Next Generation Molina MyCare Ohio Provider Manual](#) under the Manual tab on the Provider Website.
- **Provider Training:** Join our [You Matter to Molina: Managed Long-Term Services and Support \(MLTSS\) on Thursday, April 16, 10:00 a.m. to 11:00 a.m.](#)
  - Additional trainings such as the Provider Orientation (General), Nursing Facilities Orientation, Behavioral Health Orientation, Claims and Billing Orientation, and much more are available on our You Matter to Molina page.

**ODM Training Events: Dates and Times***Information for MyCare Ohio providers*

ODM is hosting a series of webinars to share information about the Next Generation MyCare Ohio program, including what it means to providers and what steps providers may need to take ahead of the program roll out.

Providers in Phase 2 counties are encouraged to join.

The ODM webinars are being held each month from March through August. Webinars will alternate between a session specific to the Ohio Department of Aging (AGE) providers and all other provider types. Webinar dates and times include:

Next Generation MyCare Webinar for the AGE Providers:

- Wed., May 20, 9 a.m. to 10 a.m.
- Wed., July 15, 9 a.m. to 10 a.m.

Next Generation MyCare Webinar for Providers:

- Wed., April 15, 9 a.m. to 10 a.m.
- Wed., June 17, 9 a.m. to 10 a.m.
- Wed., Aug. 19, 9 a.m. to 10 a.m.

Register for an upcoming webinar at [medicaid.ohio.gov](https://www.medicaid.ohio.gov), by selecting Next Generation MyCare Program under the Resources for Providers header, then selecting the Events and Presentations tile.

Note: Recordings for each session type will be available on the ODM website after the first session.

### **Molina Provider Services Call Center:**

#### *Information for all network providers*

The Provider Services Call Center handles telephone inquiries from providers regarding claims, care management assignments, appeals, authorizations, eligibility and general concerns.

The Provider Services Call Center is available at (855) 322-4079, from 8 a.m. to 8 p.m., Monday through Friday for MyCare Ohio, except for the following major holidays:

- Memorial Day Holiday
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

A holiday that falls on a Saturday is observed on the Friday before the holiday. A holiday that falls on a Sunday is observed on the Monday after the holiday.

Provider Services Call Center staff will be available from 8 a.m. to 8 p.m. Christmas Eve Day, New Year's Eve Day, New Year's Day, Martin Luther King Jr. Day and President's Day.

### **Claim Submission**

#### *Information for all network providers*

Effective for claim submission dates of Jan. 1, 2026, and after, providers must submit MyCare Ohio claims electronically via the ODM Ohio Medicaid Enterprise System's (OMES) "One Front Door" through Electronic Data Interchange (EDI) or direct data entry claims via the Availity Essentials portal.

**EDI Payer ID Number:** Molina's payer IDs for all lines of business, including the Next Generation MyCare Ohio OMES EDI transactions for dates of service before, on and after Jan. 1, 2026, are noted in the Updated Molina Payer ID article below.

It is also important to **use the Medicaid ID for all MyCare Ohio claims** regardless of the primary payer as ODM will not accept the claim via the One Front Door using the Medicare ID.

- The Medicaid ID is located on the member's ID card as the Medicaid Management Information System (MMIS) Number. To view a copy of the Member ID card, and where to locate the MMIS Number on the card, review our [MyCare Ohio Provider Manual](#), page 160.

- The Medicaid ID can also be obtained via the Availity Essentials portal (Availity) through an Eligibility and Benefits inquiry. Within Availity the ID will display as "Molina Medicaid."
- When a member logs in to the My Molina member portal app, they can select "ID Card" on the home screen. This will pull up their ID card containing their member ID.

**For the Legacy MyCare Ohio Plan and the Next Generation MyCare Ohio Plan:** Providers must submit claims utilizing the Payer ID 0021586 for all dates of service.

**Paper Claims:** Paper claims are not accepted.

As a reminder, providers should connect with their Clearinghouse to ensure connectivity to OMES. Each Clearinghouse must:

- Be set up directly with ODM
- Have an active contract with ODM as a Clearinghouse partner

If your Clearinghouse does not have connectivity with OMES, you will not be able to submit EDI claims. For more details, visit the Trading Partners page at [medicaid.ohio.gov](https://medicaid.ohio.gov) by selecting Resources for Providers, then Billing and Trading Partners. Direct data entry for claims on Availity is available for all providers as connectivity for EDI is being established.

**Updated Molina Payer IDs**  
*Information for all network providers*

Molina’s payer IDs for all lines of business are noted in the chart below.

**Reminder:** Molina Healthcare of Ohio, Inc. has updated the Molina Ohio Marketplace Program Primary with Molina Ohio Medicaid Secondary (ABD, Adult Extension, Healthy Families) Payer ID to 0007316. This change is to align with the ODM requirements for Medicaid claims submission via the One Front Door, including secondary processed.

Line of Business	Payer ID	Which Member ID do I bill with?
Ohio Marketplace Program	20149	Molina's Marketplace Member ID
<b>Ohio Marketplace Program Primary with Ohio Medicaid Secondary (ABD, Adult Extension, Healthy Families)</b>	<b><u>0007316</u></b>	<b>Molina's <u>Medicaid</u> Member ID</b>
New Plan: Molina Complete Care for MyCare Ohio (HMO D-SNP/FIDE) (Dual Benefits) for dates of service 1/1/2026 and after.	0021586	Molina's Medicaid Member ID
New Plan: Molina MyCare Ohio Medicaid (Medicaid Only) for dates of service 1/1/2026 and after.	0021586	Molina's Medicaid Member ID
Legacy Plan: Molina Dual Options MyCare Ohio (HMO D-SNP) (Opt In) for dates of service 12/31/2025 and prior.	0021586	Molina's Medicaid Member ID
Legacy Plan: Molina MyCare Ohio Medicaid (Opt Out) for dates of service 12/31/2025 and prior.	0021586	Molina's Medicaid Member ID
SKYGEN Dental: Molina Complete Care for MyCare Ohio (HMO D-SNP/FIDE) (Dual Benefits)	D0021586	Molina's Medicaid Member ID
SKYGEN Dental: Molina MyCare Ohio Medicaid (Medicaid Only)	D0021586	Molina's Medicaid Member ID

Line of Business	Payer ID	Which Member ID do I bill with?
March Vision: Molina Complete Care for MyCare Ohio (HMO D-SNP/FIDE) (Dual Benefits)	V0021586	Molina's Medicaid Member ID
March Vision: Molina MyCare Ohio Medicaid (Medicaid Only)	V0021586	Molina's Medicaid Member ID
Ohio ABD (Medicaid)	0007316	Molina's Medicaid Member ID
Ohio Adult Extension (Medicaid)	0007316	Molina's Medicaid Member ID
Ohio Healthy Families (Medicaid)	0007316	Molina's Medicaid Member ID
SKYGEN Dental: Medicaid	D007316	Molina's Medicaid Member ID
March Vision: Medicaid	V007316	Molina's Medicaid Member ID
Molina Medicare DSNP (Medicare/MAPD)	20149	Molina's Medicare Member ID

## Claims Timely Filing

### *Information for MyCare Ohio providers*

All claims should be submitted following ODM and Molina guidelines and include all medical records pertaining to the claim if required by Molina's policies and procedures.

- For services that bypass Medicare and Molina processes as the primary payer (Molina MyCare Ohio Medicaid), the timely filing is 365 calendar days.
- When Medicare and/or Molina Complete Care for MyCare Ohio is processed as the primary payer, the timely filing limit is based on the provider's contract language (standard is 120 days).
- Out-of-network: 365 days from the date of service.

## Corrected Claims

### *Information for MyCare Ohio providers*

Molina must receive corrected claims no later than the filing limit stated in the provider contract or within 365 calendar days of the most recent adjudicated date of the claim or the paid claim if one is on file.

## Requests for Clinical Claim Disputes and Non-Clinical Claim Disputes

### *Information for Medicaid and MyCare Ohio providers*

A request for a clinical claim dispute or a non-clinical claim dispute may be submitted via the following:

- Availity Essentials Portal: [availity.com/providers/](https://www.availity.com/providers/)
- Fax: (800) 499-3406
- Verbally: By calling the Provider Services Contact Center at (855) 322-4079. A verbal dispute will require a follow-up from the provider to send in the documentation supporting the dispute. The option of filing a verbal dispute is only available for Medicaid and MyCare Ohio lines of business.

Find additional information in the MyCare Ohio Provider Manual VII. Utilization Management chapter and VIII. Claims Information chapter.

- **Email Reminder:** Provider claim disputes are not accepted via email, including through the Provider Relations email boxes. All claim disputes for a denial, payment amount or code edit must be submitted following the Claim Dispute Process. Any disputes sent to the Provider Relations email boxes will not be worked and will be returned advising the submitter of the correct process for filing a dispute.

Molina's Provider Relations Team is committed to providing excellent service to our provider partners. Your Provider Relations Representative is still your escalation point for disputes that are not resolved timely or as your next step if you believe the dispute resolution is not correct.

## **Service Area Map and Go-Live Dates for Ohio Counties**

### *Information for MyCare Ohio providers*

View the [MyCare Ohio Service Area](#) map with go-live dates on the Service Area page of our Provider Website, under the Contact Us tab. Important dates for Phase 2 include:

April 1, 2026:

- Area Agency on Aging (AAA) Region 4: Sandusky, Erie, Henry, Williams, Defiance, Paulding
- AAA Region 6: Fayette, Fairfield, Licking
- AAA Region 11: Ashtabula

May 1, 2026:

- AAA Region 2: Preble, Darke, Miami, Shelby, Champaign, Logan
- AAA Region 3: Van Wert, Putnam, Hancock, Allen, Mercer, Auglaize, Hardin
- AAA Region 5: Seneca, Huron, Wyandot, Crawford, Richland, Ashland, Marion, Morrow, Knox

June 1, 2026

- AAA Region 7: Ross, Vinton, Highland, Pike, Jackson, Gallia, Brown, Adams, Scioto, Lawrence

July 1, 2026

- AAA Region 9: Holmes, Tuscarawas, Carroll, Jefferson, Coshocton, Harrison, Belmont, Guernsey, Muskingum

August 1, 2026

- AAA Region 8: Hocking, Perry, Morgan, Noble, Monroe, Washington, Athens, Meigs

To learn more, visit the [ODM MyCare Ohio](#) page.

## **External Medical Review**

### *Information for MyCare Ohio providers*

Providers who disagree with Molina's decision to deny, limit, reduce, suspend or terminate a covered service for lack of medical necessity may access the External Medical Review process once they have exhausted Molina's provider appeal or dispute process.

Please view the [Next Generation Molina MyCare Ohio Provider Manual](#), located under the Manual tab of our Provider Website, for information about when and how to access this new process.

## **Prior Authorization Requests**

### *Information for all network providers*

Prior Authorization requests will continue to be submitted following the processes providers use today, via the Availity Essentials portal. To learn more, view the Digital First Utilization Management article in the [October 2025 Provider Bulletin](#) located on the Provider Bulletin page of our Provider Website, under the Communications tab, and in the Provider Manual.

## **Waiver Authorizations**

### *Information for MyCare Ohio providers*

Providers serving MyCare Ohio members under a waiver benefit are not required to submit prior authorization through the standard process. Instead, providers should work directly with the AAA or the Molina Care Coordinator to establish the waiver service plan. Once established, the waiver service plan is converted into a prior authorization to enable claim payment.

## **Availity Essentials Portal**

### *Information for all network providers*

Molina has chosen Availity Essentials as its exclusive Provider Portal. Providers utilizing the Availity Essentials portal for Managed Care Plans already have access to Molina on Availity Essentials.

Once registered with Availity Essentials at [availity.com/providers/](https://availity.com/providers/), providers will have access to the Availity Essentials portal training by following these steps:

1. Log in to the Availity Essentials Portal
2. Select Help & Training, Get Trained
3. In the Availity Learning Center (ALC) that opens in a new browser tab, search the catalog, and enroll for this title: "Availity Overview for Molina Providers – Recorded Webinar."

For questions about enrolling in courses, providers should email [training@availity.com](mailto:training@availity.com).

**Atypical Providers:** Once registered with Availity Essentials, under "News and Announcements," select "Atypical Providers: Here's Your Ticket to Working with the Availity Portal" to view training sessions.

For questions about Availity Essentials, please call Availity Client Services at (800) 282-4548 between 8 a.m. and 8 p.m. ET, Monday through Friday.

## Molina Policies

### *Information for all network providers*

**Clinical Policies:** The Molina Clinical Policies page is available on the Provider Website under the Policies tab. Providers may access them at any time without the need to request them from Molina. Note: For Ohio-specific Medicaid, select Ohio Medicaid under the State Specific Sites at the bottom of the page.

**Clinical Practice Guidelines:** Molina publishes Clinical Practice Guidelines as an additional resource. Locate them on the Provider Website under the Health Resources tab.

**Billing and Reimbursement Payment Policies:** Molina-specific coding policies and payment policies are available on the Molina Healthcare Billing and Reimbursement Policies page, under the Policies tab on the Medicaid Provider Website.

**ODM Billing Guidelines:** Find ODM billing guidance at [medicaid.ohio.gov](https://medicaid.ohio.gov), by selecting Billing under the Resources for Providers header. Resources includes fee schedules, Telehealth Billing Guidelines and an EDI Companion Guide.

## Become an Ohio Medicaid Provider

### *Information for MyCare Ohio and Medicaid providers*

Enroll with ODM by visiting the [Access the Provider Network Management \(PNM\) Portal](https://medicaid.ohio.gov) at [medicaid.ohio.gov](https://medicaid.ohio.gov), and completing the online application (credentialing, if required, will occur automatically during application processing).

As a reminder, an OH|ID is required to access the PNM portal. OH|ID is a personal online user account that provides a secure, personalized experience for providers to interact with multiple state agencies, programs and services. Find out more on the [PNM & Centralized Credentialing](https://managedcare.medicaid.ohio.gov) page of the ODM website, under Learn About Managed Care at [managedcare.medicaid.ohio.gov](https://managedcare.medicaid.ohio.gov).

## Contracting with Molina

### *Information for all network providers*

Learn how to become an in-network provider by reviewing the [Ohio Provider Contracting Guide](https://forms.molinahealthcare.com/ohio-provider-contracting-guide), located under the Non-Contracted Providers Information header on the Forms page of our Provider Website.

## Information for ODM Designated Providers

### *Information for MyCare Ohio and Medicaid providers*

ODM designated providers are defined as Federally Qualified Health Centers (FQHC)/Rural Health Clinics (RHC), Qualified Family Planning Providers (QFPP) and hospitals.

As an ODM designated provider, it is important to understand Molina's operating guidelines, including prior authorization and claims processes, to avoid delays in claims payment. View the [ODM Designated Provider and Non-Contracted Provider Guidelines](#) located under the Non-Contracted Providers Information header on the Forms page of our Provider Website for complete instructions.

## Pharmacy

### Information for MyCare Ohio providers

Providers will continue to work with CVS Caremark for pharmacy benefits in the Next Generation MyCare program.

Refer to the [MyCare Ohio Prescription Drug](#) page at [MolinaHealthcare.com/members](#), by selecting Molina Complete Care for MyCare Ohio under the Members drop-down menu, then About Molina Complete Care for MyCare Ohio, followed by What's Covered and Prescription Drugs.

View the [2026 Molina Complete Care for MyCare Ohio \(HMO D-SNP\) Drug Formulary](#) on the Molina MyCare Ohio Provider Website, under the Drug List tab.

## Member Eligibility Verification

### Information for MyCare Ohio providers

Ensuring members receive care is a priority for ODM and Molina. When you provide services to Next Generation MyCare Ohio members and are confirming eligibility, the following methods can be used to support verification:

1. Check the Member ID Card. If the Member ID card has a Next Generation MyCare program logo it is indicative that the member is a Next Generation MyCare member.
2. Access details on the Availity Essentials portal through Patient Registration, then Eligibility & Benefits.
3. Check member eligibility via the PNM system or the EDI 270/271 process.
4. Call the ODM Integrated Helpdesk (IHD) at (800) 686-1516 or via [IHD@medicaid.ohio.gov](mailto:IHD@medicaid.ohio.gov). Representatives are available Monday through Friday, 8 a.m. to 4:30 p.m.

Note: Molina's internal naming convention for MyCare Ohio members does not align with the Provider Manual or payer ID grid. Below is a crosswalk to assist providers with understanding member eligibility terminology.

Terms used in our Provider Manuals for 2026	Molina Internal Term (Availity Essentials E&B Response)
Molina Complete Care for MyCare Ohio (HMO D-SNP/FIDE) (Dual Benefits)	Ohio FIDE 008 000 (Medicare segment) and Ohio FIDE Secondary (Medicaid segment). Displays on Availity: Molina Medicaid and Molina Medicare, then under Payer Notes "Dual Benefits Member" <i>Note: For EDI transactions you will use the Ohio FIDE Secondary or Molina Medicaid ID. This is a Full Dual or Opt In with Molina.</i>
Molina MyCare Ohio Medicaid (Medicaid Only)	Ohio FIDE Opt Outs. Displays on Availity: Molina Medicaid, then under Payer Notes "Medicaid only Member" <i>Note: This is an unaligned member, also known as Medicaid only or Opt Out. This member receives their Medicare benefits through Medicare Fee for Service or a different Medicare plan.</i>

Acronyms:

E&B: Eligibility & Benefits

FIDE: Fully Integrated Dual Eligible

HMO: Health Maintenance Organization

SNP: Special Needs Plan

## ODM Electronic Visit Verification Implementation

### *Information for MyCare Ohio providers*

As a reminder, on March 1, 2026, ODM began Phase 7 of the Electronic Visit Verification (EVV) claims processing changes for MyCare Ohio.

Phase 7 impacts claim validation requirements for all codes included in Phase 3 and 4 with the addition of waiver codes. As a reminder, for payment to be eligible, the claim must match a visit logged in Sandata.

Below is the list of codes in scope for Phase 7:

- Phase 3: G0156, G0151, G0152, G0153, G0299, G0300
- Phase 4: T1001, T1001, T1000
- Phase 7: T2025, T1002, T1003, T1019, S5125

For code specifics, including modifier requirements, visit the [Electronic Visit Verification](#) page at [medicaid.ohio.gov](https://medicaid.ohio.gov), by selecting Programs & Initiatives under the Resources for providers drop-down menu, then Electronic Visit Verification. The ODM EVV website provides information on all seven phases.

Following claim validation, any changes made in Sandata or on the claim due to an unmatched visit will require a corrected claim. Claim disputes will not be accepted for unmatched EVV claim validations. Learn more about in the MyCare Ohio Provider Manual.

View ODM/Sandata trainings on the ODM Electronic Visit Verification (EVV) page, under the Claims Validation Readiness Resources side-bar, or by visiting Sandata at [sandata.zendesk.com/](https://sandata.zendesk.com/), and selecting Payer Programs then Ohio (OH ODM).

## You Matter to Molina

### *Information for all network providers*

Molina's You Matter to Molina program prioritizes connecting directly with our entire network of providers and supporting their efforts to deliver high-quality and efficient health care for Molina members.

Information available on our You Matter to Molina page includes the following:

- Upcoming Training Opportunities
- Provider Surveys
- Molina Presentations
- Recorded Video Trainings
- Tools and Resources

Visit the [You Matter to Molina](#) page on our Provider Website, located under the Communications tab.

## Contact Provider Relations

### *Information for all network providers*

Molina Healthcare of Ohio has designated Provider Relations Representatives based on provider types to help answer your questions more efficiently or connect you to training opportunities. Visit the [Molina Healthcare of Ohio Provider Relations](#) page on our Provider Website, under the Contact Us tab to learn more.

## Provider Resources

### *Information for MyCare Ohio providers*

Find the additional resources on the ODM MyCare Ohio page and the Molina MyCare Ohio Provider Website.

Find the [Next Generation MyCare Resources](#) page at [medicaid.ohio.gov](https://medicaid.ohio.gov), by selecting Next Generation MyCare Program under Resources for Providers. The page includes additional resources for providers, including updates on the program, required actions and the conversion charter. Resources include:

- **MyCare Ohio Provider Frequently Asked Questions:** Highlights common questions about the program such as provider enrollment and program overview.
- **MyCare Ohio Program Provider One-Pager:** Provides information for providers about the program, including its impact and benefits.

- **MyCare Ohio Provider Help Desk One-Pager:** Provides guidance about which help desk to contact for different kinds of questions or issues.

Molina Healthcare Resources include:

- [Next Generation MyCare Ohio Program: Quick Reference Guide](#): Located on the Provider Bulletin page of our Provider Website.
- [Molina Healthcare of Ohio Inc.'s Processes by Line of Business](#): Located on the Quick Reference Guides & FAQ page, under the Manual tab. Note the Payer ID for Marketplace primary, Medicaid secondary is not correct in this document. A refreshed version is coming soon.

Questions and Quick Links

Provider Services: (855) 322-4079 Mon. – Fri. Medicaid 7 a.m. to 8 p.m., MyCare Ohio 8 a.m. to 6 p.m., Medicare and Marketplace 8 a.m. to 5 p.m.	Email: <a href="mailto:OHProviderRelations@MolinaHealthcare.com">OHProviderRelations@MolinaHealthcare.com</a>	Provider Website: <a href="https://MolinaHealthcare.com/OhioProviders">MolinaHealthcare.com/OhioProviders</a> .
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