



OHIO COMPREHENSIVE MATERNAL CARE (CMC):

OHIO MEDICAID MANAGED CARE ORGANIZATIONS (MCOs) CONSOLIDATED RESOURCE GUIDE

Feb2024

Table of Contents

<u>Ohio CMC practice roster – with Lead MCO assignments</u>	Page 2
<u>Pregnancy Risk Assessment Form (PRAF) Resources</u>	Pages 3-4
<u>Progesterone Updates</u>	Page 4
<u>Pregnancy Risk Assessment Billing Support</u>	Page 5
<u>CMC Program and Care Management Contacts</u>	Page 6
<u>Maternal and Infant Support for Members</u>	Page 7
<u>MCO Support Activities for CMC Program Requirements</u>	Page 8
<u>Care Coordination Portal – Dashboard Access through PNM</u>	Page 9
<u>MCO Transportation Benefits</u>	Page 10
<u>MCO Key info (by Plan)</u>	Pages 11-17

OHIO CMC PRACTICE ROSTER – with Lead MCO Assignments

Name	Enrollment	Lead MCO
MARY RUTAN HOSPITAL	2023	AmeriHealth
PROMEDICA CENTRAL PHYSICIANS LLC	2023	Anthem
TOLEDO HOSPITAL (PROMEDICA)	2023	Anthem
TRIHEALTH G LLC	2023	Anthem
TRIHEALTH H LLC	2023	Anthem
TRIHEALTH (GOOD SAMARITAN HOSPITAL)	2023	Anthem
COLUMBUS NEIGHBORHOOD HEALTH CENTER, INC.	2023	Buckeye
METROHEALTH SYSTEM	2023	Buckeye
OBSTETRIC & GYNECOLOGY ASSOC	2023	Buckeye
FIVE RIVERS HEALTH CENTERS	2023	Caresource
HEALTHSOURCE OF OHIO, INC	2023	Caresource
NEIGHBORHOOD HEALTH CARE INCORPORATED	2023	Caresource
NEIGHBORHOOD HEALTH CARE INC DBA NEIGHBORHOOD FAMILY PRACTICE	2023	Caresource
PREMIER HEALTH SPECIALISTS	2023	Caresource
OHIOHEALTH PHYSICIAN GROUP INC	2023	Humana
THIRD STREET COMMUNITY CLINIC INC DBA FIVE POINTS PRIMARY CARE	2023	Humana
THIRD STREET COMMUNITY CLINIC, INC	2023	Humana
BUTLER COUNTY COMMUNITY HEALTH CONSORTIUM INC	2023	Molina
BUTLER COUNTY COMMUNITY HEALTH CONSORTIUM DBA PRIMARY HEALTH SOLUTIONS	2023	Molina
HEART OF OHIO FAMILY HEALTH CENTERS	2023	Molina
HEART OF OHIO (CAPITAL PARK FAMILY HEALTH CNTR)	2023	Molina
HEART OF OHIO (CHANNY FAMILY HEALTH CNTR)	2023	Molina
MUSKINGUM VALLEY HEALTH CENTERS	2023	Molina
OSU GYN & OB CONSULTANTS LLC	2023	UnitedHealthcare
PARTNERS PHYSICIAN GROUP (CLEVELAND CLINIC)	2023	UnitedHealthcare
THE CLEVELAND CLINIC FOUNDATION	2023	UnitedHealthcare
THE OHIO STATE UNIVERSITY	2023	UnitedHealthcare
UNIVERSITY HOSPITALS CLEVELAND MEDICAL CENTER	2023	UnitedHealthcare
UNIVERSITY HOSPITALS MED GROUP	2023	UnitedHealthcare
UNIVERSITY HOSPITALS RAINBOW	2023	UnitedHealthcare
UNIVERSITY HOSPITALS REGIONAL PRACTICES, LLC	2023	UnitedHealthcare
UNIVERSITY PRIMARY CARE PRACTICES, INC (UH)	2023	UnitedHealthcare

Pregnancy Risk Assessment Form (PRAF)

A complete PRAF helps Moms receive the best support for a healthy pregnancy



Provider Benefits of submitting a PRAF

- Data is integrated with the Ohio Department of Job and Family Services County Office, Managed Care Plan, WIC, SACWIS, ODH.
- Information within the PRAF will inform the MCO and other entities of identified needs including physical, behavioral health and SDoH allowing care coordination and services.
- Allows providers to submit additional PRAF's to report change in condition or needs.
- Maintains a pregnant woman's Medicaid eligibility without disruption in coverage-equating to prompt provider payment for services throughout mom's pregnancy.



Payment for Completing the PRAF

After completing the PRAF, submit a claim based on the guidelines below:

Code + modifier	Description	Fee Schedule Amount*
H1000 + 33	Electronic PRAF Submission	\$90.00
H1000	Paper/Faxed version	\$12.10

FQHC/RHC Billing Guidance – PRAF submission claims should be reported separately as covered non-PPS services under the "clinic" provider number (provider type 50) of the FQHC/RHC. Billing is Fee for Service and is additional to any PPS visit payment.



Ensuring Prompt Care

Every pregnant woman with Medicaid coverage should be linked to needed services on her very first prenatal visit. Submission of PRAF in the first trimester impacts and improves health outcomes of both mom and baby. An online PRAF 2.0 submission ensures:

- Medicaid coverage for Mom and baby without disruption through the immediate post-partum period of 12 months post-delivery.
- Serves as pregnancy notification to managed care plans and initiation of timely health care and connection to added resources, and care coordination.



Submitting the PRAF 2.0 using NurtureOhio is Easy!

1. User will need to establish an Ohio ID account to access the Provider Network Management System.
2. With PNM access, next step will be to register within the NurtureOhio site <http://www.nurtureohio.com>
3. Instructions for completion and submission of PRAF can be found at: <http://medicaid.ohio.gov/Provider/PRAF>
4. If you need assistance, please email the Ohio Department of Medicaid at MomsandBabies@Medicaid.ohio.gov



AmeriHealth Caritas	Anthem	Buckeye Health Plan	CareSource
Stephanie Shinaver	Kara Johnson	Timicia Swallen	Sharon Johnston
614-874-1535	937-371-1845	866-246-4356 Ext. 24532	937-823-9733
sshinauer@Amerihealthcaritasoh.com	karam.johnson@anthem.com	TSwallen@centene.com	Sharon.Johnston@CareSource.com
Humana Healthy Horizons	Molina Healthcare	United Healthcare	
Dallas King	Shelby Burch	Kathryn Hobson	
502-885-7203	614-516-4402	614-356-2961	
dking68@humana.com	shelby.burch@molinahealthcare.com	Kathryn.Hobson@uhc.com	

Important Pregnancy Risk Assessment Form Links, Contacts, & Information

Ohio Department of Medicaid PRAF Webpage:

[Pregnancy Risk Assessment | Medicaid \(ohio.gov\)](#)

NurtureOhio Webpage:

[Progesterone \(nurtureohio.com\)](#)

NurtureOhio System Support:

nurtureohiosupport@DeliverHealth.com

General Questions about ePRAF:

MomsandBabies@medicaid.ohio.gov

NurtureOhio User Manual:

[NurtureOhio Provider User Manual](#)

PRAF 2.0/ePRAF FAQs

[FAQs](#)

Updated Progesterone Information

On April 6, 2023, the U.S. Food and Drug Administration announced the final decision to withdraw approval of Makena—a drug that had been approved under the accelerated approval pathway. This drug was approved to reduce the risk of preterm birth in women pregnant with one baby who have a history of spontaneous preterm birth. The decision was issued jointly by the FDA Commissioner and Chief Scientist.

- [Makena \(hydroxyprogesterone caproate injection\) Information | FDA](#)
- [Updated Clinical Guidance for the Use of Progesterone Supplementation for the Prevention of Recurrent Preterm Birth | ACOG](#)
- [SMFM Statement: Response to the Food and Drug Administration’s withdrawal of 17-alpha hydroxyprogesterone caproate](#)

Pregnancy Risk Assessment Form (ePRAF/PRAF 2.0) Billing Instructions

- Modifier TH should no longer be used when coding Healthcare Common procedure Coding System (HCMCS) H1000 for an Electronic Pregnancy Risk Assessment Form (PRAF).
- Providers are encouraged to submit updated ePRAFs for pregnant Medicaid patients as new risks or needs are assessed.
- When billed correctly (H1000 + modifier 33), participating prenatal service providers will receive \$90 payment for the submission of each ePRAF submission.

PRAF Submission Type	Corrected Coding Guidance	Rate
Electronic PRAF (ePRAF)	H1000 + 33 modifier	\$90.00
Non-Electronic PRAF	H1000 (no modifier)	\$12.10

FQHC/RHC Billing Guidance – ePRAF submission claims should be reported separately as covered non-PPS services under the “clinic” provider number (provider type 50) of the FQHC/RHC. Billing is Fee for Service and is additional to any PPS visit payment.

MCO CMC Program Contacts (non-clinical)

AmeriHealth Caritas	Anthem	Buckeye Health Plan	CareSource
Denise Foley	Shelley Brown	Mindy Ridgeway	Deana Davis
614-403-4148	937-371-1845	614-230-1169	216-302-5052
dfoley@Amerihealthcaritasoh.com	Shelley.brown@anthem.com	Melinda.ridgeway@centene.com	Deana.Davis@CareSource.com
Humana Healthy Horizons	Molina Healthcare	United Healthcare	
Misty Nahay	Jessica Milner	Kathryn Hobson	
502-476-2384	614-540-3514	614-356-2961	
MNahay@humana.com	jessica.milner@molinahealthcare.com	Kathryn.Hobson@uhc.com	

MCO Care Management Support

Our Care Management teams are here to help you with patient needs.

The below information can be used to contact your patient's Medicaid Managed Care Plan for Care Management assistance:

Managed Care Plan	Phone	Email
AmeriHealth Caritas Ohio	1-833-644-6001	AmeriHealth Caritas Care Management
Anthem	1-844-441-1505	Anthem Case Management
Buckeye Health Plan	1-614-230-1169	Buckeye Maternal Health Team
CareSource	1-833-230-2034	mbb@Caresource.com
Humana Healthy Horizons	1-877-856-5707	Humana Healthy Horizons Care Management
Molina Healthcare	1-800-642-4168	Molina Maternal and Child Health Team
United Healthcare	1-513-814-6069	UHC Care Management

Some of the ways MCO Care Management Teams can Assist Pregnant Members and Infants are:

- Education & Support
- Referrals for Community Resources
- Value Added Benefits
- Support Understanding Health Plan
- Assistance with Food Insecurities
- Behavioral Health & Substance Use Disorder Support
- Transportation Assistance

Managed Care Plan Maternal & Infant Programs

The Managed Care Plans offer maternal and infant programs to assist their members.

- [AmeriHealth Caritas Ohio](#)
- [Anthem](#)
- [Buckeye Health Plan](#)
- [CareSource](#)
- [Humana Healthy Horizons](#)
- [Molina Healthcare](#)
- [United Healthcare Community Plan](#)

MCO CMC Activity Requirement Supports

The MCOs offer a wide range of resources and supports to assist practices in meeting the 9 CMC Program Activity Requirements and submission of ePRAF, a CMC Program Requirement.

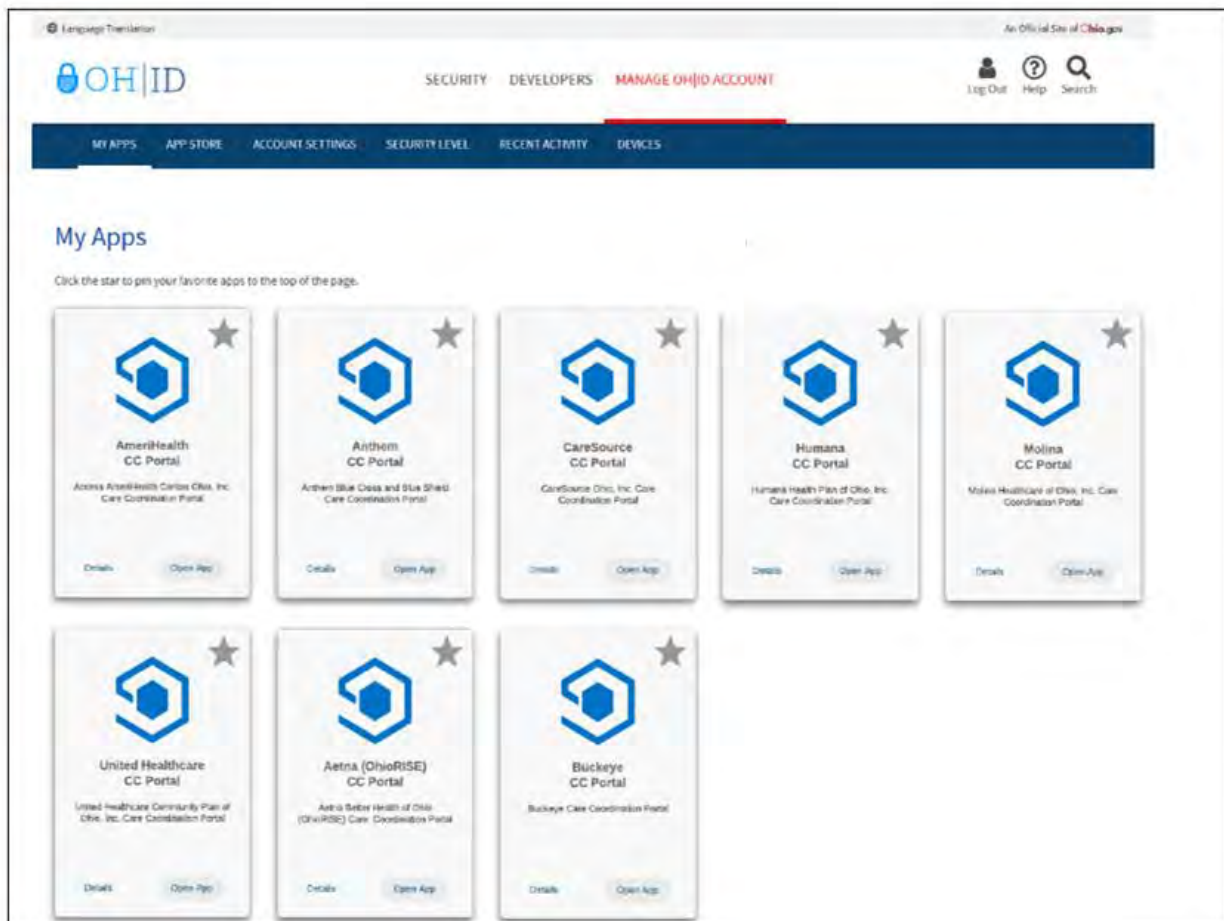
Attestation Requirements	MCO Supports
ePRAF Submission	<ul style="list-style-type: none"> • Education and Support (Access and Submission) • Best Practice Review/Provider Tool Kit • Coding Education and Billing Support
Activity Requirements	MCO Supports
Risk Stratification	<ul style="list-style-type: none"> • Care Coordination Portals • Risk Stratification Reports • Coordination with Care Management • Care Coordination Teams
Enhanced Access to Care	<ul style="list-style-type: none"> • 24/7 Clinical Support via Telehealth • Transportation Benefits
Patient Engagement	<ul style="list-style-type: none"> • Cultural Competency Training • Care Coordination Portals • Care Coordination Teams • Assistance with SDoH Needs • Translation Supports
Team Based Care Delivery	<ul style="list-style-type: none"> • Care Coordination Portals • Care Coordination Teams • Coordination with Care Management • Care Manager Plus & Care Guide Plus Roles • Clinical Transformation Assistance
Care Management	
Patient Experience	<ul style="list-style-type: none"> • Cultural Competency Training • Care Coordination Portals • Care Coordination Teams • Assistance with SDoH Needs • Translation Supports
Follow-Up After Hospital Discharge	<ul style="list-style-type: none"> • Data Sharing through HIE • Post Discharge Support • Transition of Care Planning Education • Care Coordination Portals
Community Integration	<ul style="list-style-type: none"> • Care Coordination Portals • Assistance with SDoH Needs • MCO Community Events • Connection to Community Agencies & HUBs
Population Health	<ul style="list-style-type: none"> • Targeted Health Related and SDoH Reporting • Best Practice Sharing • Direct Member Programs & Supports • Member Incentives • Redetermination Support • Health Equity & Disparities Supports

MCO Care Coordination Portals















Providers can access the All MCO Care Coordination Portals via the OH|ID Dashboard

Information included in the Portals includes:


- MCO Care Coordination Information
- MCO Conducted Assessments
- MCO Person Centered Care Plan (if applicable)
- Utilization Data (claims, prior authorization, etc.)
- Grievance, Appeals, and State Hearing Information




Managed Care Organization (MCO) Transportation Benefit Resource Guide for Practices

							
To Schedule, Cancel or get Trip status, Call:	1-833-664-6368 Routine scheduling -7am-8pm M-F Urgent and discharge scheduling -24/7	1-800-282-9720 8am-7pm M-F	1-866-531-0615 24/7	1-800-488-0134 7am-7pm M-F	1-855-739-5986 24/7	1-866-642-9279 24/7	1-800-269-4190 or 1-800-895-2017 7am-8pm M-F
Standard Scheduling Timeline	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance						
Special Scheduling Instructions	Scheduling online via smartphone app, Member chat, MTM Member Portal. Reminder calls or texts are also available.	Information on scheduling is available on the member website and the Sydney app.	Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app. Text reminders are also available.	Scheduling online and via Provide A Ride smartphone app is available. Android app, iPhone app. Text reminders are also available.	Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app. Text reminders are also available.	Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app. Text reminders are also available.	Scheduling via UHC Customer Service or Provide A Ride at the phone numbers listed above.
Unlimited Trips	Chemotherapy, radiation, dialysis, wheelchair, non-emergent ambulance transportation, OhioRISE	Members have unlimited trips to Urgent Care, Dialysis, Chemo / Radiation, Hospital discharge, all wheelchair trips and OhioRISE	Members have unlimited trips to all medical appointments and stand-alone trips to the pharmacy that is within 10 miles of the member's pick up and drop off location.	Dialysis, Chemo / Radiation, Hospital discharge, Wheelchair, NICU, Pregnancy related trips, Diabetes Management, OhioRISE	Dialysis, Chemo/Radiation, Hospital discharge, Wheelchair, Urgent Care, Pregnancy related trips, Diabetes Management, Wound Care, OhioRISE	Dialysis, Chemo/Radiation, Hospital discharge, Wheelchair, Pregnancy related trips, OhioRISE	Dialysis, Oncology, Wound Care, Chemo, Substance Use Disorder, NICU, Wheelchair, Pregnancy related trips, Diabetes Management, OhioRISE
Same Day/Sick Visit Instructions	Same day/sick visit trips available by calling scheduling line above; provider may need to confirm urgency						
30 One-Way Trips/15 Round Trips Less Than 30 Miles	Available for all members, renews on an annual basis <i>For appointments where there is no provider within 30 miles, all necessary transportation is provided</i>						
Additional Trip Limit Exceptions	Radiation, chemotherapy, dialysis, oncology, wound care, hospital discharges, urgent care Additional Trips for Pregnancy (Prenatal, Post-Partum, NICU) 2-day scheduling timeline waived for kids under 1 year and organ transplant						
Approved Locations							
Medical, Dental, Vision, Mental/Behavioral Health, Hospital Discharge, DME, Urgent Care, WIC, CDJFS, Pharmacy after Medical Appointment, Stand Alone Pharmacy Trip, Health Condition Education Classes (e.g., Diabetes, Hypertension), Centering and Parenting Classes (including Car Seat & Cribette classes), Medicaid, Social Security, BCMH, Waiver Redetermination, Food Bank/Pantry, Pre-ordered Grocery Pick-up, Immunizations							
Approved Transportation Choices							
Cab/Van, Bus Pass, Lyft and/or Uber Medical, Mileage Reimbursement to driver/to member, Wheelchair Van <i>Please contact plan for medically assisted and stretcher transport needs</i>							
Additional Contact Information							
							
Plan Member Services for General Benefit Inquiries, Issues, Special Requests	1-833-764-7700	1-844-912-0938 (TTY 711) 7am-8pm M-F	1-866-246-4358 7am-7pm M-F	1-800-488-0134 7am-7pm M-F	1-877-856-5702 7am-8pm M-F	1-800-642-4168 7am-7pm M-F	1-800-895-2017 7am-7pm M-F
Ohio Department of Medicaid (ODM) Provider Hotline					1-800-686-1516		
Ohio Department of Medicaid (ODM) Member Hotline					1-800-324-8680		

OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vFeb2024

	<h2>AmeriHealth</h2>
Mailing Address	Please call General Services 1-833-644-6001
Public Website	https://www.amerihealthcaritasoh.com/index.aspx
Support	
Ohio CMC Specific Questions	Stephanie Shinaver, 614-874-1535, sshinaver@amerihealthcaritasoh.com -or- CMC@amerihealthcaritasoh.com , 1-833-644-6001
General Questions	1-833-644-6001
Support Questions	1-833-644-6001
Member Questions	1-833-764-7700 (TTY 1-833-889-6446)
Care Management Questions	1-833-464-7768
Website Information	
Home Page	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
Benefits and Programs	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
Case Management	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
Chronic Disease Management	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
Provider Directory	https://www.amerihealthcaritasoh.com/provider/find-provider/index.aspx
Transportation Assistance Call	Primary - Member Services: (833) 764-7700 or Secondary – Transportation: (833) 664-6368
Program website	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
Transportation Information	Text needed All members can get unlimited nonemergency trips for provider visits more than 30 miles from their home. Qualifying members can get up to 30 nonemergency one-way trips per year within 30 miles of their home
Women and Children's Health Program	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
24 Hour Nurseline	1-833-625-6446
Community Resources	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
Prescription Information	https://www.amerihealthcaritasoh.com/provider/pharmacy/index.aspx
Provider Portal (note: login required)	
Home Page	https://www.amerihealthcaritasoh.com/provider/resources/navinet.aspx
Portal Access for Care Navigation	<p>NaviNet is an easy-to-use, no-cost, web-based platform that links providers to AmeriHealth Caritas Ohio. Through NaviNet, you can access:</p> <ul style="list-style-type: none"> Member eligibility verification. Claims investigation. Care gap reports to identify needed services. Member Clinical Summaries. Medical claims data. Member panel rosters for PCPs included under your contract


OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vFeb2024

	Anthem
Mailing Address	PO Box 62500, Virginia Beach, VA 23466-2509
Public Website	https://providers.anthem.com/ohio-provider/home
Support	
Ohio CMC Specific Questions	Shelley Brown, 937-371-1845, shelley.brown@anthem.com
General Questions	Provider Services: 844-912-1226
Support Questions	Provider Services: 844-912-1226
Member Questions	Member Services: 844-912-0938
Care Management Questions	Medical Management Dept: 844-441-1505
Website Information	
Home Page	https://providers.anthem.com/ohio-provider/home
Benefit and Programs	https://apps.availity.com/availity/web/public.elegant.login
Case Management	OHPHcasemanagement@anthem.com
Chronic Disease Management	Members: Condition-Care-Self-Referral@anthem.com Providers: Condition-Care-Referrals@anthem.com Phone: 888-430-4300
Provider Directory	https://www.anthem.com/find-care/
Transportation Assistance Call	Access2Care: 800-282-9720 or Member Services: 844-912-0938
Program website	https://providers.anthem.com/ohio-provider/home
Transportation Information	Non-emergency transportation is a benefit provided by Access2Care to Anthem members. These services include transportation when the member must travel 30 miles or more from their home to receive a medically necessary Medicaid-covered service and/or pharmacy services well as special vehicle transportation for Anthem members in wheelchairs. Routine rides must be scheduled at least two business days prior to your health care appointment. Same day rides can be scheduled within [three (3) hours] if you have an urgent need. Members should call 800-282-9720 to schedule rides.
Women and Children's Health Program	https://www.anthem.com/oh/medicaid/health-topics/pregnancy-and-womens-health
24 Hour Nurseline	844-430-0341
Community Resources	MedicaidSPBM@medicaid.ohio.gov
Prescription Information	https://www.Anthemhealthcare.com/medicaid/health-benefits/
Provider Portal (note: login required)	
Home Page	https://providers.anthem.com/ohio-provider/home
Portal Access for Care Navigator	https://apps.availity.com/availity/web/public.elegant.login


OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vFeb2024

	Buckeye
Mailing Address	4349 Easton Way, Suite 120 Columbus, OH 43219
Public Website	https://www.buckeyehealthplan.com/
Support	
Ohio CMC Specific Questions	Mindy Ridgeway, 614-230-1169, Melinda.Ridgeway@centene.com
General Questions	Provider Services: 866-246-4358
Support Questions	Provider Services: 866-246-4358
Member Questions	Member Services at (866) 246-4358 or TTY (800) 750-0750). Or https://www.buckeyehealthplan.com/members/medicaid/resources/handbooks-
Care Management Questions	Maternal Care Management: Timicia Swallen, 513-340-5721, TSwallen@centene.com CM Referrals: BuckeyeHealth_MaternalHealthTeam@CENTENE.COM
Website Information	
Home Page	https://www.buckeyehealthplan.com/
Benefits and Programs	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Case Management	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Chronic Disease Management	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Provider Directory	https://www.buckeyehealthplan.com/find-a-doctor.html
Transportation Assistance Call	1-866-531-0615 OR 1-866-246-4358 (TDD/TTY: 1-800-750-0750)
Program website	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.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.
Women and Children's Health Program	https://www.buckeyehealthplan.com/members/medicaid/resources/women-and-childrens-health.html
24 Hour Nurseline	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Community Resources	https://www.buckeyehealthplan.com/community-connect.html
Prescription Information	https://www.buckeyehealthplan.com/providers/pharmacy.html
Provider Portal (note: login required)	
Home Page	https://www.buckeyehealthplan.com/providers/login.html
Portal Access for Care Navigation	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.


OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vFeb2024

	<h3>CareSource</h3>
Mailing Address	P.O. Box 8738 Dayton OH 45401
Public Website	www.caresource.com
Support	
Ohio CMC Specific Questions	Deana Davis, 216-302-5052, Deana.Davis@CareSource.com
General Questions	Provider Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)
Support Questions	Provider Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)
Member Questions	Member Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)
Care Management Questions	Care Management: https://www.caresource.com/oh/providers/education/patient-care/care-management-disease-management/medicaid/
Website Information	
Home Page	www.caresource.com
Benefits and Programs	https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/
Case Management	https://www.caresource.com/oh/providers/education/patient-care/care-management-disease-management/medicaid/
Chronic Disease Management	https://www.caresource.com/oh/providers/education/patient-care/care-management-disease-management/medicaid/
Provider Directory	https://findadoctor.caresource.com/
Transportation Assistance Call	800-488-0134 (TTY : 1-800-750-0750 or 711)
Program website	https://www.caresource.com/providers/
Transportation Information	If a patient must travel 30 miles or more from their 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. Unlimited rides for the following conditions: Dialysis, Chemo / Radiation, Hospital discharge, Wheelchair, NICU, Pregnancy related trips, Diabetes Management, OhioRISE.
Women and Children's Health Program	https://www.caresource.com/healthy-living/healthy-family/healthy-pregnancy/
24 Hour Nurseline	https://www.caresource.com/members/ohio/ohio-medicaid/contact-us/
Community Resources	https://www.caresource.com/oh/members/education/myresources/medicaid/
Prescription Information	https://www.caresource.com/oh/providers/tools-resources/drug-formulary/medicaid/
Provider Portal (note: login required)	
Home Page	https://providerportal.caresource.com/OH/User/Login.aspx?ReturnUrl=%2fOHportal/
Portal Access for Care Navigator	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.


OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vFeb2024

	Humana Healthy Horizons
Mailing Address	485 Metro Place South, 5 th Floor Dublin, Ohio 43017
Public Website	www.humana.com/medicaid/ohio
Support	
Ohio CMC Specific Questions	Misty Nahay, 502-476-2384, MNahay@humana.com
General Questions	Provider Services: 1-877-856-5707 M-F 7am-8pm
Support Questions	Provider Services: 1-877-856-5707 M-F 7am-8pm
Member Questions	Member Services: 1-877-856-5702 (TTY: 711) M-F 7am-8pm
Care Management Questions	Humana CM Support: 1-877-856-5707
Website Information	
Home Page	www.humana.com/medicaid/ohio
Benefits and Programs	www.humana.com/medicaid/ohio/support
Case Management	www.humana.com/medicaid/ohio/support/care-management
Chronic Disease Management	www.humana.com/medicaid/ohio/support/disease-management
Provider Directory	www.humana.com/medicaid/find-a-doctor
Transportation Assistance Call	Access2Care at 1-855-739-5986 (TTY: 1-866-288-3133) M-Sat 8am-6pm
Program website	www.humana.com/medicaid/ohio/coverage/transportation
Program Brochure	www.humana.com/medicaid/ohio/support/why-humana
Transportation Information	All Humana Healthy Horizons in Ohio members get 30 one-way (15 round) trips each calendar year with no approval needed. Rides are available for trips such as: CDJFS/ODM appointments, medical, dental and vision appointments, GED classes, job interviews, maternity classes, redetermination appointments, social services and support appointments, and SNAP and WIC appointments. Additionally, Humana Healthy Horizons offers unlimited trips for members getting dialysis, radiation, or chemotherapy. Members may also be eligible for additional trips if they are enrolled in our Case Management program.
Women and Children's Health Program	www.humana.com/medicaid/ohio/benefits/pregnancy-program www.humana.com/medicaid/ohio/support/child-wellness
24 Hour Nurseline	24 Hour Nurse Advice Line: 1-866-376-4827
Community Resources	Member Services: 1-877-856-5702 (TTY: 711) M-F 7am-8pm
Prescription Information	www.humana.com/medicaid/ohio/coverage/pharmacy
Provider Portal (note: login required)	
Home Page	www.humana.com/provider/medical-resources/ohio-medicaid/availability
Portal Access for Care Navigator	The Ohio Medicaid Care Management link within Availability will direct providers to the population health dashboard. This allows providers to view member assessments, care plans, authorizations, assigned care management programs, and contact information for the member's care manager.

OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vFeb2024

	Molina
Mailing Address	3000 Corporate Exchange Drive Columbus, OH 43231
Public Website	http://www.molinahealthcare.com
Support	
Ohio CMC Specific Questions	Jessica Milner, 614-540-3514, jessica.milner@molinahealthcare.com
General Questions	Provider Services: 1-855-322-4079
Support Questions	Provider Services: 1-855-322-4079
Member Questions	Member Services: 1-800-642-4168 (TTY: 1-800-750-0750 or 711)
Care Management Questions	Molina Care Management: 1-800-642-4168
Website Information	
Home Page	http://www.molinahealthcare.com
Benefit and Programs	https://www.molinahealthcare.com/members/oh/en-us/mem/home.aspx
Case Management	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/hm/casemngt.aspx
Chronic Disease Management	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/hm/dm/dm.aspx
Provider Directory	https://molina.sapphirethreesixtyfive.com/?ci=oh-medicaid&network_id=29&geo_location=37.75909999999999,-122.13589999999999&locale=en_us
Transportation Assistance	1-866-642-9279 (TTY: 711)
Program website	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/coverd.aspx
Program Brochure	https://www.molinahealthcare.com/members/oh/en-us/-/media/Molina/PublicWebsite/PDF/members/oh/en-us/Medicaid/oh-medicaid-covered-services-list.pdf
Transportation Information	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.
Women and Children's Health Program	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/services/womencare.aspx
24 Hour Nurseline	Molina 24-Hour Nurse Advice Line 1-888-275-8750 (English); 1-866-648-6537 (Spanish); 711 (TTY)
Community Resources	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/resources/commres.aspx
Prescription Information	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/presdrugs.aspx
Provider Portal (note: login required)	
Home Page, hosted by Availity	https://apps.availity.com/availity/web/public.elegant.login
Portal Access for Care Navigator	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.

OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vFeb2024

	UnitedHealthcare
Mailing Address	5900 Parkwood Place Dublin, OH 43016
Public Website	http://www.uhcommunityplan.com/oh/medicaid/community-plan.html
Support	
Ohio CMC Specific Questions	Kathryn Hobson, 614-356-2961, Kathryn.Hobson@uhc.com
General Questions	Provider Services: 877-842-3210
Support Questions	Provider Services: 877-842-3210
Member Questions	Member Services: 800-895-2017 / TTY: 711
Care Management Questions	800-895-2017 / TTY: 711
Website Information	
Home Page	http://www.uhcommunityplan.com/oh.html
Benefits and Programs	http://www.uhcommunityplan.com/oh/medicaid/community-plan.html
Case Management	http://www.uhcommunityplan.com/oh.html
Chronic Disease Management	https://www.uhcommunityplan.com/oh/medicaid/community-plan/lookup-tools#collapse-
Transportation Assistance Call	(800) 895-2017
Provider Directory	http://www.uhcommunityplan.com/oh.html
Transportation Assistance Call	<p>UnitedHealthcare Community Plan provides 30 one-way less than 30 mile trips per calendar year for covered medically necessary services (ie: medical, dental, vision, WIC and Medicaid renewal appointments) each calendar year. Additionally, UHC-CP covers trips where members must travel more than 30 miles where a closer provider is not available as well as trips by ambulance and paraliift. Trips must be scheduled 48 hours in advance. Exception to 48 hour advance notification for: same day sick visits, pregnancy related visits, hospital discharges and transfers.</p> <p>Unlimited trips are permitted for the following trip types: dialysis, oncology, wound care, chemotherapy, substance use disorder, NICU, Wheelchair transport, pregnancy related trips, diabetes management and OhioRise appointments. UHC-CP is contracted with Lyft for on-demand transportation needs and offers and post authorization process for ambulance only trips.</p>
Women and Children's Health Program	http://www.uhcommunityplan.com/oh/medicaid/community-plan.html
24 Hour Nurseline	800-542-8630 / TTY 800-855-2880
Community Resources	Member Services: 800-895-2017 / TTY: 711
Prescription Information	http://www.uhcommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#view-drug
Provider Portal (note: login required)	
Home Page	www.uhcprovider.com
Portal Access for Care Navigation	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.