

Ohio Medicaid Managed Care

Provider Frequently Asked Questions – October 2025

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What is the Next Generation of Ohio Medicaid?

The Next Generation of Ohio Medicaid refers to the innovative changes Ohio Department of Medicaid (ODM) is making to upgrade its program to focus on the individual and improve the provider experience. Through this effort, Ohio Medicaid is working to:

- Improve wellness and health outcomes.
- Emphasize a personalized care experience.
- Support providers in better patient care.
- Improve care for children and adults with complex needs.
- Increase program transparency and accountability.

To learn more, visit the Next Generation website at <https://managedcare.medicaid.ohio.gov>.

Which managed care plans are available to members through Ohio Medicaid?

The seven managed care organizations (MCO) are:

- AmeriHealth Caritas Ohio, Inc.
- Anthem Blue Cross and Blue Shield.
- Buckeye Community Health Plan.
- CareSource Ohio, Inc.
- Humana Healthy Horizons in Ohio.
- Molina Healthcare of Ohio, Inc.
- UnitedHealthcare Community Plan of Ohio, Inc.

What changed with the new managed care provider agreements?

As part of the Next Generation of Ohio Medicaid launch on February 1, 2023, provider agreements with the MCOs have been updated to ensure consistency and minimize differences between how providers interact with the Next Generation MCOs.

If I am providing services to a member enrolled in the OhioRISE program, how do I know who to bill?

Please refer to the [OhioRISE Provider Enrollment and Billing Guidance](#) for comprehensive billing information.

Am I required to contract with all Next Generation managed care organizations?

No. Providers can choose which Next Generation MCOs they wish to contract.

How do I contract with the Next Generation managed care organizations?

Providers interested in contracting with Ohio Medicaid's Next Generation MCOs can contact them via the Provider Relations contact information listed on our [Provider Contracting page](#).

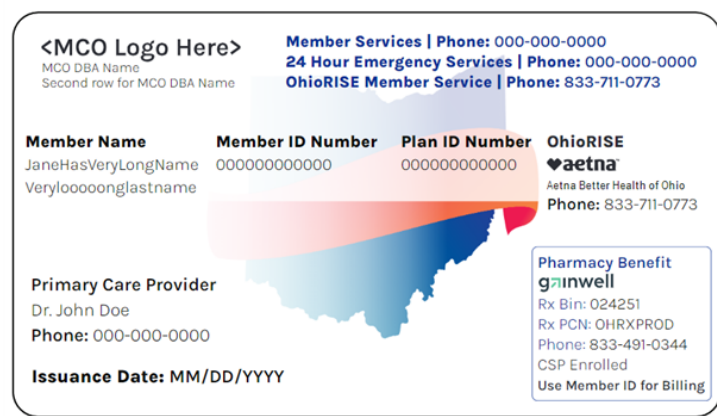
How do I submit claims or prior authorizations for services rendered to members?

Electronic Data Interchange (EDI) and trading partners: On February 1, ODM implemented the new EDI to be the exchange point for trading partners on all claims-related activities. The Fiscal Intermediary assists in routing managed care claims submitted to the EDI and adjudicates and pays fee-for-service claims. EDI claims – fee-for-service and managed care – are submitted by trading partners to the new EDI vendor, Deloitte.

Direct data entry: Direct data entry fee-for-service prior authorizations and claims should continue to be submitted to the Provider Network Management module, where after selecting the "claims" button, they will be automatically redirected to Medicaid Information Technology System. Managed care prior authorizations and claims should be entered directly into that specific plan's managed care portal.

What do the current managed care member ID cards look like?

The managed care member ID card serves as a member's single ID for all healthcare services, including pharmacy needs. Please note that a member's Medicaid ID number is referred to as a **Member ID Number** on the Next Generation ID cards.



Next Generation Managed Care ID Card

What should I do if a member does not have their Next Generation ID card at the time of service?

If a member forgets their ID or brings an outdated card, do not refuse services. Before rendering services, it is important to check member eligibility in the Provider Network Management module to confirm they are enrolled with a contracted plan, so claims are sent to the correct MCO.

Who do I bill for managed care member pharmacy benefits?

Gainwell Technologies is Ohio Medicaid's Single Pharmacy Benefit Manager. All pharmacy claims should be submitted through [the Single Pharmacy Benefit Manager web portal](#).

Where can I find contact information for Gainwell?

To contact Gainwell, visit [Gainwell's Ohio Medicaid webpage](#) or call the Gainwell Customer Support Center at 833-491-0344.

Where can I find more information to address member questions regarding the Next Generation program and enrollment?

Next Generation managed care plan resources are available at www.ohiomh.com. This includes the Next Generation Plan Comparison, Find a Provider tool, and Member Transition FAQ.

What resources and trainings can I access to help me navigate the Next Generation of Ohio Medicaid changes?

To learn more about the Next Generation of Ohio Medicaid program and what it means for providers, including available resources and trainings to support in utilizing new systems and features, please visit <https://managedcare.medicaid.ohio.gov/providers/provider-resources>.