TO: Medicaid Managed Care Organizations

FROM: Jim Tassie, Director of Managed Care
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SUBJECT: Managed Care Entity Explanation of Benefits Suppression

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In accordance with 42 CFR 455.20, Managed Care Organizations (MCOs), MyCare Ohio Plans (MCOPs), the OhioRISE plan, and the Single Pharmacy Benefit Manager (SPBM), henceforth referred to as Managed Care Entities (MCEs), are required to implement a method for verifying with members that services billed by providers were indeed received. The Ohio Department of Medicaid (ODM) acknowledges that MCEs may manage Explanation of Benefits (EOBs) in various ways. This guidance is being issued to ensure that, regardless of the method used for distributing EOBs, MCEs are compliant with the suppression of services as outlined in the following laws:

- Ohio Revised Code §3719.012 [codes.ohio.gov]: Drug and alcohol treatment
- Ohio Revised Code §5122.04 [codes.ohio.gov]: Mental health treatment for minors aged 14 and older
- Ohio Revised Code §3709.241 [codes.ohio.gov]: Diagnosis and treatment of STDs
- Ohio Revised Code §2907.29 [codes.ohio.gov]: Emergency services for sexual offenses
- Ohio Revised Code §3701.242 [codes.ohio.gov]: HIV testing
- 42 CFR §59.5 [law.cornell.edu]: Family planning services
- Ohio Revised Code §5120.172 [codes.ohio.gov]: Medical treatment of minors prosecuted as adults
- 42 CFR §59.5 [law.cornell.edu]: Family planning services

This guidance is applicable to mailed and online EOBs.

A list of service and diagnosis codes, as well as excluded provider types, is maintained by ODM for FFS EOB suppression. MCEs can view this list here: EOB Guidance[1].

The list can also be found at: DAS MCD ODM MCE Collaboration Teams site > General > Files > Reference Documents > Financial Management and Program Integrity> EOB Guidance.

Managed Care Organizations (MCOs) or MyCare Ohio Plans (MCOPs) may contact the Office of Managed Care via ManagedCarePolicy@medicaid.ohio.gov with any questions. The OhioRISE plan may contact OhioRISEPolicy@medicaid.ohio.gov with any questions. The Single Pharmacy Benefit Manager may contact medicaidspbm@medicaid.ohio.gov with any questions.

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[1] This list is subject to change. While ODM will work to ensure this list remains accurate, MCEs should maintain their own EOB suppression list.