

# Options for Initiating a Referral to OhioRISE/CANS Assessment

## Option 1

Contact the youth’s managed care organization (MCO) directly.

- The MCO must ensure an initial CANS assessment appointment for the purpose of determining OhioRISE eligibility is scheduled within 72 hours of referral to the MCO.
- The MCO must have a process in place to ensure the initial CANS assessment is completed within 10 business days after scheduling.

| MCO   | AmeriHealth Caritas  | 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.  |
|---|--|--|--|--|--|--|--|
| Phone Number for <b>Youth and Families</b>  | 833-764-7700   | 844-912-0938   | 866-246-4358   | 800-488-0134   | 877-856-5702   | 800-642-4168   | 800-895-2017   |
| Phone Number and Email for <b>Providers</b> | 833-464-7768<br><a href="mailto:DL-ACOHCareCoordination@amerihealthcaritasoh.com">DL-ACOHCareCoordination@amerihealthcaritasoh.com</a> | 844-912-0938<br><a href="mailto:ohbhcasemanagement@anthem.com">ohbhcasemanagement@anthem.com</a> | 419-304-4300<br><a href="mailto:Brandi.M.Hahn@CENTENE.COM">Brandi.M.Hahn@CENTENE.COM</a> | 800-488-0134<br><a href="mailto:care4uspecialpopulations@caresource.com">care4uspecialpopulations@caresource.com</a> | 877-856-5707<br><a href="mailto:OHMCDOhioRISE@humana.com">OHMCDOhioRISE@humana.com</a> | 800-642-4168<br><a href="mailto:population_health@MolinaHealthcare.com">population_health@MolinaHealthcare.com</a> | 800-600-9007<br><a href="mailto:ODMEDI_HELPDESK@uhc.com">ODMEDI_HELPDESK@uhc.com</a> |

# Options for Initiating a Referral to OhioRISE/CANS Assessment, cont.

## Option 2

If the child or youth is in fee-for-service Medicaid, contact the **Medicaid Consumer Hotline at 800-324-8680 (TTY: 711)** to identify nearby CANS assessors that can be contacted to schedule a CANS assessment.

## Option 3

Contact **OhioRISE Member Services at 833-711-0773 (TTY: 711)** from 7 a.m. to 8 p.m. Monday through Friday.

- Aetna Better Health of Ohio will work with the youth and if applicable, their MCO, to coordinate a referral for a CANS Assessment to determine eligibility for the OhioRISE program.