



## **OHIO COMPREHENSIVE MATERNAL CARE (CMC):**

### **OHIO MEDICAID MANAGED CARE ORGANIZATIONS (MCOs) CONSOLIDATED RESOURCE GUIDE**

Feb2024

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## 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 (CHANTRY 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](mailto: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
<a href="mailto:sshinaver@Amerihealthcaritasoh.com">sshinaver@Amerihealthcaritasoh.com</a>	<a href="mailto:karam.johnson@anthem.com">karam.johnson@anthem.com</a>	<a href="mailto:TSwallen@centene.com">TSwallen@centene.com</a>	<a href="mailto:Sharon.Johnston@CareSource.com">Sharon.Johnston@CareSource.com</a>
Humana Healthy Horizons	Molina Healthcare	United Healthcare	
Dallas King	Shelby Burch	Kathryn Hobson	
502-885-7203	614-516-4402	614-356-2961	
<a href="mailto:dking68@humana.com">dking68@humana.com</a>	<a href="mailto:shelby.burch@molinahealthcare.com">shelby.burch@molinahealthcare.com</a>	<a href="mailto:Kathryn.Hobson@uhc.com">Kathryn.Hobson@uhc.com</a>	

# 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](mailto:nurtureohiosupport@DeliverHealth.com)

## General Questions about ePRAF:

[MomsandBabies@medicaid.ohio.gov](mailto: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
<a href="mailto:dfoley@Amerihealthcaritasoh.com">dfoley@Amerihealthcaritasoh.com</a>	<a href="mailto:Shelley.brown@anthem.com">Shelley.brown@anthem.com</a>	<a href="mailto:Melinda.ridgeway@centene.com">Melinda.ridgeway@centene.com</a>	<a href="mailto:Deana.Davis@CareSource.com">Deana.Davis@CareSource.com</a>
Humana Healthy Horizons	Molina Healthcare	United Healthcare	
Misty Nahay	Jessica Milner	Kathryn Hobson	
502-476-2384	614-540-3514	614-356-2961	
<a href="mailto:MNahay@humana.com">MNahay@humana.com</a>	<a href="mailto:jessica.milner@molinahealthcare.com">jessica.milner@molinahealthcare.com</a>	<a href="mailto:Kathryn.Hobson@uhc.com">Kathryn.Hobson@uhc.com</a>	

## 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	<a href="#">AmeriHealth Caritas Care Management</a>
Anthem	1-844-441-1505	<a href="#">Anthem Case Management</a>
Buckeye Health Plan	1-614-230-1169	<a href="#">Buckeye Maternal Health Team</a>
CareSource	1-833-230-2034	<a href="mailto:mbb@Caresource.com">mbb@Caresource.com</a>
Humana Healthy Horizons	1-877-856-5707	<a href="#">Humana Healthy Horizons Care Management</a>
Molina Healthcare	1-800-642-4168	<a href="#">Molina Maternal and Child Health Team</a>
United Healthcare	1-513-814-6069	<a href="#">UHC Care Management</a>

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

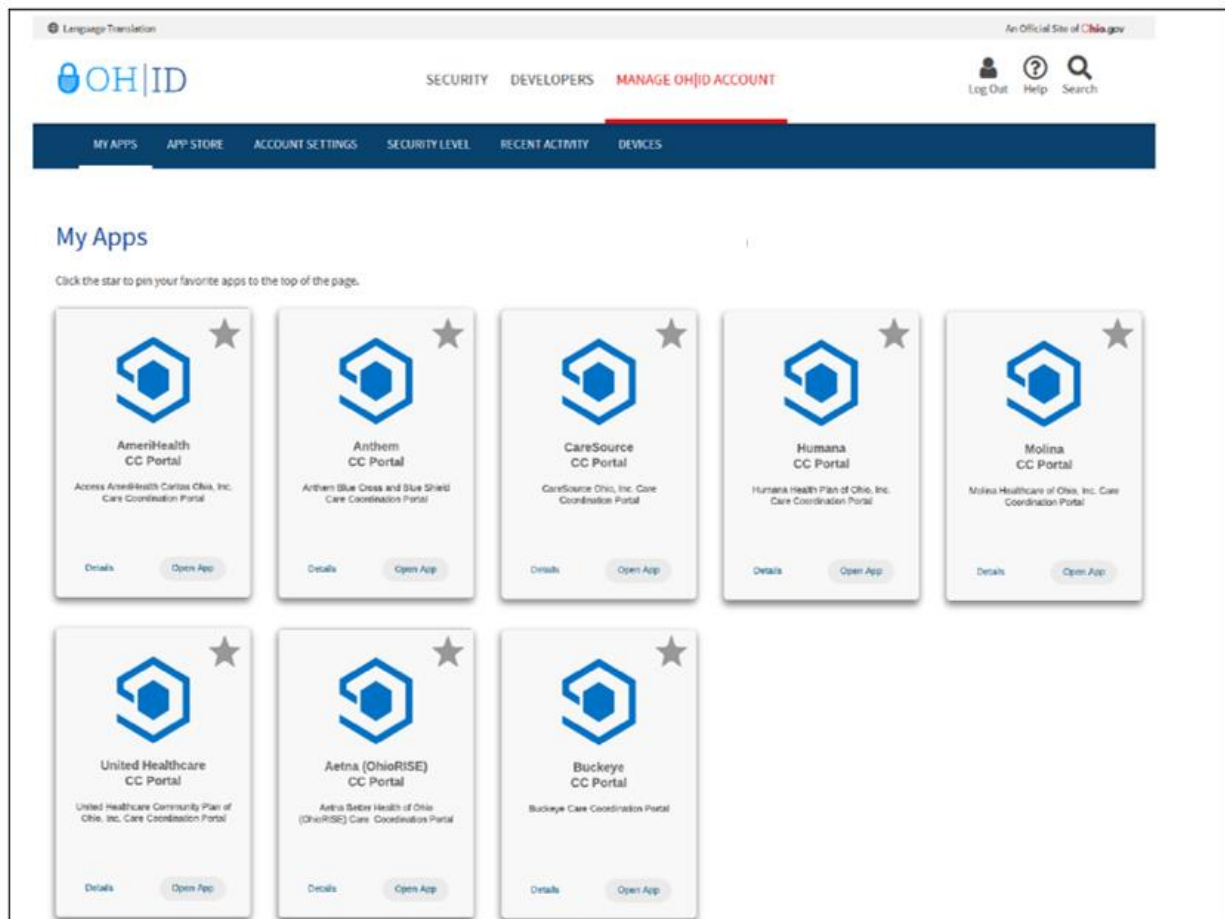


# MCO Care Coordination Portals


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


							
<b>To Schedule, Cancel or get Trip status, Call:</b>	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
<b>Standard Scheduling Timeline</b>	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance						
<b>Special Scheduling Instructions</b>	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.
<b>Unlimited Trips</b>	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
<b>Same Day/Sick Visit Instructions</b>	Same day/sick visit trips available by calling scheduling line above; provider may need to confirm urgency						
<b>30 One-Way Trips/15 Round Trips Less Than 30 Miles</b>	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>						
<b>Additional Trip Limit Exceptions</b>	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						
<b>Approved Locations</b>							
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							
<b>Approved Transportation Choices</b>							
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>							
<b>Additional Contact Information</b>							
							
<b>Plan Member Services for General Benefit Inquiries, Issues, Special Requests</b>	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
<b>Ohio Department of Medicaid (ODM) Provider Hotline</b>					<b>1-800-686-1516</b>		
<b>Ohio Department of Medicaid (ODM) Member Hotline</b>					<b>1-800-324-8680</b>		


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

	<b>AmeriHealth</b>
<b>Mailing Address</b>	Please call General Services 1-833-644-6001
<b>Public Website</b>	<a href="https://www.amerihealthcaritasoh.com/index.aspx">https://www.amerihealthcaritasoh.com/index.aspx</a>
<b>Support</b>	
<b>Ohio CMC Specific Questions</b>	Stephanie Shinaver, 614-874-1535, <a href="mailto:sshinaver@amerihealthcaritasoh.com">sshinaver@amerihealthcaritasoh.com</a> -or- <a href="mailto:CMC@amerihealthcaritasoh.com">CMC@amerihealthcaritasoh.com</a> , 1-833-644-6001
<b>General Questions</b>	1-833-644-6001
<b>Support Questions</b>	1-833-644-6001
<b>Member Questions</b>	1-833-764-7700 (TTY 1-833-889-6446)
<b>Care Management Questions</b>	1-833-464-7768
<b>Website Information</b>	
<b>Home Page</b>	<a href="https://www.amerihealthcaritasoh.com/member/eng/index.aspx">https://www.amerihealthcaritasoh.com/member/eng/index.aspx</a>
<b>Benefits and Programs</b>	<a href="https://www.amerihealthcaritasoh.com/member/eng/index.aspx">https://www.amerihealthcaritasoh.com/member/eng/index.aspx</a>
<b>Case Management</b>	<a href="https://www.amerihealthcaritasoh.com/member/eng/index.aspx">https://www.amerihealthcaritasoh.com/member/eng/index.aspx</a>
<b>Chronic Disease Management</b>	<a href="https://www.amerihealthcaritasoh.com/member/eng/index.aspx">https://www.amerihealthcaritasoh.com/member/eng/index.aspx</a>
<b>Provider Directory</b>	<a href="https://www.amerihealthcaritasoh.com/provider/find-provider/index.aspx">https://www.amerihealthcaritasoh.com/provider/find-provider/index.aspx</a>
<b>Transportation Assistance Call</b>	Primary - Member Services: (833) 764-7700 or Secondary – Transportation: (833) 664-6368
<b>Program website</b>	<a href="https://www.amerihealthcaritasoh.com/member/eng/index.aspx">https://www.amerihealthcaritasoh.com/member/eng/index.aspx</a>
<b>Transportation Information</b>	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
<b>Women and Children's Health Program</b>	<a href="https://www.amerihealthcaritasoh.com/member/eng/index.aspx">https://www.amerihealthcaritasoh.com/member/eng/index.aspx</a>
<b>24 Hour Nurseline</b>	<a href="tel:1-833-625-6446">1-833-625-6446</a>
<b>Community Resources</b>	<a href="https://www.amerihealthcaritasoh.com/member/eng/index.aspx">https://www.amerihealthcaritasoh.com/member/eng/index.aspx</a>
<b>Prescription Information</b>	<a href="https://www.amerihealthcaritasoh.com/provider/pharmacy/index.aspx">https://www.amerihealthcaritasoh.com/provider/pharmacy/index.aspx</a>
<b>Provider Portal (note: login required)</b>	
<b>Home Page</b>	<a href="https://www.amerihealthcaritasoh.com/provider/resources/navinet.aspx">https://www.amerihealthcaritasoh.com/provider/resources/navinet.aspx</a>
<b>Portal Access for Care Navigation</b>	<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"> <li>Member eligibility verification.</li> <li>Claims investigation.</li> <li>Care gap reports to identify needed services.</li> <li>Member Clinical Summaries.</li> <li>Medical claims data.</li> <li>Member panel rosters for PCPs included under your contract</li> </ul>


	<b>Anthem</b>
<b>Mailing Address</b>	PO Box 62500, Virginia Beach, VA 23466-2509
<b>Public Website</b>	<a href="https://providers.anthem.com/ohio-provider/home">https://providers.anthem.com/ohio-provider/home</a>
<b>Support</b>	
<b>Ohio CMC Specific Questions</b>	Shelley Brown, 937-371-1845, <a href="mailto:shelley.brown@anthem.com">shelley.brown@anthem.com</a>
<b>General Questions</b>	Provider Services: 844-912-1226
<b>Support Questions</b>	Provider Services: 844-912-1226
<b>Member Questions</b>	Member Services: 844-912-0938
<b>Care Management Questions</b>	Medical Management Dept: 844-441-1505
<b>Website Information</b>	
<b>Home Page</b>	<a href="https://providers.anthem.com/ohio-provider/home">https://providers.anthem.com/ohio-provider/home</a>
<b>Benefit and Programs</b>	<a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a>
<b>Case Management</b>	<a href="mailto:OHPHcasemanagement@anthem.com">OHPHcasemanagement@anthem.com</a>
<b>Chronic Disease Management</b>	Members: <a href="mailto:Condition-Care-Self-Referral@anthem.com">Condition-Care-Self-Referral@anthem.com</a>  Providers: <a href="mailto:Condition-Care-Referrals@anthem.com">Condition-Care-Referrals@anthem.com</a>  Phone: 888-430-4300
<b>Provider Directory</b>	<a href="https://www.anthem.com/find-care/">https://www.anthem.com/find-care/</a>
<b>Transportation Assistance Call</b>	Access2Care: 800-282-9720 or Member Services: 844-912-0938
<b>Program website</b>	<a href="https://providers.anthem.com/ohio-provider/home">https://providers.anthem.com/ohio-provider/home</a>
<b>Transportation Information</b>	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.
<b>Women and Children's Health Program</b>	<a href="https://www.anthem.com/oh/medicaid/health-topics/pregnancy-and-womens-health">https://www.anthem.com/oh/medicaid/health-topics/pregnancy-and-womens-health</a>
<b>24 Hour Nurseline</b>	844-430-0341
<b>Community Resources</b>	<a href="mailto:MedicaidSPBM@medicaid.ohio.gov">MedicaidSPBM@medicaid.ohio.gov</a>
<b>Prescription Information</b>	<a href="https://www.Anthemhealthcare.com/medicaid/health-benefits/">https://www.Anthemhealthcare.com/medicaid/health-benefits/</a>
<b>Provider Portal (note: login required)</b>	
<b>Home Page</b>	<a href="https://providers.anthem.com/ohio-provider/home">https://providers.anthem.com/ohio-provider/home</a>
<b>Portal Access for Care Navigator</b>	<a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a>

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

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


 <b>Humana Healthy Horizons</b>	
<b>Mailing Address</b>	485 Metro Place South, 5 <sup>th</sup> Floor Dublin, Ohio 43017
<b>Public Website</b>	<a href="http://www.humana.com/medicaid/ohio">www.humana.com/medicaid/ohio</a>
<b>Support</b>	
<b>Ohio CMC Specific Questions</b>	Misty Nahay, 502-476-2384, <a href="mailto:MNahay@humana.com">MNahay@humana.com</a>
<b>General Questions</b>	Provider Services: 1-877-856-5707 M-F 7am-8pm
<b>Support Questions</b>	Provider Services: 1-877-856-5707 M-F 7am-8pm
<b>Member Questions</b>	Member Services: 1-877-856-5702 (TTY: 711) M-F 7am-8pm
<b>Care Management Questions</b>	Humana CM Support: 1-877-856-5707
<b>Website Information</b>	
<b>Home Page</b>	<a href="http://www.humana.com/medicaid/ohio">www.humana.com/medicaid/ohio</a>
<b>Benefits and Programs</b>	<a href="http://www.humana.com/medicaid/ohio/support">www.humana.com/medicaid/ohio/support</a>
<b>Case Management</b>	<a href="http://www.humana.com/medicaid/ohio/support/care-management">www.humana.com/medicaid/ohio/support/care-management</a>
<b>Chronic Disease Management</b>	<a href="http://www.humana.com/medicaid/ohio/support/disease-management">www.humana.com/medicaid/ohio/support/disease-management</a>
<b>Provider Directory</b>	<a href="http://www.humana.com/medicaid/find-a-doctor">www.humana.com/medicaid/find-a-doctor</a>
<b>Transportation Assistance Call</b>	Access2Care at 1-855-739-5986 (TTY: 1-866-288-3133) M-Sat 8am-6pm
<b>Program website</b>	<a href="http://www.humana.com/medicaid/ohio/coverage/transportation">www.humana.com/medicaid/ohio/coverage/transportation</a>
<b>Program Brochure</b>	<a href="http://www.humana.com/medicaid/ohio/support/why-humana">www.humana.com/medicaid/ohio/support/why-humana</a>
<b>Transportation Information</b>	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.
<b>Women and Children's Health Program</b>	<a href="http://www.humana.com/medicaid/ohio/benefits/pregnancy-program">www.humana.com/medicaid/ohio/benefits/pregnancy-program</a> <a href="http://www.humana.com/medicaid/ohio/support/child-wellness">www.humana.com/medicaid/ohio/support/child-wellness</a>
<b>24 Hour Nurseline</b>	24 Hour Nurse Advice Line: 1-866-376-4827
<b>Community Resources</b>	Member Services: 1-877-856-5702 (TTY: 711) M-F 7am-8pm
<b>Prescription Information</b>	<a href="http://www.humana.com/medicaid/ohio/coverage/pharmacy">www.humana.com/medicaid/ohio/coverage/pharmacy</a>
<b>Provider Portal</b> (note: login required)	
<b>Home Page</b>	<a href="http://www.humana.com/provider/medical-resources/ohio-medicaid/availability">www.humana.com/provider/medical-resources/ohio-medicaid/availability</a>
<b>Portal Access for Care Navigator</b>	The Ohio Medicaid Care Management link within Availity 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.



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

	<b>UnitedHealthcare</b>
<b>Mailing Address</b>	5900 Parkwood Place Dublin, OH 43016
<b>Public Website</b>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan.html">http://www.uhccommunityplan.com/oh/medicaid/community-plan.html</a>
<b>Support</b>	
<b>Ohio CMC Specific Questions</b>	Kathryn Hobson, 614-356-2961, <a href="mailto:Kathryn.Hobson@uhc.com">Kathryn.Hobson@uhc.com</a>
<b>General Questions</b>	Provider Services: 877-842-3210
<b>Support Questions</b>	Provider Services: 877-842-3210
<b>Member Questions</b>	Member Services: 800-895-2017 / TTY: 711
<b>Care Management Questions</b>	800-895-2017 / TTY: 711
<b>Website Information</b>	
<b>Home Page</b>	<a href="http://www.uhccommunityplan.com/oh.html">http://www.uhccommunityplan.com/oh.html</a>
<b>Benefits and Programs</b>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan.html">http://www.uhccommunityplan.com/oh/medicaid/community-plan.html</a>
<b>Case Management</b>	<a href="http://www.uhccommunityplan.com/oh.html">http://www.uhccommunityplan.com/oh.html</a>
<b>Chronic Disease Management</b>	<a href="https://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools#collapse-">https://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools#collapse-</a>
<b>Transportation Assistance Call</b>	(800) 895-2017
<b>Provider Directory</b>	<a href="http://www.uhccommunityplan.com/oh.html">http://www.uhccommunityplan.com/oh.html</a>
<b>Transportation Assistance Call</b>	<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 paratransit. 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 a post authorization process for ambulance only trips.</p>
<b>Women and Children's Health Program</b>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan.html">http://www.uhccommunityplan.com/oh/medicaid/community-plan.html</a>
<b>24 Hour Nurseline</b>	800-542-8630 / TTY 800-855-2880
<b>Community Resources</b>	<a href="#">Member Services: 800-895-2017 / TTY: 711</a>
<b>Prescription Information</b>	<a href="http://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#view-drug">http://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#view-drug</a>
<b>Provider Portal</b> (note: login required)	
<b>Home Page</b>	<a href="http://www.uhcprovider.com">www.uhcprovider.com</a>
<b>Portal Access for Care Navigation</b>	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.