

# Next Generation MyCare Program Care Coordination

**Care Coordination** is a team-based, person-centered approach designed to include a full variety of care coordination activities, ranging from short-term assistance to meet care gaps to longer-term, intensive care management for members with complex needs.

## Care Coordination Assists Members Through

Helping create and manage a care team made up of professional and informal supports based on member preference and establishing specific responsibilities.

Providing care continuity while honoring member experience and choice.

Identifying and addressing physical, behavioral, and other needs.



Focusing on person centered goals to help solve member social and enviromental concerns in addition to medical concerns.

Coordination of Medicare and Medicaid benefits for an easier medical experience.

Providing hands on assistance for every member.

## What Does This Mean for Members?

The Next Generation MyCare program makes sure that every member has access to a care coordinator to help members figure out what services will be covered by Medicaid or Medicare.



Members enrolled on the MyCare waiver program will also have a dedicated waiver service coordinator to help them navigate their waiver services.



## Dedicated Care Coordination



Members not enrolled in the MyCare Ohio program for both their Medicaid and Medicare benefits may see less coordination of their benefits, including multiple communications, ID cards, points of contact for services, and more.

One high quality Next Generation MyCare plan provides both Medicaid and Medicare coverage, so there is stronger coordination of benefits and support. The member has one care coordinator for both benefits. If enrolled in a waiver program, they also have waiver service coordination.

## Do you have questions or want to learn more?



Contact the Ohio Senior Health Insurance Information Program (OSHIIP) at 800-686-1578 or [OSHIIPmail@insurance.ohio.gov](mailto:OSHIIPmail@insurance.ohio.gov) for free, objective health insurance information.



Contact the Ohio Medicaid Consumer Hotline at 800-324-8680 or visit <http://www.ohiomh.com> for one-on-one help with no conflicts of interest.



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