

Who Can Members Reach Out to for Help with Next Generation MyCare?

Help Desk	Who Should Call?	Types of Issues/Questions Supported
Ohio Medicaid Consumer Hotline 800-324-8680 Monday–Friday: 7 a.m.-8 p.m. ET Saturday–Sunday: 8 a.m.-5 p.m. ET	Current MyCare Ohio members or their authorized representatives Individuals that are eligible for Next Generation MyCare or their authorized representatives	Next Generation MyCare program eligibility and enrollment Next Generation MyCare benefits and services Switching/selecting Next Generation MyCare plans Assistance finding a Next Generation MyCare provider Issues receiving services from a Medicaid provider
Local Area Agency on Aging 866-243-5678	Current MyCare Ohio members enrolled in a Medicaid waiver program (like PASSPORT or Assisted Living)	Questions about PASSPORT and/or Assisted Living services
MyCare Ohio conversion questions MyCareConversionQuestions@medicaid.ohio.gov	Current MyCare Ohio members and their family members Individuals that are eligible for Next Generation MyCare	Questions or feedback about the Next Generation MyCare program
Self-direction email self-direction@medicaid.ohio.gov	Individuals interested in becoming involved in self-direction Current individuals and caregivers involved in self-direction	Information about self-direction Questions about existing self-directed services
Next Generation MyCare plan member hotlines <i>Hours vary by plan</i> Anthem Blue Cross and Blue Shield : 833-727-2169 Buckeye Health Plan : 855-445-3562 CareSource : 855-475-3163 Molina Healthcare of Ohio : 866-856-8295	Current MyCare Ohio members and their family members Individuals that are eligible for Next Generation MyCare	Value-added benefits/services provided by the plan Issues receiving services through the plan Assistance finding a provider in network Questions related to plan benefits/ services Enrolling with a Next Generation MyCare plan*

*Buckeye Health Plan won't be an option for new members or for those currently receiving care through another MyCare Ohio plan starting in the 2026 plan year. If you get care through Buckeye Health Plan today and want to keep your plan, no action is required.