

# Who can providers reach out to for help with MyCare Ohio?

Help Desk	Who Should Call?	Types of Issues/Questions Supported
<p><b>MyCare Ohio conversion questions</b></p> <p><a href="mailto:MyCareConversionQuestions@medicaid.ohio.gov">MyCareConversionQuestions@medicaid.ohio.gov</a></p>	<ul style="list-style-type: none"> <li>• Current MyCare Ohio providers.</li> </ul>	<ul style="list-style-type: none"> <li>• Current MyCare Ohio program.</li> <li>• Questions or feedback about the Next Generation of MyCare Ohio program.</li> </ul>
<p><b>ODM Integrated Helpdesk (IHD)</b></p> <p>800-686-1516 or <a href="mailto:IHD@medicaid.ohio.gov">IHD@medicaid.ohio.gov</a></p> <ul style="list-style-type: none"> <li>• Provider representatives are available Monday - Friday 8 a.m.-4:30 p.m.</li> <li>• Interactive Voice Response System (IVR) provides 24/7/365 access to information regarding client eligibility, claim and payment status, and provider information.</li> </ul>	<ul style="list-style-type: none"> <li>• Current MyCare Ohio providers.</li> </ul>	<ul style="list-style-type: none"> <li>• OMES submitted claims, prior authorization, and other administrative tasks.</li> <li>• General Medicaid member eligibility.</li> <li>• Provider application, enrollment, or waiver support.</li> <li>• General Medicaid payment/billing.</li> </ul>
<p><b>Local Area Agency on Aging</b></p> <p>866-243-5678</p>	<ul style="list-style-type: none"> <li>• Current MyCare Ohio providers.</li> </ul>	<ul style="list-style-type: none"> <li>• PASSPORT claims and service authorizations.</li> <li>• Assisted Living claims and service authorizations.</li> </ul>
<p><b>MyCare Ohio plan hotlines</b></p> <p>Hours vary by MyCare Ohio plan</p> <ul style="list-style-type: none"> <li>• Aetna Better Health of Ohio: 855-364-0974</li> <li>• Buckeye Health Plan: 866-296-8731</li> <li>• CareSource: 800-488-0134</li> <li>• Molina HealthCare of Ohio: 855-322-4079</li> <li>• United Healthcare Community Plan: 877-842-3210</li> </ul>	<ul style="list-style-type: none"> <li>• Providers interested in becoming a MyCare Ohio provider.</li> </ul>	<ul style="list-style-type: none"> <li>• Enrolling as an MyCare Ohio provider.</li> </ul>