

MyCare Ohio program community input session member frequently asked questions

Overview and purpose

Q: What is MyCare Ohio?

A: MyCare Ohio is a managed care program designed for Ohioans who receive both Medicaid and Medicare benefits. This program has an integrated approach to coordinating your care with you as the center of focus.

The MyCare Ohio plan that you choose will provide all the available benefits that Medicare and Medicaid offer, including long-term care services and behavioral health. Plus, your MyCare Ohio plans may include additional services to you.

To learn more about MyCare Ohio, refer to the [MyCare Ohio frequently asked questions document on www.ohiomh.com](https://www.ohiomh.com).

Q: What is the purpose of the MyCare Ohio program community input session?

A: Ohio Department of Medicaid (ODM) is reviewing today's MyCare Ohio program to identify possible changes to better address the needs of the individuals we serve. To support this, we are expanding the MyCare Ohio program statewide to allow more Ohioans to benefit from the program's integrated care and support in navigating Medicaid and Medicare benefits. During this process of expanding coverage, we will also transition the program to have greater focus on the individual, by expanding your benefits to help address your unique individual healthcare needs.

We will conduct a series of in-person meetings throughout the state with Ohioans who are dually eligible and caregivers over the coming months to hear your experiences navigating healthcare systems and the providers who serve you. Feedback collected will inform efforts to prepare you for forthcoming changes to the program. Family members and caregivers are also encouraged to come.

Q: What will ODM do with feedback provided by individuals during the input sessions?

A: Each session will have note takers who will document the feedback themes and examples shared during the discussion; comments will not be attributed to any individual attendee. The feedback collected will inform efforts to prepare members for the forthcoming changes to the program.

How do I know if I am eligible for MyCare Ohio?

To be eligible, you must be:

- Eligible for both Medicare and Medicaid services;
- Age 18 and older; and
- Reside in one of the 29 counties where MyCare is currently available.

Q: Will feedback provided during the sessions be kept anonymous?

A: Yes. Comments or feedback will not be attributed to an individual or specific session attendee.

What to expect**Q: Who can attend an Ohio Medicaid MyCare Ohio program community input session?**

A: Individuals who are currently receiving services through the MyCare Ohio program or may be eligible are encouraged to attend. This also includes member advocates and caregivers.

To learn more about MyCare Ohio and eligibility, refer to the [MyCare Ohio FAQ on www.ohiomh.com](https://www.ohiomh.com).

Q: How long will the session last?

A: The session will last approximately two (2) hours.

Q: Who will facilitate the session discussion?

A: Ohio Medicaid representatives will facilitate the discussion and capture feedback via notetaking.

Q: What will be provided for individuals who attend the session?

A: Light refreshments (beverages and snacks) will be provided. In addition, a \$15 gift card to a local grocery store or gas station will be provided to individuals who attend and participate in the session.

Other ways to communicate with ODM**Q: How can individuals who are unable to attend a session provide their perspective?**

A: Feedback, questions, and suggestions can be provided to Ohio Medicaid via email to MyCareConversionQuestions@medicaid.ohio.gov.