



**Ohio Department  
of Medicaid**

# MyCare Ohio program community input session

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**Department of  
Medicaid**

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MyCare Ohio

# MyCare Ohio program member input overview session

Today's agenda and objectives

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# Today's MyCare Ohio program overview

# MyCare Ohio overview

What is MyCare Ohio?

**MyCare Ohio integrates Medicare and Medicaid benefits into one program, coordinated by a managed care plan.**

## **One care coordinator**

One care coordinator for both your Medicaid and Medicare benefits.

## **One organization**

One organization responsible for both your Medicaid and Medicare benefits, allowing for more extensive service coverage.



## **Streamlined communication**

You only receive communications from one organization, alleviating confusion.

## **Simple appeals**

If you need to appeal a denial, you only need to contact one organization.

# MyCare Ohio care coordination

Each member enrolled in MyCare Ohio receives help coordinating their care. MyCare Ohio is the only way a member can receive care coordination across both Medicare and Medicaid.

## Your care manager will assist you in:

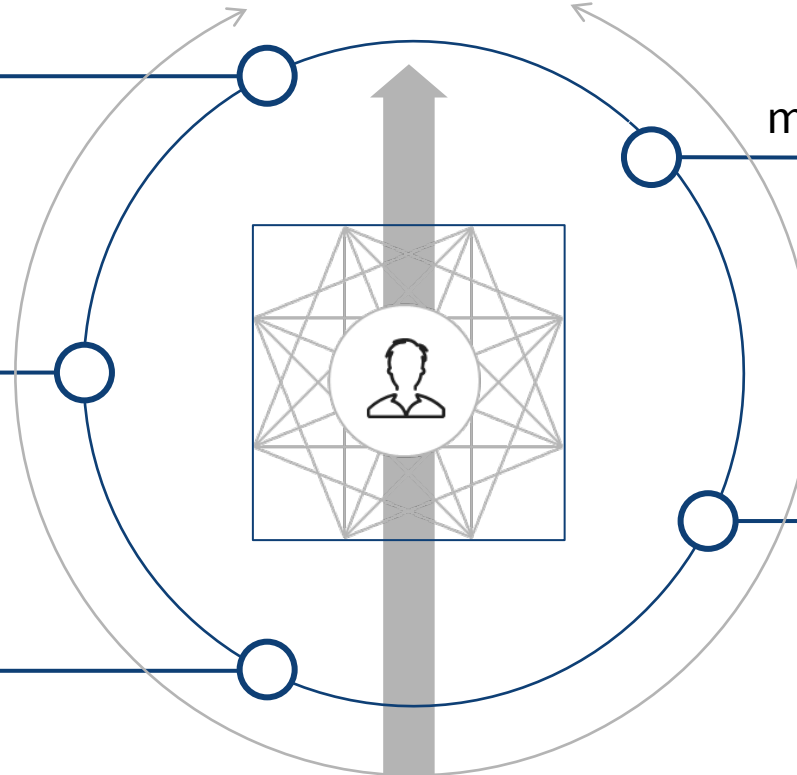
Planning and scheduling your appointments.

Making sure you have the medication and supplies you need.

Your understanding of your diagnosis and illness.

Understanding your healthcare benefits and what services are covered.

Connecting you to community resources to meet needs you may have.



# MyCare Ohio benefits

There are many benefits to receiving Medicare and Medicaid through MyCare Ohio

## Benefits of receiving dual benefits from a MyCare Ohio plan:

- Less likely to receive surprise bills from providers – more of your services are covered.
- You receive support to coordinate your care, so you are not stuck to figure out what services will be covered by Medicare or Medicaid.
- Impartial enrollment broker is available to help you find the plan that is best for you.
- Less time spent figuring out your healthcare services and appealing denials.

# The “why” of MyCare Ohio

The heart of MyCare Ohio

## The MyCare Ohio program was created with the **member** in mind.

### Healthcare needs

Individuals receiving healthcare services through both Medicare and Medicaid may have more healthcare needs.

### Healthcare costs

Rising healthcare costs make it hard Medicare and Medicaid members to receive the services you need.

### Navigation of services

It can be hard to navigate two separate systems if you receive care through Medicare and Medicaid.



# What is the MyCare Ohio program trying to achieve?

## MyCare Ohio program goals



### **Streamlined care**

One point of contact for both Medicaid and Medicare services to streamline care.



### **Person-centered care**

Person-centered care, seamless across services and care settings.



### **Service focus**

Focus on wellness, prevention, and coordination of services.



### **Navigation**

Easy for you and providers to navigate.



### **Consistency**

Integrated care coordination and one benefit package.

# MyCare Ohio benefit package

What benefits are available through the MyCare Ohio plans?

All benefits available through the traditional Medicare and Medicaid programs, including long-term services and supports and behavioral health.




Additional “value-added” benefits, specific to each MyCare Ohio plan's healthcare package.

# MyCare Ohio population eligibility

## Member eligibility criteria

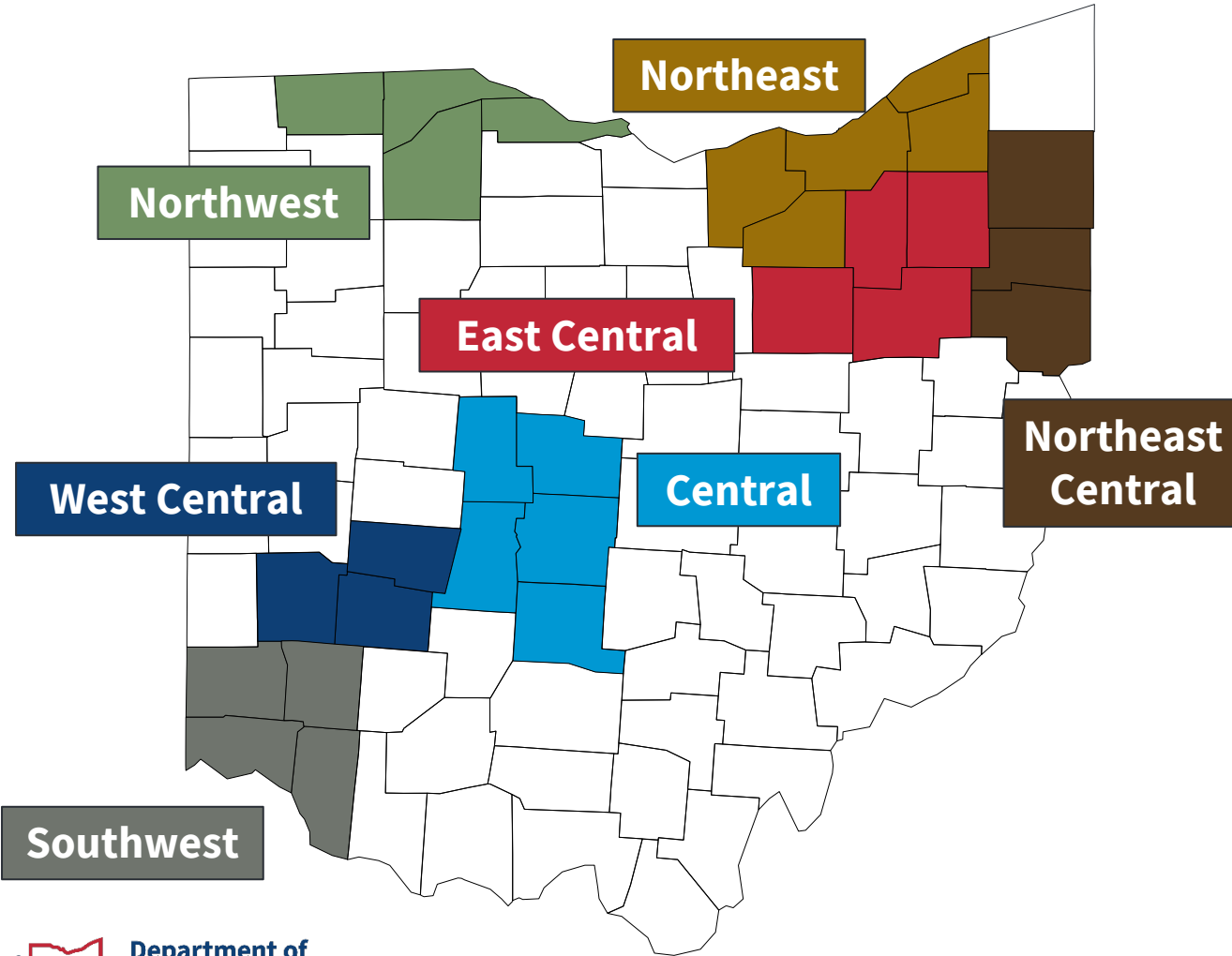
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### To enroll, you must be:

-  Eligible for both Medicare and Medicaid services;
-  Age 18 and older; and
-  Reside in one of the 29 demonstration counties.

# MyCare Ohio regions

Where MyCare Ohio is currently available and plans by region



Region	MyCare Plans
Northwest	Aetna Buckeye
Northeast	Buckeye CareSource United
East Central	CareSource United
Northeast Central	CareSource United
West Central	Buckeye Molina
Southwest	Aetna Molina
Central	Aetna Molina

# Eligibility for MyCare Ohio waiver services

Criteria to access waiver services

**Some MyCare Ohio members need additional services like home modifications, home-delivered meals, and personal care aide services to safely remain in their homes.**

**To access waiver services, eligible individuals must be:**

1. Enrolled in MyCare Ohio program at time of waiver application.
2. Determined to meet a nursing facility-based level of care (e.g. intermediate or skilled) per Ohio Administrative Code rules.
3. Require hospitalization or nursing facility services to meet needs in the absence of the waiver.
4. Require at least one waiver service per month **OR**
  - a. Require at least one waiver service per year, and;
  - b. Conduct a monthly connect with your care coordinator.

# Community based waiver services

To enroll in the waiver, you must receive one of the following services per month or annually\*

- Adult day health services.
- Alternative meals service.
- Assisted living services.
- Choices home care attendant.
- Community transition.
- Personal emergency response services.
- Enhanced community living services.
- Home care attendant.
- Home delivered meals.
- Homemaker services.
- Home medical equipment and supplemental adaptive and assistive devices.
- Home modification.
- Home maintenance and chore.
- Community integration.
- Out of home respite services.
- Personal care services.
- Nutritional consultation.
- Social work counseling .
- Waiver nursing services .
- Waiver transportation.

*\*Based on waiver service requirements listed on slide 13.*

# **MyCare Ohio program changes to come**

# MyCare Ohio program changes\*

## What is changing with MyCare Ohio?

\*Even with these changes, members can still choose to receive their Medicare benefits through a Medicare Advantage plan or Medicare fee-for-service if they would like.



### MyCare Ohio program

- Expansion: Expanding MyCare Ohio program from 29 counties to statewide to allow all eligible Ohioans to receive needed care.
- Conversion: Implementation of Next Generation Medicaid program requirements and benefits into the MyCare Ohio program.
- MyCare Ohio program eligibility age is 21 years old.



### Waiver services coordination

- Continues to offer all the same services available within the:
  - Ohio Home Care waiver.
  - PASSPORT waiver.
  - Assisted Living waiver.

Ohio Medicaid will go through a managed care entity selection process to determine which plans will serve individuals covered by the Next Generation of MyCare Ohio this year.



# MyCare Ohio program changes (continued)

What is changing with MyCare Ohio?



## Self-direction

Expanding self-direction to **give you more control over your waiver services.**



## Transportation

Adding **additional member protections for transportation services** from the Next Generation managed care provider agreements.



## Behavioral health

Increasing **focus on behavioral health care coordination.**

**Additional changes are forthcoming and will be shared once we are further along in the selection process.**

# **MyCare Ohio program community input sessions**

# MyCare Ohio program input session overview

What is the purpose of these sessions?

We are conducting a series of in-person meetings throughout the state with Ohioans who are dually eligible and their caregivers. Our goal is to hear your experiences and suggestions for navigating healthcare systems and the providers who serve you.

## Topics for discussion during sessions:



**Access to Services:** Services you find most useful/important and barriers to accessing those services.



**Care Coordination:** Your experiences with managing care across multiple healthcare providers.



**Customer Service and Communication:** Your experiences with managed care provider customer services and getting assistance with issues or questions.

# Session purpose

What the MyCare Ohio input sessions will and will not be used for

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Time for us to **share information on the current MyCare Ohio program and waiver services.**



Allow us to share the **changes coming to my MyCare Ohio program and waiver services.**



An opportunity for us **to better understand your experiences navigating healthcare systems and the providers who serve you.**

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NOT



A forum to answer questions about anything **not related to the MyCare Ohio program.**



Time to discuss the **managed care entity selection process** or request for applications.



Time to discuss **case specific or care related to an individual** Ohio Medicaid member.

# Have questions about your current services?

## Member resources



If you are a member **enrolled in managed care (like MyCare Ohio)** and have questions about your services, contact the member services number on your **plan's ID card**.  
Can't locate the number, call the Ohio Medicaid Consumer Hotline at 800-324-8680.



If you are enrolled in a **Medicaid waiver program (like PASSPORT or Assisted Living)**, and have questions about your services or providers, please contact your **case manager**.  
Can't locate the number, call the Area Agency on Aging at 866-243-5678.

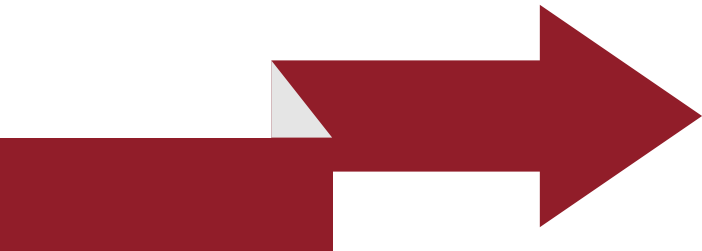
# What will we do with your feedback?

The information gathered will help us develop the future MyCare Ohio program



## Feedback that drives structuring

Your input will inform efforts to prepare members, providers, and community partners for the forthcoming changes to the program.



## Feedback regarding current issues

Your feedback regarding today's MyCare Ohio program will be shared to try and address current concerns.

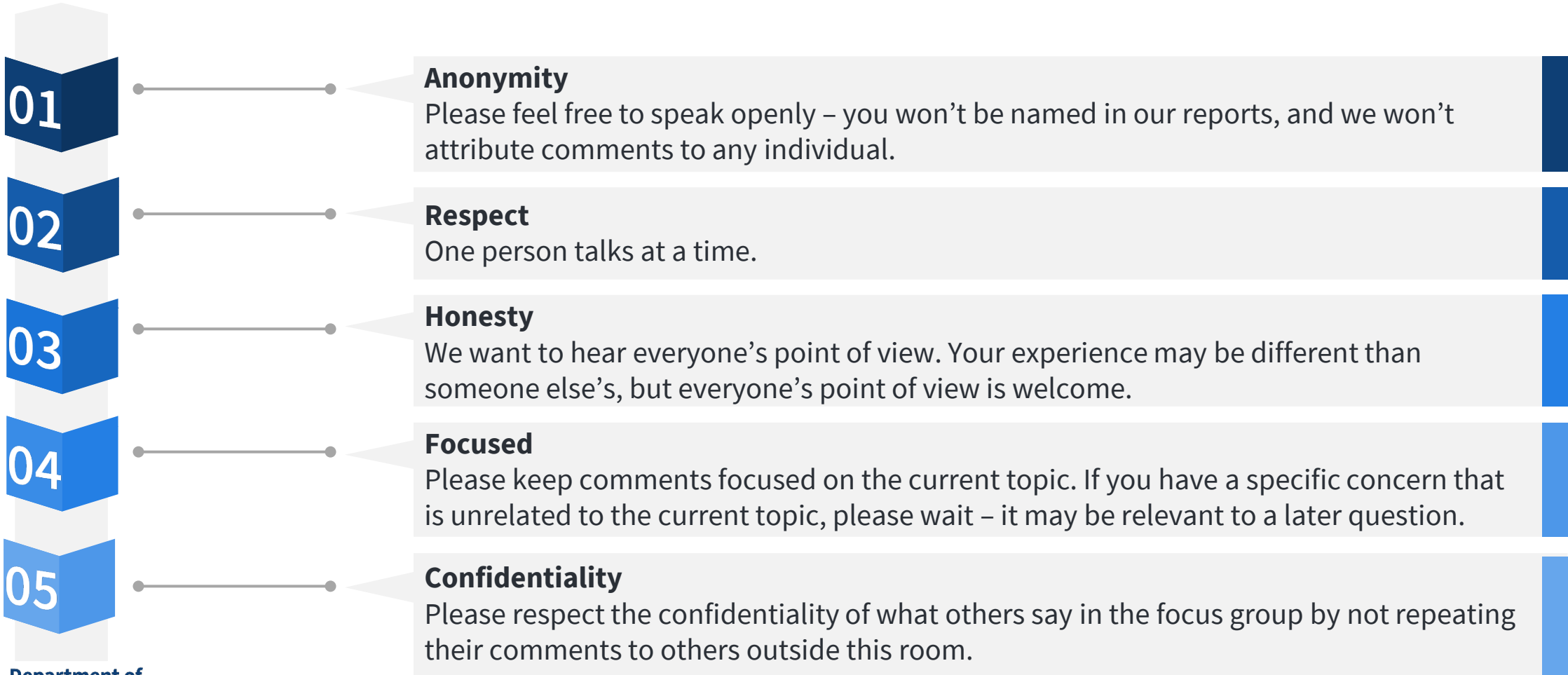


## Feedback that goes beyond

We will be unable to address every issue as part of the Next Generation of MyCare Ohio, but we will share these concerns as appropriate.

# Guiding principles

Things to keep in mind for the MyCare Ohio program community input sessions



# MyCare Ohio program member input sessions

Meetings with individuals who receive services or may be eligible to receive services through the MyCare Ohio program to share their experiences and learn more about the program.

## Allen

**June 12, 2024 (4 p.m. – 6 p.m.)**

Lima Public Library  
650 West Market Street, Lima, OH 45801

## Montgomery

**August 5, 2024 (1 p.m. - 3 p.m.)**

Earl Heck Community Center  
201 Main Street, Englewood, OH 45322

## Hamilton

**September 17, 2024 (10 a.m. - 12 p.m.)**

Anderson Senior Center  
7970 Beechmont Ave, Cincinnati, OH 45255

## Jackson

**April 2, 2024 (1 p.m. – 3 p.m.)**

Area Agency on Aging  
1 Acy Avenue, Jackson, OH 45640

## Cuyahoga

**July 24, 2024 (1 p.m. – 3 p.m.)**

Fairview Park Branch Library  
21255 Lorain Rd, Fairview Park, OH 44126

## Morrow

**May 16, 2024 (1 p.m. - 3 p.m.)**

Mount Gilead Public Library  
41 E High St, Mt Gilead, OH 43338

## Coshocton

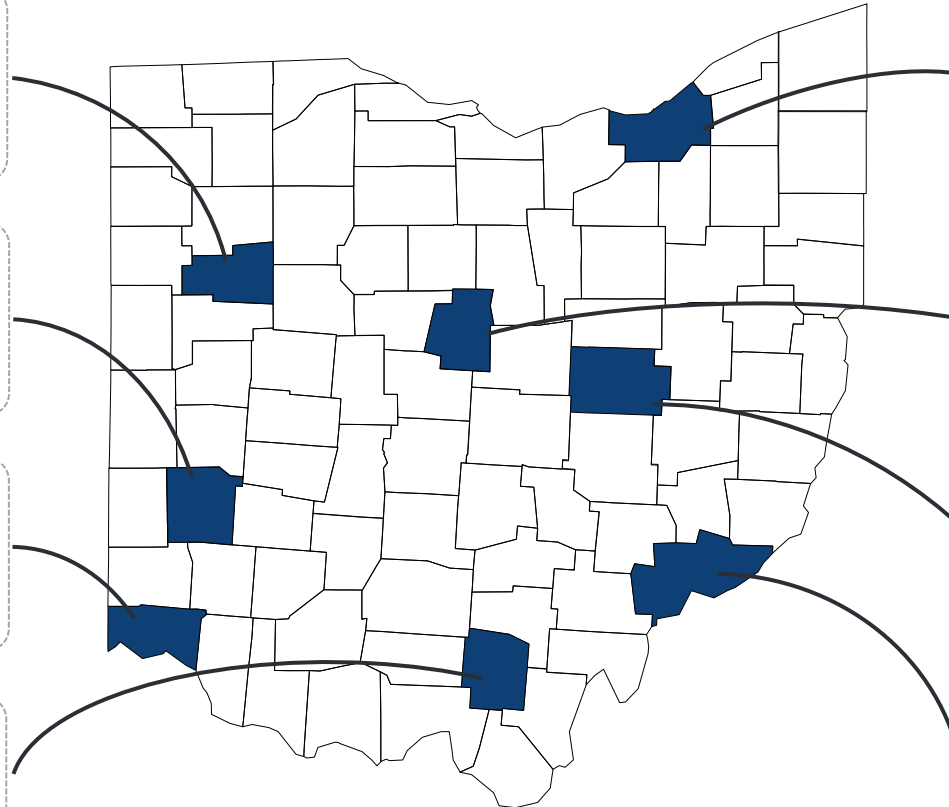
**April 15, 2024 (4:30 p.m. - 6:30 p.m.)**

Coshocton Library  
655 Main Street, Coshocton, OH 43812

## Washington

**April 25, 2024 (2 p.m. – 4 p.m.)**

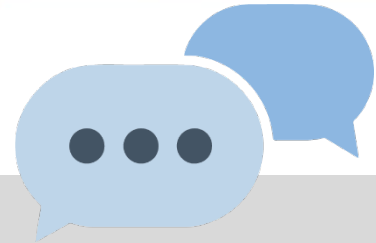
O'Neill Senior Center  
333 4th St, Marietta, OH 45750





# Wrap up

# Thank you for coming!



**Thank you for sharing your experiences with us today.**



Additional questions or comments related to the **MyCare Ohio program:**

- Email us at [MyCareConversionQuestions@medicaid.ohio.gov](mailto:MyCareConversionQuestions@medicaid.ohio.gov).
- Send us a letter to:  
Ohio Department of Medicaid  
MyCare Ohio program  
PO Box 182709  
Columbus, OH 43218-2709



For questions related to your **services while enrolled in managed care or MyCare Ohio:**

- Call the member services number on your plan's ID card.
- If you cannot locate the number, call the Ohio Medicaid Consumer Hotline at 800-324-8680.



For questions related to your **services or providers while enrolled in a Medicaid waiver program (like PASSPORT or Assisted Living):**

- Call your case manager.
- If you cannot location the number, call the local Area Agency on Aging at 866-243-5678.