



**Ohio Department  
of Medicaid**

# MyCare Ohio program provider input session overview

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**Department of  
Medicaid**

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MyCare Ohio

# Housekeeping

A few reminders before we begin



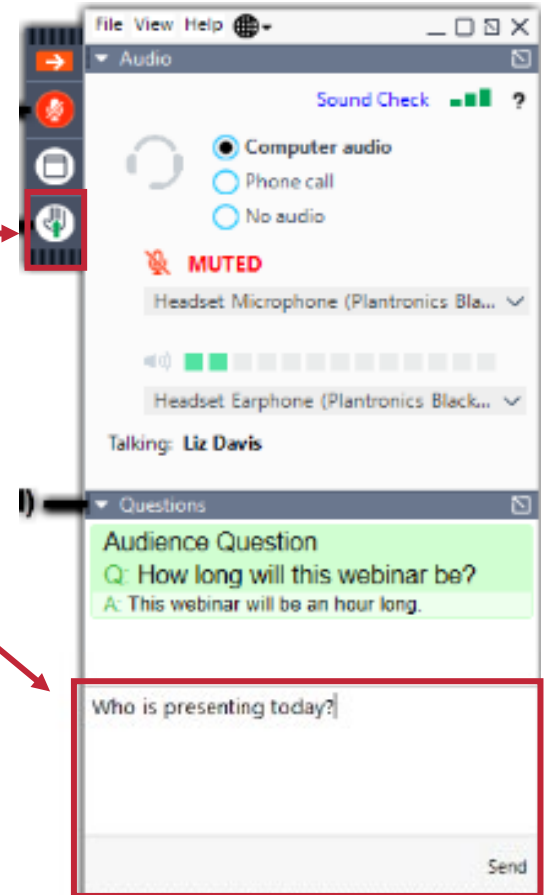
All participants are muted. If you would like to share thought during our interactive discussion, please raise your hand and we will unmute you.



You can use the questions feature to ask questions. To ask a question, type your question in the questions box and select “Send”.



The presentation from today’s session will be available on the [MyCare Ohio webpage of the medicaid.ohio.gov](https://www.medicaid.ohio.gov).



# Access, inclusion, and reasonable accommodation

Ohio Department of Medicaid is committed to providing access, inclusion, and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act, and other applicable laws.



## Interpreter and written information

To request an **interpreter, written information** in a language other than English or in other formats such as **large print, audio, and accessible electronic formats**, or a reasonable accommodation due to a disability, please contact Ohio Medicaid's Civil Rights/ADA Coordinator at 614-995-9981/TTY 711, fax 614-644-1434, or email: [ODM\\_EEO\\_EmployeeRelations@medicaid.ohio.gov](mailto:ODM_EEO_EmployeeRelations@medicaid.ohio.gov). **Requests should be made at least three business days prior to the scheduled event.**



## Recording

Unless Ohio Medicaid's Civil Rights/ADA Coordinator approves in advance, individuals **may not record** the meeting using the recording function in Teams, GoToMeeting, Zoom, or any virtual meeting platform used by the department, nor may individuals utilize artificial intelligence technologies to transcribe meetings.



## Grievance

If you believe Ohio Medicaid has failed to provide these services or discriminated in another way, you can **file a grievance** with Ohio Medicaid's Civil Rights Coordinator or file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights, or both. Further information on these processes and Ohio Medicaid's compliance with civil rights and other applicable laws can be found in our [Notice of Nondiscrimination](#).

# 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 Medicaid and Medicare benefits.

## One organization

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



## Streamlined communication

Members only receive communications from one organization, alleviating confusion.

## Simple appeals

If members need to appeal a denial, they 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.

## A care manager will assist members in:

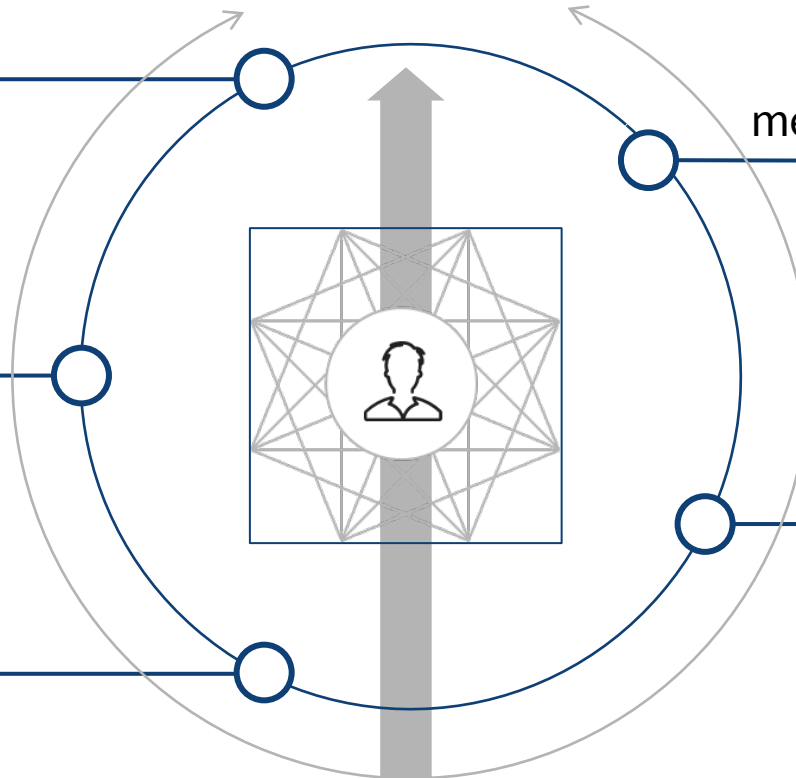
Planning and scheduling appointments.

Understanding of diagnosis and illness.

Connecting members to community resources to meet needs they may have.

Making sure members have the medication and supplies they need.

Understanding healthcare benefits and what services are covered.



# MyCare Ohio statistics

A look into the data

## Reductions in:

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**8%**

Lower use of Medicaid-funded nursing facility services than MyCare counties.



**10.5%**

Lower inpatient hospital use than non-MyCare counties.



**12%**

Improvement in the number of home- and community-based services needed than non-MyCare counties.



**Reduction in use of home- and community-based services**

Such as assisted living, transportation, adult day, and home delivered meal.



# 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 a member’s services are covered.
- Members receive support to coordinate their care, so they are not stuck to figure out what services will be covered by Medicare or Medicaid.
- Impartial enrollment broker is available to help members find the plan that is best for them.
- Less time spent figuring out 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 for Medicare and Medicaid members to receive the services they need.

### Navigation of services

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

# What is MyCare Ohio trying to achieve?

## MyCare Ohio goals



### **Accountability**

One point of accountability and contact for enrollees.



### **Person-centered**

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



### **Service Focus**

Focus on wellness, prevention and coordination of services.



### **Navigation**

Easy to navigate for enrollees and providers.



### **Consistency**

Integrated approach to care coordination to integrate services into 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

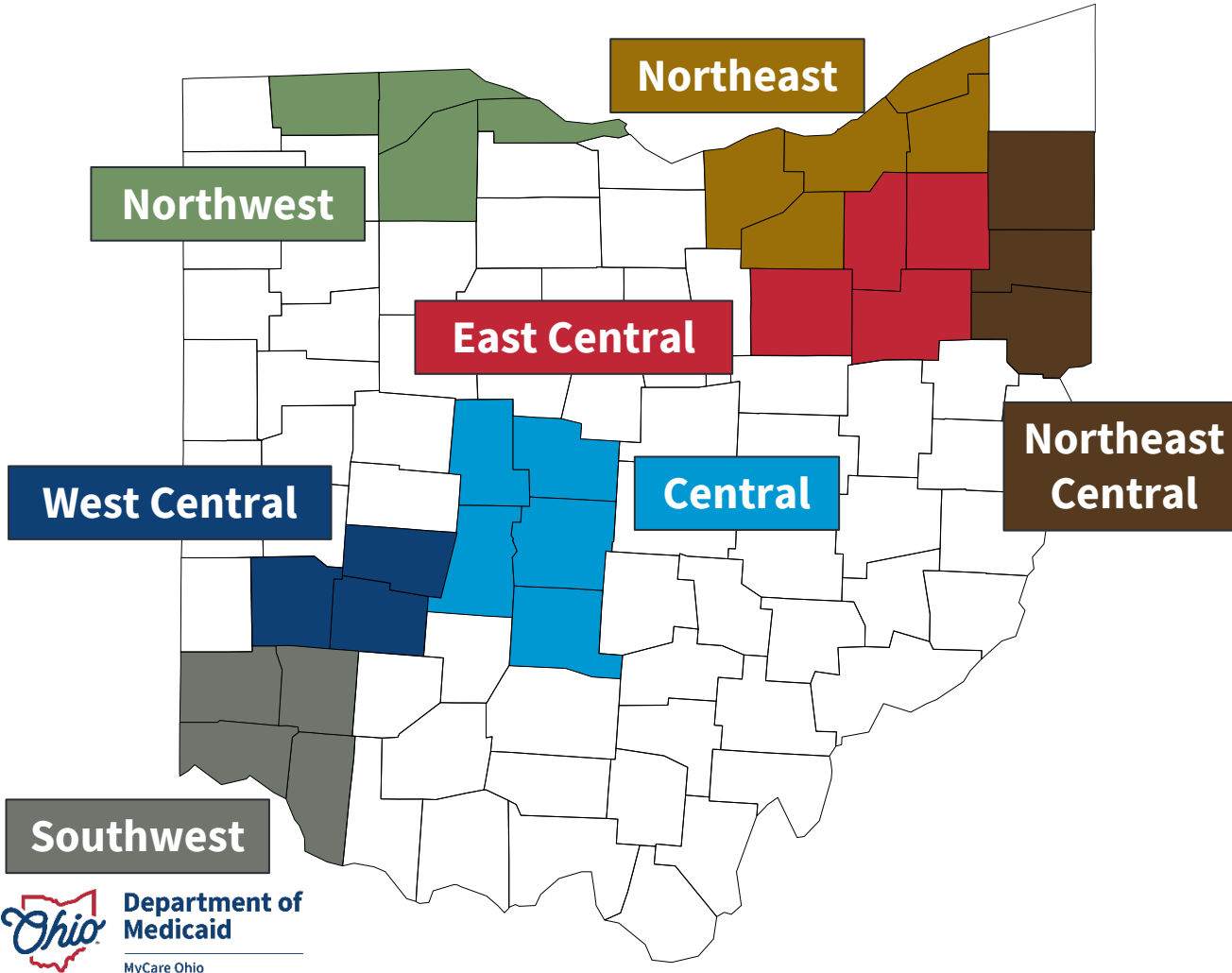
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### To enroll, members must be:

-  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

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, members 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.



# **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 members more control over their 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 community input session overview

What is the purpose of these sessions?

We are conducting a series of virtual meetings with provider stakeholders. Our goal is to hear your experiences and suggestions for navigating the current Financial Alignment Initiative demonstration and other Fully Integrated Dual-Eligible Special Needs Plan (FIDE SNP) models.

## Topics for discussion during sessions:



**Access to Services:** Services providers find most useful/important and barriers to providing those services.



**Care Coordination:** Your experiences with working with Ohio Medicaid and Medicare members.





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


# Session purpose


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

**IS**  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 and suggestions** for navigating the current Financial Alignment Initiative demonstration and other FIDE SNP models.

**IS**  A forum to answer questions about anything **not related to the MyCare Ohio program**, including OMES and system-related topics or administrative processes such as prior authorizations and claims.

**NOT**  Time to discuss the **managed care entity selection process** or request for applications.

# Have questions about services?

## Provider resources



For questions related to **OMES submitted claims (fee or service or managed care), prior authorizations, and billing**, contact the Ohio Medicaid Integrated HelpDesk at 800-686-1516 or [IHD@medicaid.ohio.gov](mailto:IHD@medicaid.ohio.gov).



For questions related to **pharmacy claims and prior authorizations**, contact the Gainwell Single Pharmacy Benefit Manager at 833-491-0344 or [OH\\_MCD\\_PDM@GainwellTechnologies.com](mailto:OH_MCD_PDM@GainwellTechnologies.com).



For questions related to **PASSPORT or Assisted Living claims and/or service authorizations**, contact the local Area Agency on Aging at 866-243-5678.

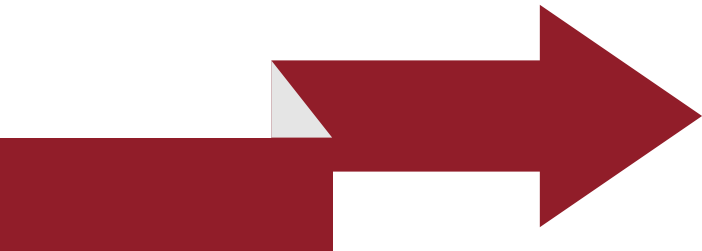
# What will we do with your feedback?

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.



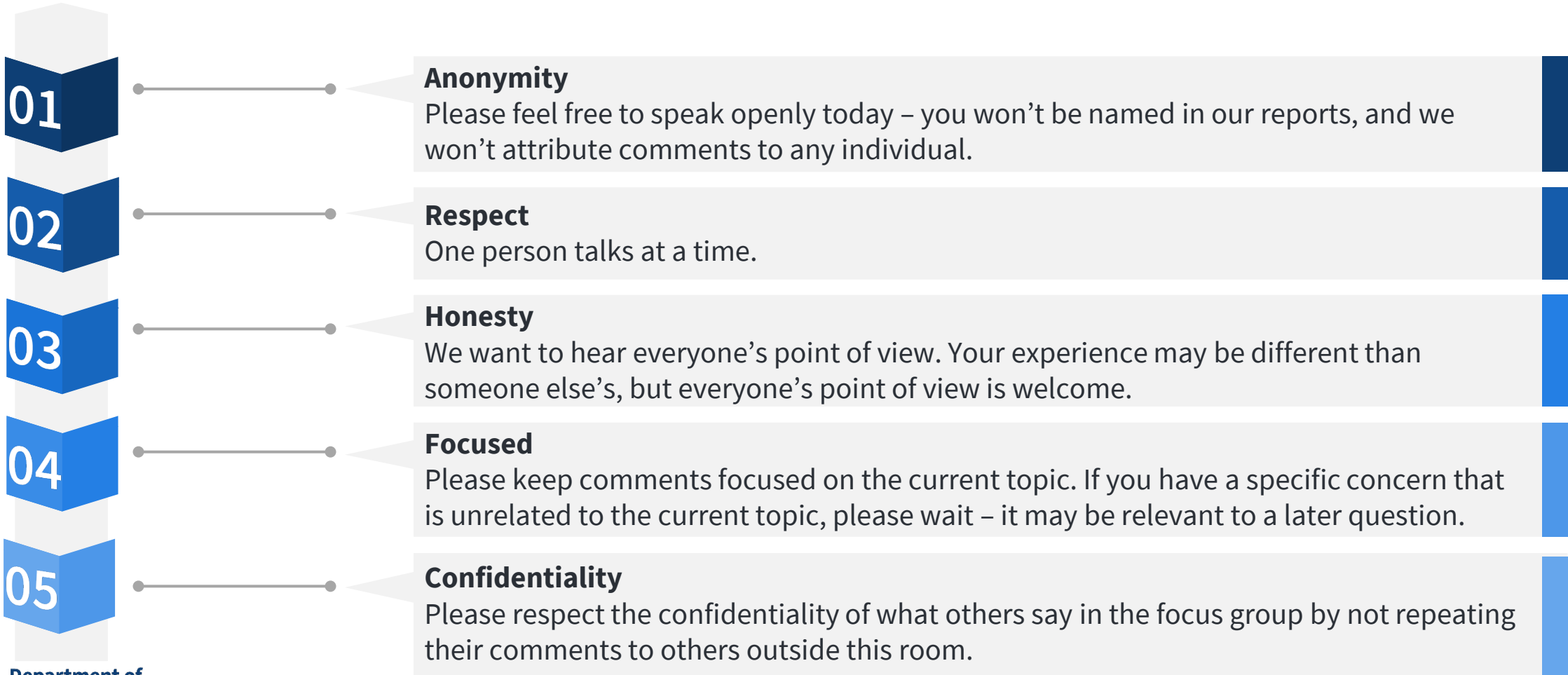
## Feedback that goes beyond

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



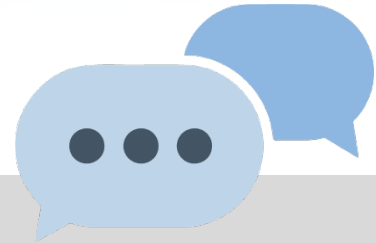
# MyCare Ohio program provider input sessions

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.

Session Name	Date/ time	Description	Registration link
MyCare Ohio program community input session kick-off	March 26, 2024 3 p.m. – 4 p.m. ET	Session to learn about the current MyCare Ohio program and the approach of the MyCare Ohio program community input sessions.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Dental & vision providers	March 29, 2024 9 a.m. – 11 a.m. ET	Session for dental and vision providers to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Behavioral health providers	April 18, 2024 3 p.m. – 5 p.m. ET	Session for behavioral health providers to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Transportation providers	April 26, 2024 9 a.m. – 11 a.m. ET	Session for transportation providers to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Long-term care providers	May 7, 2024 3 p.m. – 5 p.m. ET	Session for long-term care providers to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Waiver providers	May 22, 2024 9 a.m. – 11 a.m. ET	Session for waiver providers to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Non-institutional providers	June 27, 2024 3 p.m. – 5 p.m. ET	Session for non-institutional providers to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Eligibility providers	July 17, 2024 3 p.m. – 5 p.m. ET	Session for eligibility providers to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Advocacy groups, associations, and organizations	August 14, 2024 3 p.m. – 5 p.m. ET	Session for provider advocates, organizations, and associations to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>
MyCare Ohio program community input session - Hospital providers	September 11, 2024 3 p.m. – 5 p.m. ET	Session for hospital providers to share their thoughts on the current MyCare Ohio program.	<a href="#">Click here to register</a>

# Wrap up

# Thank you for coming!

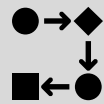


**Thank you for  
sharing your  
experiences  
with us today.**



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 **OMES submitted claims, prior authorizations, and billing**:

- Call the Ohio Medicaid Integrated HelpDesk at 800-686-1516.
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