

# Next Generation MyCare Member Frequently Asked Questions

## Overview

The Ohio Department of Medicaid’s (ODM) Next Generation MyCare program will start on **January 1, 2026**. The improvements to the current MyCare Ohio program will better serve Ohioans who have both Medicaid and Medicare. This document provides answers to the most commonly asked questions about the current program and Next Generation MyCare program for current and new members.

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## Introduction

### What is MyCare Ohio?

MyCare Ohio is a managed care program for Ohioans who have both Medicaid and Medicare. The program helps you get the care you need all in one plan.

For more information about the current MyCare Ohio program, visit the [MyCare Ohio webpage](#).

### What are the Next Generation MyCare program goals?

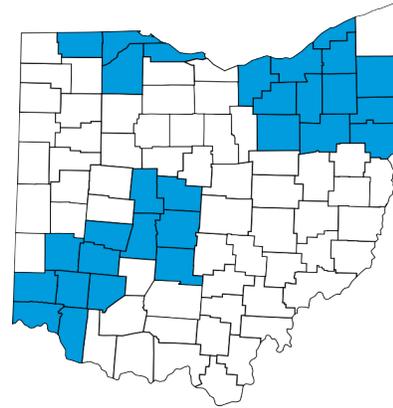
ODM designed its Next Generation MyCare program to:

- Focus on the individual.
- Help individuals and communities be healthier.
- Give everyone the best care for their needs.
- Help providers keep making care better.
- Improve care for individuals with complex needs and help them live independently in their communities.
- Make the program more transparent and responsive.

## Where is MyCare Ohio available?

The current MyCare Ohio program is available in 29 counties until January 1, 2026. Refer to the map on the right to see the 29 counties where MyCare Ohio is available today.

In the Next Generation MyCare program, the plans are partnering with the Area Agencies on Aging (AAA) to serve you. AAAs are regional agencies that work with your plan to support your care. The roll out schedule is planned around the AAA regions and the counties they serve. Locate your county in the [roll out schedule](#) to see when the Next Generation MyCare program will be available for you.



### Phase 1: Current MyCare Counties (January 1, 2026)

The Next Generation MyCare program will start on January 1, 2026. It will be available in the counties where MyCare Ohio is available today. These include:

- AAA1: Butler, Warren, Clinton, Hamilton, Clermont
- AAA2: Montgomery, Clark, Greene
- AAA4: Lucas, Fulton, Ottawa, Wood
- AAA6: Franklin, Delaware, Union, Madison, Pickaway
- AAA10a: Lorain, Cuyahoga, Medina, Lake, Geauga
- AAA10b: Summit, Portage, Stark, Wayne
- AAA11: Columbiana, Mahoning, Trumbull



## Phase 2: Remaining MyCare Counties (April 1, 2026 – August 1, 2026)

Starting on Apr. 1, 2026, and continuing through 2026, the program will become available across the state. Locate your county to see when the program will be available for you.

### April 1, 2026

- AAA4: Sandusky, Erie, Henry, Williams, Defiance, Paulding
- AAA6: Fayette, Fairfield, Licking
- AAA11: Ashtabula

### May 1, 2026

- AAA2: Preble, Darke, Miami, Shelby, Champaign, Logan
- AAA3: Van Wert, Putnam, Hancock, Allen, Mercer, Auglaize, Hardin
- AAA5: Seneca, Huron, Wyandot, Crawford, Richland, Ashland, Marion, Morrow, Knox

### June 1, 2026

- AAA7: Ross, Vinton, Highland, Pike, Jackson, Gallia, Brown, Adams, Scioto, Lawrence

### July 1, 2026

- AAA9: Holmes, Tuscarawas, Carroll, Jefferson, Coshocton, Harrison, Belmont, Guernsey, Muskingum

### August 1, 2026

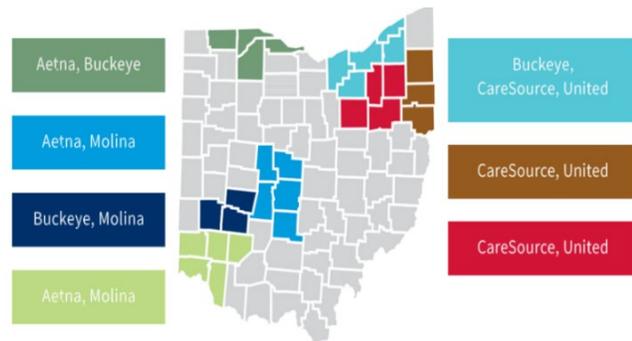
- AAA8: Hocking, Perry, Morgan, Noble, Monroe, Washington, Athens, Meigs

## What plans are available to me?

In the current MyCare Ohio program, there are five plans available. The plans available to you depend on the county you live in as shown in the map on the right, until January 1, 2026.

They include:

- [Aetna Better Health of Ohio](#)
- [Buckeye Health Plan](#)
- [CareSource](#)
- [Molina Healthcare](#)
- [United Healthcare Community Plan](#)



If you are an existing MyCare Ohio member, find out what this means for you in the [“Eligibility and Enrollment”](#) section.

In the Next Generation MyCare program, there are four plans. Three of the plans are available for you to select statewide. The plans include some current MyCare Ohio plans and a new plan to the program. All plans will cover your Medicare and Medicaid benefits.

The Next Generation MyCare plans available statewide are:

- [Anthem Blue Cross and Blue Shield](#)
- [CareSource](#)
- [Molina HealthCare of Ohio](#)

[Buckeye Health Plan](#) will not 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.

## What are the benefits of having one plan for both my Medicaid and Medicare services?

If you enroll in a MyCare Ohio plan for both your Medicare and Medicaid benefits, you will have:

- One care coordinator for both your Medicaid and Medicare benefits.
- One organization responsible for your entire healthcare benefits, including long-term care services and behavioral health services.
- Communications coming from one source.
- One organization to contact if you need to file an appeal.

Your plan may also give you extra benefits like additional transportation, rewards, and more. View the **Next Generation MyCare Plan Comparison** at <https://ohiomh.com/> by clicking the "Compare MyCare Ohio Plans" button under "Compare Plans and Find a Provider" section to learn more.

If your MyCare Ohio plan only covers your Medicaid benefits, you may have:

- Multiple care coordinators for both your Medicaid and Medicare benefits.
- Multiple organizations responsible for your entire healthcare benefits, including long-term care services and behavioral health services.
- Communications from multiple sources.
- Multiple organizations to contact if you need to appeal a denial.

## How can I share feedback about the current MyCare Ohio program?

You can share feedback and suggestions by:

- Emailing [MyCareConversionQuestions@medicaid.ohio.gov](mailto:MyCareConversionQuestions@medicaid.ohio.gov)
- Sending ODM a letter at:

Ohio Department of Medicaid

MyCare Ohio Program

P.O. Box 182709

Columbus, Ohio 43218-2709



## Eligibility and Enrollment

### Am I eligible?

In the current MyCare Ohio program, you are eligible if you\*:

- Have full Medicaid
- Have Medicare parts A, B, and D
- Are 18 or older
- Live in one of the [29 counties where MyCare Ohio is available](#)

In the Next Generation MyCare program, you are enrolled [when the program is available in your county](#) if you meet the following criteria\*:

- Have full Medicaid
- Have Medicare parts A, B, and D
- Are 21 or older
- Live in one of the 29 counties where MyCare Ohio is available today or wait [until the program is available in your county](#)

\*If you are on a Program for All-Inclusive Care for the Elderly (PACE) or a Developmental Disabilities waiver (Individual Options, Self-Empowered Life Funding, or Level One) or have health insurance that covers both inpatient hospital stays and doctor visits you will not be enrolled in the Next Generation MyCare program.

### **I live in a current MyCare Ohio county and have Buckeye Health Plan, CareSource, or Molina Healthcare of Ohio. What do I need to do?**

You will get your care through a Next Generation MyCare plan starting on January 1, 2026.

- If you did not pick a plan during open enrollment, you will get your care through your current plan.
- If you picked a different plan during open enrollment, you will get your care through the plan you selected.

If you did not already, you will receive a new member ID card and other materials explaining your benefits. Contact your plan if you did not receive these materials.

- [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

If you have other questions or do not know which plan you have, contact the Ohio Medicaid Consumer Hotline at 800-324-8680.



## **I live in a current MyCare Ohio county and have Aetna Better Health of Ohio or United Healthcare Community plan. What do I need to do?**

Because Aetna Better Health of Ohio and United Healthcare Community Plan are not available in the program, you will get your care through a different plan. You should have received a letter from ODM with information about what this means for you and how to pick a new plan.

- If you did not pick a new plan, you were automatically enrolled in one for your Medicaid benefits. This plan will have as many of your current doctors as possible.
- If you did pick a new plan, you will get your care through the plan you selected.

If you did not already, you will receive a new member ID card and other materials explaining your benefits. Contact your plan if you did not receive these materials.

- Anthem Blue Cross and Blue Shield: (833) 727-2169
- Buckeye Health Plan: (855) 445-3562
- CareSource: (855) 475-3163

Contact the Ohio Medicaid Consumer Hotline at 800-324-8680 if:

- You do not know your plan.
- You want to pick a different plan.
- You want to align your Medicaid and Medicare benefits into one plan.
- You did not receive your member ID card or need help with your benefits.



## **I live in a current MyCare Ohio county and will become eligible for the program before January 1, 2026. What do I need to do?**

You are now part of the Next Generation MyCare program and get care through a Next Generation MyCare plan.

You should have received a letter from ODM with important information, including:

- The name of your Next Generation MyCare plan
- The date your new plan begins
- Your options for changing your plan or coordinating your Medicare and Medicaid coverage

Once you are enrolled in your Next Generation MyCare plan, you should receive your new member ID card and other materials from your new plan explaining your benefits. Contact your plan if you did not receive these materials.

- [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

Contact the Ohio Medicaid Consumer Hotline at 800-324-8680 if:

- You do not know your plan
- You want to pick a different plan
- You want to align your Medicaid and Medicare benefits into one plan
- You did not receive your member ID card or need help with your benefits

## **I will become eligible for the Next Generation MyCare program after January 1, 2026, and live in a county where MyCare is not currently available. What should I expect?**

When the program is available [in your county](#), you will get a letter from ODM with important information, including:

- The name of your Next Generation MyCare plan
- The date your new plan begins
- Your options for changing your plan or coordinating your Medicare and Medicaid coverage



### **I want to pick a different Next Generation MyCare plan. When can I do that?**

If you only get your Medicaid benefits through your Next Generation MyCare plan and want to pick a different plan for your Medicaid benefits, you can pick a different plan for up to 90 days after you joined the program. You can also change plans throughout the year for just cause. Just cause is when you are concerned with or have issues getting care due to the plan you are on.

If you get your Medicaid and Medicare benefits through a Next Generation MyCare plan, you can change your plan at any time through Medicare. Your new plan and benefits will begin on the first day of the following month.

Contact the Ohio Medicaid Consumer Hotline at 800-324-8680 to discuss your options for picking a new plan.

### **I want to align my Medicare and Medicaid benefits through a Next Generation MyCare plan. When can I do that?**

If you get only your Medicaid benefits through your Next Generation MyCare plan and want to align your Medicare and Medicaid benefits through that plan, you can enroll at any time through Medicare. Your new plan and benefits will begin on the first day of the following month.

Contact Medicare at 800-633-4227 or the Ohio Medicaid Consumer Hotline at 800-324-8680 to discuss your options for getting your benefits through one plan.

## Member Identification (ID) Cards and Other Plan Materials

### Will I have a new member ID card?

If you did not already, you will receive a Next Generation MyCare member ID card in the mail from your plan. You will use this card at your appointments.

If you have a Next Generation MyCare plan for both your Medicaid and Medicare benefits, you have only one member ID card to be used at your appointments. If your plan only covers your Medicaid benefits, you could have up to three cards for your benefits.

View the [Next Generation MyCare Member ID Card One-Pager](#) to see the what the card looks like.

### I don't have a Next Generation MyCare member ID card. What do I do?

If you did not receive a member ID card or need to replace your member ID card, call your plan or sign into your plan's member services portal. You can print a copy of your ID card at any time from your plan portal. If you order a card by telephone, it should arrive in the mail in 7-10 business days from the date of your request.

Next Generation MyCare plan phone numbers:

- [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

If you do not know your plan, contact the Ohio Medicaid Consumer Hotline at 800-324-8680 or [www.ohiomh.com](http://www.ohiomh.com).

### What other materials will I get from my Next Generation MyCare plan?

Once you are enrolled in a plan, you will get the following in the mail:

- A welcome letter
- Member ID card

Your plan may also send you:

- Member handbook
- Information about your doctors and health services
- Newsletters
- Healthcare reminders
- Provider and pharmacy directory
- Summary of benefits if you are a new MyCare Ohio member or a summary of year-to-year changes in your plan benefits if you are a current member

## Your Healthcare Benefits

### How is the Next Generation MyCare program improving my care?

The Next Generation MyCare program coordinates your Medicaid and Medicare benefits. If you receive both your Medicaid and Medicare benefits through a Next Generation MyCare plan, your plan covers your entire healthcare benefit. This includes behavioral health services and long-term care services for those in the community, assisted living, and in a nursing facility.

ODM has also improved the MyCare Ohio program to give you the best care possible. These changes include:

- Better transportation options to get you to and from your appointments
- More in-home providers available to you
- Shorter wait time for prior authorizations

With the Next Generation MyCare program, you may notice updates to the services or benefits you receive. View your plan's website for more information about the benefits and services available to you.

- [Anthem Blue Cross and Blue Shield](#)
- [Buckeye Health Plan](#)
- [CareSource](#)
- [Molina HealthCare of Ohio](#)

### Who is on my care team?

In the Next Generation MyCare program, you will have a care coordinator who helps manage your health and support services. If you're on a **waiver or receive Medicare through a different plan**, you may need to work with additional people to get everything you need.

- If you have a **Next Generation MyCare plan for both your Medicaid and Medicare benefits**, you have one care coordinator. Your care coordinator helps with all your care needs.
- If you have a **Next Generation MyCare plan for both your Medicaid and Medicare benefits and you are on a waiver**, you may have a care coordinator and a waiver service coordinator. These two will work together.
- If your **Next Generation MyCare plan only covers your Medicaid benefits**, you may have separate teams who help you with your Medicaid and Medicare benefits. These two teams may not work together, and you may have to be more involved in your care.

If you don't know who your care coordinator is, you can call the Care Management number on the back of your member ID card for help.

## Who is my care coordinator?

The Next Generation MyCare plans partner with the AAAs to serve you.

If you don't know who your care coordinator is, you can call the Care Management number on the back of your member ID card for help. If you want to change your care coordinator, you should call your plan.

- [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

## I have complex health needs. What support is available to me?

Contact your care coordinator. They can help you get the care you need and can work with your plan to find programs that benefit you. For example, your plan may offer you a monthly allowance to cover costs related to your health conditions. If you don't know who your care coordinator is, you can call the care management number on your member ID card for help.

## How do I get transportation to my appointments and other services?

Your plan can give you several free rides per year to help you get where you need to go. This can include medical appointments and services such as primary care, behavioral health, and chemotherapy, as well as errands to the grocery store, haircut, and more. Contact your MyCare Ohio plan or your [local County Department of Job and Family Services](#) to get help with transportation.

Contact your plan if:

- You use a non-folding wheelchair or power scooter that doesn't fit easily in a standard vehicle.
- You need to sit in your folding wheelchair during transport.
- You need to travel 30 miles or more (one way) because the treatment you need is not available at a closer location.

Next Generation MyCare plan phone numbers:

- [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

## Will my pharmacy benefits change in the Next Generation MyCare program?

If you have a Next Generation MyCare plan for both your Medicaid and Medicare benefits:

- Your plan will cover your over-the-counter and prescription medicine. Due to a Medicare federal policy change, you may see costs for prescriptions you did not in the past. This change was not made by ODM or the Next Generation MyCare plans.

If your Next Generation MyCare plan only covers your Medicaid benefits:

- Your Medicaid plan will cover your over-the-counter drugs, and your prescription drugs will be covered through your Part D plan. Due to a Medicare federal policy change, you may see costs for prescriptions you did not in the past. This change was not made by ODM or the Next Generation MyCare plans.

## I will be enrolled in a Next Generation MyCare plan. What about the services I already have approved or scheduled in the current program?

The Next Generation MyCare plans will provide transition of care benefits for services, including doctors and pharmacy. After the transition period, you must use doctors who are in your plan's network.

If you have questions about approved or scheduled services, call your plan.

- 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

## Who is my doctor?

Your doctor can be found on the front of your [Next Generation MyCare member ID card](#) in the "Primary Care Provider Name" field. To find doctors in your plan's network, go to <http://www.ohiomh.com/home/findaprovider>. You should select your Next Generation MyCare plan in the "Health Plan" dropdown and "MyCare Ohio" in the "Program" dropdown.



## Will my doctor change due to the Next Generation MyCare program?

If your doctor is part of the Next Generation MyCare program, you can continue seeing them.

If your doctor is not in the program, you may need to choose a new doctor.

To check if your doctor is in in network or find a new doctor, you can:

- Contact your plan's Member Services found on the back of your member ID card.
- Call your Primary Care Provider's phone number found on the front of your member ID card.
- Visit your plan's website.
- Use the provider search available on the Ohio Medicaid Consumer Hotline at <http://www.ohiomh.com/home/findaprovider>. You should select your Next Generation MyCare plan in the "Health Plan" dropdown and "MyCare Ohio" in the "Program" dropdown.

## What if my doctor or hospital is not part of the Next Generation MyCare program?

Most doctors and hospitals will be part of the Next Generation MyCare program. If your doctor or hospital is not in the Next Generation MyCare program, you may need to choose a new doctor. To find a new doctor, you can:

- Contact your plan's Member Services found on the back of your member ID card.
- Call your Primary Care Provider's phone number found on the front of your member ID card.
- Visit your plan website.
- Use the provider search available on the Ohio Medicaid Consumer Hotline at <http://www.ohiomh.com/home/findaprovider>. You should select your Next Generation MyCare plan in the "Health Plan" dropdown and "MyCare Ohio" in the "Program" dropdown.



## MyCare Ohio Waiver

### **I am enrolled in an Ohio Home Care, Assisted Living, or PASSPORT waiver program. What does this mean for me?**

If you are eligible for MyCare Ohio and get your waiver services through the Ohio Home Care, PASSPORT, or the Assisted Living Services Waiver, you will be enrolled in the MyCare Ohio waiver starting on January 1, 2026. In the MyCare Ohio waiver program, you will have the same benefits, or more, available to you.

If you have questions, contact your care coordinator. If you don't know who your care coordinator is, you can call the Care Management number on the back of your member ID card for help.

### **What are the benefits of the MyCare Ohio waiver and how can I enroll?**

The MyCare Ohio waiver helps members receive services at home or in a home-like setting.

To enroll in the MyCare Ohio waiver, contact your care coordinator. Your care coordinator can check if you are eligible and help you find the services that best meet your needs.

If you don't know who your care coordinator is, you can call the Care Management number on the back of your Next Generation MyCare member ID card for help.

To learn more about the MyCare Ohio waiver, review our [MyCare Ohio Waiver One-Pager](#).



## Grievance and Appeals

### How and when to file an appeal in the Next Generation MyCare program?

An appeal is a formal request to have your Next Generation MyCare plan review a decision to deny a service you requested. You may have a representative, like a family member or your doctor, submit an appeal for you.

You can find the member appeal form on your plan's website. The form will ask for:

- Your name and ID number as shown on your member ID card
- Your doctor's name
- The date of the service
- The reason you disagree with the denial
- Any other information to support your request

You can learn more about appeals in your plan's member handbook. To get a copy of your member handbook, find the appeal form, and submit a member appeal, go to your plan's website.

- [Anthem Blue Cross and Blue Shield](#)
- [Buckeye Health Plan](#)
- [CareSource](#)
- [Molina HealthCare of Ohio](#)

### How and when to file a grievance in the Next Generation MyCare program?

A grievance is when you are not happy with your Next Generation MyCare plan or doctors. This can mean you are not happy with the operations, activities, or behaviors of your plan or doctors. You have the right to file a grievance without fear of discrimination or negative treatment.

You or your representative can file a grievance verbally or in writing at any time with your plan. You can mail your letter to your plan's address listed on their website, or you can call your plan's Member Services to help you file a grievance over the phone.

Learn more about grievances in your plan's member handbook. To get a copy of your member handbook, visit your plan's website.

- [Anthem Blue Cross and Blue Shield](#)
- [Buckeye Health Plan](#)
- [CareSource](#)
- [Molina HealthCare of Ohio](#)



## Additional Resources

### Where do I go to learn more about the Next Generation MyCare program?

There are many resources available to help you understand more about the Next Generation MyCare program and the changes coming.

Some of the resources available to you include:

- [Next Generation MyCare Program Overview One-Pager](#) shares information about the Next Generation MyCare program, eligibility, and more.
- [Next Generation MyCare Member Frequently Asked Questions](#) highlights common questions about the program and options available to members.
- [Next Generation MyCare Member Help Desk One-Pager](#) provides guidance about which help desk members can contact for different kinds of questions or issues.
- [Next Generation MyCare Program Member ID Card One-Pager](#) shares the Next Generation MyCare member ID card template.

### Where can I go with questions about the Next Generation MyCare program?

If you want to learn more about the Next Generation MyCare plans or doctors available by plan, contact the Ohio Medicaid Consumer Hotline at 800-324-8680 or [www.ohiomh.com](http://www.ohiomh.com).

If you need help comparing the plans available in your area, including the Next Generation MyCare plans, you can contact the Ohio Department of Insurance Ohio Senior Health Insurance Information Program (OSHIIP) at 800-686-1578 or [oshiipmail@insurance.ohio.gov](mailto:oshiipmail@insurance.ohio.gov).