

Who Can Members Reach Out to for Help with Next Generation MyCare?

Help Desk	Who Should Call?	Types of Issues/Questions Supported
<p>Ohio Medicaid Consumer Hotline 800-324-8680 Monday–Friday: 7 a.m.-8 p.m. ET Saturday–Sunday: 8 a.m.-5 p.m. ET</p>	<p>Current Next Generation MyCare members or their authorized representative Individuals eligible for Next Generation MyCare or their authorized representative</p>	<p>Eligibility for the Next Generation MyCare program Enrolling with a Next Generation MyCare plan* Benefits and services provided by the Next Generation MyCare plans Assistance finding a Next Generation MyCare provider Issues receiving services from a Next Generation MyCare provider</p>
<p>Medicare 1-800-MEDICARE (1-800-633-4227) TTY: 1-877-486-2048 Available 24/7, except federal holidays</p>	<p>Current Next Generation MyCare members or their authorized representative Individuals eligible for Next Generation MyCare or their authorized representative</p>	<p>Enrolling with a Next Generation MyCare plan* Benefits and services provided by the Next Generation MyCare plans Assistance with filing an appeal or grievance with a Next Generation MyCare plan</p>
<p>Local Area Agency on Aging Hours vary by agency 866-243-5678</p>	<p>Current Next Generation MyCare members enrolled in a Medicaid waiver program like PASSPORT or Assisted Living or their authorized representative Individuals eligible for a Medicaid waiver program like PASSPORT or Assisted Living or their authorized representative</p>	<p>Questions about PASSPORT and/or Assisted Living services</p>
<p>MyCare Ohio conversion questions MyCareConversionQuestions@medicaid.ohio.gov</p>	<p>Current Next Generation MyCare members or their authorized representative Individuals eligible for Next Generation MyCare or their authorized representative</p>	<p>Questions or feedback about the Next Generation MyCare program</p>
<p>Self-direction email self-direction@medicaid.ohio.gov</p>	<p>Current Ohio Medicaid members or caregivers involved in self-direction Individuals or caregivers interested in becoming involved in self-direction</p>	<p>Information and questions about self-direction and self-directed services</p>
<p>Next Generation MyCare plan member hotlines <i>Hours vary by plan</i> 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</p>	<p>Current Next Generation MyCare members or their authorized representative Individuals eligible for Next Generation MyCare or their authorized representative</p>	<p>Eligibility for the Next Generation MyCare program Enrolling with a Next Generation MyCare plan* Benefits and services provided by the Next Generation MyCare plans Assistance finding a Next Generation MyCare provider Issues receiving services from a Next Generation MyCare provider Getting or replacing your Next Generation member ID card</p>

*[Buckeye Health Plan](#) is not an option for new members in the Next Generation MyCare program in plan year 2026.