



Department of Medicaid

Next Generation MyCare

Next Generation MyCare Program Update

April 7, 2025, and April 10, 2025



**Department of
Medicaid**

Next Generation MyCare

Housekeeping

A few reminders before we begin.



All participants are muted.



You can use the meeting chat feature to ask questions. To ask a question, type in the chat box and select the arrow in the bottom right corner to send.

Access, Inclusion, and Reasonable Accommodation

The 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. **Requests should be made at least three business days prior to the scheduled event.**



Recording

Unless Ohio Medicaid's Civil Rights/ADA Coordinator approved in advance, individuals **may not record** the meeting, 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](#).

Next Generation MyCare Program Update

Today's agenda.

Agenda



**Welcome and
Agenda**
5 minutes



Welcome and discuss the
agenda for today's
session.



**Next Generation MyCare
Program Overview**
30 minutes



An overview of the Next
Generation MyCare
Program



**Member and Provider
Impact**
20 minutes



How the Next Generation
MyCare Program will
impact members and
providers



**Wrap-Up
and Next Steps**
5 minutes



Closing thoughts and
information

Next Generation MyCare Program Overview

Next Generation MyCare Program Overview

What is the Next Generation MyCare Program?

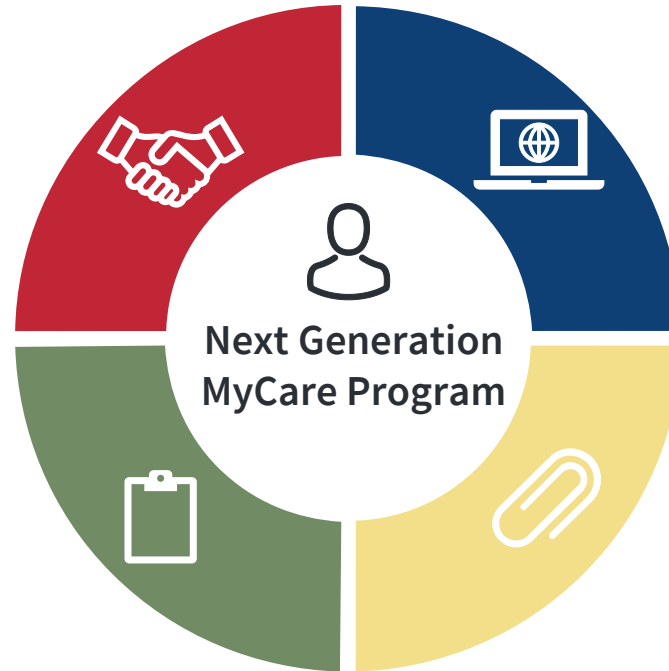
MyCare integrates Medicare and Medicaid benefits into one program, coordinated by a managed care plan.

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.

Next Generation MyCare Goals

Through the Next Generation MyCare program, Ohio Medicaid hopes to achieve the following goals.



Focus on the individual



Support providers in continuously improving care



Improve individual and population wellness and health outcomes



Improve care for individuals with complex needs to promote independence in the community



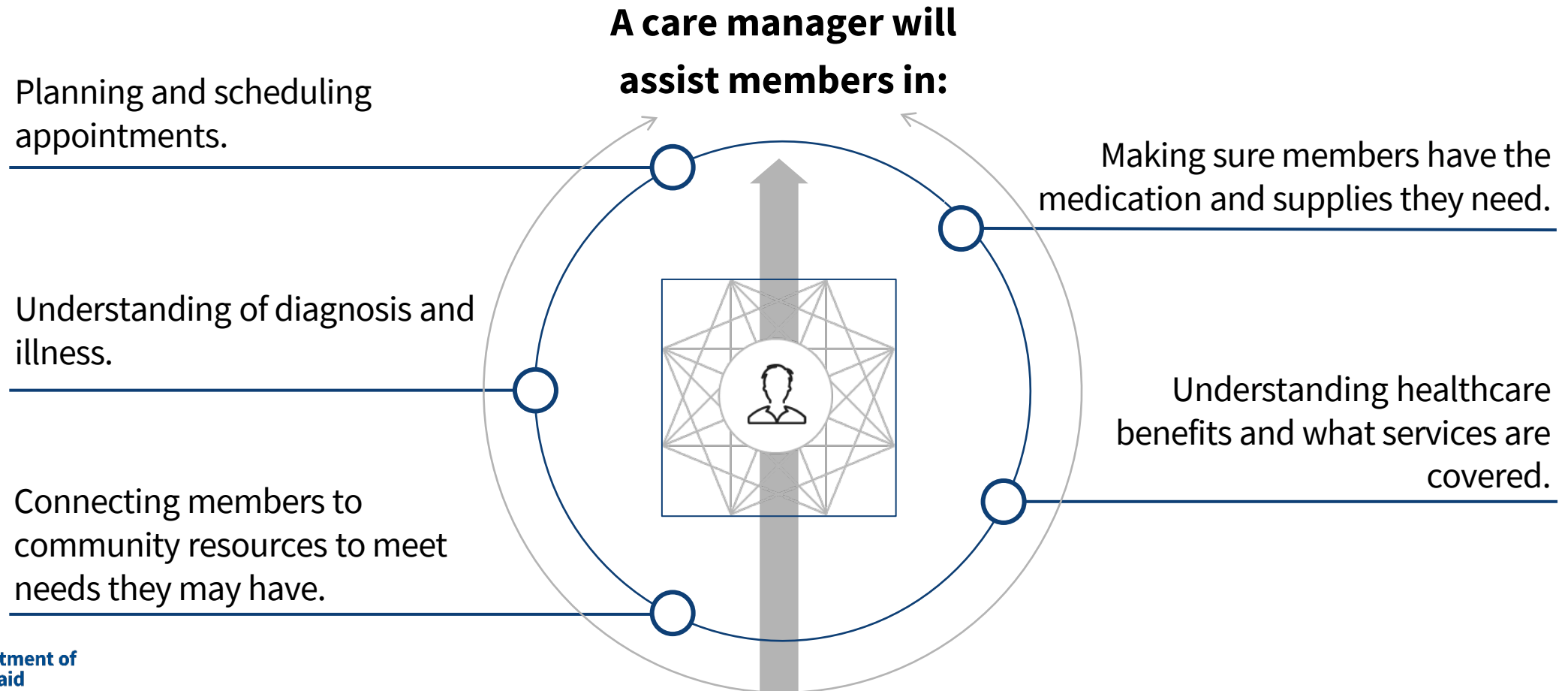
Create a personalized care experience



Increase program transparency and accountability

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.






MyCare Ohio Program Eligibility Criteria

Member eligibility criteria changes.*

Current MyCare Ohio Program

Today – December 2025




Members will be enrolled if:

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

Next Generation MyCare Program

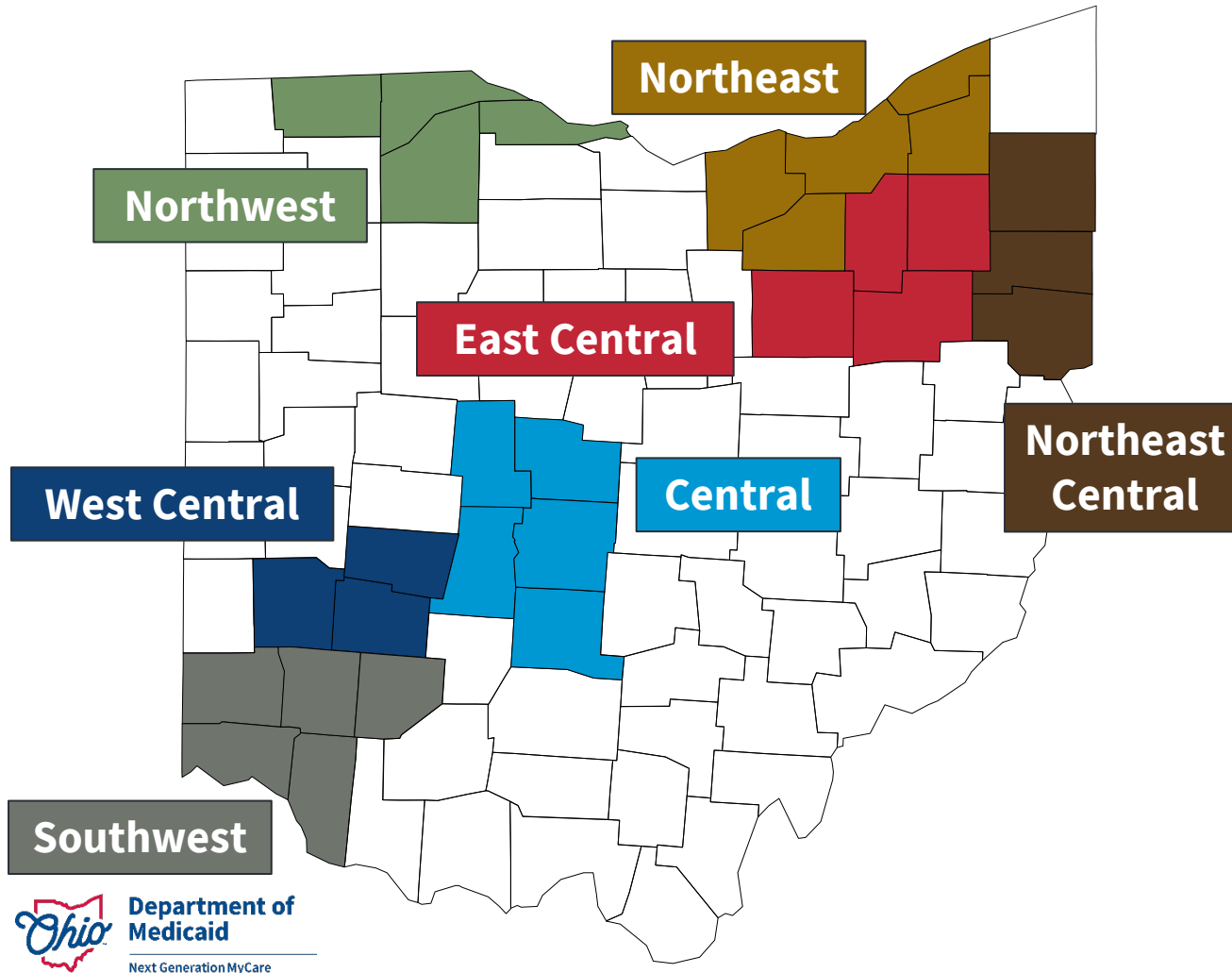
Beginning January 2026

Members will be enrolled if:

-  Eligible for both Medicare and Medicaid services;
-  Age 21 and older; and
-  Reside in one of the 29 counties where MyCare Ohio is currently available, with statewide expansion following as quickly as possible.

Current MyCare Ohio Program Regions

Today, MyCare Ohio is currently available in 29 counties.



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.

Waiver eligibility requirements are staying the same within the Next Generation MyCare program.

Member and Provider Impact

How Are Members Impacted by This Announcement?

Plan selection considerations for MyCare Ohio members.

The Next Generation MyCare plan selection **does not immediately impact** current members of the MyCare Ohio program. Current MyCare Ohio members will continue to receive services with their current MyCare Ohio plan until the Next Generation MyCare plans begin serving members in January 2026 and will not lose coverage.

How Are Members Impacted by This Announcement? (cont.)

Plan selection considerations for MyCare Ohio members.*



MyCare Ohio members enrolled in Aetna Better Health of Ohio or United Healthcare Community Plan

- Continue to receive services through that plan until January 2026.
- Need to select a Next Generation MyCare plan, which will begin serving them in January 2026.
- Receive enrollment information in the mail from ODM ahead of the 2026 plan year for members to select from one of the Next Generation MyCare plans available.



MyCare Ohio members enrolled in Buckeye Health Plan, CareSource, or Molina HealthCare of Ohio

- Continue to receive services through your current plan.
- Stay with your current plan unless you take action to select a different Next Generation MyCare Plan.
- Receive enrollment information in the mail from ODM ahead of the 2026 plan year.

To select a plan for your Medicaid, Medicare, and prescription drug benefits, you can contact Medicare at 1-800-Medicare.

How Are Providers Impacted by This Announcement?

Key considerations for MyCare Ohio providers.

The Next Generation MyCare plan selection **does not immediately impact** current providers of the MyCare Ohio program. Current MyCare Ohio providers can **continue to provide services** to MyCare Ohio members as they do today until the transition to the Next Generation MyCare plans in January 2026.

Next Generation MyCare Plan Contracting

Ohio Medicaid providers interested in contracting with the Next Generation MyCare plans can do so by contacting the plan(s) they wish to contract with:

- Anthem Blue Cross and Blue Shield
- Buckeye Health Plan
- CareSource
- Molina HealthCare of Ohio

Wrap-Up and Next Steps

Next Generation MyCare Program Next Steps

Starting in January 2026, the selected plans will support Ohioans who are dually eligible for both Medicare and Medicaid healthcare coverage in the 29 counties where MyCare Ohio is currently available, with statewide expansion following as quickly as possible.



Transition plan

Now that the Next Generation MyCare plans have been announced, we are developing and implementing a detailed transition plan focused on communicating expected changes to individuals and providers.



Member and Provider Communications

Members and providers will continue to receive communications regarding changes they can expect. We will also be sharing detailed instructions and resources to help them complete any actions needed prior to implementation of the Next Generation MyCare plans.



Advisory Workgroup

We are forming a MyCare Advisory Workgroup to collaborate with various stakeholders. We will share information about the current and future MyCare Ohio program with help of subject matter experts and facilitate interactive discussions related to specific topics.

Available Member Resources

Where can members go to find more information or receive help?

MyCare Ohio member resources

☑ [MyCare Ohio member frequently asked questions](#)

Highlights common questions about the program and options available to members.

☑ [MyCare Ohio program member one-pager](#)

Provides program information for members, including eligibility information and which plans are available in the counties where MyCare is currently available.

☑ [MyCare Ohio member webpage on \[medicaid.ohio.gov\]\(https://medicaid.ohio.gov\)](#)

Shares more program resources and is updated regularly to provide the most up to date information.

MyCare Ohio member help desks

📞 [For questions about your current MyCare Ohio services](#)

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

📞 [For questions about your waiver services \(like PASSPORT or Assisted Living\) or providers](#)

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

📞 [For questions or comments related to the MyCare Ohio program](#)

Email us at MyCareConversionQuestions@medicaid.ohio.gov.

Available Provider Resources

Where can providers find more information or receive help?

MyCare Ohio provider resources

☑ [MyCare Ohio provider frequently asked questions](#)

Highlights common questions about the program such as provider enrollment and program overview.

☑ [MyCare Ohio program provider one-pager](#)

Provides information for providers about the program, including its impact and benefits.

☑ [MyCare Ohio provider help desk one-pager](#)

Provides guidance about which help desk to contact for different kinds of questions or issues.

☑ [MyCare Ohio provider webpage on \[medicaid.ohio.gov\]\(https://medicaid.ohio.gov\)](#)

Shares more resources for providers including updates about the program, action required, and the conversion charter. ODM regularly updates this page.

MyCare Ohio provider help desks

① [For questions about PASSPORT or Assisted Living claims and/or service authorizations](#)

Contact the local Area Agency on Aging at 866-243-5678.

① [For questions or comments related to the MyCare Ohio program](#)

Email us at MyCareConversionQuestions@medicaid.ohio.gov.

① [For providers interested in contracting with the Next Generation MyCare plans](#)

Contact the plan you wish to contract with:

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

We will continue to provide periodic updates throughout the transition period about changes expected and detailed instructions and resources to help take any actions needed prior to implementation of the Next Generation MyCare plans.

Thank You!