

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



| Help Desk | Who Should Call? | Types of Issues/Questions Supported |
|---|--|---|
| 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 | Current Next Generation MyCare members or their authorized representative Individuals eligible for Next Generation MyCare or their authorized representative | 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 |
| Medicare 1-800-MEDICARE (1-800-633-4227) TTY: 1-877-486-2048 Available 24/7, except federal holidays | Current Next Generation MyCare members or their authorized representative Individuals eligible for Next Generation MyCare or their authorized representative | 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 |
| Local Area Agency on Aging Hours vary by agency 866-243-5678 | 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 | Questions about PASSPORT and/or Assisted Living services |
| MyCare Ohio conversion questions MyCareConversionQuestions@medicaid.ohio.gov | Current Next Generation MyCare members or their authorized representative Individuals eligible for Next Generation MyCare or their authorized representative | Questions or feedback about the Next Generation MyCare program |
| Self-direction email self-direction@medicaid.ohio.gov | Current Ohio Medicaid members or caregivers involved in self-direction Individuals or caregivers interested in becoming involved in self-direction | Information and questions about self-direction and self-directed services |
| Next Generation MyCare plan member hotlines Hours vary by 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 | Current Next Generation MyCare members or their authorized representative Individuals eligible for Next Generation MyCare or their authorized representative | 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 |

*[Buckeye Health Plan](#) is not an option for new members in the Next Generation MyCare program. Members who had Buckeye Health Plan in the previous MyCare Ohio program can continue to receive care through that plan if they choose.