

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

Help Desk	Who Should Call?	Types of Issues/Questions Supported
<b>Ohio Medicaid Consumer Hotline</b> 800-324-8680 Monday-Friday: 7 a.m.-8 p.m. ET Saturday-Sunday: 8 a.m.-5 p.m. ET	Current MyCare Ohio members or their authorized representatives Individuals that are eligible for Next Generation MyCare or their authorized representatives	Next Generation MyCare program eligibility and enrollment Next Generation MyCare benefits and services Switching/selecting Next Generation MyCare plans Assistance finding a Next Generation MyCare provider Issues receiving services from a Medicaid provider
<b>Local Area Agency on Aging</b> 866-243-5678	Current MyCare Ohio members enrolled in a Medicaid waiver program (like PASSPORT or Assisted Living)	Questions about PASSPORT and/or Assisted Living services
<b>MyCare Ohio conversion questions</b> <a href="mailto:MyCareConversionQuestions@medicaid.ohio.gov">MyCareConversionQuestions@medicaid.ohio.gov</a>	Current MyCare Ohio members and their family members Individuals that are eligible for Next Generation MyCare	Questions or feedback about the Next Generation MyCare program
<b>Self-direction email</b> <a href="mailto:self-direction@medicaid.ohio.gov">self-direction@medicaid.ohio.gov</a>	Individuals interested in becoming involved in self-direction Current individuals and caregivers involved in self-direction	Information about self-direction Questions about existing self-directed services
<b>Next Generation MyCare plan member hotlines</b> <i>Hours vary by plan</i> <a href="#">Anthem Blue Cross and Blue Shield</a> : 833-727-2169 <a href="#">Buckeye Health Plan</a> : 855-445-3562 <a href="#">CareSource</a> : 855-475-3163 <a href="#">Molina Healthcare of Ohio</a> : 866-856-8295	Current MyCare Ohio members and their family members Individuals that are eligible for Next Generation MyCare	Value-added benefits/services provided by the plan Issues receiving services through the plan Assistance finding a provider in network Questions related to plan benefits/ services Enrolling with a Next Generation MyCare plan* <small>*The Buckeye Health Plan member hotline cannot be used for members to enroll.</small>