

MyCare Ohio Provider Frequently Asked Questions

Overview

This frequently asked questions document provides answers to the most common questions from providers regarding MyCare Ohio.

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MyCare Ohio overview

What is MyCare Ohio?

MyCare Ohio is a managed care program designed for Ohioans who receive BOTH Medicaid and Medicare benefits. This program has a team approach to coordinating care based on a member's needs – a team with the member at the center.

The MyCare Ohio plan that a member chooses provides all the same benefits that Medicare and Medicaid offer, including long-term care services and mental/behavioral health services. The plan may also include additional services for its members.

Members have two choices for receiving their MyCare Ohio benefits:

1. **Dual benefits:** A MyCare Ohio plan provides both the Medicare and Medicaid benefits for members. Members are eligible to receive added benefits the plan might offer, like \$0 copayments for prescription drugs covered by Medicare and additional transportation services.
2. **Medicaid-only benefits:** A MyCare Ohio plan only provides Medicaid-covered services. Members continue to receive prescription drugs through their Part D plans and pay any associated co-payments. Your Medicare benefits are provided through traditional Medicare or through a private insurance company, commonly referred to as a "Part C" plan.

What changes are coming to MyCare Ohio?

The Ohio Department of Medicaid (ODM) has selected the managed care plans to serve as the Next Generation MyCare Ohio plans as we transition out of the current demonstration and move toward a Fully Integrated Dual-Eligible Special Needs Plan (FIDE SNP) model. Beginning in January of 2026, the selected FIDE SNPs will cover the full Medicare and Medicaid benefits for those who qualify in the current 29 demonstration counties, followed by statewide expansion as soon as possible.

What benefits will I receive from the Next Generation MyCare program?

In the Next Generation MyCare program, you will receive additional support from ODM including improved care for MyCare Ohio members, decreased administrative burden, and increased program transparency and accountability.

MyCare Ohio provider enrollment

How do I enroll as a provider with Ohio Department of Medicaid to provide services to MyCare Ohio members?

Individuals interested in becoming a MyCare Ohio provider must contact the current MyCare Ohio plan they would like to contract with.

- Aetna Better Health of Ohio: 855-364-0974
- Buckeye Health Plan: 866-296-8731
- CareSource: 800-488-0134
- Molina HealthCare of Ohio: 855-322-4079
- United Healthcare Community Plan: 877-842-3210

Do I have to be located in-a MyCare Ohio county to provide services to MyCare Ohio members?

Providers who wish to offer services to MyCare Ohio members, even when not located in a MyCare Ohio county, must enroll as a provider with Ohio Department of Medicaid. They must also be in network with the MyCare Ohio plan with which the member is enrolled. Exceptions include emergency services and single case agreements.

MyCare Ohio member enrollment

How does a member know if they are eligible for MyCare Ohio?

Individuals who may be eligible for today's MyCare Ohio must meet each of the following criteria:

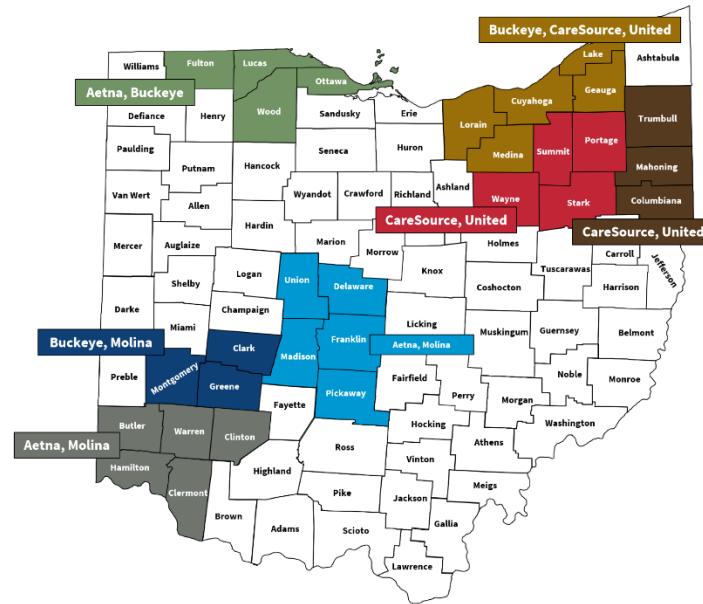
- Are eligible for both Medicare and Medicaid services
- Are age 18 or older, until the Next Generation program implementation. In the Next Generation MyCare program, an individual must be age 21 or older
- [Live in one of the 29 counties where MyCare Ohio is currently available, until statewide expansion occurs](#)

A member cannot enroll in a MyCare Ohio plan if they meet any of the following criteria:

- Are under age 18 in the current MyCare Ohio program. In the Next Generation MyCare program, an individual cannot enroll if they are under age 21.
- Do not live in one of the 29 counties where MyCare Ohio is currently available
- Have creditable third-party insurance (i.e. covers both inpatient hospital stays and doctor visits), other than Medicare or Medicare Advantage plans
- Are enrolled in a Department of Developmental Disabilities waiver or live in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID)
- Do not have full Medicaid benefits and do not have Medicare parts A, B, and D
- Are enrolled in the Program for All-Inclusive Care for the Elderly (PACE)

What MyCare Ohio plans are currently available?

MyCare Ohio is currently available in 29 counties. The plans available to a member depend on the county they live in (See map below). The plans available include [Aetna Better Health of Ohio](#), [Buckeye Health Plan](#), [CareSource](#), [Molina Healthcare](#), and [United Healthcare Community Plan](#).



How does an individual enroll in a MyCare Ohio plan?

If an individual is eligible for a MyCare Ohio plan and would like to enroll, they can do so by contacting the Ohio Medicaid Consumer Hotline. You can reach the Ohio Medicaid Consumer Hotline at 800-324-8680 Monday through Friday 7 a.m. – 8 a.m. and Saturdays 8 a.m. – 5 p.m. Eastern time.

Next Generation program

What is the “Next Generation of MyCare”?

The Next Generation of MyCare refers to the innovative changes ODM is making to upgrade the current MyCare Ohio program to deliver a better provider and person-centered experience for Ohioans across the state. ODM designed its Next Generation MyCare program to:

- Focus on the individual.
- Improve individual and population wellness and health outcomes.
- Create a personalized care experience.
- Support providers in continuously improving care.
- Improve care for individuals with complex needs to promote independence in the community.
- Increase program transparency and accountability.

To learn more, visit the [MyCare Ohio webpage on medicaid.ohio.gov](https://medicaid.ohio.gov/MyCare-Ohio).

When will the Next Generation MyCare program begin?

ODM is implementing its Next Generation MyCare program beginning in January 2026. The program will better serve Ohioans who are dually eligible for both Medicare and Medicaid healthcare coverage. To allow for a smooth transition, we will roll the Next Generation MyCare program out in two phases, beginning with each of the 29 counties where MyCare Ohio is currently available. Statewide expansion of the MyCare program will follow as quickly as possible. This phased timeline allows us to partner with all stakeholders to prepare for the program expansion and provide members as little disruption as possible.

While many of you, such as hospitals and clinics have experience contracting with managed care plans like the Next Gen MyCare plans, we realize that home and community-based providers offering long-term care and waiver services are likely used to traditional Medicaid. Since these services are often coordinated by Ohio's Area Agencies on Aging (AAAs), the phased timeline is organized around the AAA regions. See below for the full roll out approach:



| Phase 1: Current MyCare Counties | |
|---|---|
| On January 1, 2026, ODM will roll out the Next Generation MyCare program in the 29 counties where MyCare is currently available today. | |
| January 1, 2026 | AAA1: Butler, Warren, Clinton, Hamilton, Clermont AAA2: Montgomery, Clark, Greene AAA6: Franklin, Delaware, Union, Madison, Pickaway AAA4: Lucas, Fulton, Ottawa, Wood AAA10a: Lorain, Cuyahoga, Medina, Lake, Geauga AAA10b: Summit, Portage, Stark, Wayne AAA11: Columbiana, Mahoning, Trumbull |
| Phase 2: Remaining Counties | |
| Starting on April 1, 2026, and continuing through the year, ODM will roll out the Next Generation MyCare program in the remaining counties. | |
| 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, Coshcocton, Harrison, Belmont, Guernsey, Muskingum |
| August 1, 2026 | AAA8: Hocking, Perry, Morgan, Noble, Monroe, Washington, Athens, Meigs |

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

On January 1, 2026, ODM will roll out the Next Generation MyCare program in each of the 29 counties where MyCare is currently available today. These counties have been a part of the MyCare Ohio program since 2015. This understanding of today's program lowers the effort needed for transition.

January 1, 2026:

- AAA Region 1: Butler, Warren, Clinton, Hamilton, Clermont
- AAA Region 2: Montgomery, Clark, Greene
- AAA Region 6: Franklin, Delaware, Union, Madison, Pickaway
- AAA Region 4: Lucas, Fulton, Ottawa, Wood
- AAA Region 10a: Lorain, Cuyahoga, Medina, Lake, Geauga
- AAA Region 10b: Summit, Portage, Stark, Wayne
- AAA Region 11: Columbiana, Mahoning, Trumbull

Phase 2*: Remaining MyCare Counties (April 1, 2026 - Onward)

During Phase two, starting on April 1, 2026, and continuing through the year, ODM will roll out the Next Generation MyCare program in the remaining counties. On April 1, the below counties will be integrated into the Next Generation MyCare program. This approach allows all currently participating AAA regions that currently have experience in the MyCare Ohio program to bring the counties without MyCare today into the program, except for AAA region 2. Today, Catholic Social Services operates as the PASSPORT Agency Administrator in the non-MyCare Counties within AAA region 2, so additional time is needed for these counties.

April 1, 2026:

- AAA Region 4: Sandusky, Erie, Henry, Williams, Defiance, Paulding
- AAA Region 6: Fayette, Fairfield, Licking
- AAA Region 11: Ashtabula

The remaining counties without MyCare will join the Next Generation MyCare program beginning May 1, 2026, to allow us necessary time to prepare AAA regions to deliver a personalized care experience for all members.

May 1, 2026:

- AAA Region 2: Preble, Darke, Miami, Shelby, Champaign, Logan
- AAA Region 3: Van Wert, Putnam, Hancock, Allen, Mercer, Auglaize, Hardin
- AAA Region 5: Seneca, Huron, Wyandot, Crawford, Richland, Ashland, Marion, Morrow, Knox

June 1, 2026

- AAA Region 7: Ross, Vinton, Highland, Pike, Jackson, Gallia, Brown, Adams, Scioto, Lawrence

July 1, 2026

- AAA Region 9: Holmes, Tuscarawas, Carroll, Jefferson, Coshocton, Harrison, Belmont, Guernsey, Muskingum

August 1, 2026

- AAA Region 8: Hocking, Perry, Morgan, Noble, Monroe, Washington, Athens, Meigs

*Pending satisfactory readiness survey results.

This phased approach allows us to keep our focus on the individual rather than the business of managed care and provide continuity in the provision of members' care, while preparing providers for this big change.

Which plans did ODM select to serve as the Next Generation MyCare plans?

ODM awarded four managed care organizations as ODM's Next Generation MyCare plans. The selected plans include a continued partnership of some of the MyCare Ohio plans who have served MyCare Ohio members in the current demonstration as well as the addition of new plans that have served in the Next Generation managed care program to allow members to have more choices to meet their healthcare needs. The Next Generation MyCare plans available are:

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

Do I need to do something to continue providing services to MyCare Ohio members?

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.

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](#)

You will receive communications throughout the transition period about changes you can expect and detailed instructions and resources to help you take any actions needed prior to implementation of the Next Generation MyCare plans. Further details are forthcoming.

What changes are coming to the Next Generation MyCare provider agreement?

As part of the Next Generation MyCare program, ODM made updates to the provider agreement that all plans must abide by, allowing Ohioans to receive the best care possible for them. The Next Generation MyCare provider agreement includes changes to the following topics:

- Self-direction
- Transportation
- Social determinants of health
- Behavioral health
- Long-term care
- Home health providers
- Value-based payments
- Unified preferred drug list
- Waiver services
- Care coordination
- Claims
- Provider network