

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

Help Desk	Who Should Call?	Types of Issues/Questions Supported
MyCare Ohio Conversion Questions MyCareConversionQuestions@medicaid.ohio.gov	- Current MyCare Ohio providers - Providers interested in becoming a Next Generation MyCare provider	Questions or feedback about the Next Generation MyCare program
ODM Integrated Helpdesk (IHD) 800-686-1516 or IHD@medicaid.ohio.gov - Provider representatives are available Monday - Friday 8 a.m.-4:30 p.m. - Interactive Voice Response System (IVR) provides 24/7/365 access to information regarding client eligibility, claim and payment status, and provider information.	- Current MyCare Ohio providers - Providers interested in becoming a Next Generation MyCare provider	- OMES submitted claims, prior authorization, and other administrative tasks - Verification of Medicaid member eligibility - Provider application, enrollment, or waiver support - General Medicaid payment/billing
Local Area Agency on Aging 866-243-5678	Current MyCare Ohio providers who are part of members' person-centered services plans	- PASSPORT claims and service authorizations - Assisted Living claims and service authorizations
Self-Direction Email self-direction@medicaid.ohio.gov	- 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
Next Generation MyCare Plan Hotlines Hours vary by plan Anthem Blue Cross and Blue Shield: 833-727-2170 Buckeye Health Plan: 833- 998-4892 CareSource: 800-488-0134 Molina HealthCare of Ohio: 855-322-4079	- Current MyCare Ohio providers - Providers interested in contracting with Next Generation MyCare plans	- Questions related to claims and prior authorizations - Contracting with the Next Generation MyCare plan to be in their provider network