

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 Next Generation MyCare providers | Questions or feedback about the Next Generation MyCare program |
| ODM Integrated Helpdesk (IHD) 800-686-1516 or IHD@medicaid.ohio.gov Monday - Friday: 8 a.m.-4:30 p.m. ET <i>Interactive Voice Response System (IVR) provides 24/7/365 access to information regarding client eligibility, claim and payment status, and provider information.</i> | Current Next Generation MyCare providers | OMES submitted claims, prior authorization, and other administrative tasks General Medicaid member eligibility Provider application, enrollment, or waiver support General Medicaid payment/billing |
| Local Area Agency on Aging <i>Hours vary by agency</i> 866-243-5678 | Current Next Generation MyCare providers | PASSPORT claims and service authorizations Assisted Living claims and service authorizations |
| Next Generation MyCare plan hotlines <i>Hours vary by plan</i> 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 Next Generation MyCare providers Providers interested in becoming a Next Generation MyCare provider | Covered services and benefits Enrolling as a Next Generation MyCare provider |