OHIO CPC:

OHIO MEDICAID MANAGED CARE ORGANIZATIONS (MCOs) CONSOLIDATED RESOURCE GUIDE

February 2026

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OHIO CPC PRACTICE ROSTER – with Lead MCO Assignments

Name	Enrollment	Lead MCO
ALL ABOUT KIDS PEDIATRICS LLC	2020	AmeriHealth
FRANKLIN PARK PEDIATRICS	2020	AmeriHealth
HEALTH PARTNERS OF WESTERN OHIO	2017	AmeriHealth
KWASI A NENONENE	2025	AmeriHealth
LOWER LIGHTS CHRISTIAN HEALTH CENTER INC	2017	AmeriHealth
LOWER LIGHTS NURSING CENTER	2017	AmeriHealth
MARGARET B SHIPLEY CHILD HEALTH CLINIC INC	2022	AmeriHealth
MARY RUTAN HOSPITAL	2017	AmeriHealth
MED CARE GROUP INC	2019	AmeriHealth
SUMMA PHYSICIANS INC	2017	AmeriHealth
TOLEDO CLINIC INCORPORATED	2019	AmeriHealth
COMPASS COMMUNITY HEALTH	2019	Anthem
JAMES A GOTTFRIED MD INC (NORTHERN OHIO FAMILY PRACTICE)	2017	Anthem
LIMA MEMORIAL PROFESSIONAL CORPORATION	2019	Anthem
LORAIN COUNTY HEALTH & DENTISTRY	2017	Anthem
MEMORIAL PROFESSIONAL SERVICES (PROMEDICA)	2020	Anthem
NORTH COAST PROFESSIONAL CO LLC	2019	Anthem
OHIO PEDIATRICS INC	2019	Anthem
PROMEDICA CENTRAL PHYSICIANS LLC	2017	Anthem
PROMEDICA MULTI SPECIALTY PHYSICIANS	2025	Anthem
PROVIDENCE MEDICAL GROUP INC	2017	Anthem
ROCKING HORSE CHILDREN'S HEALTH CENTER	2020	Anthem
SCH PROFESSIONAL CORPORATION	2019	Anthem
TALBERT HOUSE HEALTH CENTER (CENTERPOINT)	2017	Anthem
TALBERT HOUSE PRIMARY CARE	2020	Anthem
TOLEDO HOSPITAL (PROMEDICA)	2020	Anthem
TRIHEALTH (BETHESDA FAMILY PRACTICE)	2017	Anthem
TRIHEALTH PHYSICIAN PRACTICES	2023	Anthem
WESTSIDE PEDIATRICS INC	2017	Anthem
ADEBOWALE A ADEDIPE	2019	Buckeye
BLANCHARD VALLEY MEDICAL PRACTICE LLC	2018	Buckeye
CHMCA PHYSICIAN BILLING DBA CHILDRENS HOSP MED CTR AKRON	2017	Buckeye
CIRCLE HEALTH SERVICES	2017	Buckeye
COLUMBUS NEIGHBORHOOD HEALTH CENTER, INC. DBA PRIMARYONE HEALTH	2017	Buckeye
COMMUNITY ACTION AGENCY OF COLUMBIANA COUNTY INC	2021	Buckeye
COMMUNITY AND RURAL HEALTH SERVICES	2023	Buckeye
COMMUNITY HEALTH & WELLNESS PARTNERS OF LOGAN COUNTY	2018	Buckeye
COMMUNITY HEALTH CARE INC	2017	Buckeye
FAMILY HEALTH CARE OF NORTHWEST	2017	Buckeye
FAMILY HEALTH SERV OF DARKE COUNTY	2019	Buckeye
HOLZER CLINIC LLC	2017	Buckeye
JTDM FAMILY PRACTICE LLC	2019	Buckeye
MEDF PHYSICIANS CORPORATION	2018	Buckeye
METROHEALTH SYSTEM	2017	Buckeye
OHIO NORTH EAST HEALTH SYSTEMS INC	2019	Buckeye
PAULDING COUNTY HOSPITAL PHYSICIAN SERVICES	2025	Buckeye

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OHIO CPC PRACTICE ROSTER – with Lead MCO Assignments (continued)

Name	Enrollment	Lead MCO
PEDIATRIC CENTER INC	2019	Buckeye
PEDIATRICS OF LIMA INC	2024	Buckeye
PIONEER PHYSICIANS NETWORK INC	2017	Buckeye
QUICKMED URGENT CARE LLC	2024	Buckeye
SHAWNEE MENTAL HEALTH CENTER INC	2025	Buckeye
THE HEALTHCARE CONNECTION INC	2018	Buckeye
TRIAD HEALTH SERVICES LLC	2023	Buckeye
UNIVERSITY OF TOLEDO PHYSICIANS LLC	2018	Buckeye
ALLIANCE PHYSICIANS INC (KETTERING)	2017	CareSource
AULTMAN NORTH CANTON MEDICAL GROUP	2020	CareSource
CARE ALLIANCE HEALTH CENTER	2018	CareSource
CARO PEDIATRIC CENTER	2019	CareSource
CHILD ADOLESCENT SPECIALTY CARE	2019	CareSource
CHILDRENS MEDICAL CENTER INC	2020	CareSource
CHRISTIAN COMMUNITY HEALTH SERVICES DBA CROSSROAD HEALTH CENTER	2018	CareSource
COMMUNITY HEALTH CENTERS OF GREATER DAYTON	2018	CareSource
FAIRFIELD COMMUNITY HEALTH CENTER	2017	CareSource
FIVE RIVERS HEALTH CENTERS	2017	CareSource
GENESIS HEALTHCARE SYSTEM	2022	CareSource
GREENE MEMORIAL HOSPITAL	2025	CareSource
HEALTHSOURCE OF OHIO, INC	2017	CareSource
LIFECARE FAMILY HEALTH AND DENTAL CENTER, INC	2026	CareSource
MERCY HEALTH PHYSICIANS CINCINNATI LLC	2017	CareSource
MERCY HEALTH PHYSICIANS LIMA LLC	2017	CareSource
MERCY HEALTH PHYSICIANS LORAIN LLC	2017	CareSource
MERCY HEALTH PHYSICIANS YOUNGSTOWN LLC	2017	CareSource
MERCY HEALTH PHYSICIANS NORTH LLC	2023	CareSource
MERCY MEDICAL PARTNERS NORTHERN REGION LLC	2017	CareSource
MERCY HEALTH PHYSICIANS SPRINGFIELD PRIMARY CARE	2023	CareSource
NATIONWIDE CHILDRENS HOSPITAL	2017	CareSource
NEIGHBORHOOD HEALTH CARE INCORPORATED DBA NEIGHBORHOOD FAMILY PRACTICE	2020	CareSource
NORTHEAST CIN PEDIATRIC ASSOC	2019	CareSource
NORTHWEST CHILDREN'S COMMUNITY PRACTICES II, LLC	2025	CareSource
NORTHWEST PEDIATRIC SPECIALISTS, LLC	2025	CareSource
OHIO PEDIATRIC CARE ALLIANCE PHYSICIANS, LLC	2025	CareSource
OHIO PHYSICIAN PROFESSIONAL CORPORATION	2018	CareSource
ORRVILLE HOSPITAL FOUNDATION	2020	CareSource
ORRVILLE HOSPITAL FOUNDATION DBA AULTMAN ORRVILLE DUNLAP FAMILY PHYSICIANS	2020	CareSource
PEDIATRIC ASSOC OF LANCASTER	2017	CareSource
PEDIATRIC ASSOCIATES OF MT. CARMEL, INC	2017	CareSource
RACHEL M GARBER, MD	2021	CareSource
RAMZIEH AZMEH	2020	CareSource
SHELLY DAVID SENDERS MD INC	2017	CareSource
SIGNATURE HEALTH INC	2020	CareSource
UNIVERSITY OF CINCINNATI PHYSICIANS COMPANY	2023	CareSource
ABC PEDIATRICS	2019	Humana

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OHIO CPC PRACTICE ROSTER – with Lead MCO Assignments (continued)

Name	Enrollment	Lead MCO
BOOKER T BAIR	2025	Humana
CHILD CARE CONSULTANTS INC	2021	Humana
CHMC COMMUNITY HEALTH SERVICES NETWORK	2023	Humana
DAYTON CHILDREN'S HOSPITAL	2019	Humana
DAYTON CHILDREN'S SPECIALTY PHYSICIANS, INC.	2025	Humana
ERIE COUNTY OFFICE OF AUDITOR	2020	Humana
FISHER-TITUS MEDICAL CARE LLC	2019	Humana
HIGHLAND HEALTH PROVIDERS CORPORATION	2024	Humana
MARIETTA MEM HOSPITAL	2017	Humana
MARION AREA PHYSICIANS, LLC	2017	Humana
NEIGHBORHOOD HEALTH ASSOCIATION OF TOLEDO, INC	2020	Humana
OHIOHEALTH PHYSICIAN GROUP INC	2017	Humana
PEDIATRIC ASSOCIATES INC	2017	Humana
PEDIATRIC CENTER OF CANTON, LLC	2026	Humana
PREMIUM PEDIATRICS INC	2019	Humana
SOMC MEDICAL CARE FOUNDATION	2021	Humana
THE CHRIST HOSPITAL MED ASSOC	2017	Humana
THIRD STREET COMMUNITY CLINIC INC DBA FIVE POINTS PRIMARY CARE	2021	Humana
THIRD STREET COMMUNITY CLINIC, INC	2021	Humana
WESTERVILLE PEDIATRIC SPECIALISTS	2024	Humana
BUTLER COUNTY COMMUNITY HEALTH CONSORTIUM INC DBA PRIMARY HEALTH SOLUTIONS	2017	Molina
CHILDRENS HOSP MED CTR PHY BILL (CINCINNATI CHILDRENS HOSPITAL)	2017	Molina
COMMUNITY ACTION COMMITTEE OF PIKE COUNTY	2017	Molina
EQUITAS HEALTH INC	2024	Molina
HEART OF OHIO FAMILY HEALTH CENTERS	2023	Molina
HEART OF OHIO (CAPITAL PARK FAMILY HEALTH CNTR)	2019	Molina
HEART OF OHIO (CHANTRY FAMILY HEALTH CNTR)	2023	Molina
HOPEWELL HEALTH CENTERS INC	2017	Molina
IRONTON LAWRENCE COUNTY COMMUNITY ACTION ORGANIZATION	2020	Molina
LICKING MEMORIAL PROFESSIONAL	2023	Molina
MERIDIAN HEALTHCARE	2025	Molina
MUSKINGUM VALLEY HEALTH CENTERS	2017	Molina
NORTH CENTRAL OHIO FAMILY CARE CENTER	2023	Molina
OHIO URGENT CARE & OCCUPATIONAL HEALTH LLC	2026	Molina
SAMUEL GETACHEW MD INC	2025	Molina
SOUTH DAYTON PEDIATRICS	2024	Molina
SOUTHEAST INC	2020	Molina
ADENA MEDICAL GROUP LLC	2017	UnitedHealthcare
ADENA FAYETTE MEDICAL CENTER	2025	UnitedHealthcare
ALLIANCE FAMILY HEALTH CENTER INC.	2023	UnitedHealthcare
ASHLAND HOSPITAL CORPORATION	2019	UnitedHealthcare
AUSTINTOWN PEDIATRICS INC	2020	UnitedHealthcare
AXESSPOINTE COMMUNITY HEALTH CENTER INC	2017	UnitedHealthcare
CENTER STREET COMMUNITY CLINIC INC	2022	UnitedHealthcare
CENTRAL OHIO PRIMARY CARE PHYSICIANS INC	2017	UnitedHealthcare
CINCINNATI HEALTH DEPT (CITY OF CINCINNATI)	2017	UnitedHealthcare

OHIO CPC PRACTICE ROSTER – with Lead MCO Assignments (continued)

Name	Enrollment	Lead MCO
LAKE HOSPITAL SYSTEM (UNIVERSITY HOSPITALS)	2017	UnitedHealthcare
CLEVELAND CLINIC MERCY HOSPITAL	2025	UnitedHealthcare
COMPASSION HEALTH TOLEDO	2025	UnitedHealthcare
KNOX COUNTY GENERAL HEALTH DISTRICT	2022	UnitedHealthcare
LAKE HOSPITAL SYSTEM (UNIVERSITY HOSPITALS)	2017	UnitedHealthcare
MERCY PROFESSIONAL CARE CORP (CCF)	2019	UnitedHealthcare
MOUNT CARMEL - OSU PHYSICIAN ALLIANCE LLC (MADISON HEALTH)	2019	UnitedHealthcare
MY COMMUNITY HEALTH CENTER	2024	UnitedHealthcare
NEIGHBORHOOD PEDIATRICS LLC	2021	UnitedHealthcare
NORTHEAST OH NEIGHBORHOOD HEALTH (NEON)	2017	UnitedHealthcare
NORTHERN OHIO MED SPECIALISTS	2017	UnitedHealthcare
OHIO INDEPENDENT MEDICAL GROUP LLC	2026	UnitedHealthcare
OHIO STATE UNIVERSITY, THE	2025	UnitedHealthcare
OSU GENERAL INTERNAL MEDICINE, LLC	2017	UnitedHealthcare
PARTNERS PHYSICIAN GROUP (CLEVELAND CLINIC)	2017	UnitedHealthcare
PREMIER PHYSICIANS CENTERS INC	2018	UnitedHealthcare
THE CLEVELAND CLINIC FOUNDATION	2017	UnitedHealthcare
THE OHIO STATE UNIVERSITY TOTAL HEALTH AND WELLNESS	2020	UnitedHealthcare
UNION PHYSICIAN SERVICES (CCF)	2017	UnitedHealthcare
UNIVERSITY HOSPITALS MED GROUP	2019	UnitedHealthcare
UNIVERSITY HOSPITALS REGIONAL PRACTICES, LLC	2021	UnitedHealthcare
UNIVERSITY PRIMARY CARE PRACTICES, INC (UNIVERSITY HOSPITALS)	2018	UnitedHealthcare
WINTON HILLS MEDICAL & HEALTH CENTER	2021	UnitedHealthcare
WOOD COUNTY AUDITOR	2023	UnitedHealthcare
WOOSTER CLINIC	2025	UnitedHealthcare

All OH Medicaid MCO Primary Care Provider (PCP) Selection/Change Form

Please complete this form to update the Primary Care Provider (PCP) Selection/Change Form for an OH Medicaid MCO member. Please fax/email completed form to the MCO listed below.

New Provider Information (please print)

PCP Name		**Clinic**	
PCP NPI		**Tax ID**	
PCP Address		**City**	
State		**Zip Code**	
PCP Phone #		**PCP Fax #**	
Effective. Date	/ /		

Have you seen this provider in the last year? ☐ Yes ☐ No (Please check one)

Change Reason (Please check one)

☐ More convenient location/hours
☐ I am an existing patient with this doctor
☐ I requested this PCP when I was enrolled, but was assigned a different doctor
☐ No reason – I just want different doctor on my card
☐ Referral by family/friend
☐ Dissatisfaction

Member Information (please print)

Full Name			
Date of Birth	/ /	**Phone #**	( ) -
Age		**Medicaid ID #**	
Member ID #		**Phone #**	
Address		**City**	
State		**Zip Code**	

(A new ID card will be sent out to this address within seven to ten business days.)

Signature of Member or Member's Guardian **Today's Date**

Provider (Staff) Signature **Today's Date**

OH Medicaid Managed Care Organization (MCO) Information

· AmeriHealth Caritas Ohio; Fax Number: (833) 641-3290
· Anthem Blue Cross & Blue Shield; Fax Number: (866) 840-4993
· CareSource; Fax Number: (937) 226-6916
· Buckeye Health Plan; Fax Number: (866) 719-5435; Email: bhp_medicaid_member_services@centene.com
· Molina Healthcare; Fax Number: (844) 834-2155
· Humana Healthy Horizons in Ohio; Email: OHMedicaidProviderRelations@Humana.com
· UnitedHealthcare Community Plan; Fax Number: (844) 386-9286

	AmeriHealth Caritas Ohio	buckeye health plan	Humana Healthy Horizons	MOLINA HEALTHCARE	UnitedHealthcare Community Plan	Anthem	CareSource
To Schedule, Cancel or get Trip status, Call:	1-833-664-6368 Routine scheduling -7am-8pm M-F Urgent and discharge scheduling -24/7	1-800-282-9720 8am-7pm M-F	1-855-739-5981 24/7 Routine scheduling 7am-8pm M-F Urgent trip scheduling 24/7	1-855-739-5986 24/7	1-866-642-9279 24/7	1-800-269-4190 or 1-800-895-2017 7am-8pm M-F	1-800-488-0134 7am-7pm M-F
Standard Scheduling Timeline	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance						
Special Scheduling Instructions	Scheduling online via smartphone app, Member chat, MTM Member Portal. Reminder calls or texts are also available.	Information on scheduling is available on the member website and the Sydney app.	Scheduling online and via **MTM Link** smartphone app is available. Android app, iPhone app. Text reminders are also available	Scheduling online and via access2care smartphone app is available. Android app, iPhone app. Text reminders are also available	Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app. Text reminders are also available.	Scheduling via UHC Customer Service or Provide A Ride at the phone numbers listed above.	Scheduling online and via Provide A Ride smartphone app is available. Android app, iPhone app. Text reminders are also available.
Unlimited Trips	Chemotherapy, radiation, dialysis, wheelchair, non-emergent ambulance transportation, OhioRISE	Members have unlimited trips to Urgent Care, Dialysis, Chemo / Radiation, Hospital discharge, all wheelchair trips and OhioRISE.	Dialysis, Chemo/Radiation, Hospital discharge, Wheelchair, Urgent Care, Pregnancy related and Doctor visits up to 12-months postpartum, Diabetes Management, Wound Care, OhioRISE, Go to Value-Added Benefits for additional services	Dialysis, Chemo/Radiation, Hospital discharge, Wheelchair, Urgent Care, Pregnancy related and Doctor visits up to 12-months postpartum, Diabetes Management, Wound Care, OhioRISE, Go to Value-Added Benefits for additional services	Dialysis, Chemo/ Radiation, Hospital discharge, Wheelchair, Pregnancy related trips, OhioRISE	Dialysis, Disorder, NICU, Wheelchair, Pregnancy related trips, Diabetes Management, OhioRISE	Dialysis, Hospital Admission including any discharge, NICU, Pediatrician, EPSDT, Pregnancy related trips including education, Wheelchair transport, OhioRISE
Same Day/Sick Visit Instructions	Same day/sick visit trips available by calling scheduling line above; provider may need to confirm urgency						
30 One-Way Trips/15 Round Trips Less Than 30 Miles	Available for all members, renews on an annual basis *For appointments where there is no provider within 30 miles, all necessary transportation is provided*						
Additional Trip Limit Exceptions	Radiation, chemotherapy, dialysis, oncology, wound care, hospital discharges, urgent care Additional Trips for Pregnancy (Prenatal, Post-Partum, NICU) 2-day scheduling timeline waived for kids under 1 year and organ transplant						
Approved Locations							
Medical, Dental, Vision, Mental/Behavioral Health, Hospital Discharge, DME, Urgent Care, WIC, CDJFS, Pharmacy after Medical Appointment, Stand Alone Pharmacy Trip, Health Condition Education Classes (e.g., Diabetes, Hypertension), Centering and Parenting Classes (including Car Seat & Cribette classes), Medicaid, Social Security, BCMH, Waiver Redetermination, Food Bank/Pantry, Pre-ordered Grocery Pick-up, Immunizations							
Approved Transportation Choices							
Cab/Van, Bus Pass, Lyft and/or Uber Medical, Mileage Reimbursement to driver/to member, Wheelchair Van *Please contact plan for medically assisted and stretcher transport needs*							
Additional Contact Information							
	AmeriHealth Caritas Ohio	Anthem	buckeye health plan	Humana Healthy Horizons	MOLINA HEALTHCARE	UnitedHealthcare Community Plan	CareSource
Plan Member Services for General Benefit Inquiries, Issues, Special Requests	1-833-764-7700	1-844-912-0938 (TTY 711) 7am-8pm M-F	1-866-246-4358 7am-7pm M-F	1-877-856-5702 7am-8pm M-F	1-800-642-4168 7am-7pm M-F	1-800-895-2017 7am-7pm M-F	1-800-488-0134 7am-7pm M-F
Ohio Department of Medicaid (ODM) Provider Hotline	**1-800-686-1516**						
Ohio Department of Medicaid (ODM) Member Hotline	**1-800-324-8680**						

Extra Benefits from Your Ohio Medicaid Health Plan

Your Ohio Medicaid health plan may offer extra benefits that are at no cost to you. Find your health plan below, scan the QR code with your phone camera, and learn about your extra benefits.

Anthem

AmeriHealth Caritas Ohio

buckeye health plan

CareSource

Humana Healthy Horizons

MOLINA HEALTHCARE

OhioRISE | aetna

United Healthcare

If you don't know your health plan, check your Medicaid ID card or call the Ohio Medicaid Consumer Hotline at 1-800-324-8680 for help.

Extra Benefits Links

Anthem:
https://www.anthem.com/content/dam/digital/docs/medicaid/oh/forms/OH_ABCBS_AdditionalMemberBenefits.pdf

AmeriHealth:
https://www.amerihealthcaritasoh.com/member/benefits/extra-benefits

Buckeye:
https://www.buckeyehealthplan.com/members/medicaid/benefits-services/healthy-rewards-program.html?utm_source=Rewards+OAK+QR+code&utm_medium=QR+Code&utm_campaign=BHP26-M-08&utm_term=OAK+QR+code

CareSource:
https://www.caresource.com/oh/plans/medicaid/benefits-services/additional-services/

Humana Healthy Horizons in Ohio:
https://www.humana.com/medicaid/ohio/benefits/value-added-services?cm_mmc=O2O_Medicaid-_-Ohio_Brochure-_-Value_Add-_-QR

Molina:
https://www.molinahealthcare.com/providers/oh/medicaid/comm/-/media/Molina/PublicWebsite/PDF/members/oh/en-us/Medicaid/oh-medicaid-value-added-benefits.pdf?utm_source=Provider+VAB+Flyer&utm_medium=Provider+VAB+Flyer&utm_campaign=Provider+VAB+Flyer

Aetna:
https://www.aetnabetterhealth.com/ohiorise/behavioral-mental-health.html

UHC:
https://www.uhc.com/communityplan/ohio/plans/medicaid/community-plan

Managed Care Organization (MCO) Translation Benefit Resource Guide for Practice

	AmeriHealth Caritas Ohio	Anthem	buckeye health plan	CareSource	Humana Healthy Horizons	MOLINA HEALTHCARE	UnitedHealthcare Community Plan
To Schedule, Cancel or get assistance with Translation Services	Call Member Services at 1-833-764-7700 (TTY 1-833-889-6446), 24 hours a day, seven days a week. Press 0 to speak with a representative. Ask for translation (in English or any preferred language) and they will connect with translation services on the line.	1. Call Member Services at 844-912-0938 (TTY 711) Monday through Friday from 7 a.m. to 8 p.m. Eastern time. or 2. Contact your care manager and they can schedule translation services for you	1-833-246-4358 7am-7pm M-F 1) Press 2 for Member Services, 2) Press 0 to speak with a representative 3) Provide Member ID 4) Schedule Translation appointment	1-800-488-0134 7am-8pm M-F Members can schedule by talking to a member representative and giving appointment details Providers **only** - can submit the attached form via email/fax	1-877-856-5702 7am-8pm M-F Providers may call Humana Healthy Horizons at the phone number listed on the member's Humana ID card to access interpretation services while the member is in the office.	1-800-642-4168 (TTY 711) 7am-7pm M-F Members can access translation services by calling and pressing (1) for Member Services	**1-877-842-3210** (TTY 711). 8 a.m.–8 p.m. ET, M-F On-site interpreter service requests require a minimum 48-hour advance notification.
Standard Scheduling Timeline	Translation needs must be scheduled 48 hours (2 business days) up to 30 days in advance						
Special Scheduling Instructions			Online scheduling: https://www.buckeyehealthplan.com/contact-us.html	Request form: interpreter_service_request_form-pdf.pdf	No scheduling required – services are on demand: Humana Healthy Horizons in Ohio Auxiliary Aids and Services Notice		
Same Day/Sick Visit Instructions	Same day/sick visit translation services available by calling the scheduling line above; provider may need to confirm urgency						
Additional Contact Information							
	AmeriHealth Caritas Ohio	Anthem	buckeye health plan	CareSource	Humana Healthy Horizons	MOLINA HEALTHCARE	UnitedHealthcare Community Plan
Plan Member Services for General Benefit Inquiries, Issues, Special Requests	1-833-764-7700	1-844-912-0938 (TTY 711) 7am-8pm M-F	1-866-246-4358 7am-7pm M-F	1-800-488-0134 7am-7pm M-F	1-877-856-5702 7am-8pm M-F	1-800-642-4168 7am-7pm M-F	1-800-895-2017 7am-7pm M-F
Ohio Department of Medicaid (ODM) Provider Hotline					**1-800-686-1516**		
Ohio Department of Medicaid (ODM) Member Hotline					**1-800-324-8680**		

Key Details for Improving Well Visits

All Ohio Medicaid Managed Care Plans allow a sick visit and a well visit on the same day for Medicaid patients.

(NEW) Well Visits can now be scheduled every Calendar Year for patients of all Ohio Medicaid Managed Care Plans.

- Allows Members and Providers to schedule Well Visits when it is more convenient.
- Removes Barrier of previous policy if a Sick Well Visit opportunity was prior than 365 days since last Well Visit.

Here are some points to keep in mind with them:

- If it's the first time a patient will be seen in your office, only one of the two billed visits can be billed as a new patient visit.
  - For example, if a new patient is seen and both a well visit and a sick visit are appropriately received, only one service is a new patient visit. The other is an established visit
- As long as the provider's documentation supports services for a well visit and a sick visit (with no overlapping documentation components), then separate reimbursement is both warranted and supported.
- When billing a sick visit on the same day as a well visit, bill the appropriate evaluation and management code (i.e., 99201-99215) with modifier-25 and preventive code (i.e., 99381-99397).

Best Practices

- Consider every visit an opportunity for a well visit *and* an immunization.
- Review patient charts prior to appointments and allow extra time to complete a well visit with a sick visit or sports physical.
- Schedule the next well visit during check out.
- Provide appointment reminders by text or mobile app.
  - Medicaid patients generally need 48 hours to arrange for transportation, so send reminders 48 to 72 hours prior to the appointment.
- Send reminder letters or call your attributed patients who are due for a well visit – even when patients haven't been seen in your office. These patients either chose your office or were assigned to it.
- Collaborate with your EHR vendor to incorporate pop-up alerts for preventive services.

Completing a Well Visit during a Sick Visit

Did you know the seven Ohio Medicaid Managed Care Plans pay for a well visit to be completed on the same day as a sick visit? The well visit and sick visit will both be paid subject to contractual terms and conditions with the addition of a modifier 25.

Children will often only visit their provider when sick. Caregivers may experience barriers to scheduling a well visit such as being unable to miss work. Completing the well visit during the sick visit may be the only opportunity the provider has to complete a well visit during the year and give any immunizations the child needs. Therefore, all Medicaid Managed Care Plans provide payment for a combination of certain services on the same day including: sick visits, well visits, immunizations, labs (including lead).

How to Bill

When a patient is seen in the office for a well visit as a new or established patient, providers can bill that diagnostic exam as an E&M-25. Providers should reference the most up-to-date sources of professional coding guidance for valid CPT/HCPCS codes.

In order to receive payment, follow the billing guidelines below:

Visit Type	ICD-10 codes	CPT codes	Modifiers
Well Visit	Z00.129	(99381-5 or 99391-5)	None
Well + immunizations	Z00.129, Z23	(99381-5 or 99391-5)	25
Well + Sick	Z00.121 AND appropriate sick ICD-10 code	(99381-5 or 99391-5) and 9921x	25
Well + Sick + Immunizations	Z00.121, Z23, AND appropriate sick ICD-10 code	(99381-5 or 99391-5) and 9921x	25 for sick and 25 for immunizations

BEST PRACTICES FOR IMPROVING WELL VISITS IN YOUR PRACTICE

- Consider every visit an opportunity for a preventative care, well visit and an immunization visit.
- Schedule the next well visit during check out.
- Collaborate with your EHR vendor to incorporate pop up alerts for preventive services.
- Check payer specific provider portal when a member presents to your office without their insurance card.
- Clarify payer procedures for covering well visits every calendar year, not every 365 days.

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/Medicaid's Healthchek Program This program ensures that members under age 21 have access to services that are available in accordance with federal EPSDT requirements found at 42 U.S.C. 1396d(r) as amended. This includes medically necessary services covered by Ohio Medicaid, as well as any medically necessary screening, diagnostic and treatment services available to Medicaid consumers that go beyond the applicable coverage and limitations set forth in Division 5160 of the Ohio Administrative Code (OAC). Screening components, frequencies, and indications of need for further evaluation are in accordance with the most current American Academy of Pediatrics recommendations for pediatric preventive health care. Prior authorization and coverage determinations are based on medical necessity.

Thank you for your support!

Perinatal Risk Assessment Form 2.0

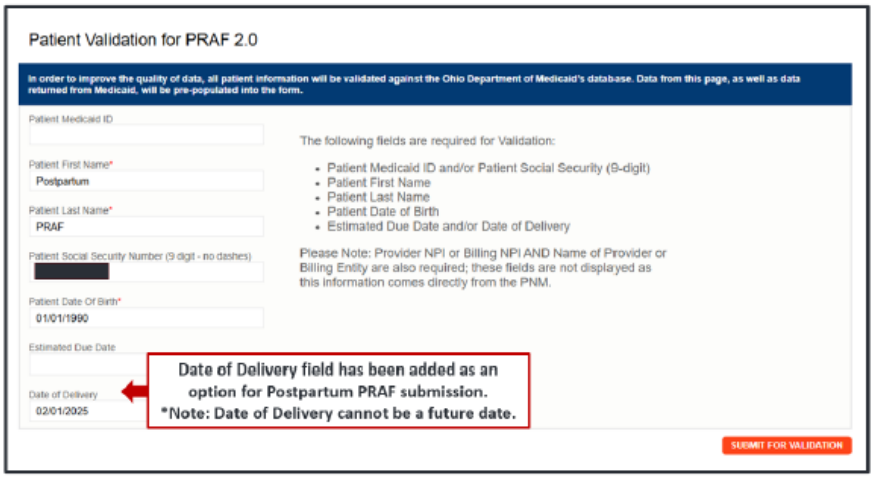
Nurture Ohio PRAF 2.0 Updates
4/1/2025

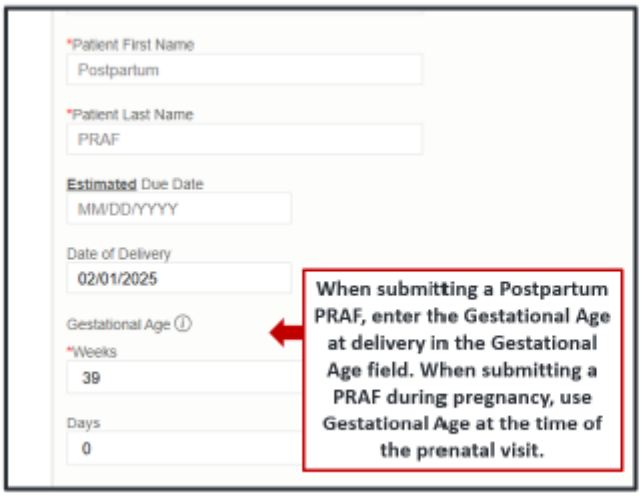
Enhanced Features include:

- Added Date of Delivery option (Postpartum PRAF)
- Maternal Mental Health Screening tool lists updated
- Prior and Current Perinatal Risks - New question type Matrix Multi-Select
- Patient would benefit from Managed Care Organization/County Department of Job and Family Services assistance updated

Note -A PRAF should be submitted at the initial prenatal visit, at the first postpartum visit, and if there is a change in risk and/or need within the prenatal and/or postpartum period.

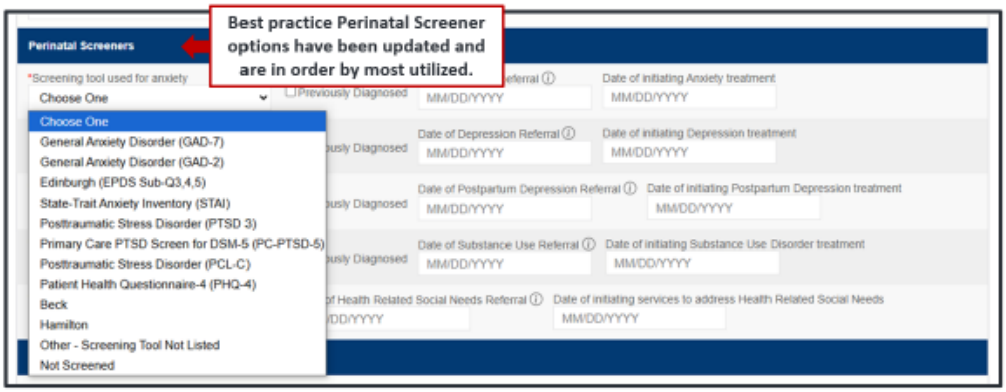
Date of Delivery (Postpartum PRAF)



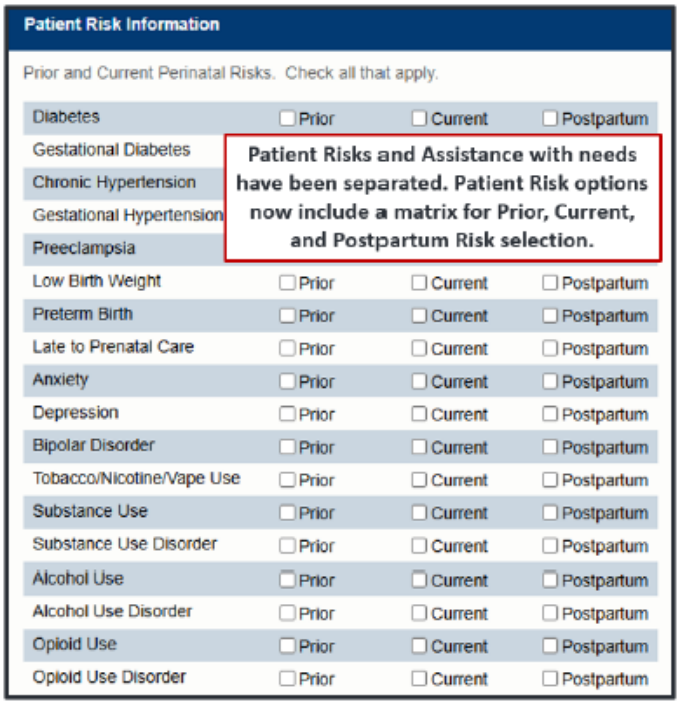


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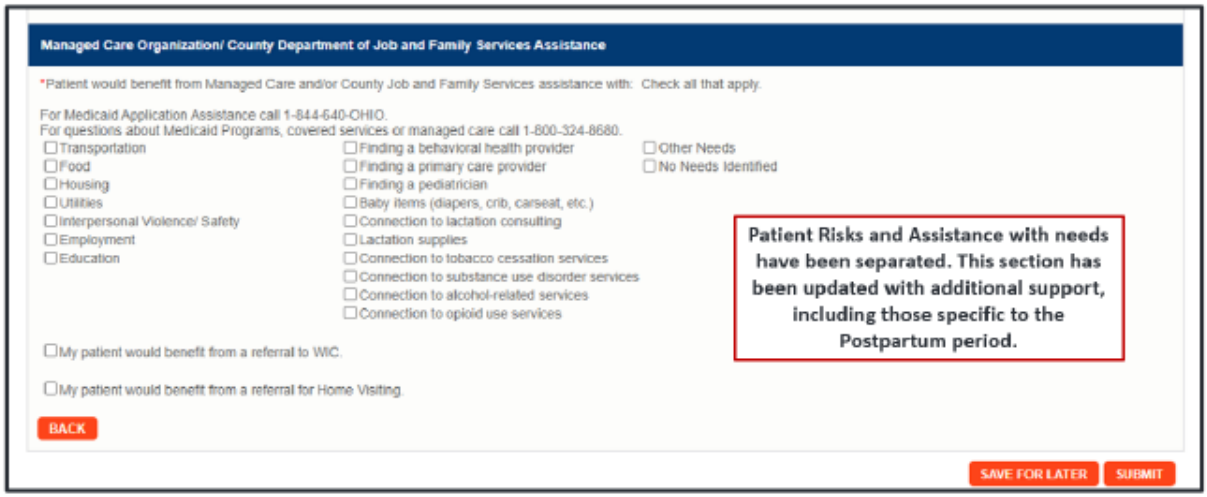
Maternal Mental Health Screening tools



Prior and Current Perinatal Risks



Patient would benefit from MCO/CDJFS assistance



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Perinatal Risk Assessment Form

Effective January 1, 2026

The Ohio Department of Medicaid has issued revised payment and billing guidelines for the Perinatal Risk Assessment Form (PRAF). These changes became effective 01/01/2026.

Perinatal Risk Assessment Coding and Reimbursement

PRAF Payment Guidelines: Medical Advisory Letter 687

Description	HCPCS Code	Modifier	Rate
Electronic PRAF (e-PRAF) initial submission.	H1000	33	$90.00
Electronic PRAF (e-PRAF) each subsequent submission.	H1000	TH	$45.00
Non-Electronic PRAF	H1000	No Modifier	$12.10

- A PRAF should be submitted at the initial prenatal visit, at the first postpartum visit, and if there is a change in risk or need within the prenatal or postpartum period.

- Payment may be made for up to six PRAF assessments, performed during antepartum and postpartum visits and submitted electronically via the Nurture site. OA 5160-21-04.

- Effective January 1, 2026, the Perinatal Risk Assessment Form has been approved as a telehealth service.

  PRAFs performed telehealth should be reported with the a “GT”, modifier denoting the telehealth service in addition to either the 33 or TH modifier identifying initial and subsequent PRAF submissions.

  For additional information, please see 2026 ODM Telehealth Guidelines.

Note: HCPCS Code H1000 is included in the Comprehensive Maternal Care Value Sets for 2026.
As a stand-alone code, it may be reported to successfully close the care gap for the Prenatal Visit by Nine Weeks Gestation.
When reported with the appropriate postpartum diagnosis, HCPCS H1000 may also close the Postpartum care gap.

MCO PRAF Contacts

AmeriHealth Caritas	Anthem	Buckeye Health Plan	CareSource
Stephanie Shinaver	Kara Johnson	Timicia Swallen	Sharon Johnston
614-874-1535	937-371-1845	866-246-4356 Ext. 24532	937-823-9733
sshinaver@Amerihealthcaritasoh.com	karam.johnson@anthem.com	TSwallen@centene.com	Sharon.Johnston@CareSource.com

Humana Healthy Horizons	Molina Healthcare	United Healthcare
Dallas King	Shelby Burch	Liz Milburn
502-885-7203	614-516-4402	763-3617589
dking68@humana.com	shelby.burch@molinahealthcare.com	elizabeth_a_milburn@uhc.com

Perinatal Telehealth Services Updates

Effective January 1, 2026

Telehealth Services have been shown to reduce the barriers to receiving timely prenatal care and The Ohio Department of Medicaid has updated the Telehealth Guidelines for Telehealth Services for fee for service claims for dates of services on or after January 1, 2026. These services are also covered by the seven Managed Care Organizations.

What is Telehealth?

OAC 5160-1-18 Effective 1/1/2026 OAC 5160-1-18

Telehealth is the direct delivery of health care services for the diagnosis, treatment and management of a condition.

The interaction may be:

- Synchronous, real-time electronic communication including both audio and video; Or
- The following activities that are asynchronous or do not have both audio and video elements:
    - Telephone Calls
    - Remote Patient Monitoring; and
    - Communication with a patient through secure email or secure patient portal.

Can Perinatal Care be Provided as a Telehealth Services?

Yes, both prenatal and postpartum services may be provided as telehealth services. This care is eligible for reimbursement for both Medicaid fee for service claims and those covered by the seven Managed Care Organizations.

For additional information and guidance, please see 2026 ODM Telehealth Guidelines.

Perinatal Telehealth Services
Updates

New Telehealth Service for 2026 - Perinatal Risk Assessment Form (PRAF)

Both PRAF and ROP (Report of Pregnancy) have been added as approved telehealth services in 2026. Claims for these services should include the appropriate modifier, in addition to the GT modifier denoting telehealth services.

How are Telehealth Services Reported?

The grid below summarizes billing for professional and FFS or wraparound (FQHC and RHC) claims.

Billing Provider Type	Professional Claim	FQHC or RHC (FFS for Wraparound Payment)
Procedure Code	CPT Codes for Telehealth Service Example 99213 GT or 98000	Line 1: T1055 with U Modifier Patient POS U1 = Patient Residence; U2 = School; U3 = IP Hospital; U4 = OP Hospital; U5 = Nursing Facility; U6 = ICF/IDD Line 2: Procedure Code for Service Delivered Telehealth
Telehealth Modifier	GT Modifier Unless CPT includes telehealth in description Any Other Required Modifier	GT Modifier Unless CPT includes telehealth in description Any Other Required Modifier
Place of Service	Physical Location of the Provider	Physical Location of the Provider

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Important Pregnancy Risk Assessment Form Links, Contacts, & Information

Ohio Department of Medicaid PRAF Webpage:
Pregnancy Risk Assessment | Medicaid (ohio.gov)

NurtureOhio Webpage:
Progesterone (nurtureohio.com)

NurtureOhio System Support:
nurtureohiosupport@DeliverHealth.com

General Questions about ePRAF:
MomsandBabies@medicaid.ohio.gov

NurtureOhio User Manual:
NurtureOhio Provider User Manual

PRAF 2.0/ePRAF FAQs
FAQs

Updated Progesterone Information

On April 6, 2023, the U.S. Food and Drug Administration announced the final decision to withdraw approval of Makena—a drug that had been approved under the accelerated approval pathway. This drug was approved to reduce the risk of preterm birth in women pregnant with one baby who have a history of spontaneous preterm birth. The decision was issued jointly by the FDA Commissioner and Chief Scientist.

- **Makena (hydroxyprogesterone caproate injection) Information | FDA**
- **Updated Clinical Guidance for the Use of Progesterone Supplementation for the Prevention of Recurrent Preterm Birth | ACOG**
- **SMFM Statement: Response to the Food and Drug Administration's withdrawal of 17-alpha hydroxyprogesterone caproate**

Medicaid Resources for Ohio Providers

The Ohio Department of Medicaid (ODM) and the state's Medicaid Managed Care Organizations (MCOs) have partnered to form the All MCO Quality Improvement Collaborative, a dynamic partnership to provide resources for providers.

The goal of the Collaborative is to address statewide health priorities and disparities by disseminating resources. By leveraging collective experiences and proven quality improvement science methodologies, the Collaborative aims to build a healthcare system that is measurably stronger and more resilient.

All Resource Hubs, including Behavioral Health and Diabetes Care Hub are included in this site.

ohiomedicaidresources.org



CPT-II CODING AND THER BILLING CODES

	Billing Code Type	Key Billing Codes			
Quality Metric: Weight Assessment and Counseling for Children/Adolescents BMI Percentile (Pediatric)	**ICD-10** codes to indicate BMI percentile (numerator)	BMI <5 percentile for age			Z68.51
		BMI 5th percentile to <85th percentile for age			Z68.52
		BMI 85th percentile <95th percentile for age			Z68.53
		BMI >95th percentile for age			Z68.54
		BMI 120% of 95th to <140% of 95th percentile for age			Z68.55
		BMI ≥ 140% of 95th percentile for age			Z68.56
Dietary / Physical Activity	**ICD-10** codes	Dietary counseling and surveillance: Z71.3		Exercise counseling: Z71.82	
		Inappropriate dietary and eating habits: Z72.4		Lack of physical exercise: Z72.3	
BMI Assessment (Adult)	**ICD-10** codes to indicate BMI (numerator)	BMI 19.9 or less	Z68.1	BMI 32.0-32.9	Z68.32
		BMI 20-29	***Z68.2***	BMI 33.0-33.9	Z68.33
		BMI 20.0-20.9	Z68.20	BMI 34.0-34.9	Z68.34
		BMI 21.0-21.9	Z68.21	BMI 35.0-35.9	Z68.35
		BMI 22.0-22.9	Z68.22	BMI 36.0-36.9	Z68.36
		BMI 23.0-23.9	Z68.23	BMI 37.0-37.9	Z68.37
		BMI 24.0-24.9	Z68.24	BMI 38.0-38.9	Z68.38
		BMI 25.0-25.9	Z68.25	BMI 39.0-39.9	Z68.39
		BMI 26.0-26.9	Z68.26	***BMI 40 or greater***	**Z68.4**
		BMI 27.0-27.9	Z68.27	BMI 40.0-44.9	Z68.41
		BMI 28.0-28.9	Z68.28	BMI 45.0-49.9	Z68.42
		BMI 29.0-29.9	Z68.29	BMI 50-59.9	Z68.43
		BMI 30-39	***Z68.3***	BMI 60.0-69.9	Z68.44
		BMI 30.0-30.9	Z68.30	BMI >70	Z68.45
		BMI 31.0-31.9	Z68.31		
Quality Metric: Glycemic Status > 9.0%	**CPT-II** codes to identify HbA1c levels (numerator)	HbA1c<7%	**3044F**	HbA1c 7- < 8%	**3051F**
		HbA1c>9%	**3046F**	HbA1c 8- < 9%	**3052F**
Quality Metric: Diabetes Care-Eye Exam	**CPT-II** codes to indicate retinal eye exam	Eye Exam w/o Evidence of Retinopathy: 2023F		7 standard field stereo. photos: 2024F	
		7 standard field stereo. Photos w/o rtnpthy: 2025F		Dilated retinal eye exam: 2022F	
		Eye imaging validated to match Dx frm 7 std: 2026F		Diab. retinal screen negative: 3072F	
		Eye imaging validated to match Dx frm 7 std w/o rtnpthy: 2033F			
Quality Metrics: Controlling High Blood Pressure in Patients with Hypertension / Blood Pressure Control for Patients with Diabetes	**ICD-10** (denominator)	ICD-10: I10- indicates hypertension			
	CPT-II codes	**Systolic**		**Diastolic**	
		Most recent BP <130	3074F	Most recent BP <80	3078F
		Most recent BP 130-139	3075F	Most recent BP 80-89	3079F
		Most recent BP ≥ 140	3077F	Most recent BP ≥ 90	3080F
Quality Metric: Immunization for Children[1]	**CPT, HCPCS**	DTaP / IPV	90697,90698, 90700,90721,90723 / 90697, 90698, 90713, 90723		
		MMR / VZV / PCV	90707, 90710 / 90710, 90716 / 90670, 90671, 90677, G0009		
		HiB	90644, 90647, 90648, 90697, 90698, 90748		
		HepB	90697, 90723, 90740, 90744, 90747, 90748, G0010		
	ICD 10 Dx / PCS	HepB B16.0, B16.1, B16.2, B16.9, B17.0, B18.0, B18.1, B19.10 B19.11			
		Measles	B05.0, B05.1, B05.2, B05.3, B05.4, B05.81, B05.89, B05.9		
		Mumps	B26.0, B26.1, B26.2, B26.3, B26.81, B26.82, B26.83, B26.84, B26.85, B26.89, B26.9		
		Rubella	B06.00, B06.01, B06.02, B06.09, B06.81, B06.82, B06.89, B06.9		
Quality Metric: Immunization for Adolescents[1]	**CPT**	Tdap: 90715	Meningococcal: 90619, 90623, 90733, 90734	HPV: 90649, 90650, 90651	
Quality Metric: Lead Screening for Children[1]	**CPT**	Lead Tests: 83655			
Quality Metric: Topical Fluoride for Children, ages 1-4[1]	**CPT, CDT**	Application of topical fluoride varnish 99188, D1206			
Quality Metric: Tobacco Use Screening and Cessation Intervention[2]	**CPT** and **CPT-II** codes to indicate tobacco screening and cessation counseling provided (numerator)	Screened for tobacco use AND received tobacco cessation intervention			4004F
		Current tobacco non-user			1036F
		Smoking/tobacco counseling 3-10 minutes			99406
		Smoking/tobacco counseling >10 minutes			99407
		Tobacco abuse counseling			Z71.6
		(Use additional code for nicotine dependence (F17.-)			
		Tobacco Use			Z72.0
		Use additional code from category F17 to identify type of tobacco nicotine dependence			
Tobacco Use During Pregnancy, Childbirth, and Puerperium	**ICD-10 codes**	Smoking (tobacco) complicating pregnancy:	O99.330, O99.331, O99.332, O99.333		
		Smoking (tobacco) complicating childbirth			O99.334
		Smoking (tobacco) complicating puerperium			O99.335
		Exposure to (environmental) tobacco smoke in the perinatal period			P96.81
		Newborn affected by maternal use of tobacco			P04.2
		Contact with and exposure to environmental tobacco smoke			Z77.22
Social Determinants of Health	**ICD-10 codes**	Problems related to education and literacy Z55		Underachievement in school Z55.3	
		Unemployed, unspecified Z56.0		Lack of adequate food Z59.4x	
		Problem related to lifestyle, unspecified Z72.9		Homelessness Z59.0x	
		Other problems related to housing Z59.8xx / Z59.9xx		Inadequate housing Z59.1	

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AmeriHealth Caritas Ohio	AmeriHealth
Mailing Address	Please call General Services 1-833-644-6001
Public Website	https://www.amerihealthcaritasoh.com/index.aspx
Support	
Ohio CPC Specific Questions	rmetzler1@amerihealthcaritasoh.com or 1-833-644-6001
Provider General and Support Questions	1-833-644-6001
Member Questions	1-833-764-7700 (TTY 1-833-889-6446)
Care Management Questions	1-833-464-7768
Website Information	
Home Page	https://www.amerihealthcaritasoh.com/index.aspx
Benefits and Programs	https://www.amerihealthcaritasoh.com/index.aspx
Case Management	https://www.amerihealthcaritasoh.com/index.aspx
Chronic Disease Management	https://www.amerihealthcaritasoh.com/index.aspx
Provider Directory	https://www.amerihealthcaritasoh.com/provider/find-provider/index.aspx
Transportation Assistance Call	Primary - Member Services: (833) 764-7700 or Secondary – Transportation: (833) 664-6368
Transportation Information	See Transportation information on *page 10* of this guide – MCO Transportation Benefit Resource Guide for Practices
Program website	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
Women and Children's Health Program	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
24 Hour Nurse Line	1-833-625-6446
Community Resources	https://www.amerihealthcaritasoh.com/member/eng/index.aspx
Prescription Information	https://www.amerihealthcaritasoh.com/provider/pharmacy/index.aspx
Provider Portal (note: login required)	
Home Page, hosted by NaviNet	https://www.amerihealthcaritasoh.com/provider/resources/navinet.aspx
Portal Access for Care Navigators - content	NaviNet is an easy-to-use, no-cost, web-based platform that links providers to AmeriHealth Caritas Ohio. Through NaviNet, you can access: Member eligibility verification. Claims investigation. Care gap reports to identify needed services. Member Clinical Summaries. Medical claims data. Member panel rosters for PCPs included under your contract.

OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vJun2025

Anthem	Anthem
Mailing Address	PO Box 62500, Virginia Beach, VA 23466-2509
Public Website	www.anthem.com
Support	
Ohio CPC Specific Questions	CPC@anthem.com
Provider General and Support Questions	Provider Services: 844-912-1226
Member Questions	Member Services: 844-912-0938
Care Management Questions	Medical Management Dept: 833-308-3035
Website Information	
Home Page	www.anthem.com
Benefits and Programs	www.Availity.com
Case Management	https://providers.anthem.com/ohio-provider/patient-care/care-management
Chronic Disease Management	Email: Condition-Care-Provider-Referrals@anthem.com
Provider Directory	https://www.anthem.com/find-care/
Transportation Assistance Call	Access2Care: 800-282-9720 or Member Services: 844-912-0938
Program website	https://www.anthem.com/oh/medicaid/welcome
Transportation Information	See Transportation information on *page 10* of this guide – MCO Transportation Benefit Resource Guide for Practices
Women and Children's Health Program	https://providers.anthem.com/ohio-provider/patient-care/maternal-child-services
24 Hour Nurse Line	844-430-0341
Community Resources	www.anthem.com/oh/medicaid/community-resources
Prescription Information	www.anthem.com/oh/medicaid/benefits
Provider Portal (note: login required)	
Home Page	https://www.providers.anthem.com/ohio-provider/welcome
Portal Access for Care Navigators - content	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims and frequently asked questions.

	**Buckeye**
Mailing Address	4349 Easton Way, Suite 120 Columbus, OH 43219
Public Website	https://www.buckeyehealthplan.com/
Support	
Ohio CPC Specific Questions	Heather Baker: 614-881-6549; heather.m.baker@centene.com
Provider General and Support Questions	Provider Services: 866-246-4358
Member Questions	Member Services at (866) 246-4358 or TTY (800) 750-0750). Or https://www.buckeyehealthplan.com/members/medicaid/resources/handbooks-forms.html
Care Management Questions	Main Switchboard: 1-866-246-4356
Website Information	
Home Page	https://www.buckeyehealthplan.com/
Benefits and Programs	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Case Management	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Chronic Disease Management	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Provider Directory	https://www.buckeyehealthplan.com/find-a-doctor.html
Transportation Assistance Call	1-866-531-0615 OR 1-866-246-4358 (TDD/TTY: 1-800-750-0750)
Transportation Information	See Transportation information on *page 10* of this guide – MCO Transportation Benefit Resource Guide for Practices
Program website	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Women and Children's Health Program	https://www.buckeyehealthplan.com/members/medicaid/resources/women-and-childrens-health.html
24 Hour Nurse Line	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html
Community Resources	https://www.buckeyehealthplan.com/community-connect.html
Prescription Information	https://www.buckeyehealthplan.com/providers/pharmacy.html
Provider Portal (note: login required)	
Home Page	https://www.buckeyehealthplan.com/providers/login.html
Portal Access for Care Navigators - content	Member rosters, care management info (e.g. assessments and care plans, authorizations, claims, hospital inpatient, ER and outpatient utilization, provider directory, benefits, ID Cards, frequently asked questions, secure messages, and many other topics.

OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vJun2025

CareSource	CareSource
Mailing Address	P.O. Box 8738 Dayton OH 45401
Public Website	www.caresource.com
Support	
Ohio CPC Specific Questions	Deanna Daniel 937-952-8265; Deanna.daniel@caresource.com
Provider General and Support Questions	Provider Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)
Member Questions	Member Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)
Care Management Questions	Care Management: https://www.caresource.com/oh/providers/education/patient-care/care-management-disease-management/medicaid/
Website Information	
Home Page	www.caresource.com
Benefits and Programs	https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/
Case Management	https://www.caresource.com/oh/providers/education/patient-care/care-management-disease-management/medicaid/
Chronic Disease Management	https://www.caresource.com/oh/providers/education/patient-care/care-management-disease-management/medicaid/
Provider Directory	https://findadoctor.caresource.com/?
Transportation Assistance Call	800-488-0134 (TTY : 1-800-750-0750 or 711)
Transportation Information	See Transportation information on *page 10* of this guide – MCO Transportation Benefit Resource Guide for Practices
Program website	https://www.caresource.com/providers/
Women and Children's Health Program	https://www.caresource.com/healthy-living/healthy-family/healthy-pregnancy/
24 Hour Nurse Line	https://www.caresource.com/members/ohio/ohio-medicaid/contact-us/
Community Resources	https://www.caresource.com/oh/members/education/myresources/medicaid/
Prescription Information	https://www.caresource.com/oh/providers/tools-resources/drug-formulary/medicaid/
Provider Portal (note: login required)	
Home Page	https://providerportal.caresource.com/OH/User/Login.aspx?ReturnUrl=%2fOHportal/
Portal Access for Care Navigators - content	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.

Humana Healthy Horizons	Humana Healthy Horizons
Mailing Address (Paper claims submissions are not allowed)	Humana Healthy Horizons in Ohio P.O. Box 14601 Lexington, KY 40512-4601
Public Website	www.humana.com/medicaid/ohio
Support	
Ohio CPC Specific Questions	Practice Transformation: OHPEX_PracticeTransformation@humana.com
Provider General and Support Questions	Provider Services: 1-877-856-5707 M-F 7am-8pm
Member Questions	Member Services: 1-877-856-5702 (TTY: 711) M-F 7am-8pm
Care Management Questions	Humana CM Support: 1-877-856-5702 OHMCDCareManagement@humana.com
Website Information	
Home Page	www.humana.com/medicaid/ohio
Benefits and Programs	www.humana.com/medicaid/ohio/support
Case Management	www.humana.com/medicaid/ohio/support/care-management
Chronic Disease Management	www.humana.com/medicaid/ohio/support/disease-management
Provider Directory	Physician Search - Humana
Transportation Assistance Call	MTM at 1-855-739-5986 (TTY: 1-866-288-3133) Non-urgent M-Sat 7am-8pm EST or 24/7 for urgent trips
Transportation Information	See Transportation information on *page 10* of this guide – MCO Transportation Benefit Resource Guide for Practices
Program website	www.humana.com/medicaid/ohio/coverage/transportation
Program Brochure	www.humana.com/medicaid/ohio/support/why-humana
Women and Children's Health Program	www.humana.com/medicaid/ohio/benefits/pregnancy-program www.humana.com/medicaid/ohio/support/child-wellness
24 Hour Nurse Line	24 Hour Nurse Advice Line: 1-866-376-4827
Community Resources	Member Services: 1-877-856-5702 (TTY: 711) M-F 7am-8pm
Prescription Information	www.humana.com/medicaid/ohio/coverage/pharmacy
Provider Portal (note: login required)	
Home Page, hosted by Availity	www.humana.com/provider/medical-resources/ohio-medicaid/availity
Portal Access for Care Navigators - content	The Ohio Medicaid Care Management link within Availity will direct providers to the population health dashboard. This allows providers to view member assessments, care plans, authorizations, assigned care management programs, and contact information for the member's care manager.

	Molina
Mailing Address	3000 Corporate Exchange Drive Columbus, OH 43231
Public Website	http://www.molinahealthcare.com
Support	
Ohio CPC Specific Questions	Lucinda Griffith: 1-614-540-3982; Lucinda.Griffith@molinahealthcare.com
Provider General and Support Questions	Provider Services: 1-855-322-4079
Member Questions	Member Services: 1-800-642-4168 (TTY: 1-800-750-0750 or 711)
Care Management Questions	Molina Care Management: 1-800-642-4168
Website Information	
Home Page	http://www.molinahealthcare.com
Benefits and Programs	https://www.molinahealthcare.com/members/oh/en-us/mem/home.aspx
Case Management	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/hm/casemngt.aspx
Chronic Disease Management	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/hm/dm/dm.aspx
Provider Directory	https://molina.sapphirethreesixtyfive.com/?ci=oh-medicaid&network_id=29&geo_location=37.75909999999999,-122.13589999999999&locale=en_us
Transportation Assistance Call	1-866-642-9279 (TTY: 711)
Transportation Information	See Transportation information on *page 10* of this guide – MCO Transportation Benefit Resource Guide for Practices
Program website	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/coverd.aspx
Program Brochure	https://www.molinahealthcare.com/members/oh/en-us/-/media/Molina/PublicWebsite/PDF/members/oh/en-us/Medicaid/oh-medicaid-covered-services-list.pdf
Women and Children's Health Program	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/services/womencare.aspx
24 Hour Nurse Line	Molina 24-Hour Nurse Advice Line 1-888-275-8750 (English); 1-866-648-6537 (Spanish); 711 (TTY)
Community Resources	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/resources/commres.aspx
Prescription Information	https://www.molinahealthcare.com/members/oh/en-us/mem/medicaid/overvw/coverd/presdrugs.aspx
Provider Portal (note: login required)	
Home Page, hosted by Availity	https://apps.availity.com/availity/web/public.elegant.login
Portal Access for Care Navigators - content	Member rosters, care management info (member care plans, member claims history), benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.

OHIO MANAGED MEDICAID MCOS – Key Information (by Plan) vJun2025

	UnitedHealthcare
Mailing Address	5900 Parkwood Place Dublin, OH 43016
Public Website	http://www.uhccommunityplan.com/oh/medicaid/community-plan.html
Support	
Ohio CPC Specific Questions	Sarah Balzano, 763-292-6420, ohiocpc@uhc.com
Provider General and Support Questions	Provider Services: 877-842-3210
Member Questions	Member Services: 800-895-2017 / TTY: 711
Care Management Questions	800-895-2017 / TTY: 711
Website Information	
Home Page	http://www.uhccommunityplan.com/oh.html
Benefits and Programs	http://www.uhccommunityplan.com/oh/medicaid/community-plan.html
Case Management	http://www.uhccommunityplan.com/oh.html
Chronic Disease Management	https://www.uhc.com/communityplan/ohio/plans/medicaid/community-plan.htm
Provider Directory	http://www.uhccommunityplan.com/oh.html
Transportation Assistance Call	(800) 895-2017
Transportation Information	See Transportation information on *page 10* of this guide – MCO Transportation Benefit Resource Guide for Practices
Women and Children's Health Program	http://www.uhccommunityplan.com/oh/medicaid/community-plan.html
24 Hour Nurse Line	800-542-8630 / TTY 800-855-2880
Community Resources	Member Services: 800-895-2017 / TTY: 711
Prescription Information	https://www.uhc.com/communityplan/ohio/plans/medicaid/community-plan/find-a-provider-or-pharmacy#collapse-find-drug
Provider Portal (note: login required)	
Home Page	www.uhcprovider.com
Portal Access for Care Navigators - content	Member rosters, authorization and claims information, member information such as demographics, care team members, diagnosis(es), completed assessments, and care plans. Portal access also allows the user to identify the assigned health plan care manager or community health worker, and the ability to send private messages to that person. To obtain access to the UHC Care Coordination portal, please send an email to: UnitedCCPortal@uhc.com plans.