

Welcome to Ohio Medicaid's managed care program!

The Ohio Department of Medicaid strives to provide the best, most comprehensive services. To make sure we're staying the path, we listened to you – our members, more than 1000 healthcare and behavioral health professionals, and community leaders across the state. Your feedback led us to make exciting changes and improvements for Ohio Medicaid's managed care program so we can serve you better. With open enrollment right around the corner, I want to let you know about some of the changes being made to improve our service to Ohio members:



Better Services for Pregnant Members and Newborns: For members who are pregnant, you and your baby will have 12 months of healthcare coverage after your delivery. During your pregnancy, there are support groups and nurse home visits to provide emotional and physical support. To help with feeding your newborn, you can get a free breast pump and 24/7 access to experts who can help with breast feeding.



Additional Mental Health Support for Children: Additional behavioral health services are available for children and teens including therapy and substance use disorder treatment services.



After-Hours Behavioral Health Crisis Services: If you are experiencing mental health or addiction-related challenges, you have access to an after-hours phone number that connects you directly to the Ohio Department of Mental Health and Addiction Services' statewide crisis line.

We've made changes to support providers as well. We are supporting healthcare staff by providing programs and trainings that include cultural understanding and respect for each person's experiences. We've provided a full list of improvements and their descriptions on the last page of this letter.

There are also other programs designed to help you and your family that we want to make sure you know about:

- **OhioRISE** is a specialized managed care program focused on children and youth with complex behavioral health who need several layers of help. You can learn more about the program and find out if OhioRISE is a good fit for your child by visiting <https://www.aetnabetterhealth.com/ohiorise/index.html>.
- The Single Pharmacy Benefit Manager (SPBM), **Gainwell Technologies**, provides pharmacy services for all members by working with Ohio Medicaid and Molina Healthcare to manage your prescription drug benefits. With Gainwell as your go-to for **pharmacy needs and services**, you can get the medications you need regardless of managed care plan. You can find Gainwell's handbook inside of the Molina Healthcare handbook or at <https://spbm.medicaid.ohio.gov/>.

Molina Healthcare is Your Main Point of Contact

Contact **Molina Healthcare** Member Services if you need help or have questions by calling 800-642-4168 (TTY: 711) from 7 a.m. to 8 p.m., Monday through Friday Eastern Time. They can help you get a replacement ID card or change your primary care provider. **Molina Healthcare** can help you get materials like the Member Handbook and Provider Directory. Member materials are available in different languages and formats, including large print and Braille.

Be in the Know

Don't miss out on important information from Ohio Medicaid. Update your contact information by calling the Ohio Medicaid Consumer Hotline at 800-324-8680 or by accessing the Ohio Benefits Self-Service Portal at ssp.benefits.ohio.gov.

Additionally, to keep up to date on Medicaid programs, news, and policies, sign up for the Ohio Medicaid Member News, a monthly newsletter for families and individuals at <https://medicaid.ohio.gov/home/govdelivery-subscribe>.

You can also stay in the loop by following us on social media!



Once again, welcome to Ohio Medicaid's managed care program. We look forward to serving you better.

A handwritten signature in black ink that reads "Scott Partika".

Scott Partika, Director
Ohio Department of Medicaid

Your Medicaid managed care program includes:



Individualized Coordination and Care Management: You have access to a health navigator who can help you find the services specific to your needs, including services to manage chronic illnesses and navigate life-changing events such as pregnancy.



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24/7 Medical Advice Line: Sometimes you have questions or concerns and want advice before scheduling an appointment or traveling to the nearest emergency room or need medical care outside of normal business hours. Call your managed care plan's 24/7 medical advice line anytime you have a medical question or need help.



Telehealth Services: To ensure you can receive care even when you can't make it to the doctor's office, telehealth appointments are available for particular healthcare needs.



Enhanced Support for Member Transportation: You can expect your managed care plan to provide improved scheduling, access to services, and additional trips to appointments and pharmacies including ambulance, wheelchair van, and other emergency transportation and county non- emergency transportation.



Increased Accessibility: If English is not your primary language or you are hard of hearing, your plan has a toll-free number and telephone services available to make sure you can easily get the information and services you need. Your plan also has dedicated staff to help members who need sign language, oral interpretation, and auxiliary aids and services.



Focus on Preventive Care and Wellness: Prevention and wellness is the key to your health. Through a number of incentives, you have an opportunity to receive rewards for wellness visits, vaccinations, and preventative care screenings for illnesses including diabetes.



Freeing Up Providers to Better Serve You: Ohio Medicaid has implemented changes to ease the administrative burden on providers, so they can do what they do best – spending time with you.



Community Investment: Together, with the managed care plans, Ohio Medicaid is investing in the local communities where members live by working with community organizations and supporting local programs to help tackle issues including food insecurity, unemployment, homelessness, and more.



Commitment to Each Individual's Health and Cultural Respect: All Ohioans deserve to live their healthiest life—no matter their income, race, education, or community. We are supporting healthcare staff by providing programs and trainings that include cultural understanding and respect for each individual's experiences.