

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



Department of
Medicaid

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	Covered services and benefits Enrolling as a Next Generation MyCare provider