



Agenda



- Anthem MyCare Strategy
- Anthem MyCare Leadership Team
- Care Coordination and AAA Collaboration
- Provider Relations
- Anthem Contacts & Resources

Anthem MyCare Strategy

Who is the person you think of when you think about why this work matters?

Our roles go beyond a job; it's our chance to make a lasting difference. Next Gen MyCare is transformational, we are connecting care and changing lives! We are focused on improving quality of life, promoting dignity, fostering independence, and empowering choice. Real people, real outcomes.

1. Advance individual and population health outcomes.
Increase wellness and manage health outcomes for our members and the broader MyCare Ohio population through prevention, evidence-based care and continuous quality improvement.
2. Deliver a personalized care experience.
Provide coordinated, clinically responsive care that reflects each individual's needs, preferences, social determinants of health and life circumstances, supporting informed choice and decision-making.
3. Enable providers to deliver seamless care and get paid accurately and timely.
Reduce administrative burden and strengthen provider access through clear guidance, responsiveness, streamlined processes, accurate and timely claims submission and payment.
4. Strengthen care for individuals with complex needs to support independence.
Integrate medical, behavioral health, LTSS and social supports to reduce avoidable utilization, prevent crises and help individuals remain safe, stable, independent, and happy in their homes and communities.
5. Increase program transparency, accountability, and trust.
Improve clarity and visibility into performance, decisions, and outcomes by using consistent reporting, open communication, and strong governance, ensuring our members, providers, and stakeholders can track progress.

Meet our MyCare Ohio LTSS Leadership Team



Michelle Stoughton
Plan President



Dr. Wlaam Ahmed
Medical Director, LTSS



Katie Profitt
Strategy & Program Development Director, LTSS



Shonda Smith
Director of Special Programs Care Coordination, LTSS



Amber Waweru
Director of Special Programs Service Coordination, LTSS



Jon Garlock
Manager Provider Network, LTSS



Lori Young
Quality Director



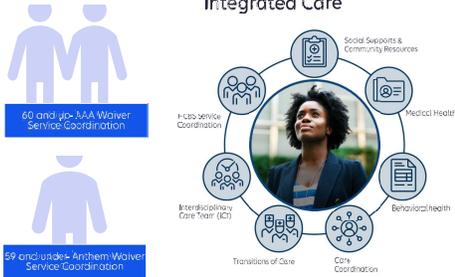
Anthem MyCare Integrated Care Coordination

Care Coordination

All individuals enrolled will have an Anthem Care Coordinator.

Individuals receiving Home and Community Based Services (HCBS), aged 60 and older, will also have an Area Agency on Aging (AAA) Waiver Services Coordinator (waiver services for members 60 and up are delegated to the AAAs).

Individuals receiving HCBS services, aged 59 and under, will have their waiver services coordinated by their Anthem Care Coordinator.



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Role Differences between Waiver Service Coordinator vs Care Coordinator roles

Task	CC	WSC	
Verification and documentation of seclusion, restraints, or restrictive interventions	S	P	P = Primary
HCBS Service Need Identification	S	F	S = Support
Service Level Determinations	P	S	C = Co-Managed
SDOH and Community Resource Referrals	C	C	X = NA
Authorizations and Claims Payment	P	X	
Transitions of Care	C	C	
All Waiver Assessments	S	P	
Waiver Service Plan Development, Review, and Monitoring	S	P	
Self-direction Support	S	P	
Waiver Provider referrals and performance oversight	C	C	
HRA and Person-Centered Care Plan	P	X	
Incident Reporting	C	C	
Interdisciplinary Care Team Coordination and Communication	C	C	

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Example of Interdisciplinary Care Team Makeup



The Interdisciplinary Care Team (IDT/ICT) is a coordinated group of people, with the member at the center, their chosen supports, and key clinical and service partners, who work together to assess needs, set goals, create an integrated care plan, and ensure services start and stay on track across Medicare/Medicaid benefits.

Care Team Participants may include:

- Member
- Member Identified Support Providers/Family
- Care Coordinator
- HCBS Waiver Service Coordinator
- Recovery Manager (if enrolled in Specialized Recovery Services)
- Transition Coordinator (if enrolled in Home Choice)
- HCBS Providers
- Primary Care Doctor

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Person Centered Care Plan (PCCP) Sharing

- During care planning the CC will evaluate the member and ICT's communication preferences to include options for paper or electronic version.
- PCCPs inclusive of Waiver Service Plans will be distributed by the Care Coordinator according to individual preferences.
- The PCCP will be available to providers through our Availity portal.
- The member or any member of the ICT can request an ad hoc copy or update their preferences at any time.
- Evidence of distribution of the PCCP is recorded in the HIP (anthem's electronic health record) record for quality and auditing purposes.



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Anthem MyCare Contact Schedule

Risk Tier	Contact Schedule	CC Ratio
Tier 1 — Low-monitoring	In-person visits as determined by identified need or per member request. Telephonic contact as needed.	1:101-1:250
Tier 2 — Medium	One in-person visit every six months. Maximum of 180 days between visits. Telephonic contact as needed.	1:76 - 1:100
Tier 3 — High	One in-person visit every three months. Maximum of 90 days between visits. Telephonic contact every 30 days.	1:51-1:75
Tier 4 — Intensive	One in-person visit every two months. Maximum of 60 days between visits. Telephonic contact every 30 days	1:25-1:50

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Supporting the AAAs

Anthem Director of Service Coordination, Amber Waweru



- Support the AAA Directors to drive strategy and alignment of best practice across the state (both at the individual and Q4A level)

Vendor Management Consultant Joe Rogich



- Strategy alignment
- Care Director/HIP integration performance and requirements
- AAA Report Cards
- Performance oversight and feedback

Implementation Management Manager, Rachel McGrady



- Vendor Billing and payment resolution
- Oversight of Anthem systems access and issue resolution
- Vendor Oversight

LTSS Provider Team Manager Jon Gartlock



- Support and oversee all HCBS providers

Vendor Operations Management Consultant Theresa Powell



- Vendor Billing and payment resolution
- Oversight of Anthem systems access and issue resolution
- Vendor Oversight

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Supporting the AAAs new to MyCare

Regional Site Visits started in April 2025. Site Visits continue for new AAAs going live in 2026.



Scheduling lunch & learn for the AAA WSCs and Anthem CCs

- Ongoing assessment of readiness
- Minimum performance expectations for all AAAs
- Dedicate more time to AAAs new to MyCare
- Ongoing performance evaluations
- Work with Q4A to address any additional training needs
- One-on-one assistance available to support identified needs

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LTSS Provider Relations Team

Anthem

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Dedicated LTSS Network Support

All Home and Community Based Service (HCBS) Providers are assigned a dedicated Long Term Support Services (LTSS) provider relations representative based on geographic location.

This representative will:

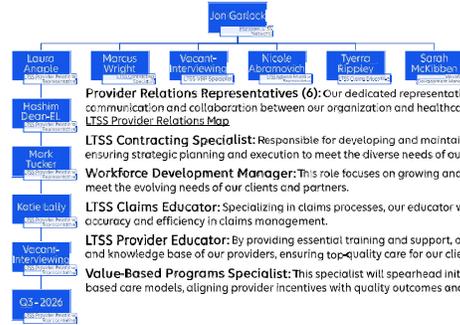
- Ensure providers receive comprehensive training and education on key requirements of LTSS.
- Conduct support visits, including implementation support, initial visits, onboarding, education and training, ongoing and technical assistance.
- Provide one-on-one or group technical assistance as needed, either virtually or in-person.
- Maintain regular and meaningful communication and training with the network.
- Provide subject matter expertise in LTSS billing, direct services, and LTSS service provision.

Guided support — Dedicated LTSS Health Care Network will actively engage providers to develop relationships, share fundamentals of managed care, offer education, tools and resources needed to support their training and readiness needs.

Building a robust network — NextGen MyCare will work with all providers to build a robust network and comply with provider requirements.

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LTSS Provider Relations Staff



Provider Relations Representatives (6): Our dedicated representatives serve as liaisons, ensuring seamless communication and collaboration between our organization and healthcare providers. LTSS Provider Relations Map: [LTSS Provider Relations Map](#)

LTSS Contracting Specialist: Responsible for developing and maintaining a robust network of LTSS providers, ensuring strategic planning and execution to meet the diverse needs of our members.

Workforce Development Manager: This role focuses on growing and enhancing our workforce capabilities to meet the evolving needs of our clients and partners.

LTSS Claims Educator: Specializing in claims processes, our educator will offer guidance and training to optimize accuracy and efficiency in claims management.

LTSS Provider Educator: By providing essential training and support, our provider educator will enhance the skills and knowledge base of our providers, ensuring top-quality care for our clients.

Value-Based Programs Specialist: This specialist will spearhead initiatives to implement and support value-based care models, aligning provider incentives with quality outcomes and cost efficiency.

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LTSS Provider Relations and Specialty Roles

LTSS Provider Relations Representatives

Foster collaborative relations with the LTSS provider network to ensure providers have support to work through claim issues and easy to access training and education resources to people who need long-term support.

Need to contact?
chtssproviderrelations@anthem.com

LTSS Provider Contracting

Lead supports providers joining the Next Generation MyCare network and has oversight of the HCBS provider contracts and directly supports recruitment, and onboarding.

Need to contact?
chtssproviderinquiries@anthem.com

LTSS Claims Educator

This person helps share information between different areas, like grievances, processing claims, and provider relationships. They work closely with the LTSS provider trainer to create new training materials specifically for handling claims from LTSS providers.

Need to contact?
chtssprovidertraining@anthem.com

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LTSS Provider Relations and Specialty Roles (cont.)

LTSS Provider Trainer

Supports the onboarding process new LTSS providers by offering comprehensive trainings and guidance on billing and administrative procedures to successfully navigate systems, submitting claims, and updating demographic information.

Need to contact?
chtssprovidertraining@anthem.com

LTSS Provider Relations Value Based (VSB) Program Lead

This person works together with others to create new ways of paying for services that happen at home or in the community, in nursing homes, and for other services covered by Medicaid. They do this to make sure Anthem meets the needs and takes advantage of opportunities in each area.

Need to contact?
chtssproviderrelations@anthem.com

LTSS Workforce Development Manager

This role evaluates the network to ensure there is a robust network of qualified and capable workforce ready to deliver necessary services promptly. They will look at how providers are doing, identify ways growth opportunities, and provide support with training, and innovative tools

Need to contact?
chtssworkforce@anthem.com

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Education Resources

Anthem offers a robust platform of resources designed to support providers with:

- Virtual office hours
- Webinars
- Best practice guidelines
- Ongoing educational trainings
- Provider website training platform on systems

As we identify new training opportunities and support, we will communicate those through our own emails and those from the AAAs, and through articles in the Provider Newsletter and Provider News.

To stay up to date sign up here:
<https://providernews.anthem.com/ohio/signup>



Resources

Anthem MyCare Contact Information

Team	How to Contact
Email for the AAAs to use with any questions. All members of the AAA support team have access to this email.	CHAAASupport@anthem.com
Self Direction Support	OhioSelfDirection@anthem.com
Anthem MyCare Ohio LTSS provider website	Link to Member Services & Support for OH Providers State & Federal Programs Anthem oh.ltss.provider.relations@anthem.com
LTSS Provider Relations email	oh.ltss.provider.relations@anthem.com
LTSS provider contracting email	oh.ltss.provider.contracting@anthem.com
Provider Services: member eligibility, claims information, and general inquiries, Level of Care (LOC) Questions	833-727-2170 LOC_Referral@anthem.com
Home Modification Questions/Referrals	OHHomeMeds@anthem.com
Coregiver Support Questions	OHLTSSCoregiverSupport@anthem.com
Ohio Medicaid Electronic Visit Verification Program and Service Code Guide	ODM_EVV_Covered_Programs_and_Services.pdf
Electronic Visit Verification (EVV) Help Desk	800-454-4564, option 5



Anthem MyCare Contact Information (continued)

Team	How to Contact
Availability Client Services	800-AVAILITY (800-282-5448)
Anthem Member Services and after-hours/24-hour Nurse Advice Line, Monday to Friday, 9 a.m. to 8 p.m. *Call this number to find out Care Coordinator Name and contact info.	833-727-2169
Pharmacy Help Desk	833-377-4266
Behavioral Health Crisis	833-727-2043
Transportation/MTM Reservation Line	888-869-0929
Transition of Care Needs: Warm Handoff, TOC Records request, Transition Needs	TOC_MyCare@anthem.com
Home Choice Questions	OHMyCare_HomeChoice@anthem.com
Specialized Recovery Services Questions	OHSRS@Anthem.com
Interpreter Services	833-727-2170
General Care Coordination Questions * You can also use this email to request Care Coordinator names and contact information.	OHLTSSCoordination@anthem.com



Thank you. . .

