



# MyCareOhio

Connecting Medicare + Medicaid

FACT SHEET



## MyCare Ohio

*Coordinated care for Ohioans who receive Medicare and Medicaid services*

MyCare Ohio is a managed care program for Ohioans who receive **BOTH** Medicare and Medicaid benefits. The program is administered by the **Ohio Department of Medicaid (ODM)**. Council on Aging (COA) works as part of a team of professionals to deliver services to some MyCare Ohio members.

MyCare Ohio is mandatory for most people who receive services through Medicare **and** Medicaid. This may include people who are already enrolled or thinking about enrolling in a waiver program such as PASSPORT, Assisted Living Waiver or Ohio Home Care Waiver.

If you are eligible for MyCare Ohio, you will receive a letter from ODM explaining how to enroll in the program and choose a health plan.

COA has a limited role in MyCare Ohio. Please see the back of this fact sheet for more details.

MyCare Ohio is a managed care program for Ohioans who receive both Medicare and Medicaid benefits. Through MyCare Ohio, you can choose to have all of your benefits coordinated through one health insurance plan.

MyCare Ohio offers a more coordinated way to get the care you need.

- **A single point of contact:** MyCare Ohio coordinates your Medicare and Medicaid services together under one health insurance plan. When you enroll, you become a member of that health plan and have one phone number to call to get information about all of your benefits.
- **Care focused on you:** Your MyCare Ohio plan will provide information and help you make choices about your health care, provide support for you to remain independent and in the community, and provide care management that includes face-to-face visits in your home.

MyCare Ohio includes all standard benefits available through traditional Medicare and Medicaid, including:

- doctor and hospital visits,
- mental health services,
- and long-term care services provided in nursing or assisted living facilities or in the home (via services such as home-delivered meals, medical transportation and help with personal care), if applicable.

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**Council on Aging of Southwestern Ohio**  
Independence. Resources. Quality of Life.

513-721-1025 or 800-252-0155  
[www.help4seniors.org](http://www.help4seniors.org)

# MyCare Ohio

## FACT SHEET (Cont.)

### Enrollment Information

Enrollment in MyCare Ohio is mandatory for people who:

1. are 18 or older
2. live in Butler, Clermont, Clinton, Hamilton or Warren counties
3. are eligible for Medicare **and** Medicaid

If you are eligible for MyCare Ohio, you will receive a letter from the Ohio Department of Medicaid, including information about your health plan options and the enrollment process.

Under MyCare Ohio, you are required to enroll in one of the health plans for your Medicaid benefits, but you have the option to keep your Medicare services separate (opt-out). This will be explained to you during the enrollment process.

### MyCare Ohio Health Plans

The Ohio Department of Medicaid has awarded contracts to two health plans to serve MyCare Ohio members who live in Butler, Clermont, Clinton, Hamilton or Warren counties: **Aetna Better Health of Ohio** and **Molina Healthcare**.

When you choose a plan and enroll in MyCare Ohio, you become a member of that plan and receive a member card. Your plan is your point of contact for all of your services and questions related to your care. You can change plans on a monthly basis.

### Things to think about when choosing a health plan:

Think about which of your services and providers are most important to you. Then, contact each health plan to find out if your preferred providers are part of their coverage network. Be sure to consider:

- primary care physician
- medical specialists
- hospitals
- long-term care providers

### Council on Aging's role in MyCare Ohio

Aetna and Molina have contracted with COA for two functions: **1)** to assess people's level-of-care for waiver programs (PASSPORT, Assisted Living, etc.) and **2)** to manage or coordinate their long-term care services. COA also visits individuals in their homes to monitor how they are doing. While we can make recommendations about a member's care, we cannot approve or authorize services. That is done by the health plans.



### Where to get help

#### Enrollment Assistance:

For assistance with selecting the right plan or for help with enrollment, contact:

**Ohio's Medicaid Consumer Hotline**  
(800) 324-8680  
[www.ohiomh.com](http://www.ohiomh.com)

#### Plan Benefits and Provider Network:

Learn about Aetna and Molina's covered services and provider networks:

**Aetna Better Health of Ohio**  
[www.aetnabetterhealth.com/ohio](http://www.aetnabetterhealth.com/ohio)  
(855) 364-0974  
TTY: 711

**Molina Healthcare of Ohio, Inc.**  
[www.molinahealthcare.com/duals](http://www.molinahealthcare.com/duals)  
(855) 665-4623  
TTY/TDD: 711

### Preserving Independence, Enhancing Quality of Life

Council on Aging is designated by the state of Ohio to serve older adults and people with disabilities within a multi-county region. We are experts at helping people with complex medical and long-term care needs, offering a variety of services via publicly-funded programs. **Our mission:** *Enhance lives by assisting people to remain independent through a range of quality services.*

