



Choice of Case Management Agency

One of the assurances of the Ohio Home Care Waiver is the ability for you to make important decisions about your care and home and community services such as choosing your providers, your benefits, and who will provide your case management services.

In 2016, the Ohio Department of Medicaid (ODM) initiated an open enrollment period during which individuals enrolled on the Ohio Home Care Waiver may choose the case management agency they would like to provide their case management services. The open enrollment period will occur annually.

Choosing a new case management agency will not change your waiver services. Although you will have a new case manager, neither your Person-Centered Services Plan nor your providers will change.

You may also change your [case management agency](#) outside of the open enrollment period, on a case-by-case basis, by contacting ODM using one of the methods listed below. ODM must approve requests made outside of the waiver open enrollment period.

1. Call (614) 466-6742 and ask to speak to a contract manager
2. Fax (614) 466-6945 to the attention of a contract manager
3. E-mail BHCP@medicaid.ohio.gov to the attention of a contract manager
4. Write to the Ohio Department of Medicaid, BLTCSS, P.O. Box 182709, Fifth Floor, Columbus OH 43218, attn. Contract Manager.