



Department of Medicaid

John R. Kasich, Governor

John B. McCarthy, Director

July 15, 2014

MyCare Ohio Update for Independent Providers

Since going 'live' on May 1, more than 106,000 residents eligible for both Medicare and Medicaid coverage have enrolled in the *MyCare Ohio* program. These individuals are now receiving Medicaid coverage through a *MyCare Ohio* managed care plan.

In recent weeks, the Ohio Department of Medicaid and its *MyCare Ohio* plans have heard of certain billing issues being experienced by independent providers in the seven *MyCare Ohio* regions.

Ohio Medicaid and each of the five *MyCare Ohio* managed care plans are available to assist providers should they experience any issues when submitting claims.

Below is appropriate contact information for the Department of Medicaid and five *MyCare Ohio* plans. Please contact the appropriate plan should you run into billing issues.

Aetna

Aetna Provider Services Phone #: 1 (855) 364-0974 option #2

Aetna Provider Services Email: OH_ProviderServices@aetna.com

Aetna Provider Resource Website: <http://www.aetnabetterhealth.com/ohio/providers/>

Buckeye

Buckeye Provider Services Phone #: 1 (866) 296-8731

Buckeye Provider Resources Website: <http://www.bchpohio.com/for-providers/mycare-ohio-resources/mycare-ohio-home-community-based-providers/>

CareSource

CareSource Provider Services Phone #: 1 (866) 472-9941

CareSource Provider Resources Website: <https://www.caresource.com/providers/ohio/caresource-mycare-ohio>

Molina

Molina Provider Services Phone #: 1 (855) 322-4079

Molina Provider Email: ProviderServices@MolinaHealthcare.com

Molina Provider Resources Website:

<http://www.molinahealthcare.com/providers/oh/duals/Pages/home.aspx>

United Health Care

UHC Provider Services Phone #: 1 (800) 600-9007

UHC Provider Email: icdsprovider@uhc.com

UHC Provider Resources Website:

<http://www.uhcommunityplan.com/health-professionals/oh/unitedhealthcare-connected.html>

Ohio Department of Medicaid

MyCare Ohio Educational Materials: <http://medicaid.ohio.gov/MyCareInitiative>

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