

COVID- 19 Emergency Update

Care Management, Home- and Community-Based Services

April 22, 2020

During the COVID-19 pandemic, the Ohio Department of Medicaid (ODM) and the Ohio Department of Aging (ODA) are committed to making sure individuals receiving care management or are on a nursing facility level of care waiver (Assisted Living, PASSPORT, Ohio Home Care and MyCare Ohio), and the Specialized Recovery Services Program (SRSP) receive the care and supports they need.

Our priorities are ensuring your case manager is available and responsive to your needs to, and services are continuing as planned.

Although communication and coordination methods have changed due to health precautions in place to slow the spread of COVID-19 (face-to-face interactions are available on a limited, as needed basis) case managers should be reaching out by telephone, or video conferencing services to check in and verify your needs are being met.

If you have questions about a specific issue, please direct questions to your case manager.

Services

Your case manager may ask if you would like to change any services during this state of emergency. All approved services may continue if you are comfortable receiving them. If you want to put services on hold or cancel, please notify your case manager. Also, notify your case manager of provider no-shows, illness, or factors disrupting care.

If you feel ill, please contact your doctor. If you need immediate medical attention, call 911.

With questions about COVID-19, contact the Ohio Department of Health at 833-4-ASK-ODH. Additional COVID-related information is available at www.coronavirus.ohio.gov.

Case Management Entity	Phone
Ohio Department of Aging	866-243-5678
Aetna MyCare	855-364-0974
Buckeye Medicaid	866-246-4358
Buckeye MyCare	866-549-8289
CareSource Medicaid	800-488-0134
CareSource MyCare	855-475-3163
CareSource Ohio Home Care & Specialized Recovery Support Services	855-717-5676
CareStar Ohio Home Care & Specialized Recovery Support Services	800-616-3718
Molina Medicaid	800-642-4168
Molina MyCare	855-665-4623
Paramount Medicaid	800-891-2520
United Medicaid	800-895-2017
United MyCare	877-542-9236