

MyCare Ohio - Authorization Chart – East Central Region

If asking for authorization for Waiver services under the following situations:

- **MyCare Ohio CareSource Member** – Contact the Direction Home Akron Canton Area Agency on Aging CM designated to manage the CareSource member
- **MyCare Ohio UHC Member 60 and older** – Contact the Direction Home Akron Canton Area Agency on Aging Waiver Services Coordinator designated to manage the United member
- **MyCare UHC Member under the age of 60** – Contact the United Healthcare Care Manager

If asking for authorization for Medicaid FFS (STATE PLAN) services under the following situations:

- **MyCare Ohio CareSource Member** – Contact the Direction Home Akron Canton Area Agency on Aging CM designated to manage the CareSource member. At the present time State Plan services do not require a prior authorization but the Care Manager would need the provider to send them the 485. In the future, CareSource may require State Plan services go through their Medical Management department for authorization
- **MyCare Ohio UHC Member** – The Primary Care Physician would need to write a prescription and the provider agency will contact the United HealthCare Prior Authorization Department at phone number #1-800-366-7304. The Physician should demonstrate in their request why the skilled services are medically necessary

If asking for authorization for Medicare skilled services under the following situations:

- **MyCare Ohio CareSource Member** - If the member has opted-in for Medicare with CareSource the Primary Care Physician would need to write a prescription and the provider agency would fax to the CareSource Medical Management department for prior authorization # at 1-888-752-0012. If the member has opted-out of CareSource Medicare the request for skilled services would be handled the same as was the case prior to MyCare Ohio
- **MyCare Ohio UHC Member** – If the member has opted-in for Medicare with United HealthCare the Primary Care Physician would need to write a prescription and the provider agency will contact the United HealthCare Prior Authorization Department at phone number #1-800-366-7304. The provider agency should demonstrate in their request why the skilled services are medically necessary. If the member has opted-out of United Medicare the request for Medicare skilled services would be handled the same as was the case prior to MyCare Ohio