

MyCare Ohio Provider Introduction

What is MyCare Ohio?

MyCare Ohio is Ohio's Integrated Care Delivery System (ICDS) - a system of managed care plans designed to coordinate physical, behavioral, and long-term care services for individuals over the age of 18 who are eligible for both Medicaid and Medicare. This includes people with disabilities, older adults and individuals who receive behavioral health services. The program is administered by the Ohio Department of Medicaid (ODM). The managed care organizations for the East Central Region (Portage, Stark, Summit and Wayne Counties) include CareSource and UnitedHealthcare.

Direction Home Akron Canton Area Agency on Aging's Role in MyCare Ohio:

Direction Home Akron Canton's role in Ohio's Medicaid waiver programs (PASSPORT, Assisted Living, Ohio Home Care, and Transitions Carve-out waivers) has changed as a result of MyCare Ohio. We now serve in a provider capacity to the managed care plans, CareSource and UnitedHealthcare. We have contracts with CareSource and UnitedHealthcare to provide care management and/or wavier service coordination for MyCare Ohio consumers.

- Our role has not changed for waiver consumers who are NOT enrolled in MyCare Ohio. We continue to administer PASSPORT and the Assisted Living Waiver and provide care management for the Ohio Home Care Waiver for individuals who are not Medicare/Medicare eligible.
- The staff of Direction Home will continue to monitor provider compliance with the PASSPORT and Assisted Living Waiver regulations

Provider Billing for MyCare Ohio:

Providers should initiate contact with the billing staff at each of the managed care plans, CareSource and UnitedHealthcare. The provider must bill the managed care plan in which each consumer is enrolled (or bill Direction Home for the non-dual-eligible consumers). Direction Home Akron Canton has no authority over the billing through the managed care plans. We are unable and unauthorized to provide technical assistance on billing for either plans. Providers should utilize the assistance of staff at the respective managed care plan. However, the billing staff at Direction Home can assist with billing for non-dual-eligible consumers in PASSPORT and the Assisted Living Waiver not enrolled in MyCare Ohio.

Important Contact Information for CareSource and UnitedHealthcare:

- **CareSource**
 - hpsupport@caresource.com
 - newcontract@caresource.com
 - 800-488-0134
- **UnitedHealthcare**
 - CDSProvider@uhc.com
 - 800-600-9007