



Ohio Department of Medicaid

## ODM 2022 Press

January 20, 2022

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## Hello!

Welcome to the *ODM 2022 Press*, a short periodic update on the progress of the Ohio Department of Medicaid (ODM) strategic initiatives.

You are receiving this newsletter because you have requested to receive periodic updates about ODM's strategic initiatives, responded to one or both of our Requests for Information (RFIs), met with ODM Team members to provide feedback, or partnered with us in a listening session.

Thank you for taking time to provide your ideas and feedback! Through this time of uncertainty and need for many Ohioans, and into the future, we continue to focus on the individual rather than the business of managed care. We want to do better for the people we serve.



Feel free to distribute the information contained within this update to your colleagues, organization's members, or with anyone who you think might find it useful. We want all Ohioans to know what is going on with ODM's strategic initiatives.

Please also encourage anyone who you think might be interested in receiving similar updates to send us an email at [ODMNextGen@medicaid.ohio.gov](mailto:ODMNextGen@medicaid.ohio.gov).

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### **Be on the Lookout: ODM 2022 Press is Changing Platforms!**

As the Ohio Department of Medicaid (ODM) moves closer to the go-live of the next generation of Ohio Medicaid, ODM will be moving the ODM 2022 Press to a new email

delivery platform - GovDelivery.

Starting next month, the ODM 2022 Press newsletter will be coming from [ODMNextGen@info.medicaid.ohio.gov](mailto:ODMNextGen@info.medicaid.ohio.gov). Because this is a new email address, it may not go directly to your inbox, so be sure to check your "other" or "junk" folders in your email. If you find [ODMNextGen@info.medicaid.ohio.gov](mailto:ODMNextGen@info.medicaid.ohio.gov) in one of these folders, you can simply move it to your inbox. If you have Outlook, you can also complete the following steps:

1. Open the message
2. Right click the email address, and a drop-down box will appear
3. Select "Add to Outlook Contacts"
4. Enter any additional information related to the contact that you would like, then save a close
5. Click and drag the email from the "other" or "junk" folder to your inbox

Over the next couple of months, please check your "other" or "junk" folders to be sure that you are receiving our communications. You may have to click and drag the email to your inbox more than once.

If you have any questions, please email us at [ODMNextGen@medicaid.ohio.gov](mailto:ODMNextGen@medicaid.ohio.gov). You can also view previous versions of the ODM 2022 Press by visiting the [News for Providers page of the next generation website](#).

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### **Gathering Member Contact Information: More Ways to Update!**

Last month, we announced that exciting new changes were coming as part of the next generation of Ohio Medicaid's managed care program in 2022. As part of these changes, the Ohio Department of Medicaid (ODM) wants to make sure all members receive information about actions they will need to take and information about the program's next generation services, supports, and managed care plans.

ODM wants to ensure that all members can easily update their contact information, so we are providing additional ways that members can update their contact information. Ohio Medicaid members can update their contact information through one of the following methods:



Call (844) 640-6446. After selecting the option for their preferred language, the member should select option 2 and they will be prompted to enter their zip code.



Individuals with an existing Self-Service Portal (SSP) account can report changes online at <https://ssp.benefits.ohio.gov>. After logging in, they will click the Access my Benefits tile, then click Report a Change to my Case from the drop down and follow the prompts.



Contact their County Department of Job and Family Services (CDJFS). Ohio Medicaid members can find their CDJFS by viewing the County Directory at [https://jfs.ohio.gov/County/County\\_Directory.stm](https://jfs.ohio.gov/County/County_Directory.stm).

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## February 2022 Aetna OhioRISE Listening Sessions: You're Invited!



**OhioRISE**

**Resilience through  
Integrated Systems and Excellence**

The Ohio Department of Medicaid (ODM) and Aetna, Better Health of Ohio are pleased to invite behavioral health advocates and providers to attend Aetna OhioRISE listening sessions occurring in February 2022. The OhioRISE Aetna listening sessions are meetings where participants involved with behavioral health services and supports will be asked to give their thoughts on what's working, what isn't working, and what Aetna Better Health of Ohio, the OhioRISE plan, can do to support youth and families starting in July 2022.



### **Why are listening sessions important?**

The listening sessions will help inform Aetna and ODM on how to best implement the OhioRISE program and support to meet the communities' needs. The feedback obtained during listening sessions will be reviewed and may influence policy changes, support more comprehensive readiness, and/or influence the adoption of new processes before go-live.



### **We want to hear from you!**

Your participation in these small group listening sessions is invaluable. You will be asked to share your thoughts on topics such as: access, services delivery, gaps in support systems, engagement with system staff, cultural competency, consumer knowledge of services and supports, professional and family focused training needs, and more.



### **How do I sign up?**

Aetna OhioRISE listening sessions will be held from February 15-24, 2022. Please find the groupings and session dates and times below. [Click here to register for the listening sessions](#) or contact

[OhioRISEstakeholders@aetna.com](mailto:OhioRISEstakeholders@aetna.com) for more information.

### Advocacy Groups

Session Date	Time
Tuesday, 2/15/2022	11:30 - 1:00 PM
Tuesday, 2/22/2022	11:30 - 1:00 PM

### Providers

Session Date	Time
Wednesday, 2/16/2022	11:30 - 1:00 PM
Wednesday, 2/23/2022	11:30 - 1:00 PM
Thursday, 2/24/2022	12:00 - 1:30 PM

### Unable to attend?

Share this [flyer for advocacy groups](#), or this [flyer for providers](#) with your network! Additional sessions may be added to accommodate high interest. Please direct any additional OhioRISE questions to [OhioRISE@medicaid.ohio.gov](mailto:OhioRISE@medicaid.ohio.gov).

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## OhioRISE Community and Provider Trainings Launch This Month!



The Ohio Department of Medicaid (ODM) is pleased to launch the OhioRISE community and provider training series. OhioRISE community and provider trainings are facilitated jointly by ODM, Aetna Better Health of Ohio, and the Child and Adolescent Behavioral Health Center of Ohio (CABH COE) in a series of modules covering a range of OhioRISE implementation,

systems, and operational topics.

For each module, there will be an opportunity to attend a live training session. Each live session will be recorded and will be available on the OhioRISE webpage in the following week after the live training session. Office hours will be held at various times to provide an opportunity for those who attended the live training or watched the recorded training to raise questions to OhioRISE subject matter experts (SMEs). **ODM encourages all community partners and providers who will deliver OhioRISE services and support to OhioRISE-enrolled youth and their families to attend each module as applicable.**

**Register now for module 1 of the OhioRISE community and provider training services launching in February!** All local system partners and providers that serve multi-system youth are encouraged to attend module 1. This includes staff of all levels within your organizations.



***Share February 2022 Module 1 Training***

<b>Session Type</b>	<b>Date and Time</b>	<b>Links</b>
Module 1 Live Training	2/18/2022 from 8:00 - 12:00 PM	<a href="#">Click here to register</a>
	3/1/2022 from 1:00 - 2:00 PM	<a href="#">Click here to join</a>

Module 1 Office Hours

3/2/2022 from  
8:00 - 9:00 AM

[Click here to join](#)

3/2/2022 from  
3:30 - 4:30 PM

[Click here to join](#)

Please view ODM's OhioRISE provider trainings series announcement on the [OhioRISE webpage on the next generation website](#) and direct any additional OhioRISE questions to [OhioRISE@medicaid.ohio.gov](mailto:OhioRISE@medicaid.ohio.gov). Additional module topics and session dates will be announced prior to each month.

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### **Next Generation of Ohio Medicaid Delegate Agreements**

As part of the next generation program, the Ohio Department of Medicaid (ODM) can deem credentialing work already completed for qualified credentialing entities. Qualified entities are typically hospital systems with medical groups in association. This can reduce or eliminate the need for individual providers such as physicians, nurse practitioners, etc. to engage in multiple credentialing processes.

For a group to become a delegate with ODM, a delegated credentialing agreement must be completed, and the delegate must be credentialing with National Committee for Quality Assurance (NCQA) standards as well as internal ODM rules.

Additional information and updates on delegation can be found on the [PNM/Centralized Credentialing page of the next generation website](#).

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## Connect With Us



Our email address will remain active through transition to and implementation of Ohio Medicaid's next generation program! We are always open to your ideas and feedback. To view our past newsletters, please visit our website [here](#).

If you wish to stop receiving messages from *The ODM 2022 Press*, you can [update your preferences](#) or [unsubscribe from this list](#).

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