

February 1 Next Generation Launch | Who can members reach out to if they need help?

Help Desk	Who Should Call?	Types of Issues/Questions Supported
<p>Ohio Medicaid Consumer Hotline 800-324-8680 (TTY 711)</p> <ul style="list-style-type: none"> Monday-Friday: 7 a.m.-8 p.m. ET Saturday and Sunday: 8 a.m.-5 p.m. ET President’s Day (February 20): 8 a.m.-5 p.m. ET 	<ul style="list-style-type: none"> Current Ohio Medicaid members and/or their family members Current OhioRISE members and/or their family members Potentially eligible Ohio Medicaid members 	<ul style="list-style-type: none"> Medicaid applications, renewals, and update contact information Ohio Medicaid program benefits/services Switching managed care plans Assistance finding an Ohio Medicaid provider, including nearby CANS assessors (to assist with determining eligibility for OhioRISE) Issues receiving services from a Medicaid provider
<p>Managed Care Plan Member Hotlines (includes Aetna OhioRISE plan) Hours vary by managed care plan</p> <ul style="list-style-type: none"> Aetna Better Health of Ohio: 833-711-0773 AmeriHealth Caritas Ohio, Inc.: 833-764-7700 Anthem Blue Cross and Blue Shield: 844-912-0938 Buckeye Health Plan: 866-246-4358 CareSource: 800-488-0134 Humana Healthy Horizons in Ohio: 877-856-5702 Molina HealthCare of Ohio, Inc.: 800-642-4168 UnitedHealthcare Community Plan: 800-895-2017 	<ul style="list-style-type: none"> Current Ohio Medicaid managed care members and/or their family members Current OhioRISE members and/or their family members 	<ul style="list-style-type: none"> Value-added benefits/services provided by the plan Issues receiving services through the plan Assistance finding a provider in network with the plan Non-emergency transportation not covered by a County Department of Job and Family Services Direct referral to a CANS assessor to obtain CANS assessment for OhioRISE eligibility (must make referral within 72 hours of request)
<p>Gainwell Single Pharmacy Benefit Manager (SPBM) Customer Support Center 833-491-0344 or OH_MCD_PBM@GainwellTechnologies.com</p> <ul style="list-style-type: none"> 24 hours a day, 7 days a week 	<ul style="list-style-type: none"> Current Ohio Medicaid managed care members and/or their family members Current OhioRISE members and/or their family members 	<ul style="list-style-type: none"> Information about Ohio Medicaid’s SPBM and pharmacy program Assistance or issues with pharmacy benefits and/or prescriptions
<p>County Job and Family Services https://medicaid.ohio.gov/home/update-contact-info/update-contact-info</p> <ul style="list-style-type: none"> Hours vary by county agency 	<ul style="list-style-type: none"> Current Ohio Medicaid managed care members and/or their family members Current OhioRISE members and/or their family members Current Ohio Medicaid fee-for-service members Potentially eligible Ohio Medicaid members 	<ul style="list-style-type: none"> Medicaid applications, renewals, and update contact information Ohio Medicaid program benefits/services Case questions Apply for other program benefits Submit requested documents