

October 1 Next Generation Launch | Who can providers, prescribers and pharmacists reach out to if they need help?

Help Desk	Who Should Call?	Types of Issues / Questions Supported
<p>ODM Integrated Help Desk (IHD) 800-686-1516 or IHD@medicaid.ohio.gov</p> <ul style="list-style-type: none"> Provider Representatives: Available during special hours: <ul style="list-style-type: none"> Sat. Oct. 1 - Sun. Oct. 2 (8 a.m. - 5 p.m.) Mon. Oct. 3 - Fri. Oct. 7 (7 a.m. - 7 p.m.) Sat. Oct. 8 (8 a.m. - 5 p.m.) Mon. Oct. 10 - Fri. Oct. 14 (7 a.m. - 7 p.m.) Regular hours will resume Mon. Oct. 17 (Mon. - Fri. 8 a.m. - 4:30 p.m.) Interactive Voice Response System (IVR) provides 24/7/365 access to information regarding client eligibility, claim and payment status, and provider information 	<ul style="list-style-type: none"> Current Ohio Medicaid providers/prescribers Current OhioRISE providers/prescribers Providers interested in enrolling with Ohio Medicaid 	<ul style="list-style-type: none"> Centralized Credentialing Provider Network Management (PNM) module OH ID or portal password support General Medicaid member eligibility questions General Medicaid payment/billing questions and issues Enrolling as an Ohio Medicaid provider Using the CANS assessment tool and CANS IT system Issues related to MITS
<p>Managed Care Org. (MCO) Provider Hotlines (includes Aetna OhioRISE plan) <i>Contact information and hours vary by plan, information available at https://managedcare.medicaid.ohio.gov/providers/provider-contracting-information</i></p>	<ul style="list-style-type: none"> Current Ohio Medicaid providers contracted with the MCO Providers interested in contracting with the MCO 	<ul style="list-style-type: none"> MCO member claims, payment/billing questions and issues MCO Prior Authorization for a member with the MCO Verifying a member's MCO eligibility Contracting with the MCO
<p>Gainwell 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"> Gainwell-contracted pharmacists and pharmacy staff Current Ohio Medicaid providers/prescribers Current OhioRISE providers/prescribers 	<ul style="list-style-type: none"> Information about Ohio Medicaid's SPBM and pharmacy program Assistance or issues with pharmacy claims, prior authorizations, and/or other administrative pharmacy tasks