

Member Help Desks

OhioRISE Program Launch

| Help Desk | Who Should Call? | Types of Issues / Questions Supported |
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| <p>Medicaid Consumer Hotline 800-324-8680 (TTY 711)</p> <ul style="list-style-type: none"> • 7 a.m. – 8 p.m. Eastern Mon.-Fri. • 8am-5pm Eastern Sat. | <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 program eligibility and enrollment • Ohio Medicaid program benefits/services • Selecting a managed care plan • 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>Aetna OhioRISE Member Hotline 833-711-0773 (TTY: 711)</p> <ul style="list-style-type: none"> • 24/7/365 • This number automatically turns over to the 24/7 line after hours | <ul style="list-style-type: none"> • Current OhioRISE members and/or their family members | <ul style="list-style-type: none"> • OhioRISE program benefits/services • OhioRISE eligibility / how to enroll in OhioRISE / how to get a CANS assessment • Issues receiving services through the Aetna OhioRISE plan • Assistance finding an OhioRISE provider • Assistance contacting or receiving services from a CME |
| <p>Managed Care Organization (MCO) Member Hotlines Contact information and hours vary by MCO, information available at the bottom of the ohiomh.com homepage</p> | <ul style="list-style-type: none"> • Current Ohio Medicaid managed care members and/or their family members | <ul style="list-style-type: none"> • Direct referral to a CANS assessor to obtain CANS assessment for OhioRISE eligibility (must make referral within 72 hours of request) • Value-add benefits / services provided by the MCO • Issues receiving services through the MCO • Assistance finding a provider contracted with the MCO • Non-Emergency Transportation not covered by a county department of job and family services (CDJFS) |

Provider Help Desks

OhioRISE Program Launch

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| <p>ODM Integrated Help Desk (IHD) 800-686-1516</p> <ul style="list-style-type: none"> • Provider Representatives: 8 a.m. - 4:30 p.m. Eastern Mon.-Fri. • 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 • Current OhioRISE providers • Providers interested in enrolling with Ohio Medicaid | <ul style="list-style-type: none"> • Using the CANS assessment tool and CANS IT system • Issues related to MITS • General Medicaid member eligibility questions • General Medicaid payment/billing questions and issues • Enrolling as an Ohio Medicaid provider |
| <p>Aetna OhioRISE Provider Experience Help Line 833-711-0773 (option 2)</p> <ul style="list-style-type: none"> • 7am-8pm Eastern Mon.-Fri., excluding Aetna Better Health of Ohio holidays | <ul style="list-style-type: none"> • Current OhioRISE providers • Providers interested in contracting with Aetna | <ul style="list-style-type: none"> • Contracting with Aetna / as an OhioRISE Plan provider • OhioRISE member claims, payment/billing questions and issues • OhioRISE member prior authorization • Verifying a member’s OhioRISE eligibility |
| <p>Managed Care Org. (MCO) Provider Hotlines <i>Contact information and hours vary by plan, information available at medicaid.ohio.gov/resources-for-providers/managed-care/provider-mcp-resources</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 |