



## Provider Frequently Asked Questions (FAQs): Next Generation managed care plans implementation

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## What is the Next Generation of Ohio Medicaid?

The Next Generation of Ohio Medicaid refers to the innovative changes Ohio Department of Medicaid (ODM) is making to upgrade its program to focus on the individual and improve the provider experience. Through this effort, Ohio Medicaid is working to:

- Improve wellness and health outcomes.
- Emphasize a personalized care experience.
- Support providers in better patient care.
- Improve care for children and adults with complex needs.
- Increase program transparency and accountability.

To learn more, visit the Next Generation website at <https://managedcare.medicaid.ohio.gov>

## Why is the Next Generation of Ohio Medicaid being implemented in phases?

Ohio Department of Medicaid is implementing the Next Generation of Ohio Medicaid program in stages to avoid unnecessary disruption and confusion for members and to reduce burdens on our service providers. The staggered approach remains true to our Next Generation vision – to keep our focus on the individual, honor members' choice, and provide continuity in the provision of members' care.

Over the past year, ODM has prepared for and successfully launched many components of the Next Generation program. **On July 1, 2022, ODM implemented OhioRISE (Resilience through Integrated Systems and Excellence)** and on **October 1, 2022, we implemented the Single Pharmacy Benefit Manager (SPBM) and Centralized Credentialing** for providers.

Our focus has been and continues to be implementing new components and improvements as they are fully ready to support achieving our mission. ODM remains committed to listening to members, providers, and managed care plan partners, and we have taken a hands-on approach to resolving implementation issues that have been experienced by providers. Leading up to our next launch, we have been actively seeking input from stakeholders and conducting tests of all systems.

## When will the Next Generation managed care plans and remaining components launch?

Based on the feedback we have received and our commitment to carefully transitioning, the lineup for implementation is as follows:

- **On February 1, 2023**, ODM will launch the Next Generation managed care plans and program requirements, including improvements that will support members in accessing the healthcare services and supports they need. ODM will also implement the new

Electronic Data Interchange (EDI), increasing transparency and visibility of member care and services. Additionally, the Fiscal Intermediary (FI) will assist in routing managed care claims submitted to the EDI and adjudicate and pay fee-for-service claims submitted to the EDI.

- **At a later date**, ODM will fully launch the Provider Network Management (PNM) module to provide streamlined processes for claims, prior authorizations, and other administrative tasks for providers.

Which Next Generation plans will be available to members through Ohio Medicaid?

The seven Next Generation managed care organizations (MCO) are:

- AmeriHealth Caritas Ohio, Inc.
- Anthem Blue Cross and Blue Shield
- Buckeye Community Health Plan
- CareSource Ohio, Inc.
- Humana Healthy Horizons in Ohio
- Molina Healthcare of Ohio, Inc.
- UnitedHealthcare Community Plan of Ohio, Inc.

#### **What changed with the new provider agreements?**

As part of the Next Generation of Ohio Medicaid, provider agreements with the MCOs have been updated to ensure consistency and minimize differences between how providers interact with the Next Generation managed care plans.

#### **If I am providing services to a member enrolled in the OhioRISE program, how do I know who to bill?**

Please refer to the [OhioRISE Provider Enrollment and Billing Guidance](#) for comprehensive billing information.

#### **Do the Next Generation managed care plans affect to MyCare Ohio plans?**

The Next Generation managed care changes **do not apply** to members enrolled in MyCare Ohio.

#### **Am I required to contract with all of the Next Generation managed care organizations?**

No. Providers can choose which Next Generation MCOs they wish to contract with.

#### **How do I contract with the Next Generation managed care organizations?**

Providers interested in contracting with Ohio Medicaid's Next Generation MCOs can contact them via the Provider Relations contact information listed in the table below.

Next Generation Managed Care Provider Relations Information			
MCO	Phone Number	Website	Email
<b>AmeriHealth Caritas Ohio, Inc.</b>	833-296-2259	<a href="https://www.amerihhealthcaritasoh.com/provider/index.aspx">https://www.amerihhealthcaritasoh.com/provider/index.aspx</a>	<a href="mailto:ProviderRecruitmentOH@amerihealthcaritas.com">ProviderRecruitmentOH@amerihealthcaritas.com</a>
<b>Anthem Blue Cross and Blue Shield*</b>	800-462-3589	<a href="https://www.anthem.com/provider/getting-started/">https://www.anthem.com/provider/getting-started/</a>	<a href="mailto:OHMedicaidProviderQuestions@Anthem.com">OHMedicaidProviderQuestions@Anthem.com</a>
<b>Buckeye Community Health Plan</b>	866-246-4358	<a href="https://www.buckeyehealthplan.com/providers/become-a-provider/join-our-network.html">https://www.buckeyehealthplan.com/providers/become-a-provider/join-our-network.html</a>	<a href="mailto:OHNegotiators@CENTENE.COM">OHNegotiators@CENTENE.COM</a>
<b>CareSource Ohio, Inc.</b>	800-488-0134	<a href="https://www.caresource.com/oh/provider/education/become-caresource-provider/medicaid/">https://www.caresource.com/oh/provider/education/become-caresource-provider/medicaid/</a>	<a href="mailto:Ohio_Provider_Contracting@caresource.com">Ohio_Provider_Contracting@caresource.com</a>
<b>Humana Healthy Horizons in Ohio</b>	877-856-5707	<a href="https://www.humana.com/provider/medical-resources/ohio-medicaid">https://www.humana.com/provider/medical-resources/ohio-medicaid</a>	<a href="mailto:OHMedicaidProviderRelations@humana.com">OHMedicaidProviderRelations@humana.com</a>
<b>Molina Healthcare of Ohio, Inc.</b>	855-322-4079	<a href="https://www.molinahealthcare.com/providers/oh/medicaid/home.aspx">https://www.molinahealthcare.com/providers/oh/medicaid/home.aspx</a>	<a href="mailto:OHContractRequests@MolinaHealthCare.com">OHContractRequests@MolinaHealthCare.com</a>
<b>UnitedHealthcare Community Plan of Ohio, Inc.</b>	800-600-9007	<a href="https://www.uhcprovider.com/en/resource-library/Join-Our-Network.html">https://www.uhcprovider.com/en/resource-library/Join-Our-Network.html</a>	N/A

\*Administered by Paramount Advantage in West and Northeast Region until February 1, 2023.

**If I was contracted with one of the Next Generation MCOs prior to the launch of the Next Generation of Ohio Medicaid, will I need to recontract with them to maintain in-network status?**

Providers with existing contracts with Ohio Medicaid MCOs will need to sign the updated Medicaid Addendum to maintain their in-network status with each MCO, unless their contract automatically amends to incorporate the current version of the Medicaid addendum. The

addendum is available on the ODM webpage: <https://medicaid.ohio.gov/resources-for-providers/managed-care/medicaid-addendum>.

### **Are there changes to how I bill an MCO for services rendered to members?**

Provider claims for managed care should continue to be submitted according to the MCO billing guidance. For fee-for-service claims, providers will continue the current process by logging into the PNM module, where after selecting the "claims" button, they will be automatically redirected to MITS.

On February 1, 2023, ODM will begin accepting claims requests from trading partners through the new EDI module. Providers should work with their trading partners to make sure their claims continue to be submitted following the process outlined by the applicable MCO. Subsequently, ODM will work on additional changes in the PNM from which providers will benefit including streamlined processes for claims and reduced administrative burden.

### **Are there any changes to how I submit prior authorizations?**

Managed care prior authorizations should continue to be submitted following the prior authorization submission guidance outlined by the applicable MCO. For fee-for-service prior authorizations, providers will continue the current process by logging into the PNM module, where after selecting the "prior authorizations" button, they will be automatically redirected to MITS.

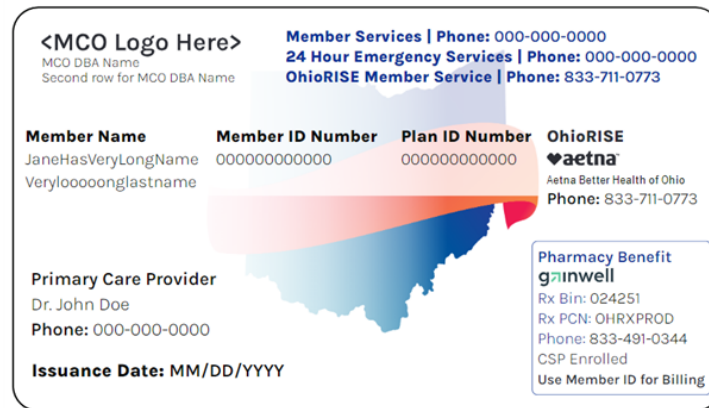
Beginning February 1, 2023, all managed care prior authorizations must be submitted to the managed care portal or through their respective process.

Subsequently, ODM will work on additional changes in the PNM from which providers will benefit including streamlined processes for claims and reduced administrative burden.

### **Will Medicaid managed care members have new ID cards with the launch of the Next Generation program?**

All managed care members received new Next Generation ID cards between August and December 2022. Unless a member actively made a new plan selection or previously enrolled in Medicaid Fee-for-Service and recently enrolled in managed care, they will continue using their current Next Generation ID card. Members who actively made a new plan selection during open enrollment and newly enrolled Medicaid Fee-for-Service members will receive a new Next Generation ID card for use beginning February 1, 2023.

As a reminder, the Next Generation ID card serves as a member's single ID for all healthcare services, including pharmacy needs.



*Next Generation Managed Care ID Card*

Please note that a member’s Medicaid ID number is referred to as a Member ID Number on the Next Generation ID cards.

**What do I do if a member does not have their Next Generation ID card at the time of service?**

If a member forgets their ID or brings an outdated card, do not refuse services. Members are allowed to present their old ID cards to providers and let the providers know they are a part of Ohio Medicaid and have an old ID card. Before rendering services, it is important to check member eligibility in the PNM module to confirm they are enrolled with a contracted plan so claims are sent to the correct MCO.

**Who do I bill for managed care member pharmacy benefits?**

Gainwell Technologies is Ohio Medicaid’s SPBM. On October 1, 2022, Gainwell began providing pharmacy services to all Ohio Medicaid managed care members. All pharmacy claims should be submitted through [the SPBM web portal](#).

**Where can I find contact information for Gainwell?**

To contact Gainwell, visit [Gainwell’s Ohio Medicaid webpage](#) or call the Gainwell Customer Support Center at 833-491-0344.

**How can I provide feedback on my experience with the Next Generation of Ohio Medicaid program?**

The [Next Generation mailbox](#) remains open as a way for providers, advocates, and individuals to communicate with ODM about the current Medicaid managed care program.

**Where can I find more information to address member concerns regarding the Next Generation transition, enrollment, and what the program means for them?**

Next Generation managed care plan resources can be accessed at [www.ohiomh.com](http://www.ohiomh.com). This includes the Next Generation Plan Comparison, Find a Provider tool, and Member Transition FAQ.

**What resources and trainings are available to help me navigate the Next Generation of Ohio Medicaid changes?**

To learn more about the Next Generation of Ohio Medicaid program and what it means for providers, including available resources and trainings to support you in utilizing new systems and features, please visit <https://managedcare.medicaid.ohio.gov/providers/provider-resources>.