



Ohio Department of Medicaid

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The OhioRISE Program Launched Today!



Resilience through
Integrated Systems and Excellence

The Ohio Department of Medicaid (ODM) is excited to announce the launch of OhioRISE (Resilience through Integrated Systems and Excellence) today! OhioRISE is a specialized managed care program for children and youth with complex behavioral health and multisystem needs. To learn about the OhioRISE program and how the OhioRISE program's services may benefit and become accessible to you and your family, please see the [Resources for Members and Families page](#) of the [OhioRISE webpage](#). You will find answers to common questions, including:

- Who is eligible for OhioRISE?
- When can a child or youth start receiving OhioRISE services?
- How is OhioRISE different from Ohio Medicaid's (ODM) typical coverage for behavioral health?
- Where can a child or youth go to receive a Child and Adolescent Needs and Strengths (CANS) assessment to determine OhioRISE eligibility?

The Goals and Benefits of OhioRISE

The goal of OhioRISE is to provide new and improved behavioral health services and supports to give more children and youth the opportunities they deserve at home, in school, and in their communities. The OhioRISE program helps to prevent custody relinquishment by better serving youth and families who need additional services because of their complex needs. To do this, OhioRISE uses evidence-based approaches that help children, youth, and families navigate across multiple systems using care coordination.

Children and youth may benefit from OhioRISE if they:

- Have multiple needs that result from behavioral health challenges,
- Have multisystem needs or are at risk for deeper system involvement, and/or
- Are at risk of out-of-home placement or are returning to their families from out-of-home placement.

While all children and youth with Ohio Medicaid can access mental health and substance use disorder care, OhioRISE enrollees will also be offered new and improved behavioral health services. OhioRISE enrollees will receive their behavioral health benefits through Aetna (the OhioRISE plan) and their physical health services through a separate managed care organization (MCO) or fee-for-service (FFS) Medicaid.

OhioRISE and Ohio Medicaid Contact Information

For OhioRISE-specific questions, please contact the **Aetna OhioRISE Member Hotline** at **1-833-711-0773 (TTY: 711)**, which is available 24/7/365. Agents on this hotline will be able to address all OhioRISE-related questions, including:



- 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 care management entity (CME).

For general Ohio Medicaid-related questions, please contact the **Medicaid Consumer Hotline** at **1-800-324-8680 (TTY: 711)**, which is available Monday through Friday 7 a.m. to 8 p.m. and Saturday 8 a.m. to 5 p.m. Agents on this hotline will be able to assist with questions related to:



- 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.

If you have a question about obtaining an OhioRISE referral, please reach out to your existing managed care organization (MCO). The contact information of your MCO is available at the bottom of the ohiomh.com homepage. If you are in fee-for-service Medicaid, contact the **Medicaid Consumer Hotline** at **800-324-8680 (TTY: 800-292-3572)** to identify nearby CANS assessors that can be contacted to schedule a CANS assessment.

To learn more about OhioRISE, visit the [OhioRISE webpage on managedcare.medicaid.ohio.gov](https://managedcare.medicaid.ohio.gov) and send additional questions to the [OhioRISE mailbox](#).

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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 updates to subscribe to the ODM 2022 Periodical.

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](#).
