

Focus on the  
**INDIVIDUAL**  
rather than the  
business of  
managed care

We want to do better for the people we serve

# Ohio Medicaid Managed Care Members:

## October 1 Launch of the Next Generation of Ohio Medicaid Program

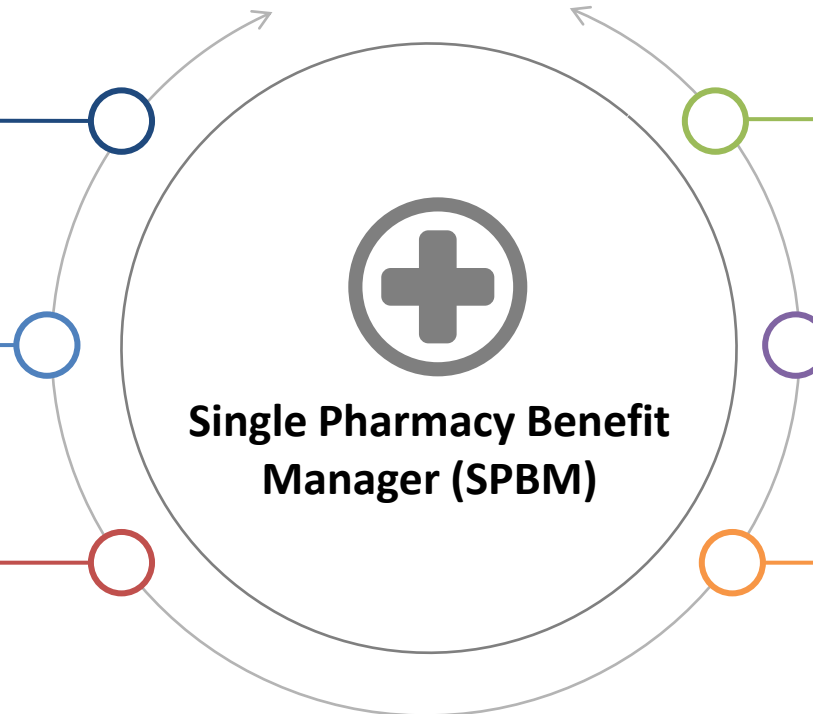
The Next Generation of Ohio Medicaid program is being implemented in stages to avoid unnecessary disruption and confusion for members and to reduce the burdens on our providers. The October 1 launch includes the implementation of Single Pharmacy Benefit Manager (SPBM). This does not apply to MyCare Ohio plans.

### Key Changes as of October 1

**All managed care members receive the same pharmacy benefits**, regardless of which managed care plan they have.

Pharmacy benefits are covered through **Gainwell Technologies**.

**New Next Generation managed care member ID card** with pharmacy benefit information.



### Key Benefits as of October 1

New managed care member ID cards allow Medicaid managed care and OhioRISE members to have **one ID card that includes all member information, including pharmacy benefit information**.

**Receive the same pharmacy benefits** in the Next Generation program, regardless of what managed care plan you have.

**Better selection of pharmacies** close to home and fewer out-of-network restrictions.

#### I have a question about Ohio Medicaid's SPBM, pharmacy benefits, or prescriptions...



Call the Gainwell Customer Support Center at (833) 491-0344. Representatives are available 24 hours a day, 7 days a week.



Email the Gainwell Customer Support Center at [OH\\_MCD\\_PBM@GainwellTechnologies.com](mailto:OH_MCD_PBM@GainwellTechnologies.com)



Visit the Gainwell SPBM website at <https://spbm.medicaid.ohio.gov>

#### I have a question about Medicaid managed care eligibility, coverage, benefits, managed care plan selection, or something else...



Call the Ohio Medicaid Consumer Hotline at (800) 324-8680. Representatives are available Mon. - Fri. 7 a.m. – 8 p.m. and Sat. 8 a.m. – 5 p.m.



Visit the Ohio Medicaid Consumer Hotline website at <https://www.ohiomh.com/>

#### I have a question about my managed care member ID card...



Call your managed care plan by locating the number of the back of your member ID card.



# Next Generation of Ohio Medicaid Managed Care Member ID Cards

The Next Generation managed care member ID cards were designed to include important information, including pharmacy benefit information, in one place and in a format that is easy to understand.

## Every Ohio Medicaid managed care member should use this member ID card effective October 1

A member's ID number can be found here

A member's Primary Care Provider's name and phone number can be found here

When a member's ID card was issued can be found here



If a member has questions or an emergency related to their benefits, they can use the phone numbers located here

If a member is enrolled in OhioRISE, they will have the OhioRISE and Aetna logo here

All member pharmacy information can be found here

## Old Ohio Medicaid Member ID Cards

