

# February 1 Next Generation Launch | Who can providers reach out to if they need help?

Help Desk	Who Should Call?	Types of Issues/Questions Supported
<p><b>ODM Integrated Helpdesk (IHD)</b> 800-686-1516 or <a href="mailto:IHD@medicaid.ohio.gov">IHD@medicaid.ohio.gov</a></p> <ul style="list-style-type: none"> <li>Provider representatives are available during special hours February 1 through February 24 on Monday-Friday 7 a.m.-7 p.m. (8 a.m.-5 p.m. on February 20), Saturdays 8 a.m.-5 p.m., and Sundays (February 5, 12, and 19) 8 a.m.-5 p.m. After this, regular hours will resume (Monday - Friday 8 a.m.-4:30 p.m.).</li> <li>Interactive Voice Response System (IVR) provides 24/7/365 access to information regarding client eligibility, claim and payment status, and provider information.</li> </ul>	<ul style="list-style-type: none"> <li>Current Ohio Medicaid providers/prescribers</li> <li>Current OhioRISE providers/prescribers</li> <li>Providers interested in enrolling with Ohio Medicaid</li> </ul>	<ul style="list-style-type: none"> <li>OMES submitted claims, prior authorization, and other administrative tasks</li> <li>General Medicaid member eligibility questions</li> <li>General Medicaid payment/billing questions and issues</li> <li>Enrolling as an Ohio Medicaid provider</li> <li>Provider Network Management (PNM) module</li> <li>OH ID or portal password support</li> <li>Centralized credentialing</li> <li>Using the CANS assessment tool and CANS IT system</li> </ul>
<p><b>Managed Care Entity (MCE) Provider Hotlines (includes Aetna OhioRISE plan)</b> <i>Contact information and hours vary by MCE, information is available on page 2.</i></p>	<ul style="list-style-type: none"> <li>Current Ohio Medicaid providers contracted with the MCE</li> <li>Providers interested in contracting with the MCE</li> <li>Providers with questions about claims, billing</li> </ul>	<ul style="list-style-type: none"> <li>MCE member claims, payment/billing questions and issues</li> <li>MCE prior authorization for a member with the MCE</li> <li>Verifying a member's MCE eligibility</li> <li>Contracting with the MCE</li> </ul>
<p><b>Gainwell Single Pharmacy Benefit Manager (SPBM) Customer Support Center</b> 833-491-0344 or <a href="mailto:OH_MCD_PBM@GainwellTechnologies.com">OH_MCD_PBM@GainwellTechnologies.com</a></p> <ul style="list-style-type: none"> <li>24 hours a day, 7 days a week</li> </ul>	<ul style="list-style-type: none"> <li>Gainwell-contracted pharmacists and pharmacy staff</li> <li>Current Ohio Medicaid providers/prescribers</li> <li>Current OhioRISE providers/prescribers</li> </ul>	<ul style="list-style-type: none"> <li>Assistance or issues with pharmacy claims, prior authorizations, and/or other administrative pharmacy tasks</li> <li>Information about Ohio Medicaid's SPBM and pharmacy program</li> </ul>

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Manage Care Entity	General Provider Inquiry Phone Number	General Provider Inquiry Email	Provider Contracting Phone Number	Provider Contracting Email
AmeriHealth Caritas Ohio, Inc	1-833-296-2259	<a href="mailto:OhioProviderServices@amerihealthcaritasoh.com">OhioProviderServices@amerihealthcaritasoh.com</a>	1-833-296-2259	<a href="mailto:ProviderRecruitmentOH@amerihealthcaritas.com">ProviderRecruitmentOH@amerihealthcaritas.com</a>
Anthem Blue Cross and Blue Shield	1-800-462-3589	<a href="mailto:AnthemBCBS_OH_RegSvcs@anthem.com">AnthemBCBS_OH_RegSvcs@anthem.com</a>	1-844-912-1226	<a href="mailto:OhioMedicaidProvider@anthem.com">OhioMedicaidProvider@anthem.com</a>
Buckeye Health Plan	1-866-296-8731	<a href="mailto:BuckeyeEDI@centene.com">BuckeyeEDI@centene.com</a>	1-866-246-4358	<a href="mailto:OHNegotiators@CENTENE.COM">OHNegotiators@CENTENE.COM</a>
CareSource Ohio, Inc.	1-800-488-0134	<a href="mailto:ClaimStatusInquiry@Caresource.com">ClaimStatusInquiry@Caresource.com</a>	1-800-488-0134	<a href="mailto:Ohio_Provider_Contracting@caresource.com">Ohio_Provider_Contracting@caresource.com</a>
Humana Healthy Horizons in Ohio	1-800-457-4708 Or 1-877-856-5707	<a href="mailto:ohmedicaidproviderrelations@humana.com">ohmedicaidproviderrelations@humana.com</a>	1-877-856-5707	<a href="mailto:OHMedicaidProviderRelations@humana.com">OHMedicaidProviderRelations@humana.com</a>
Molina Healthcare of Ohio, Inc.	1-855-322-4079	<a href="mailto:OHProviderRelations@MolinaHealthcare.com">OHProviderRelations@MolinaHealthcare.com</a>	1-855-322-4079	<a href="mailto:OHContractRequests@MolinaHealthcare.com">OHContractRequests@MolinaHealthcare.com</a>
UnitedHealthcare Community Plan of Ohio, Inc.	1-800-600-9007	<a href="mailto:ODMEDI_HELPDESK@uhc.com">ODMEDI_HELPDESK@uhc.com</a>	1-800-600-9007	N/A
Aetna Better Health of Ohio (OhioRise)	1-833-711-0773	<a href="mailto:OHRISE-Network@aetna.com">OHRISE-Network@aetna.com</a>	1-855-364-0974	<a href="mailto:OHRISE-Network@aetna.com">OHRISE-Network@aetna.com</a>
Buckeye Health Plan	1-866-296-8731	<a href="mailto:BuckeyeEDI@centene.com">BuckeyeEDI@centene.com</a>	1-866-246-4358	<a href="mailto:OHNegotiators@CENTENE.COM">OHNegotiators@CENTENE.COM</a>