



Ohio Department of Medicaid

ODM 2022 Periodical

October 3, 2022

New Initiatives have Launched! What You Need to Know.

On October 1, the Ohio Department of Medicaid (ODM) launched the Single Pharmacy Benefit Manager (SPBM) as part of the Next Generation program. As a result of Governor DeWine's direction, Ohio Medicaid is changing the way we do business. We are redesigning our programs and services to focus on you and your family. The

changes we made will help you more easily locate healthcare providers, more easily access information, and receive quality care. Read on for important information about the October 1 launch and what you need to know as an Ohio Medicaid member. Additionally, please see below for a few of the most frequently asked questions.

What does this mean for me?

- All managed care members have been mailed a new member ID card. Begin using this card starting on October 1.
- This new member ID card will serve as your only ID card for all healthcare services including pharmacy benefits.
- You can view what the new Next Generation ID cards look like [here](#).
- Don't worry if you haven't received your ID card. You can reach out to your managed care plan to learn how to print your card or get an electronic copy.
- Read the [New Initiatives Announcement](#) and [SPBM Launch Announcement](#) articles to learn more about your member ID card and how SPBM impacts you.

Where can I go if I have a question?

- Questions related to pharmacy benefits and prescriptions should be directed to Gainwell, Ohio Medicaid's SPBM, by calling the Gainwell SPBM Help Desk at (833) 491-0344 or visiting <https://spbmedicaid.ohio.gov/>.
- All other member questions, including those related to Medicaid managed care eligibility, coverage, benefits, or managed care plan selection should be directed to the Medicaid Consumer Hotline at (800) 324-8680 or visit ohiomh.com.

Where can I find more information about the October 1 improvements and changes?

- Read our [article](#) that details all the new initiatives that launched on October 1.
- Read the [SPBM Launch Announcement](#) below.
- Visit the [Next Generation website](#) to learn more.
- View the [SPBM FAQ](#) for Ohio Medicaid managed care members.
- Check out the [October 1 Launch Ohio Medicaid Member One-Pager](#) that describes the key benefits and changes members need to know including about the new managed care member ID card.
- Visit the [Next Generation website](#) to learn more about the Next Generation program mission, goals and improvements.

The Next Generation of Ohio Medicaid Launched New Initiatives on October 1!

On October 1, the Ohio Department of Medicaid (ODM) launched the Single Pharmacy Benefit Manager (SPBM), a specialized managed care entity (MCE) that will work with ODM to provide pharmacy benefits to you as part of the Next Generation of Ohio Medicaid program. In addition, ODM implemented updates to the centralize the provider credentialing process, reducing administrative burden on your providers so they can spend more time with you.

The SPBM does not apply to MyCare Ohio plans, which will continue to provide benefits to Ohioans who receive both Medicaid and Medicare benefits, with enhanced coordination of medical behavioral and long-term care services.

What new benefits are available to members with the launch of the SPBM?

The SPBM will work with ODM to provide your pharmacy benefits. The implementation of the SPBM provides you many benefits including:

- You have a better selection of pharmacies close to home and fewer out-of-network restrictions.
- You receive the same pharmacy benefits regardless of which managed care plan you have.
- Previously, you juggled several ID cards, which can be difficult. The Next Generation member ID cards allow Ohio Medicaid and OhioRISE members to have **one** ID card that includes all member information, including pharmacy benefit information. You finally have everything in one place!



You should have received a new member ID card in the mail from your managed care plan. Make sure you have this card ready to start using tomorrow for all your Medicaid health care needs, including filling prescriptions at your pharmacy or making and going to an appointment with a provider.



If you did not receive your new member ID card, don't worry! You can still get your prescriptions, make appointments, and go to appointments with providers. Present your old ID card and let the pharmacy know you are a part of Ohio Medicaid and have an old ID. Pharmacies will need to submit claims to Gainwell Technologies and they will have access to the information they need to do so.

To request a new member ID card, please contact your managed care plan to learn more about how to print your card or access an electronic version. You may find relevant contact information on their website or on the back of your old member ID card.



There are help desks available to you. Questions related to pharmacy benefits and prescriptions should be directed to Gainwell, Ohio Medicaid's SPBM, by calling the Gainwell SPBM Help Desk at (833) 491-0344 or visiting <https://spbmmedicicaid.ohio.gov/>. **All other member questions, including those related to Medicaid managed care eligibility, coverage, benefits, or managed care plan selection** should

be directed to the Medicaid Consumer Hotline at (800) 324-8680 or visit ohiomh.com.



Learn more about the changes coming with the October 1 launch of the Next Generation program and its benefits for you! The SPBM will provide you a better selection of pharmacies close to home and fewer out-of-network restrictions along with the same pharmacy benefits, regardless of which managed care plan you have. Learn more about the SPBM by reading the [SPBM Frequently Asked Questions document](#). You can also visit the [Resources for Individuals webpage](#) of the [Next Generation website](#) to access information about the October 1 improvements and changes while you are on the go.

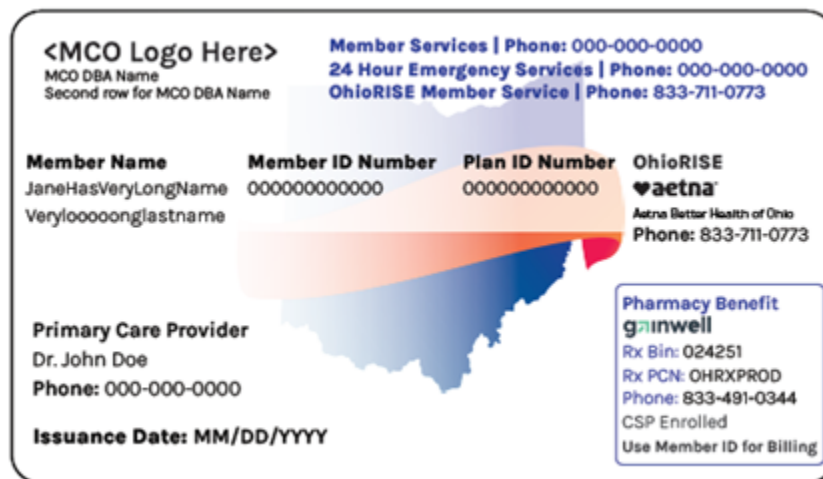
[Return to Top](#)

The Single Pharmacy Benefit Manager (SPBM) has Launched!

In 2019, the Ohio Legislature directed ODM to select and contract with a Single Pharmacy Benefit Manager (SPBM) to improve management and administration of pharmacy benefits for Ohio Medicaid managed care members. The SPBM is structured to better serve and provide quality care to our members.

ODM has selected Gainwell Technologies as the SPBM vendor. Gainwell's new pharmacy network provides members with more than 2,600 ODM-enrolled pharmacies, more than any previously available to managed care plan members. Pharmacies must now be enrolled with ODM and contracted with Gainwell Technologies to participate in the SPBM network and receive payment for services. The SPBM does not apply to MyCare Ohio.

Prior to the SPBM launch, members began receiving new Next Generation Medicaid identification cards from their plans. The new cards are now effective and include SPBM billing and contact information on the front of the card.



If you have not received your new card, don't panic! You can still have prescriptions filled and see your healthcare providers. You may still bring your old ID card to your pharmacy and let the pharmacy know you are a part of Ohio Medicaid and have an old ID.

You should also contact your managed care plan if you did not receive your new card. Your managed care plan can provide guidance on how to print your card or access an electronic version. You can find relevant contact information on your managed care plan's website or on the back of their current member ID card:

- [Anthem Blue Cross and Blue Shield Ohio](#)
- [Buckeye Health Plan – Ohio Medicaid ID Card](#)
- [Care Source – Ohio Medicaid](#)
- [Molina Healthcare – Ohio Medicaid ID Card](#)
- [Paramount – Ohio Medicaid](#)
- [United Healthcare Community Plan of Ohio](#)

Ohio Medicaid members now experience key changes and benefits from the implementation of the SPBM:

- Consistent pharmacy benefits no matter which managed care plan they select.
- Fewer out-of-network restrictions.
- More [pharmacy choices](#).
- Instant access to reference material such as the Unified Preferred Drug List (UPDL) and criteria, the Preferred Diabetic Supply List, the Specialty Drug List, and the Quantity Limits List.

To learn more about Ohio Medicaid's SPBM, visit the [Single Pharmacy Benefit Manager](#) page of the Ohio Medicaid Managed Care website and the [Gainwell Technologies](#) website.

Members may also contact the Gainwell Customer Support Center by phone (833) 491-0344, 24 hours a day, seven days a week. The Customer Support Center is closed on Thanksgiving Day and Christmas.

[Return to Top](#)



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 similar updates to subscribe to the [ODM 2022 Periodical](#).

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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](#).

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