



Ohio Department of Medicaid

Managed Care Procurement Periodical

June 5, 2020

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Hello!

Welcome to the *ODM Managed Care Procurement Periodical*, a short periodic update

on the progress of the Ohio Department of Medicaid (ODM) Managed Care Procurement.

You are receiving this newsletter because you have requested to receive periodic updates about the Managed Care Procurement, responded to our first Request for Information (RFI), met with ODM and Procurement Team members to provide feedback, or participated in a listening session.

Thank you for taking time to provide your ideas and feedback! Through this time of uncertainty and need for many Ohioans, and into the future, we continue to focus on the individual rather than the business of managed care. We want to do better for the people we serve.



Feel free to share this update with anyone who you think might find it useful. We want all Ohioans to know what is going on with the ODM Managed Care Procurement.

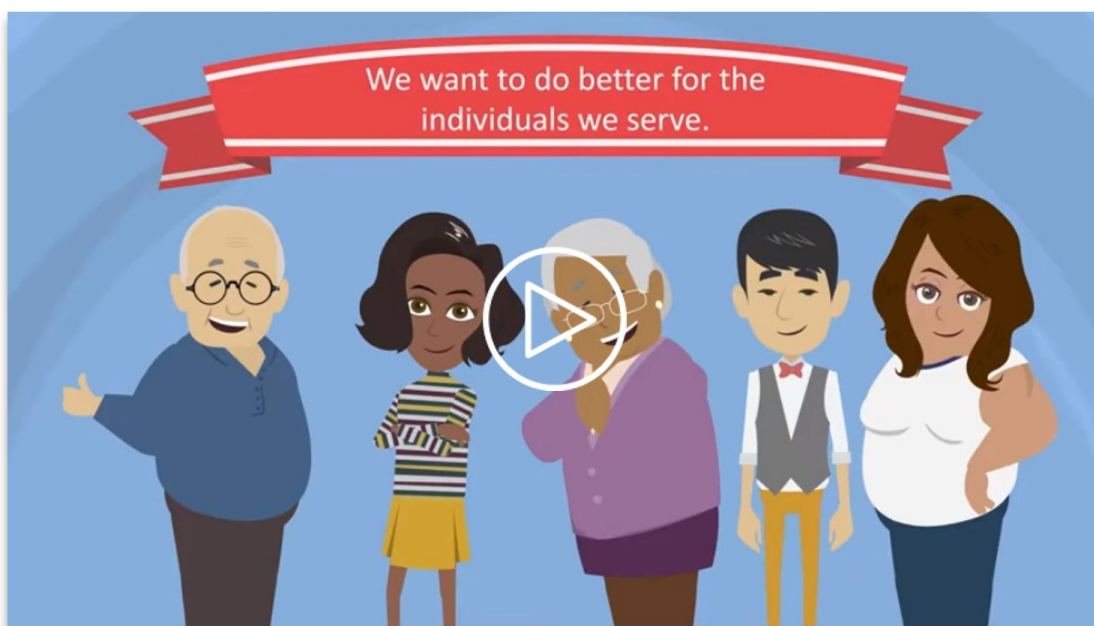
Please also encourage anyone who you think might be interested in receiving similar updates to send us an email at the Medicaid managed care procurement mailbox, MCPurchasement@medicaid.ohio.gov.

What We Heard From You: Responses to Our RFIs

In 2019, the Ohio Department of Medicaid (ODM) began the process of redesigning the Medicaid managed care program by gathering feedback and suggestions for

improvement from individuals who receive services through managed care, providers, advocacy groups, and community-based organizations. This input was gathered through our first Request for Information (RFI #1). Then, in early 2020, we released a second RFI outlining our vision for a reimagined managed care program.

Our video, "[What We Heard From You: Responses to Our RFIs](#)," provides a summary of this phase of the Managed Care Procurement process and the feedback and suggestions we received.



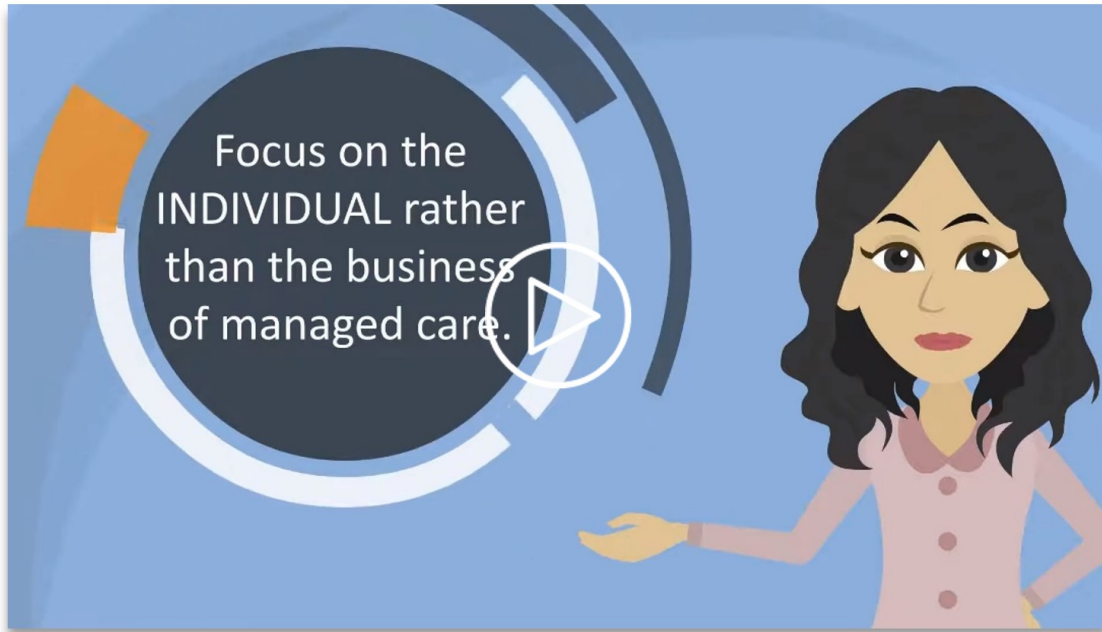
Video - What We Heard From You: Responses to Our RFIs

For more information about the feedback provided by individuals through RFI #1, visit the [What We Heard From the Individuals We Serve page](#) of the managedcare.medicaid.ohio.gov website.

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Reimagining Ohio Medicaid: Emphasizing a Personalized Care Experience

ODM is working to develop a future Ohio Medicaid managed care program that encourages a more person-centered, collaborative approach. We want to improve accessibility and empower individuals to take a more active role in their healthcare. View the video below, "[Emphasizing a Personalized Care Experience](#)," to learn more!



Video - Reimagining Ohio Medicaid: Emphasizing a Personalized Care Experience


Check out the [Medicaid Managed Care Reimagined page](#) on managedcare.medicaid.ohio.gov for additional details about the vision for the future of Ohio's Medicaid managed care program.


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Managed Care Procurement Q&A


Below you will find answers to a few of the common questions we've received about the Ohio Medicaid Managed Care Procurement and the future managed care


program. This month, we are focusing on how feedback from individuals is being used to inform the future program design.

 *Question:* How is the feedback that has been provided by individuals through the RFI and listening sessions being used by ODM?

 *Answer:* The feedback provided by individuals as well as providers, advocacy groups and community organizations through the Managed Care Procurement RFIs has been shared with ODM staff for consideration as we finalize the design of our future managed care program.

Overarching feedback themes are being shared publicly during presentations and meetings. In addition, all the responses to RFI #1, with PII removed, have been posted to the [RFI #1 Responses page on medicaid.ohio.gov](#).

 *Question:* How do individuals receiving services through the Ohio Medicaid managed care program provide feedback on their experience with the current program?

 *Answer:* The [Medicaid mailbox](#) will remain open as a way for individuals to communicate with ODM about the current Medicaid managed care program. For feedback or observations related to the Managed Care Procurement, you can also contact us through the [Managed Care Procurement mailbox](#).

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Our email address will remain active through all phases of the procurement! We are always open to your ideas and feedback.

If you wish to stop receiving messages from *The Managed Care Procurement Periodical*, you can [update your preferences](#) or [unsubscribe from this list](#).