

October 1 Next Generation Launch | Who can members reach out to if they need help?

Help Desk	Who Should Call?	Types of Issues / Questions Supported
<p>Ohio Medicaid Consumer Hotline 800-324-8680 (TTY 711)</p> <ul style="list-style-type: none"> 7am-8pm Eastern Mon.-Fri. 8am-5pm Eastern Sat. 	<ul style="list-style-type: none"> Current Ohio Medicaid members and/or their family members Current OhioRISE members and/or their family members Potentially eligible Ohio Medicaid members 	<ul style="list-style-type: none"> 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
<p>Managed Care Org. (MCO) Member Hotlines (includes Aetna OhioRISE plan) <i>Contact information and hours vary by MCO, information available at the bottom of the ohiomh.com homepage</i></p>	<ul style="list-style-type: none"> Current Ohio Medicaid managed care members and/or their family members Current OhioRISE members and/or their family members 	<ul style="list-style-type: none"> Value-added benefits / services provided by the MCO Issues receiving services through the MCO Assistance finding a provider contracted with the MCO Non-Emergency Transportation not covered by a county department of job and family services (CDJFS) Direct referral to a CANS assessor to obtain CANS assessment for OhioRISE eligibility (must make referral within 72 hours of request)
<p>Gainwell SPBM Customer Support Center 833-491-0344 or OH_MCD_PBM@GainwellTechnologies.com</p> <ul style="list-style-type: none"> 24 hours a day, 7 days a week 	<ul style="list-style-type: none"> Current Ohio Medicaid managed care members and/or their family members Current OhioRISE members and/or their family members 	<ul style="list-style-type: none"> Information about Ohio Medicaid’s SPBM and pharmacy program Assistance or issues with pharmacy benefits and/or prescriptions