



**Ohio Department
of Medicaid**

MyCare Ohio program community input session

October 23rd, 2024



**Department of
Medicaid**

MyCare Ohio

Session purpose

What the MyCare Ohio input sessions will and will not be used for

IS



Time for us to **share information on the current MyCare Ohio program and waiver services.**



Allow us to share the **changes coming to my MyCare Ohio program and waiver services.**



An opportunity for us **to better understand your experiences navigating healthcare systems and the providers who serve you.**

IS



A forum to answer questions about anything **not related to the MyCare Ohio program.**

NOT



Time to discuss the **managed care entity selection process** or request for applications.



Time to discuss **case specific or care related to an individual** Ohio Medicaid member.

Today's MyCare Ohio program overview

MyCare Ohio overview

What is MyCare Ohio?

MyCare Ohio integrates Medicare and Medicaid benefits into one program, coordinated by a managed care plan.

One care coordinator

One care coordinator for both your Medicaid and Medicare benefits.

One organization

One organization responsible for both your Medicaid and Medicare benefits, allowing for more extensive service coverage.



Streamlined communication

You only receive communications from one organization, alleviating confusion.

Simple appeals

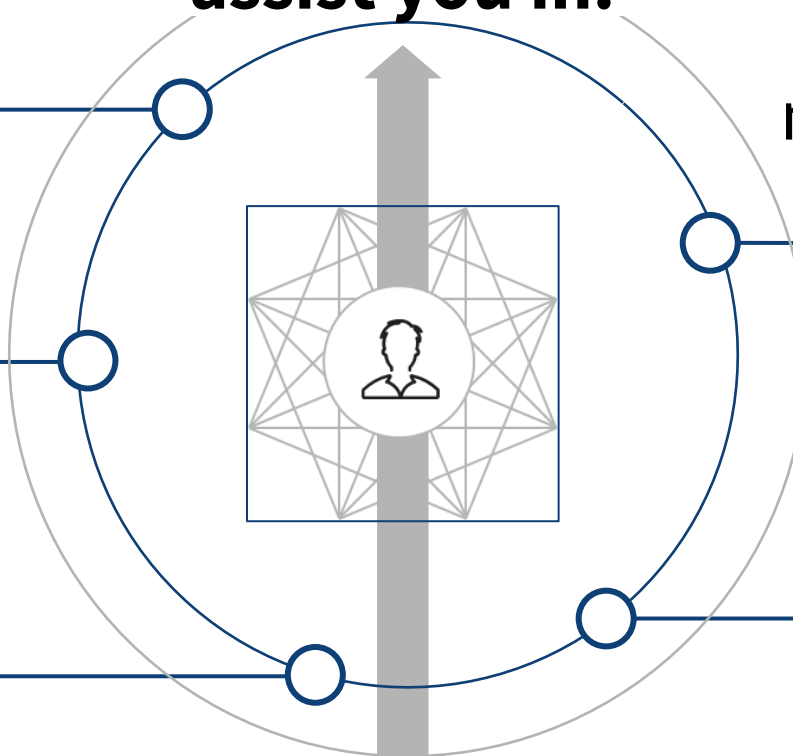
If you need to appeal a denial, you only need to contact one organization.

MyCare Ohio care coordination

Each member enrolled in MyCare Ohio receives help coordinating their care. MyCare Ohio is the only way a member can receive care coordination across both Medicare and Medicaid.

Your care manager will

assist you in:



Planning and scheduling your appointments.

Your understanding of your diagnosis and illness.

Connecting you to community resources to meet needs you may have.

Making sure you have the medication and supplies you need.

Understanding your healthcare benefits and what services are covered.

MyCare Ohio benefits

There are many benefits to receiving Medicare and Medicaid through MyCare Ohio



Benefits of receiving dual benefits from a MyCare Ohio plan:

Less likely to receive surprise bills from providers – more of your services are covered.

You receive support to coordinate your care, so you are not stuck to figure out what services will be covered by Medicare or Medicaid.

Impartial enrollment broker is available to help you find the plan that is best for you.

Less time spent figuring out your healthcare services and appealing denials.

The “why” of MyCare Ohio

The heart of MyCare Ohio

The MyCare Ohio program was created with the member in mind.

Healthcare needs

Individuals receiving healthcare services through both Medicare and Medicaid may have more healthcare needs.

Healthcare costs

Rising healthcare costs make it hard for Medicare and Medicaid members to receive the services you need.

Navigation of services

It can be hard to navigate two separate systems if you receive care through Medicare and Medicaid.

What is the MyCare Ohio program trying to achieve?

MyCare Ohio program goals



Streamlined care

One point of contact for both Medicaid and Medicare services to streamline care.



Person-centered care

Person-centered care, seamless across services and care settings.



Service focus

Focus on wellness, prevention, and coordination of services.



Navigation

Easy for you and providers to navigate.



Consistency

Integrated care coordination and one benefit package.

MyCare Ohio benefit package

What benefits are available through the MyCare Ohio plans?

All benefits available through the traditional Medicare and Medicaid programs, including long-term services and supports and behavioral health.

Additional “value-added” benefits, specific to each MyCare Ohio plan's healthcare package.

MyCare Ohio population eligibility

Member eligibility criteria

To enroll, you must be:



Eligible for both Medicare and Medicaid services;



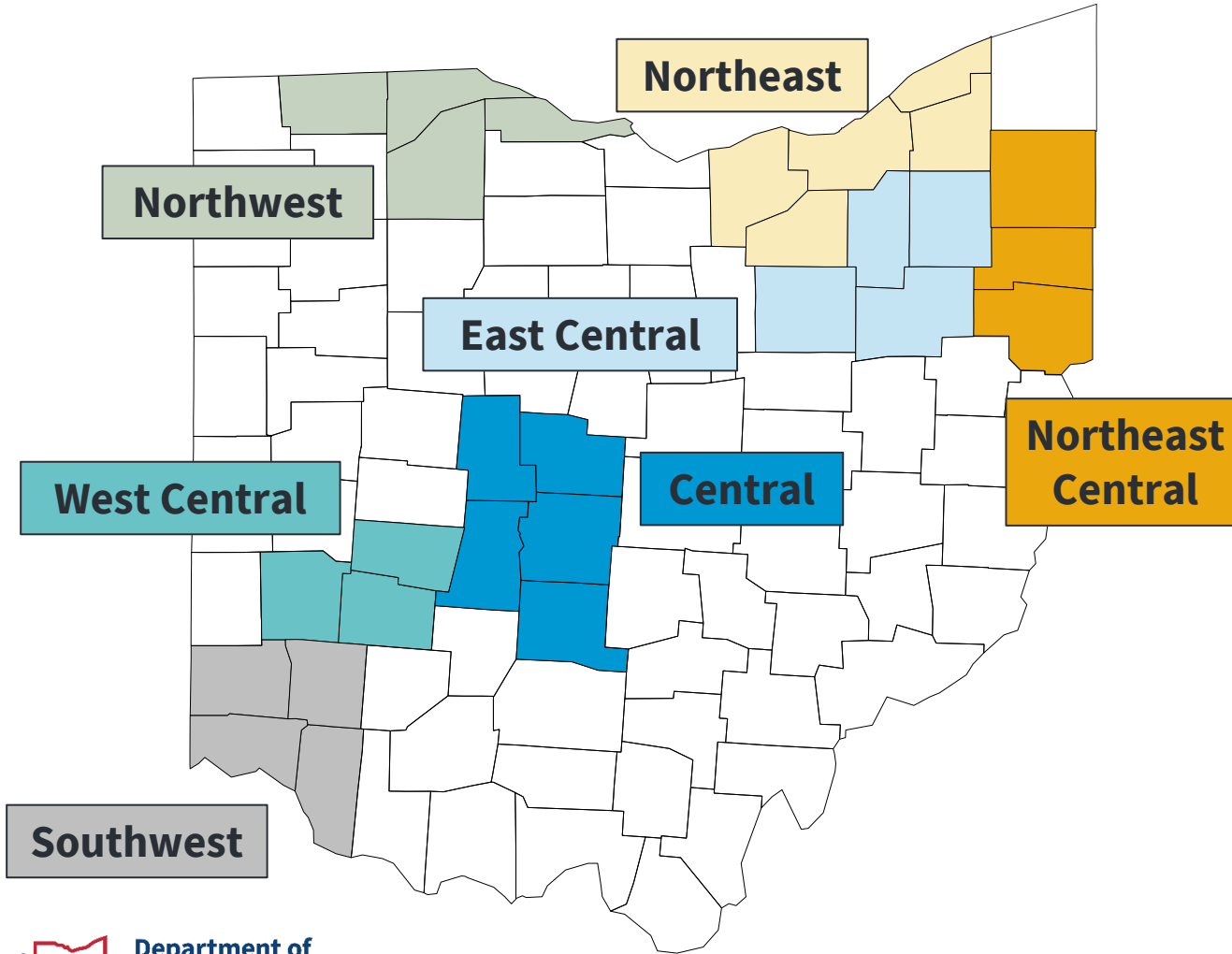
Age 18 and older; and



Reside in one of the 29 demonstration counties.

MyCare Ohio regions

Where MyCare Ohio is currently available and plans by region



Region	MyCare Plans
Northwest	Aetna Buckeye
Northeast	Buckeye CareSource United
East Central	CareSource United
Northeast Central	CareSource United
West Central	Buckeye Molina
Southwest	Aetna Molina
Central	Aetna Molina

Eligibility for MyCare Ohio waiver services

Criteria to access waiver services

Some MyCare Ohio members need additional services like home modifications, home-delivered meals, and personal care aide services to safely remain in their homes.

To access waiver services, eligible individuals must be:

1. Enrolled in MyCare Ohio program at time of waiver application.
2. Determined to meet a nursing facility-based level of care (e.g. intermediate or skilled) per Ohio Administrative Code rules.
3. Require hospitalization or nursing facility services to meet needs in the absence of the waiver.
4. Require at least one waiver service per month **OR**
 - a. Require at least one waiver service per year, and;
 - b. Conduct a monthly connect with your care coordinator.

Community based waiver services

To enroll in the waiver, you must receive one of the following services per month or annually*

- Adult day health services.
- Alternative meals service.
- Assisted living services.
- Choices home care attendant.
- Community transition.
- Personal emergency response services.
- Enhanced community living services.
- Home care attendant.
- Home delivered meals.
- Homemaker services.
- Home medical equipment and supplemental adaptive and assistive devices.
- Home modification.
- Home maintenance and chore.
- Community integration.
- Out of home respite services.
- Personal care services.
- Nutritional consultation.
- Social work counseling .
- Waiver nursing services .
- Waiver transportation.

**Based on waiver service requirements listed on slide 18.*

MyCare Ohio program changes to come

MyCare Ohio program changes*

What is changing with MyCare Ohio?

*Even with these changes, members can still choose to receive their Medicare benefits through a Medicare Advantage plan or Medicare fee-for-service if they would like.



MyCare Ohio program

- Expansion: Expanding MyCare Ohio program from 29 counties to statewide to allow all eligible Ohioans to receive needed care.
- Conversion: Implementation of Next Generation Medicaid program requirements and benefits into the MyCare Ohio program.
- MyCare Ohio program eligibility age is 21 years old.



Waiver services coordination

- Continues to offer all the same services available within the:
 - Ohio Home Care waiver.
 - PASSPORT waiver.
 - Assisted Living waiver.

Ohio Medicaid will go through a managed care entity selection process to determine which plans will serve individuals covered by the Next Generation of MyCare Ohio this year.

MyCare Ohio program changes (continued)

What is changing with MyCare Ohio?



Self-direction

Expanding self-direction to **give you more control over your waiver services.**



Transportation

Adding **additional member protections for transportation services** from the Next Generation managed care provider agreements.

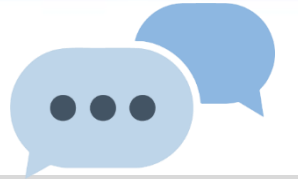


Behavioral health

Increasing **focus on behavioral health care coordination.**

Additional changes are forthcoming and will be shared once we are further along in the selection process.

Thank you for coming!



**Thank you for
sharing your
experiences
with us today.**



Additional questions or comments related to the **MyCare Ohio program**:

- Email us at MyCareConversionQuestions@medicaid.ohio.gov.
- Send us a letter to:
Ohio Department of Medicaid
MyCare Ohio program
PO Box 182709
Columbus, OH 43218-2709



For questions related to your **services while enrolled in managed care or MyCare Ohio**:

- Call the member services number on your plan's ID card.
- If you cannot locate the number, call the Ohio Medicaid Consumer Hotline at 800-324-8680.



For questions related to your **services or providers while enrolled in a Medicaid waiver program (like PASSPORT or Assisted Living)**:

- Call your case manager.
- If you cannot location the number, call the local Area Agency on Aging at 866-243-5678.