OHIO MANAGED MEDICAID - CONSOLIDATED PLAN RESOURCE GUIDE

buckeye health plan · CareSource · MOLINA HEALTHCARE · PARAMOUNT ADVANTAGE Affiliate of ProMedica · UnitedHealthcare COMMUNITY & STATE

Managed Care Plan:	Buckeye	CareSource	Molina	Paramount Advantage	UnitedHealthcare
Mailing Address	4349 Easton Way, Suite 300, Columbus Ohio 43219	P.O. Box 8738 Dayton OH 45401	3000 Corporate Exchange Drive, Columbus, OH 43231	**P.O. Box 928 Toledo, Ohio 43697-0928**	UnitedHealthcare Community Plan 5900 Parkwood Place Dublin, OH 43016
Public Website	https://www.buckeyehealthplan.com/	www.caresource.com	http://www.molinahealthcare.com	www.paramounthealthcare.com/AdvantageMedicaid	http://www.uhccommunityplan.com/oh/medicaid/community-plan.html
Support					
Ohio CPC Specific Questions	Timicia Swallen: 1-866-246-4356 ext 24532; tswallen@centene.com	Robert Metzler: 937.224.3300 ext. 74141; robert.metzler@caresource.com	Kristin Huddle: 1-888-562-5422 ext. 212408; Kristin.Huddle@MolinaHealthCare.Com	Cynthia Pelton : 419-887-2836 Cynthia.Pelton@ProMedica.org	Christy Richards, 216-420-9422 christy_a_richards@uhc.com
General Questions	Provider Services: 866-246-4358	Provider Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)	Provider Services: 1-855-322-4079	Provider Relations Department: 800-891-2542 paramount.providerrelations@promedica.org	Provider Services: 877-842-3210
Support Questions	Provider Services: 866-246-4358	Provider Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)	Provider Services: 1-855-322-4079	Provider Inquiry Depeartment: 888-891-2564 paramount.providerinquiry@promedica.org	Provider Services: 877-842-3210
Member Questions	Member Services at (866) 246-4358 or TTY (800) 750-0750). Or https://www.buckeyehealthplan.com/members/medicaid/resources/handbooks-forms.html	Member Services Mon - Fri 8am to 6 pm: 800-488-0134 (TTY 1-800-750-0750 or 711)	Member Services: 1-800-642-4168 (TTY: 1-800-750-0750 or 711)	Member Services Department: 800-462-3589 TTY 888-740-5670 paramount.memberservices@promedica.org	Member Services 800-895-2017 / TTY: 711
Care Management Questions	Main Switchboard: 1-866-246-4356	Care Management: https://www.caresource.com/providers/ohio/caresource-mycare-ohio/patient-care/care-management/	Molina Care Management: 1-800-642-4168 http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/Pages/casemngt.aspx	Care Management: paramount.cm@promedica.org http://www.paramountadvantage.org/general-benefits/case-management/	800-895-2017 / TTY: 711
Website Information					
Home Page	https://www.buckeyehealthplan.com/	www.caresource.com	http://www.molinahealthcare.com	https://www.paramounthealthcare.com/Medicaid/	http://www.uhccommunityplan.com/oh.html
Benefits and Programs	https://www.buckeyehealthplan.com/members/medicaid/benefits-services.html	https://www.caresource.com/members/ohio-ohio-medicaid/benefits-and-services/	http://www.molinahealthcare.com/members/oh-US/mem/medicaid/overvw/Pages/overvw.aspx	https://www.paramounthealthcare.com/medicaid/	http://www.uhccommunityplan.com/oh/medicaid/community-plan.html
Case Management	https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html	https://www.caresource.com/oh/plans/mycare/benefits-services/care-management/	http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/Pages/casemngt.aspx	https://www.paramounthealthcare.com/medicaid/health-benefits/care-management	http://www.uhccommunityplan.com/oh.html
Chronic Disease Management	https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html	https://www.caresource.com/oh/plans/mycare/benefits-services/care-management/	http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/hm/dm/Pages/dm.aspx	https://www.paramounthealthcare.com/services/providers/condition-management/	http://www.uhccommunityplan.com/oh.html
Provider Directory	https://www.buckeyehealthplan.com/find-a-doctor.html	https://findadoctor.caresource.com/?	https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&memstate=oh&State=oh&Coverage=medicaid	https://www.myparamount.org/provider-search/?ProductLineID=20	https://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools#collapse-1652186864
Transportation Assistance Call	1-866-531-0615 OR 1-866-246-4358 (TDD/TTY: 1-800-750-0750)	800-488-0134 (TTY : 1-800-750-0750 or 711)	1-866-642-9279 (TTY: 711)	Scheduling Line: 1-866-837-9817 TTY 1-800-750-0750 Provider only # for Urgent Trips & ETAs: 866-282-4836	(800)895-2017
Program website	https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html	https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/additional-services/	http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx	https://www.paramounthealthcare.com/medicaid/additional-services/transportation-assistance-program	http://www.uhccommunityplan.com/oh.html
Program Brochure			http://www.molinahealthcare.com/members/oh/en-US/PDF/Medicaid/benefits-at-a-glance.pdf	https://www.paramounthealthcare.com/assets/documents/advantage/transportation-brochure.pdf	http://www.uhccommunityplan.com/oh/medicaid/community-plan.html
Transportation Information	**West and NW Regions:** Buckeye provides round trip coverage for covered services 30+ miles away. In addition, Buckeye offers up to 15 round-trip visits (30 one-way trips) per member per 12- month period to covered healthcare/dental appointments, WIC appointments, and redetermination appointments with your CDJFS caseworker. **Central/Southeast Regions:** Buckeye provides round trip coverage for covered services 30+ miles away. In addition, Buckeye offers up to 30 round-trip visits (60 one-way trips) per member per 12-month period to covered healthcare/dental appointments, WIC appointments, redetermination appointments with your CDJFS caseworker, as well as pharmacies following a doctor appointment.	Transportation Assistance: If you must travel 30 miles or more from your home to get covered health care services, CareSource will provide transportation to and from the provider's office. Additionally, each CareSource member can ask for 15 free rides (30 one-way trips) per calendar year for trips less than 30 miles.	Transportation: Molina providers 30 one-way trips for covered medically necessary services (ie: medical, dental, WIC and Medicaid renewal appointments) each calendar year. Additionally, Molina covers trips where members must travel more than 30 miles to a participating provider. Molina provides unlimited trips for dialysis, chemotherapy, radiation therapy and wheelchair vans.	Paramount provides their Advantage members 30 one way trips per calendar yer. Trips should be scheduled a minimum of 48 hours (M-F) and up to 30 days in advance. Members may download the "A2C" scheduling app and/or opt-in for text reminder. Every Advantage member may choose cab/Lyft /public transit /mileage reimbursement to utilize their 30 one-way trips to Medicaid approved medical appointments as well as WIC, Pharmacy, Vision, Dental, Prenatal/ Postpartum – Centering - NICU Visitation, Medicaid – Social Security – Waiver Redetermination, Mental Health – Counseling - Addiction, Health & Condition Educational Classes, Food Bank, Food Clinic/Pharmacy, Grocery Store. Advantage provides all necessary transportation for high-risk pregnancies, dialysis, chemotherapy/ radiation therapy, organ transplant, urgent care, hospital discharge, wheelchair vans, and those members that must travel 30 miles or more to the closest, most appropriate medical provider.	UHCCP providers 30 one-way trips per calendar year for covered medically necessary services (ie: medical, dental, vision, WIC and Medicaid renewal appointments) each calendar year. Additionally, UHCCP covers trips where members must travel more than 30 miles where a closer provider is not available as-well-as trips by ambulance and paralift. UHCCP requires a 2 day advance notification requirement, unless facility discharge or transfer. UHCCP is contracted with Lyft for on-demand transportation needs, and offers a post authorization process for ambulance only trips.
Women and Children's Health Program	https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html	https://www.caresource.com/healthy-living/healthy-family/healthy-pregnancy/	http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/coverd/services/Pages/womencare.aspx	http://www.paramountadvantage.org/general-benefits/ptc/	http://www.uhccommunityplan.com/oh/medicaid/community-plan.html
24 Hour Nurseline	https://www.buckeyehealthplan.com/members/medicaid/benefits-services/benefits-overview.html	https://www.caresource.com/members/ohio/ohio-medicaid/contact-us/	Molina 24-Hour Nurse Advice Line 1-888-275-8750 (English) 1-866-648-6537 (Spanish) 711 (TTY) A nurse is available 24 hours a day, 7 days a week. http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/Pages/overvw.aspx	https://www.paramounthealthcare.com/medicaid/get-care/ 1-800-234-8773	800-542-8630 / TTY 800-855-2880
Community Resources	https://www.buckeyehealthplan.com/members/medicaid/resources/helpful-links/caregiver-resources.html	https://www.caresource.com/oh/members/education/myresources/medicaid/	http://www.molinahealthcare.com/members/oh/en-US/mem/medicaid/overvw/resources/Pages/commres.aspx	https://www.paramounthealthcare.com/medicaid/tools-and-resources/community-resources	http://www.uhccommunityplan.com/community-partners.html
Prescription Information	https://www.buckeyehealthplan.com/providers/pharmacy.html	https://www.caresource.com/members/ohio/marketplace/my-pharmacy/	https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&memstate=oh&State=oh&Coverage=medicaid#	https://www.paramounthealthcare.com/medicaid/health-benefits/	http://www.uhccommunityplan.com/oh/medicaid/community-plan/lookup-tools.html#view-drug
Member/Provider Portal (note: login required)					
Home Page	https://www.buckeyehealthplan.com/providers/login.html	https://www.caresource.com/providers/ohio/ohio-providers/plan-resources/provider-portal/	https://provider.molinahealthcare.com/Provider/Login	www.myparamount.org	https://provider.linkhealth.com
Portal Access for Care Navigator	Member rosters, care management info e.g. assessments and care plans, authorizations, claims, Hospital Inpatient, ER and outpatient utilization, provider directory, benefits, ID Cards, frequently asked questions, secure messages and many other topics.	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.	Member rosters, care management info (member care plans, member claims history), benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.	Member rosters, care management info, benefits, ID Cards, authorizations, provider directory, claims, frequently asked questions, secure messages and many other topics.