Behavioral Health Redesign and Medicaid Managed Care Integration Constituent Outreach Tools

In addition to the Behavioral Health Redesign and Medicaid Managed Care Integration Resource Guide below you will find further information to assist your office should you receive constituent inquiries from either behavioral health providers or members of the Medicaid Managed Care Plans or the MyCare Ohio Plans.

**Provider Inquiries:**

Beginning July 1st, community behavioral health services will be integrated into Medicaid managed care. This means that providers will begin submitting claims for community behavioral health services provided to Medicaid managed care members for dates of service on July 1st and beyond to the Medicaid managed care plans.

Should your office receive inquiries from a provider in your district regarding a specific plan please utilize the Government Relations contact found on the second page of this document. In an effort to best address and respond to issues, we ask that the following information be collected:

- Provider Agency Name
- Provider Agency Contact Information
- Provider Issue – If claims related the responses to the following questions would also be beneficial to address issues:
  - Did the provider test with the managed care plan?
  - When were the dates of service for the claims?
  - Has the provider submitted claims to the managed care plan?
  - When were the claims submitted?

**Medicaid/MyCare Member Inquiries:**

In the absence of a HIPAA compliant designation of authorized representative naming a legislator as the Medicaid/MyCare member’s authorized representative for purpose of the Medicaid program in accordance with OAC 5160-1-33, member information cannot be disclosed to legislators. Per guidance from the Ohio Department of Medicaid, all constituent inquires without a HIPAA compliant designation of authorized representative should be directed to the Ohio Department of Medicaid via Medicaid@medicaid.ohio.gov or 614-752-2986 and not the respective Medicaid managed care plan or MyCare plan.

As of June 29, 2016
Medicaid Managed Care Plan and MyCare Plan Government Relations Contacts:

Aetna Better Health

Russell Harper
Phone: 502-719-8761 or 859-333-6590
Email: brharper@aetna.com

Buckeye Health Plan

Allison Conklin
Phone: 614-403-2814
Email: Allison.M.Conklin@CENTENE.COM

CareSource

Jessica Mead
Phone: 614-271-8747
Email: Jessica.Mead@caresource.com

Scott Partika
Phone: 614-425-3472
Email: scott.partika@caresource.com

Molina Healthcare of Ohio

Kelly McGivern
Phone: 614-400-9884
Email: Kelly.mcgivern@molinahealthcare.com

Paramount Advantage

Will McHugh
Phone: 614-255-0320
Email: Will.McHugh@shcare.net

UnitedHealthcare Community Plan of Ohio

Merle Madrid
Phone: 614-353-5710
Email: merle_madrid@uhg.com

As of June 29, 2016