



## **Behavioral Health 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 1<sup>st</sup>, 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 1<sup>st</sup> 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](mailto:Medicaid@medicaid.ohio.gov) or 614-752-2986 and not the respective Medicaid managed care plan or MyCare plan.

**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](mailto:brharper@aetna.com)

**Buckeye Health Plan**

Allison Conklin  
Phone: 614-403-2814  
Email: [Allison.M.Conklin@CENTENE.COM](mailto:Allison.M.Conklin@CENTENE.COM)

**CareSource**

Jessica Mead  
Phone: 614-271-8747  
Email: [Jessica.Mead@caresource.com](mailto:Jessica.Mead@caresource.com)

Scott Partika  
Phone: 614-425-3472  
Email: [scott.partika@caresource.com](mailto:scott.partika@caresource.com)

**Molina Healthcare of Ohio**

Kelly McGivern  
Phone: 614-400-9884  
Email: [Kelly.mcgivern@molinahealthcare.com](mailto:Kelly.mcgivern@molinahealthcare.com)

**Paramount Advantage**

Will McHugh  
Phone: 614-255-0320  
Email: [Will.McHugh@shcare.net](mailto:Will.McHugh@shcare.net)

**UnitedHealthcare Community Plan of Ohio**

Merle Madrid  
Phone: 614-353-5710  
Email: [merle\\_madrid@uhg.com](mailto:merle_madrid@uhg.com)