

## Consumer Services Section

This section of BCPS focuses primarily on assisting consumers and Medicaid stakeholders (e.g., advocates, legislators, providers etc...) in understanding the Medicaid program. The section is made up of three units which are responsible for:

- Managing the toll-free Consumer Hotline;
- Facilitating responses to consumer inquiries regarding Medicaid and its related programs;
- Providing educational support services to members of the Medicaid program;
- Developing educational materials regarding Medicaid programs and services;
- Managing the Medicaid Web site;
- Presenting basic information about Medicaid in the community;
- Managing office phones

## Consumer Relations

The Consumer Relations unit has three primary areas of responsibility. The first is managing the statewide Medicaid Consumer Hotline which averages about 30,000 calls a month. The Hotline is an important resource for many Ohioans in need of health care services. It is responsible for answering general questions about Medicaid, assisting callers with completing applications and providing general information to help consumers get the health care they need.

Consumer Relations is also responsible for tracking and responding to the large volume of consumer correspondence sent to the State Office related to Medicaid. Because customer service is a priority for the Office, each inquiry is responded to within five business days. On average, the Office receives 3,500 inquiries each year. The Consumer Relations unit exclusively responds to over 60 percent of all Office correspondence.

Finally, the Consumer Relations unit produces informational materials exclusively directed toward Medicaid cardholders. The goal of the materials is to assist Medicaid consumers in understanding the Medicaid program and to encourage them to use services appropriately.

Related information:

[Consumer Hotline](#): Contact information, hours of operation and services available.

[Already enrolled in Medicaid](#): Exclusively for Medicaid cardholders. Access to information about Medicaid programs.

## Health Plan Communications

The Health Plan Communications unit is responsible for helping stakeholders understand Medicaid. Health Plan Communications works with all bureaus in OHP to develop and carry out communication tools for various publics including consumers, county caseworkers, Medicaid providers and legislators. The most common responsibilities for the unit include: forms and publications management, web design and development and community outreach and education.

Related information:

[Request a Form or Publication](#)

[Medicaid Fact Sheets](#): Information about Medicaid programs and policies.

[Provider Update](#): A quarterly newsletter for Medicaid health care providers.

[Medicaid Report](#)

## **Administrative Support Unit**

The Administrative Support unit is responsible for assuring the bureau has the capacity needed to function efficiently. The unit initiates all bureau purchases and travel reimbursements and serves as bureau liaison for various committees (e.g., Medical Care Advisory Committee, ODJFS Personnel Liaisons, OHP Administrative Assistants, Business Operations Group, and others as assigned).

In addition, the unit is a main point of contact for external stakeholders to reach OHP. The unit is responsible for answering, screening and directing incoming bureau and office telephone calls to appropriate department experts. Also, the unit maintains bureau personnel files, tracks employee performance evaluations and serves as the bureau's payroll timekeeper.

To ensure efficient use of public dollars, the unit is charged with overseeing the bureau's Cost Allocation Plan, tracking Interagency Agreements, processing invoices and submitting them for timely payment.