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## IMPORTANT NOTICE

MONTGOMERY COUNTY DEPT OF JOB AND FAMILY SERVICES  
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TEST A NOTICE  
9999 ANYSTREET

RIVERSIDE OH 44444-0000

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**You can choose to join a different Medicaid managed care plan during November.  
November is the open enrollment month in your region.**

You are eligible for health coverage under Medicaid for the Aged, Blind or Disabled. You are getting your health care through a managed care plan (MCP). Your current MCP is CARESOURCE.

In November you can choose to join a different MCP. You have two choices. You can get health care by (1) staying in your current MCP or (2) joining a different MCP in your region.

Your region is WEST CENTRAL. The MCPs in your region are CareSource and Molina HealthCare.

If you want to join a different MCP, during November you must phone the Managed Care Enrollment Center toll-free at 1-800-605-3040 or TDD/TTY 1-800-292-3572, Monday through Friday, 8 a.m. to 8 p.m. They will tell you the doctors and hospitals that work with the MCPs, answer your questions, and help you join a different MCP if you choose to do so. You may also get more information and join a different MCP by visiting them at [www.ohiomcec.com](http://www.ohiomcec.com) on the internet.

If you want to stay in your current MCP, you do not have to do anything.

Please read the rest of this notice to learn more about your choices. Please keep this notice in a safe place so you can read it again in the future.

KEEP READING >>>

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## **Do you want help?**

If you want help reading or understanding this notice, please phone the Managed Care Enrollment Center. They can provide interpreters, explain this notice, may have it printed in certain other languages, or provide it in other ways.

## **Can anyone who is eligible for "Medicaid for the Aged, Blind or Disabled" join an MCP?**

No. You cannot join an MCP if you are:

- \* Under the age of 21
- \* Eligible for Medicare
- \* In a nursing home, long-term care facility, ICF-MR, or some other kind of institution
- \* Eligible for Medicaid through a spenddown
- \* In PACE, PASSPORT or some other Medicaid waiver program

If you are a member of a federally recognized Indian tribe, you may join an MCP if you choose to do so, but we will not require you to join one. If you fit in any of the groups above, please phone the Managed Care Enrollment Center right away and tell them.

## **What should you consider before joining a different MCP?**

Because health care is so important, choosing the MCP that best fits your health care needs is also important. Here are some questions to ask before joining a different MCP:

- \* Which MCP offers all or most of the doctors you want to go to?
- \* Which MCP offers the hospitals you want to use?
- \* Which MCP offers the extra services you want (for example additional transportation, vision or dental services, etc.)?
- \* Will you have to pay co-payments for dental services, routine eye exams, eye glasses, or non-emergency services provided in a hospital emergency room?

For answers to these and other questions, you may phone the Managed Care Enrollment Center or visit them at [www.ohiomcec.com](http://www.ohiomcec.com) on the internet. You may also contact the MCPs in your region using the contact information below:

<u>MCP</u>	<u>Telephone:</u>	<u>Website:</u>
CareSource	1-800-993-0780	<a href="http://www.caresource-ohio.com">www.caresource-ohio.com</a>
Molina HealthCare	1-866-408-9501	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>

## **How do you join a different MCP?**

Please do not contact your MCP or your caseworker to join a different MCP. You must contact the Managed Care Enrollment Center to change your MCP by phoning toll-free at 1-800-605-3040 or TDD/TTY 1-800-292-3572, Monday through Friday, 8:00 a.m. to 8:00 p.m., or by visiting them at [www.ohiomcec.com](http://www.ohiomcec.com) on the internet. Only they can change your MCP.

## **How do you obtain health care through your MCP?**

Your MCP's member handbook provides the following information about how you get health care through your MCP. You may also phone your MCP's member services phone line to ask questions.

- \* What health care services are available to you?
- \* How do you get health care services?
- \* When is prior authorization required?
- \* How do you get health care during the evenings, weekends and in an emergency?
- \* When can you go to a doctor, hospital, or other provider that does not work with your MCP without a referral from your primary care provider (PCP)?
- \* How do you get a referral for specialty care or other services not provided by your PCP?
- \* How can you get information about post-stabilization care services (certain services received in the emergency room after your emergency has been stabilized)?
- \* How can you get information about benefits (for example, family planning services) from providers who are not in the MCP?
- \* How can you get information about advance directives (for example, a living will or a durable power of attorney for health care)?
- \* How can you get information about your rights and responsibilities?

## **What else should you know about getting your Medicaid health care through an MCP?**

### ***Your MCP must:***

- \* Provide you with all the same medically necessary health care that is covered by Medicaid.
- \* Give you a member handbook that explains how to get health care through the MCP, and the rules you must follow when getting health care. Read the handbook as soon as you get it.
- \* Give you a member identification card to use every time you get health care. You will not get an Ohio Medicaid card after you are an MCP member.
- \* Give you a directory of all doctors, specialists, hospitals, and other health care professionals who are in the MCP, that lists their addresses and telephone numbers, and whether they will see you as a new patient. You can also see this information on your MCP's member website.
- \* Have a toll-free member services phone line to help you and answer your questions.
- \* Have a toll-free medical advice phone line that is open 24 hours a day every day.
- \* Have translation services when needed if you do not speak English.
- \* Allow you to change your primary care provider (PCP) at least monthly by phoning the MCP.
- \* Help you file a complaint or request a state hearing if you are unhappy with your health care services.
- \* Help coordinate care for individuals with special health care needs.
- \* Have contracts with doctors, specialists, hospitals, and other health care professionals in your region, and make sure that you can get quality care when you need it.



- \* Have a provider agreement with the Ohio Department of Job and Family Services to provide health care to you.
- \* Provide annual physical exams for adults.
- \* Provide medically necessary emergency or non-emergency ambulance transportation to Medicaid-covered services.
- \* Provide medically necessary non-emergency ambulette transportation to Medicaid-covered services.
- \* Provide non-emergency transportation if you must travel 30 miles or more to see MCP-authorized providers and you ask the MCP to provide transportation.

***As an MCP member you must:***

- \* Choose one of the MCP's providers as your primary care provider (PCP) and agree to see your PCP or the providers to whom your PCP refers you.
- \* Follow all the rules in your MCP member handbook. Keep it in a safe place.
- \* Get your health care through the doctors, specialists, hospitals, and other health care professionals that are in your MCP's provider directory, except under certain circumstances (see options below).
- \* Tell your MCP and your county caseworker right away about your address changes so they can send you important information about your health care and your benefits.

***As an MCP member you have the option to:***

- \* Go to certain providers without being sent by, or getting a referral from, your PCP as explained in your member handbook.
- \* Go to any pharmacy that accepts Ohio Medicaid to get your prescription drugs and some prescription medical supplies (diabetic supplies, inhaler spacers, peak flow meters, syringes, needles, alcohol wipes, and condoms). You may have to pay a co-payment for some prescription drugs.
- \* Ask the MCP for help getting health care, such as help finding a doctor, making an appointment, getting a referral, or arranging transportation.
- \* Go to providers who are not in the MCP for emergency care, or for health care provided by certain other providers (federally qualified health care centers/rural health clinics, family planning providers listed in your MCP's provider directory, community mental health centers, and Ohio Department of Alcohol and Drug Addiction Services facilities, that are Medicaid providers).
- \* Change to a different MCP by phoning the Managed Care Enrollment Center at any time during the first three months you are a member, annually during your region's open enrollment month, or at other times for just cause.
- \* Change your PCP by phoning the MCP member services line.
- \* Apply for the Non-Emergency Transportation (NET) program at your local county department of job and family services for transportation to Medicaid-covered services.

**Where can you get more information?**

You may phone the Managed Care Enrollment Center, toll-free at 1-800-605-3040 or TDD/TTY 1-800-292-3572, Monday through Friday, 8:00 a.m. to 8:00 p.m. You may visit them at [www.ohiomcec.com](http://www.ohiomcec.com) on the internet.

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