

Provider Issue Resolution

MCP Provider Services

The ODJFS-MCP Provider Agreement requires MCPs to provide the following services to their contracting providers:

- MCPs must provide written information to their contracting providers regarding:
 - The provider's right to participate in the MCP's grievance, appeal, and state hearing processes on behalf of their patients and to challenge the failure of the MCP to cover a specific service; and
 - The procedures to be followed in appealing the MCP's denial of a prior authorization request, specialist referral request, and claims submission;
- MCPs must have staff specifically responsible for resolving individual provider issues, including, but not limited to, problems with prior authorizations, referrals, and claims payment;
- MCPs must designate a provider relations representative for each region served;
- MCPs must provide written information to their contracting providers detailing how to contact the MCP's designated staff for provider issues; and
- MCPs must have a secure website for contracting providers that must include contact information for the MCP's designated staff for provider issues.

Providers should contact the MCP's provider services department and/or regional provider relations representative or visit the MCP's provider website for further assistance.

ODJFS Provider Services

- Provider FAQ - A list of provider frequently asked questions (FAQs) and answers regarding the Ohio Medicaid Managed Care Program and covering issues such as prompt pay, prior authorizations, and credentialing is available online at: <http://jfs.ohio.gov/ohp/bmhc/>
- General Questions - Providers may submit general questions about the Ohio Medicaid Managed Care Program to ODJFS via the following e-mail address: bmhc@odjfs.state.oh.us

Provider Complaints

- MCP Resolution - Providers should first contact the MCP's provider services department and/or regional provider relations representative to file and resolve a complaint.

MCP provider services departments may be reached via the following telephone numbers:

- Amerigroup Community Care: 1-800-454-3730
 - Buckeye Community Health Plan: 1-866-296-8731
 - CareSource: 1-800-488-0134
 - Molina HealthCare of Ohio: 1-800-642-4168
 - Paramount Advantage: 1-800-891-2542
 - Unison Health Plan of Ohio: 1-800-600-9007
 - WellCare of Ohio: 1-800-951-7719
- ODJFS Resolution - Providers who are unable to obtain complaint resolution through the MCP may file a complaint with ODJFS' Bureau of Managed Health Care (BMHC) by filling out the Provider Complaint form online at:
https://www.odjfs.state.oh.us/ohp/bmhc/provider_complaint/complaint.asp

Provider complaints submitted to the BMHC are forwarded to the MCP upon receipt. The BMHC investigates each complaint thoroughly and will work with both the provider and the MCP to resolve the complaint. A complaint is considered resolved when it is determined by the BMHC that the MCP is both compliant with current regulations and has satisfactorily responded to the provider's complaint.