

Additional Information

Automatic Renewal of ECMP Membership

If you lose your Medicaid eligibility but it is started again within 60 days, you will automatically become an ECMP member again.

Can my ECMP end my membership?

Your ECMP may ask the Ohio Department of Job and Family Services (ODJFS) to end your membership for certain reasons. The ODJFS must okay the request before your membership can be ended.

The reasons that your ECMP can ask to end your membership are:

- for fraud or misuse of your ECM Medicaid card
- for disruptive or uncooperative behavior to the extent that it affects the ECMP's ability to provide services to you or others

You can contact your ECMP to get any other information you want about the ECMP including the structure and operation of the ECMP and how the ECMP pays its providers.

Your ECMP provides services to Medicaid members through a contract that the ECMP has with the Ohio Department of Job and Family Services (ODJFS). If you want to contact ODJFS you can call or write to:

**Ohio Department of Job and Family Services
Bureau of Managed Health Care
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-3414**

The information in this guide is subject to change.



Enhanced Care Management

ECM
Medicaid

Program



Care Management Services

Covered Health Conditions

Adults

- Chronic Obstructive Pulmonary Disease**
- Congestive Heart Failure**
- Coronary Artery Disease**
- Asthma Diabetes**
- Non-mild Hypertension**
-

Under Age 21

- Asthma**

What is the ECM program?

The enhanced care management, or ECM, program provides care-coordination and case management services to certain Aged, Blind or Disabled (ABD) Medicaid consumers who live in selected counties in Ohio. See the cover page for the list of covered health conditions.

The ECM program will help you:

- get care when you need it
- find the best ways to manage your health condition at home
- avoid inappropriate emergency room visits and hospital stays

What is an ECM plan (ECMP)?

A group of local doctors, nurses, and other health care professionals who will work with you and your doctors to help you manage your health condition.

In _____ county, your ECMP is _____.

How does membership in the ECM program affect my Medicaid benefits?

You will continue to receive all medically-necessary health care services covered by your Ohio Medicaid card the same way you do now.

In addition, you will also receive care management services through your ECMP.

Your Membership Rights

As a member of your ECMP you have the following rights:

- To be treated with respect and with regard for your dignity and privacy
- To be sure that your medical record information will be kept private
- To be given information about your health
- To get information on any medical care treatment, given in a way that you can follow
- To be able to get all ECMP written member information from the ECMP:
 - At no cost to you
 - In the prevalent non-English languages of members in the ECMP's service area
 - In other ways, to help with the special needs of members who may have trouble reading the information for any reason.

Contact your ECMP for a complete list of your membership rights.

You have the right to contact the United States Department of Health and Human Services, Office of Civil Rights, and/or the Ohio Department of Job and Family Services, Bureau of Civil Rights, at the addresses below with any complaint of discrimination based on race, color, religion, sex, sexual orientation, age, disability, national origin, veteran's status, ancestry, health status or need for health services.

Office of Civil Rights
United States Department of Health and Human Services
105 W. Adams 16th Floor
Chicago, Illinois 60603
(312) 886-2359 (312) 353-5693 TTY

Bureau of Civil Rights
Ohio Department of Job and Family Services
30 East Broad Street, 37th Floor
Columbus, Ohio 43215-3414
(614) 644-2703 1-866-227-6353 1-866-221-6700 TTY

Contacting your PCP:

You can reach your PCP by calling the PCP's office.

If you don't have a PCP, contact your ECMP for assistance.



Can I Change MY PCP?

Yes – you can change your PCP at least monthly.

If you want to change your PCP, contact your ECMP's Member Service Department.

For the names of PCPs working with your ECMP, you can look in your PCP directory or call your ECMP.

How do I get enrolled in an ECM plan (ECMP)?

Joining the ECMP is your choice. You must tell us if you decide not to join the program, by contacting the Selection Services Contractor (SSC). You will be assigned to an ECMP unless you decide not to participate.

Enrolling is easy. First, you will receive a notice in the mail telling you that you are eligible to join an ECMP, and that you can call the number listed in your instructions.

Can I get out of the ECM program?

You can end your ECMP membership at any time by calling the SSC. Ending your membership in an ECMP will not affect your eligibility for Medicaid services.


Will I get a new Medicaid card?

Yes, you will receive an 'ECM Medicaid' card when you become a member of an ECMP. This card covers all medically-necessary Medicaid services in addition to the care management services provided by your ECMP.



ECM Members must show their ECM Medicaid card each time they see a health care provider or get medical services.

The ECM Medicaid card will list your ECMP, including address and phone number. A 24-hour Nurse Helpline phone number will also be listed.

Additional Services When you enroll with an ECMP

Service	ECM Medicaid	Regular Medicaid
Primary Care Physician	Yes	Optional
Care Management Services	Yes	No
24-Hour Nurse Helpline	Yes	No
AND		
 Pharmacy Co-Pay Requirement	NO	Yes

How do I contact my ECMP?

 ECMP (toll free)	The member services phone number for your ECMP is listed on your ECM Medicaid card.
 24-hour Nurse Helpline (toll free)	The phone number is listed on your ECM Medicaid Card.

Choosing a PCP (Primary Care Physician)

A PCP is your personal doctor.

If you already have your own doctor, the ECMP will work with your doctor.

If you do not have your own doctor, your ECMP will give you a PCP directory and help you find a doctor.

Your PCP will:

- U Work with you to direct your health care
- U Perform your check-ups
- U Treat you for most of your health care needs
- U Assist you in seeing a specialist when necessary

