

Question	Answer
Enhanced Care Management (ECM) questions:	
What is ECM?	ECM stands for the Enhanced Care Management program. This program provides additional services through enhanced care management plans (ECMPs) to adults who are Aged, Blind, or Disabled, and have the chronic conditions of non-mild hypertension, asthma, diabetes, congestive heart failure, coronary artery disease, and chronic obstructive pulmonary disease; and children who have asthma.
What is an ECMP?	An ECMP is an enhanced care management plan that contracts with the Ohio Department of Job and Family Services (ODJFS) to provide ECM services.
When does ECM stop?	ECM is scheduled to end on September 30, 2005 in Cuyahoga county and on October 31, 2005, in Hamilton, Franklin, and Lucas counties.
Why does ECM have to end?	The 2006-2007 Ohio biennium budget, signed by Governor Taft in June 2005, mandates that Ohio serve a specific subset of the ABD population through a full-risk managed care program. This program is to be implemented by December 31, 2006. In order to devote the necessary systems and staff resources to develop the full risk ABD program, Ohio has elected to terminate the ECM program.
Will I lose my Medicaid benefits?	No, all your regular Medicaid benefits will continue as usual. (ECM benefits such as care coordination and the 24 hour nurse helpline will end.)
Consumer Questions:	
Will I have to change doctors?	You may continue to see your doctor as long as your doctor continues to accept Medicaid.
Will I get a new Medicaid card?	Yes. You will receive a new Medicaid card for use on October 1, 2005, if you live in Cuyahoga county. If you live in Hamilton, Franklin, or Lucas county you will receive a new Medicaid card for use on November 1, 2005. If you do not receive a new card, contact your county case worker.
Who is in ECM?	ECM serves Medicaid consumers who meet the criteria for the ECM program, and are residing in Hamilton, Cuyahoga, Lucas, or Franklin county.
How did ECM begin?	The ECM program was designed to improve care coordination, increase provider accountability, and reduce health care costs for program participants. The ECMPs

	worked with a variety of providers and healthcare organizations to establish a medical home, offer members self-care guidance and support, direct members to appropriate health care settings, and assist members with the management of all of their health problems.
Will the principals of ECM be implemented in the full risk ABD program?	It is the goal of ODJFS to continue to offer the best possible benefit package to Medicaid consumers. Much has been learned through the development and implementation of the ECM program. ODJFS hopes to incorporate the ECM principles and strategies of care management into the full-risk ABD managed care program which will include the ECM eligibles.
Who do I contact for more information?	Call the Medicaid Consumer Hotline at call the Consumer Hotline at 1-800-324-8680 (Hearing Impaired: TDD 1-800-292-3572).
Provider Questions:	
How do I get paid for services I have provided to ECM consumers?	Consumers participating in the ECM program will continue to receive Medicaid fee-for-service (FFS) benefits. All Medical claims from Medicaid providers will be paid under the FFS system without any interruption.
What if I have a contract or agreement with an ECMP?	Simply contact the ECMP with whom you have the contract or agreement.
Who do I contact for more information?	Call Provider Network Management at 1-800-686-1516 or 614-728-3288 if you are outside Ohio. You can also go to the Provider Network Management website at http://www.state.oh.us/odjfs/ohp/provrel.stm