MEDICAID MANAGED CARE ENROLLMENT NOTICE

Important information about your Medicaid benefits

You are being enrolled in a Medicaid Managed Care plan.

You were recently determined eligible for Ohio’s Medicaid program. If you want to choose a different plan, you can do so.
within the first three months of enrollment. Your managed care plan is:

<AssignedManagedCarePlan> effective <EffectiveDate>

For more information on your new plan and the benefits and services that are available to you, call <AssignedProviderServicePhoneNumber> or online at <AssignedProviderWebAddress>. Enrollment in <AssignedManagedCarePlan> means that they will provide your Medicaid benefits and you can only see providers that are in their network.

Who was enrolled in <AssignedManagedCarePlan>?

- <AssignedRecipientName> <AssignedRecipientID>
- <AssignedRecipientName> <AssignedRecipientID>
- <AssignedRecipientName> <AssignedRecipientID>
Do I have other choices?

• Yes. You have other choices, including:

  o **Keep your assigned managed care plan.** If you are satisfied with the managed care plan that Medicaid assigned to you, you do not have to do anything.
  o **Change your managed care plan.** The other managed care plans are similar to <AssignedHealthPlan>, but may have a different network of health care providers, pharmacies, or include different supplemental benefits and incentives. The other managed care plans available are:

    <Provider Name>    <ProviderWeb Address>    <ProviderService PhoneNumber>
    <Provider Name>    <ProviderWeb Address>    <ProviderService PhoneNumber>
    <Provider Name>    <ProviderWeb Address>    <ProviderService PhoneNumber>
    <Provider Name>    <ProviderWeb Address>    <ProviderService PhoneNumber>

You can change your managed care plan within the first three months after enrollment, during annual open enrollment, or at any time for Just Cause. Any changes in enrollment are effective the first day of the month following your request.
Before making any decisions about your managed care plan, review all of your choices carefully. For assistance with your decision, you can call the Ohio Medicaid Consumer Hotline at (800)-324-8680. They can help you identify which managed care plan works with your doctors, pharmacy, and hospital, answer your questions about Medicaid, and change your managed care plan. Representatives are available from 7 a.m. to 8 p.m., Monday through Friday and 8 a.m. to 5 p.m., Saturday or visit www.ohiomh.com.

What is a managed care plan?

A managed care plan is a private health care insurance company, which works with the Ohio Department of Medicaid, to coordinate your care, provide care management, and provide your health care needs. Some of the benefits you will receive at no additional cost are:

• Nurse advice line, available 24 hours a day, 7 days a week.
• Care management to help you coordinate your medical care.

Some managed care plans offer additional benefits, such as:

• Transportation to and from medical and Medicaid renewal appointments.
• No or lower co-pays for prescriptions, dental services, routine eye exams, eye glasses, and non-emergency services provided in a hospital emergency room.

**Do I have to be in a managed care plan?**

Most individuals on Medicaid must be in a managed care plan. Enrollment is optional if you are a member of a federally recognized Indian tribe or are receiving waiver services from the Ohio Department of Developmental Disabilities.

You cannot enroll in managed care plan if you are enrolled in the Program of All-Inclusive Care for the Elderly (PACE) or are living in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID).

**What happens next?**

Your managed care plan will send you your member ID card and a member handbook. Your plan will also give you access to their health care provider directory. You will get health care from doctors and hospitals that work with your plan.

If your doctor does not work with your managed care plan, you can talk to your doctor about becoming part of the plan’s network. If you have a medical appointment or a scheduled service and your health care provider does not work with your plan, call your managed care plan right away.
Where can I get more information?

For more information or if you have questions call the Ohio Medicaid Consumer Hotline at 800-324-8680 Monday through Friday 7 a.m. to 8 p.m. and Saturday 8 a.m. to 5 p.m. or online at [www.ohiomh.com](http://www.ohiomh.com).
Notice of Nondiscrimination

The Ohio Department of Medicaid complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Ohio Department of Medicaid does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Ohio Department of Medicaid:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Ohio Medicaid Consumer Hotline at 800-324-8680.

If you believe that Ohio Medicaid has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:
Ohio Department of Medicaid
P.O. Box 182709
Columbus, Ohio 43218-2709
614-466-4693

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at www.hhs.gov/ocr/office/file/index.html
English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-324-8680. (TTY: 711).


Chinese: 注意：如果你说中文，可以免费获得语言援助服务。请电 1-800-324-8680 (TTY: 711)。

German: ACHTUNG: Wenn Sie Deutsch sprechen, koennen Sie kostenlos Hilfe fuer Sprachen zur Verfuegung haben. 1 800-324-8680 (TTY 711).

Arabic: 1-800-324-8680
ملاحظة: إذا كنت تتحدث العربية, سيكون بإمكانك استخدام خدمة المساعدة اللغوية المتاحة مجانًا من خلال الاتصال بالرقم التالي


Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-324-8680. (телетайп: 711).


Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-324-8680（TTY: 711）まで、お電話にてご連絡ください。


Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-324-8680. (телетайп: 711).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-324-8680. (TTY: 711).

Nepali: !यान iदनुहोस्: तपाई01 2पार्थो बो6नु789 भ2 तपाई0को नन<तत भाषा सहायता >वाह@ नान:Bu6क @पमा उप3Eध 9 | फोन गनुुहोस् 1-800-324-8680 (iदादवाई: 711) |