



**MyCareOhio**  
*Connecting Medicare + Medicaid*



**Get help  
with your  
MyCare  
Ohio!**



**Contact:**  
Office of the State  
Long-Term Care Ombudsman  
**1-800-282-1206**  
for assistance.  
*Ombudsman services are free.*

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# You, Your Ombudsman and MyCare Ohio

Your MyCare Ohio plan includes all benefits available through traditional Medicaid and Medicare programs\*, including long-term care services and mental health services.

You are in charge of your health care and are at the center of the MyCare Ohio team, which also includes your care manager, primary care doctor, specialists and other providers. It can also include your family members and/or caregivers. With the help of this team, a care plan is created to outline your health care choices and preferences.

Important questions to consider about your MyCare Ohio plan:

## Care management:

- Do you know the name of your care manager?
- Has this individual contacted you?
- Do you know how to contact your care manager?

## Care plan:

- Are you involved in writing this plan?

- Are you able to choose what is in your care plan?
- Are you able to choose when and where you receive your health care services?

## Providers:

- Can you find a provider who accepts your insurance?
- Do your health care providers provide the services in your care plan?

**If you answered no** to one or more of the questions, or have dissatisfaction with any other element of your MyCare Ohio, **there is help available.** An Ombudsman can help you resolve issues with your plan and providers.

*\*Unless you opted out of the Medicare Benefits of MyCareOhio.*

**An Ombudsman will work with you, your managed care and/or your providers to solve problems.**

**Ombudsman assistance for MyCare Ohio participants also includes providing information about services and explaining your rights.**

***Ombudsman assistance is free.***

## Call

# 1-800-282-1206

## for assistance.

