



UNDERSTANDING  
**MyCare  
OHIO**

### WHAT IS MyCare Ohio?

MyCare Ohio is a managed care program for Ohioans who receive both Medicare and Medicaid benefits. The program is administered by the Ohio Department of Medicaid (ODM).

### HOW DOES MyCare Ohio WORK?

- MyCare Ohio Plans provide integrated benefits to Medicare and Medicaid enrollees in seven regions in Ohio.
- MyCare Ohio members have access to all benefits available through traditional Medicare and Medicaid programs, including:
  - Doctor and hospital visits.
  - Behavioral health services
- Long-term care services provided in nursing, assisted living facilities or in your own home (such as home-delivered meals, transportation, and help with personal care, to name a few).
- MyCare Ohio members have the option of having the MyCare Ohio plan manage both Medicaid and Medicare benefits, or just Medicaid benefits. Choosing what's right for you is an important and individual choice.

### WHO IS ELIGIBLE?

- Age 18 and older at the time of enrollment; and
- Eligible for full Medicare Parts A, B, and D and full Medicaid; and
- Reside in one of the following Southwest Ohio counties: Butler, Clermont, Clinton, Hamilton or Warren



## IMPORTANT QUESTIONS TO CONSIDER ABOUT YOUR PLAN

### Care Management

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

### Care Plan

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

### Providers

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

If you answered **no** to any of these questions, or are not satisfied with any other aspect of your MyCare Ohio, an ombudsman can help you resolve issues with your plan and providers.



### HOW CAN THE OMBUDSMAN HELP?

Ombudsman services are free. An ombudsman will work with you, your managed care plan and/or your providers to solve problems. Ombudsman assistance for MyCare Ohio members also includes providing information about services and explaining your rights.

### CONTACT INFORMATION FOR YOUR OMBUDSMAN

**LeVon Pressley, Pro Seniors, Inc.**

Toll-Free: (800) 488-6060, option 5

Direct Dial: (513) 458-5536

Email: [lpresley@proseniors.org](mailto:lpresley@proseniors.org)

Fax: (513) 458-5534

### MyCare Ohio PLANS

In Southwest Ohio (Butler, Clermont, Clinton, Hamilton and Warren Counties), you have two MyCare Ohio plans to choose from:

- **Aetna Better Health of Ohio**  
<http://aetnabetterhealth.com>  
(855) 364-0974
- **Molina Healthcare**  
<http://www.molinahealthcare.com/>  
(855) 665-4623

### DISENROLLMENT

- Participation in MyCare Ohio is voluntary for Medicare portion.
- Individuals can opt-out of the Medicare portion at any time.
- Individuals can also transfer between MyCare Ohio Plans if they opt-in to Medicare on a month-to-month basis.

[www.proseniors.org](http://www.proseniors.org)

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