

Ohio Medicaid Managed Care Care Management Programs

Care Management Programs are designed to improve health outcomes and provide coordination of care for Medicaid managed care plan (MCP) members with complex health care needs. The goal of care management is to assist members who may need extra help to navigate the health care system, or manage a complex health care condition. Care management is a process characterized by communication, collaboration and resource management to achieve an optimal level of wellness for the member.

Components of care management offered by MCPs include:

- Assessment of the member's physical and/or behavioral health care needs.
- Development of an individualized care treatment plan to address the member's needs.
- Assignment of a care manager who will assist the member in accessing health-related services and coordinating health care needs.
- Facilitation of communication between the member/family, health care providers, and other care/case managers.

Referrals to an MCP's care management program can be made by:

- The member or family;
- The member's health care provider; or
- Other care/case managers involved in the member's care.

How to decide if your client or patient would benefit from care management services:

Does your client or patient need assistance with:

- Communicating health care needs to multiple health care providers?
- Understanding the prior authorization of drugs, medical testing services, or other health care services?
- Scheduling appointments?
- Learning to manage his/her health condition?

How to initiate care management services for your client or patient:

To refer your client or patient to his or her MCP for care management services, please use the contact information below:

MCP Care Management Contact Information

Amerigroup Community Care	
Telephone	1-800-454-3730 or 513-733-2300 (ask for case management dept.)
Fax	1-800-964-3627 or 1-866-495-3893 (attn: case management dept.)

Buckeye Community Health Plan	
Telephone	1-866-246-4359

CareSource	
Telephone	1-800-993-6902
Fax	1-866-206-0610

Molina HealthCare of Ohio	
Telephone	1-800-642-4168; (TTY) 1-800-750-0750 or 711
Fax	1-866-750-0750
E-Mail	ProviderServices@MolinaHealthCare.com

Paramount Advantage	
Telephone	1-800-891-2520 (option #2) or 419-887-2520 (option #2)
Fax	1-866-214-2024
E-Mail	Jodi.Aiken@ProMedica.org (attn: Jodi Aiken)

Unison Health Plan of Ohio**Telephone**

1-800-508-2581

WellCare of Ohio**Telephone**

1-800-951-7719 (ask for case management department)

Fax

1-813-675-2890 (attn: Ilene DeRemer)

E-MailIlene.DeRemer@wellcare.com (attn: Ilene DeRemer)