

Medicaid Managed Care Weekly

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<http://jfs.ohio.gov/ohp/bmhc/index.stm>

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QUESTIONS

FROM THE MANAGED CARE CONSUMER GUIDE

When managed care enrollment becomes mandatory in a region, the Medicaid consumers in that region are sent several informational materials, one of which is the Managed Care Consumer Guide. The Managed Care Consumer Guide provides several question and answer pages to help ease the transition from fee-for-service Medicaid and to help consumers select a managed care plan (MCP). Below are three examples.

HOW DO I CHOOSE A MANAGED CARE PLAN?

It is easy to join an MCP—you can enroll right over the phone. You will receive a notice in the mail that tells you when it is time to choose an MCP for you and/or your family. The notice will tell you:

- You can call the toll-free telephone number that is on the notice any time Monday-Friday 8 a.m. to 8 p.m. If you are hearing impaired, call the toll-free TDD/TTY number on the notice.
- You can have your questions answered about the MCPs in your service area to help you choose the MCP that is best for you.
- You will be asked questions about your family members' health care needs so that your MCP will have information to begin helping you.

You can learn more about Medicaid managed care before you choose a plan at www.jfs.ohio.gov/ohp/bmhc/con-man-care.stm or www.ohiossc.com on the internet. You may call the MCPs and ask them about their services and providers, once you receive information about MCPs in your area.

The Selection Services Center phone number is 1-800-605-3040 or TDD/TTY 1-800-292-3572.

WHAT CAN I EXPECT FROM MY MANAGED CARE PLAN?

Your Managed Care Plan must:

- Provide you with all the same medically necessary services that are covered by Medicaid.
- Give you a member handbook that explains how to get health care. You will no longer get the monthly Medicaid card once you are an MCP member.
- Give you a directory of all doctors, specialists, hospitals, pharmacies and other health care professionals who are in the MCP, that lists their addresses and telephone numbers. You can also see this information on your MCP's member website.
- Offer a toll-free member services telephone number to help you and answer your questions.
- Offer a 24-hour, 7 days a week, toll-free medical advice hotline.
- Arrange translation services when needed if you or your family do not speak English.
- Allow you to change your primary care physician (PCP) at least monthly by calling the MCP.

WHAT IF I ALREADY HAVE SERVICES SCHEDULED?

It is important that you call the member services telephone number of the MCP that you selected as soon as possible if you have any services scheduled. If your provider is not contracted with the MCP that you selected, you may be able to keep the appointment for the following services:

- Organ, bone marrow, or hematopoietic stem cell transplant,
- Prenatal (pregnancy) care in your third trimester if you have already been seeing a doctor and/or have your delivery hospital arranged,
- Inpatient/outpatient surgery,
- Appointment with a specialist in the first month of MCP membership or
- Chemotherapy or radiation treatment.

If your MCP and provider are not able to reach an agreement about the scheduled service, your MCP will help you find a contracted provider you can go to for the same service.