



Ohio Department of Medicaid

ODM 2022 Periodical

September 30, 2022

Changes are Coming to Your Medicaid Program! What You Need to Know for October 1

On October 1, the Ohio Department of Medicaid (ODM) will launch the Single Pharmacy Benefit Manager (SPBM) as part of the Next Generation program. As a result of Governor DeWine's direction, Ohio Medicaid is changing the way we do

business. We are redesigning our programs and services to focus on you and your family. The changes we make will help you more easily locate healthcare providers, more easily access information, and receive quality care. Read on for important information about the October 1 launch and what you need to know as an Ohio Medicaid member. Additionally, please see below for a few of the most frequently asked questions.

What does this mean for me?

- All managed care members have been mailed a new member ID card. Begin using this card starting on October 1. This new member ID card will serve as a member's only ID card for all healthcare services including pharmacy benefits.
- You can view what the new Next Generation ID cards look like [here](#).
- Don't worry if you haven't received your ID card. You can reach out to your managed care plan to learn how to print your card or get an electronic copy.
- Read the [New Initiatives Announcement](#) and [SPBM Launch Announcement](#) articles to learn more about your member ID card and how SPBM impacts you.

Where can I go if I have a question?

- Questions related to pharmacy benefits and prescriptions should be directed to Gainwell, Ohio Medicaid's SPBM, by calling the Gainwell SPBM Help Desk at (833) 491-0344 or visiting <https://spbm.medicaid.ohio.gov/>.
- All other member questions, including those related to Medicaid managed care eligibility, coverage, benefits, or managed care plan selection should be directed to the Medicaid Consumer Hotline at (800) 324-8680 or visit ohiomh.com.

Where can I find more information about the October 1 improvements and changes?

- [Read our article](#) that details all the new initiatives that launch on October 1.
- Read the [SPBM Launch Announcement article](#) below.
- View the [SPBM FAQ](#) for Ohio Medicaid managed care members.
- Check out the [October 1 Launch Ohio Medicaid Member One-Pager](#) that describes the key benefits and changes members need to know including about the new managed care member ID card.
- Visit the [Next Generation website](#) to learn more about the Next Generation program mission, goals and improvements.

New Next Generation of Ohio Medicaid initiatives launch on October 1! Here's what you need to know.

The Ohio Department of Medicaid (ODM) is launching its Next Generation of Ohio Medicaid program to improve wellness and health outcomes and emphasize a personalized care experience for members.

On October 1, ODM is excited to launch the Single Pharmacy Benefit Manager (SPBM), a specialized managed care entity (MCE) that will work with ODM to provide pharmacy benefits to you as part of the Next Generation program. In addition, ODM will be implementing updates to centralize the provider credentialing process, reducing administrative burden on your providers so they can spend more time with you.

The SPBM does not apply to MyCare Ohio plans, which will continue to provide benefits to Ohioans who receive both Medicaid and Medicare benefits, with enhanced coordination of medical behavioral, and long-term care services.

How can you prepare for the October 1 Launch?

We know that this may seem like a big change for you, so we wanted to provide you with some resources and tips for how to prepare yourself for this launch.



You should have received a new member ID card in the mail from your managed care plan. Make sure you have this card ready to start using on October 1 for all your Medicaid healthcare needs, including filling prescriptions at your pharmacy or making and going to an appointment with a provider.



If you did not receive your new member ID card, don't worry! You can still get your prescriptions, make appointments, and go to appointments with providers. Present your old ID card and let the pharmacy know you are a part of Ohio Medicaid and have an old ID.

To request a new member ID card, please contact your managed care plan to learn more about how to print your card or access an electronic version. You may find relevant contact information on their website or on the back of your old member ID card.



There are help desks available to you. Starting on October 1, questions related to pharmacy benefits and prescriptions should be directed to Gainwell, Ohio Medicaid's SPBM, by calling the Gainwell Customer Support Center at (833) 491-0344 or visiting <https://spbm.medicaid.ohio.gov> **All other member questions, including those related to Medicaid managed care eligibility, coverage, benefits, or managed care plan selection** should be directed to the Medicaid Consumer Hotline at (800) 324-8680 or visit <https://www.ohiomh.com/>.



Learn more about the changes coming with the October 1 launch of the Next Generation program and its benefits for you! The SPBM will provide you a better selection of pharmacies close to home and fewer out-of-network restrictions along with the same pharmacy benefits regardless of which managed care plan you have.

Learn more about the SPBM by reading the [SPBM Frequently Asked Questions document](#). You can also visit the [Resources for Individuals webpage](#) of the [Next Generation website](#) to access information about the October 1 improvements and changes while you are on the go.

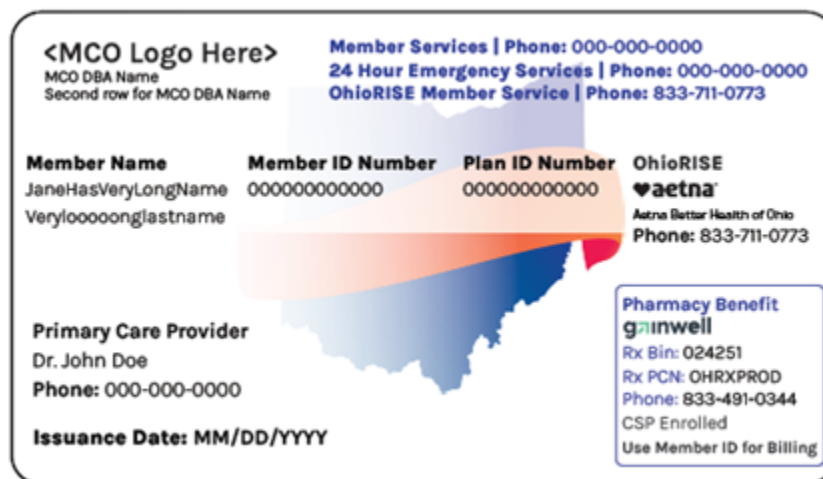
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The Single Pharmacy Benefit Manager (SPBM) launches October 1!

In 2019, the Ohio Legislature and Governor DeWine directed ODM to create with a Single Pharmacy Benefit Manager (SPBM) to improve management and administration of pharmacy benefits for Ohio Medicaid managed care members. The SPBM is structured to better serve and provide quality care to our members.

ODM has selected Gainwell Technologies as the SPBM vendor. Gainwell’s new pharmacy network provides members with more than 2,600 ODM-enrolled pharmacies, more than any previously available to managed care plan members. Beginning October 1, pharmacies must be enrolled with ODM and contracted with Gainwell Technologies to participate in the SPBM network and receive payment for services.

Prior to the SPBM launch, managed care plan members began receiving new Next Generation Medicaid identification cards from their managed care plan. (This does not include members enrolled in a MyCare Ohio plan.) The new cards are effective October 1, and include SPBM billing and contact information located on the front.



If you have not received your new card, don't worry! You can still have prescriptions filled and see your healthcare providers. You may still bring your old ID card to your pharmacy and let the pharmacy know you are a part of Ohio Medicaid and have an old ID.

You should also contact your managed care plan if you did not receive your new card. Your managed care plan can provide guidance on how to print your card or access an electronic version. You can find relevant contact information on your managed care plan's website or on the back of their current member ID card:

- [Anthem Blue Cross and Blue Shield Ohio](#)
- [Buckeye Health Plan – Ohio Medicaid ID Card](#)
- [Care Source – Ohio Medicaid](#)
- [Molina Healthcare – Ohio Medicaid ID Card](#)
- [Paramount – Ohio Medicaid](#)
- [United Healthcare Community Plan of Ohio](#)

Ohio Medicaid members will also experience key changes and benefits from the implementation of the SPBM. Members will have consistent pharmacy benefits no matter which managed care plan they select. Members will have fewer out-of-network restrictions and more [pharmacy choices](#). Additionally, please refer to the [Member Handbook](#) which contains important Next Generation Pharmacy Program information.

To learn more about Ohio Medicaid's SPBM, visit the [Single Pharmacy Benefit Manager](#) page of the Ohio Medicaid Managed Care website and the [Gainwell Technologies](#) website.

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You're invited to join the OhioRISE MFAC!



On July 1, Governor Mike DeWine announced the Ohio Department of Medicaid's (ODM) launch of OhioRISE (Resilience through Integrated Systems and Excellence), Ohio's first-ever highly specialized behavioral health program for children and youth with the most complex behavioral health needs who are served by Medicaid. Since then, OhioRISE has enrolled over 10,500 children and youth into the program!

The voices and experiences of youth and families in the OhioRISE program are vitally important to its success. The OhioRISE Member and Family Advisory Council (MFAC) is a

new advisory council established by Aetna Better Health of Ohio, the OhioRISE plan. The council meets quarterly for Aetna to hear directly from you about your experiences with the OhioRISE program. We are thrilled to invite OhioRISE members, parents, families, kinship parents and foster families, adoptive parents, member-identified supports, and non-OhioRISE-enrolled Medicaid members to join the OhioRISE MFAC!

What will OhioRISE MFAC meetings accomplish?

We want your voice to be heard! The council will give advice based on the lived experience of its members, with the goal of improving the system of care for children, youth, and their families who are currently or anticipated to be involved in multiple state systems. We aim to learn directly from you, including what services and supports are going well, where service gaps are, and/or what needs to be improved for you and your family.

At each OhioRISE MFAC meeting, you will have the opportunity to provide confidential ideas, feedback, and suggestions about OhioRISE directly to the program's youth and family directors. Your feedback, ideas, and suggestions will be shared with the OhioRISE Advisory Council and leadership, Aetna, ODM, and community providers. Your private information will not be shared – our aim is to use your feedback to make sure any systemic changes, including policy and practice changes, reflect you and your family's needs.

Are you ready to join us?

Whether we are addressing an obstacle or evaluating an opportunity to improve, we'll work together to find solutions that work! OhioRISE MFAC membership will last for one year from the first meeting, and the MFAC will meet four times a year. The first virtual meeting is on October 3 from 6-7:30 p.m. If you're interested in joining this new and exciting advisory council, please email AdviseOhioRISE@aetna.com. Future meeting dates and times will be decided by the MFAC.

To learn more about opportunities to get involved in OhioRISE advisory councils, check out [Aetna's website](#). To learn more about OhioRISE, visit ODM's [OhioRISE webpage](#) and direct your questions to the [OhioRISE mailbox](#).

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Feel free to distribute the information contained within this update to your colleagues, organization's members, or with anyone who you think might find it useful. We want all Ohioans to know what is going on with ODM's strategic initiatives.

Please also encourage anyone who you think might be interested in receiving similar updates to subscribe to the [ODM 2022 Periodical](#).

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Our email address will remain active through transition to and implementation of Ohio Medicaid's next generation program! We are always open to your ideas and feedback. To view our past newsletters, please [visit our website here](#).

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