

Chapter 2: Important phone numbers and resources

This chapter provides you with a quick reference of contact information for CareSource MyCare Ohio, the State of Ohio, Medicare, and other useful resources.

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If you have questions, please call CareSource MyCare Ohio at **1-855-475-3163**, Monday – Friday, 8 a.m. – 8 p.m. If you need to speak to your care manager, please call **1-866-206-7861**, 24 hours a day, 7 days a week. These calls are free. **For more information**, visit **CareSource.com/MyCare**.

A. How to contact CareSource MyCare Ohio Member Services

CALL	<p>1-855-475-3163. This call is free.</p> <p>Monday – Friday, 8 a.m. – 8 p.m.</p> <p>We have free interpreter services for people who do not speak English.</p>
TTY	<p>1-800-750-0750. This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>Monday – Friday, 8 a.m. – 8 p.m.</p>
WRITE	<p>CareSource P.O. Box 8738 Dayton, OH 45401-8738</p> <p><i>Send appeals to:</i> CareSource Attn: Member Appeals P.O. Box 1947 Dayton, OH 45401</p> <p>If you are sending us an appeal or complaint, you can use the form in Chapter 9. You can also write a letter telling us about your question, problem, complaint, or appeal.</p>
WEBSITE	CareSource.com/MyCare

Contact Member Services about:

- **Questions about the plan**
- **Questions about claims or billing**
- **Member identification (ID) cards**

Let us know if you didn't get your member ID card or you lost your member ID card.

- **Finding network providers**

This includes questions about finding or changing your primary care provider (PCP).

- **Getting long-term services and supports**



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In some cases, you can get help with daily health care and basic living needs. If it is determined necessary by Ohio Medicaid and CareSource MyCare Ohio, you may be able to receive assisted living, homemaker, personal care, meals, adaptive equipment, emergency response, and other services.

- **Understanding the information in your Member Handbook**

- **Recommendations for things you think we should change**

- **Other information about CareSource MyCare Ohio**

You can ask for more information about our plan, including information regarding the structure and operation of CareSource MyCare Ohio and any physician incentive plans we operate.

- **Coverage decisions about your health care and drugs**

A coverage decision is a decision about:

- » your benefits and covered services and drugs, **or**
- » the amount we will pay for your health services and drugs.

Call us if you have questions about a coverage decision.

➔ To learn more about coverage decisions, see Chapter 9.

- **Appeals about your health care and drugs**

An *appeal* is a formal way of asking us to review a decision we made about your coverage and asking us to change it if you think we made a mistake.

➔ To learn more about making an appeal, see Chapter 9.

- **Complaints about your health care and drugs**

You can make a complaint about us or any provider or pharmacy. You can also make a complaint about the quality of the care you got to us or to the Quality Improvement Organization (see Section E below, *How to Contact the Quality Improvement Organization (QIO)*).

➔ If your complaint is about a coverage decision about your health care or drugs, you can make an appeal (see the section above, *How to contact CareSource MyCare Ohio Member Services*).

➔ You can send a complaint about CareSource MyCare Ohio right to Medicare. You can use an online form at <https://www.medicare.gov/MedicareComplaintForm/home.aspx>. Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.



If you have questions, please call CareSource MyCare Ohio at **1-855-475-3163**, Monday – Friday, 8 a.m. – 8 p.m. If you need to speak to your care manager, please call **1-866-206-7861**, 24 hours a day, 7 days a week. These calls are free. **For more information**, visit **CareSource.com/MyCare**.

- ➔ You can send a complaint about CareSource MyCare Ohio directly to Ohio Medicaid. See page 21 for ways to contact Ohio Medicaid.
- ➔ To learn more about making a complaint, see Chapter 9.
- **Payment for health care or drugs you already paid for**
 - ➔ For more on how to ask us to assist you with a service you paid for or to pay a bill you have gotten, see Chapter 7, Section A, *When you can ask us to pay for your services or drugs*.
 - ➔ If you ask us to pay a bill and we deny any part of your request, you can appeal our decision. See Chapter 9 for more on appeals.



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B. How to contact your Care Manager

CareSource MyCare Ohio offers care management services to all members. Care managers consist of Registered Nurses, Licensed Social Workers and Licensed Independent Social Workers. The care manager is responsible for coordinating all parts of your care. This includes long-term care and/or waiver services if you are a resident of a long-term care facility or enrolled in an HCBS waiver program. The care manager will be the main point of contact for your case and your care team.

If you would like to change your care manager, you, your family, caregiver, legal guardian or authorized representative may do so during face-to-face visits with your care manager. You may also call or write to us to request a change.

CALL	<p>1-866-206-7861. This call is free.</p> <p>The care manager call line is available 24 hours a day, 7 days a week, 365 days a year.</p> <p>We have free interpreter services for people who do not speak English.</p>
TTY	<p>1-800-750-0750. This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. It is available 24 hours a day, 7 days a week, 365 days a year.</p>
WRITE	<p>CareSource P.O. Box 8738 Dayton, OH 45401-8738</p>
WEBSITE	<p>CareSource.com/MyCare</p>



If you have questions, please call CareSource MyCare Ohio at **1-855-475-3163**, Monday – Friday, 8 a.m. – 8 p.m. If you need to speak to your care manager, please call **1-866-206-7861**, 24 hours a day, 7 days a week. These calls are free. **For more information**, visit **CareSource.com/MyCare**.

C. How to contact the 24-Hour Nurse Advice Call Line

CareSource24™ is our 24-hour nurse advice line. With CareSource24, you have **unlimited access to talk with a caring and experienced staff of registered nurses** through a toll-free number. You can call 24 hours a day, 7 days a week. CareSource24 services are available at no cost to you. Our nurses can help you:

- Decide when self-care, a doctor visit or the emergency room is appropriate
- Understand a medical condition or recent diagnosis
- Prepare questions for doctor visits
- Find out more about prescriptions or over-the-counter medicines
- Get information on medical tests or surgery
- Learn about nutrition and wellness topics

CALL	<p>1-866-206-7861. This call is free.</p> <p>CareSource24 is available 24 hours a day, 7 days a week, 365 days a year.</p> <p>We have free interpreter services for people who do not speak English.</p>
TTY	<p>1-800-750-0750. This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. It is available 24 hours a day, 7 days a week, 365 days a year.</p>

D. How to contact the 24-Hour Behavioral Health Crisis Line

You can also call us if you are in crisis. You can talk to someone right away and we can help you get the care you need. Just call our 24-hour behavioral health crisis line.

CALL	<p>1-866-206-7861. This call is free.</p> <p>The Behavioral Health Crisis Line is available 24 hours a day, 7 days a week, 365 days a year.</p> <p>We have free interpreter services for people who do not speak English.</p>
TTY	<p>1-800-750-0750. This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. It is available 24 hours a day, 7 days a week, 365 days a year.</p>



If you have questions, please call CareSource MyCare Ohio at **1-855-475-3163**, Monday – Friday, 8 a.m. – 8 p.m. If you need to speak to your care manager, please call **1-866-206-7861**, 24 hours a day, 7 days a week. These calls are free. **For more information**, visit **CareSource.com/MyCare**.

E.How to contact the Quality Improvement Organization (QIO)

Our state has an organization called KePRO. This is a group of doctors and other health care professionals who help improve the quality of care for people with Medicare. KePRO is not connected with our plan.

CALL	1-800-589-7337
WRITE	Ohio KePRO Rock Run Center, Suite #100 5700 Lombardo Center Seven Hills, Ohio 44131
WEBSITE	www.ohiokepro.com

Contact KePRO about:

- **Questions about your health care**

You can make a complaint about the care you have received if:

- » You have a problem with the quality of care,
- » You think your hospital stay is ending too soon, **or**
- » You think your home health care, skilled nursing facility care, or comprehensive outpatient rehabilitation facility (CORF) services are ending too soon.



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F. How to contact Medicare

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with end-stage renal disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services, or CMS.

CALL	<p>1-800-MEDICARE (1-800-633-4227)</p> <p>Calls to this number are free, 24 hours a day, 7 days a week.</p>
TTY	<p>1-877-486-2048. This call is free.</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p>
WEBSITE	<p>http://www.medicare.gov</p> <p>This is the official website for Medicare. It gives you up-to-date information about Medicare. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print right from your computer. You can also find Medicare contacts in your state by selecting “Help & Resources” and then clicking on “Phone numbers & websites.”</p> <p>The Medicare website has the following tool to help you find plans in your area:</p> <p>Medicare Plan Finder: Provides personalized information about Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. Select “Find health & drug plans.”</p> <p>If you don’t have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare at the number above and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you.</p>



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G. How to contact the Ohio Department of Medicaid

Medicaid helps with medical and long-term services and supports costs for people with limited incomes and resources. Ohio Medicaid pays for Medicare premiums for certain people, and pays for Medicare deductibles, co-insurance and co-payments except for prescriptions. Medicaid covers long-term care services such as home and community-based “waiver” services and assisted living services and long-term nursing home care. It also covers dental and vision services.

You are enrolled in Medicare and in Medicaid. CareSource MyCare Ohio provides your Medicaid covered services through a provider agreement with Ohio Medicaid. If you have questions about the help you get from Medicaid, call the Ohio Medicaid Hotline.

CALL	<p>1-800-324-8680. This call is free.</p> <p>The Ohio Medicaid Hotline is available Monday through Friday from 7:00 am to 8:00 pm, and Saturday from 8:00 am to 5:00 pm.</p>
TTY	<p>1-800-292-3572. This call is free.</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>The Ohio Medicaid TTY number is available Monday through Friday from 7 a.m. to 8 p.m., and Saturday from 8 a.m. to 5 p.m.</p>
WRITE	<p>Ohio Department of Medicaid Bureau of Managed Care 50 W. Town Street, Suite 400 Columbus, Ohio 43215</p>
EMAIL	<p>bmhc@medicaid.ohio.gov</p>
WEBSITE	<p>http://medicaid.ohio.gov/PROVIDERS/ManagedCare/IntegratingMedicareandMedicaidBenefits.aspx</p>

You may also contact your local County Department of Job and Family Services if you have questions or need to submit changes to your address, income, or other insurance. Contact information is available online at: http://jfs.ohio.gov/County/County_Directory.pdf.



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H. How to contact the MyCare Ohio Ombudsman

The MyCare Ohio Ombudsman helps with concerns about any aspect of care. Help is available to resolve disputes with providers, protect rights, and file complaints or appeals with our plan. The MyCare Ohio Ombudsman works together with the Office of the State Long-term Care Ombudsman, which advocates for consumers receiving long-term services and supports.

CALL	<p>1-800-282-1206. This call is free.</p> <p>The MyCare Ohio Ombudsman is available Monday through Friday from 8 a.m. to 5 p.m.</p>
TTY	<p>Ohio Relay Service: 1-800-750-0750. This call is free.</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p>
WRITE	<p>Ohio Department of Aging Attn: MyCare Ohio Ombudsman 50 W. Broad St., 9th Floor Columbus, Ohio 43215-3363</p>
WEBSITE	<p>http://aging.ohio.gov/services/ombudsman/</p> <p>You can submit an online complaint at: http://aging.ohio.gov/contact/</p>



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