




NETWORK Notification

Notice Date: August 16, 2024
To: Ohio Medicaid and MyCare Providers
From: CareSource
Subject: Member Redetermination Date Now Visible on Provider Portal

Summary

CareSource is excited to announce we have enhanced our Provider Portal to show redetermination dates for Medicaid and MyCare members. When you perform a member search you will now see the member's redetermination date in the results.

Member Information			
Member Name:	[REDACTED]	Address:	[REDACTED]
CareSource Id:	[REDACTED]	County of Residence:	[REDACTED]
Medicaid Id:	[REDACTED]	County of Eligibility:	[REDACTED]
Case Number:	[REDACTED]	Phone:	[REDACTED]
Gender:	[REDACTED]	Date of Birth:	[REDACTED]
Member Profile:	Click To View  Member Profile Report Definitions	Relationship to Subscriber:	[REDACTED]
Original Effective Date:	[REDACTED]	Program Details:	[REDACTED]
Redetermination Date:	10/31/2024 12:00:00 AM	Member Eligibility Date Span Last Updated:	[REDACTED]
Program:	Ohio - Medicaid - Medicaid		
Member Alerts:	[REDACTED]		

Impact:

This is a great opportunity to remind the member to complete the renewal packet if their redetermination date is coming up soon. This will help the member remain eligible for Medicaid.

Common Questions:

- What is Medicaid Redetermination or Medicaid Renewal?
 - People receiving health care coverage through a state Medicaid program must prove their eligibility annually through a process called "Medicaid renewal" or "Medicaid redetermination."
- What does it mean if the redetermination date is in the past?
 - If it is within 90 days of the redetermination date: Members have 90 days to complete the renewal packet. The member may still complete and if eligible will receive an updated redetermination date.

- If it is more than 90 days old of the redetermination date: The members Redetermination date was not updated by their case worker within Ohio Department of Medicaid's (ODM) system. It is best practice to use the redetermination month in these instances. For example, if the members' redetermination date is 7/31/2020, the best practice is to use 7/31/XXXX (XXXX = current year) as the Redetermination date.
- What does it mean if the redetermination date is multiple years into the future?
 - Most likely the wrong year was entered into the ODM system in error. It is best practice to use the redetermination month in these instances. For example, if the members' redetermination date is 7/31/2030, the best practice is to use 7/31/XXXX (XXXX = current year) as the redetermination date.
- What does it mean if the redetermination date is 1753-01-01?
 - It represents a default date. No redetermination date exists for this member.
- Does the member know their redetermination date?
 - Not all members will know their redetermination date. ODM uses the ex parte process in an attempt to automatically renew members. If the member is renewed via the ex parte process the member will receive a letter from ODM stating they have been renewed. If the member is unable to be renewed via the ex parte process, ODM will send the member the renewal packet. Members will receive the letter from Ohio Department of Job and Family Services (ODJFS) with their redetermination date approximately 30 days before the month their renewal is due. If they do not receive any communication, they member must ensure their contact information is up to date with ODM.
- How will a Medicaid member know if they are no longer covered by Medicaid?
 - Fifteen days prior to the date the member's coverage ends, they will receive a Notice of Action letter explaining who in their household is eligible or ineligible and for what reason.
- How can a member renew? Renew in one of these ways:
 - **ONLINE:** Go to benefits.ohio.gov if you have an online account. Log in and choose *Renew My Benefits*.
 - **BY PHONE:** Call the ODJFS call center at 1-844-640-6446 (TTY: 711). You can call Monday through Friday, 8 a.m. to 4 p.m. Eastern Time (ET).
 - **IN PERSON:** Some offices let you come in person to get help. Check with your ODJFS to see if you can come in person. Their staff can help you renew.

Questions?

If you have any questions or concerns, please contact Provider Services at **1-800-488-0134**.

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