

ODM Next Generation MyCare Communication

Communication Content

Email Title: Learn More about the Changes Coming with the Next Generation MyCare Program

Email Language:

Hello,

The Ohio Department of Medicaid (ODM) will implement its Next Generation MyCare program starting on January 1, 2026. ODM will roll out the program beginning in the 29 counties where MyCare Ohio is currently available. Statewide expansion of the program will follow [throughout 2026](#).

Keep reading to learn more about changes coming with the Next Generation MyCare program and what members and providers can expect. For more information, view the [Next Generation MyCare Member Frequently Asked Questions \(FAQ\)](#) or [Next Generation MyCare Provider Frequently Asked Questions \(FAQ\)](#).

Member Benefits and Impacts

What improvements are coming to the Next Generation MyCare program for members?

ODM changed the MyCare Ohio program to give members the best care possible. These changes include:

- More support for members to receive the care they need through a care team.
- Better transportation options to get members to and from their appointments.
- More in-home providers available to members.
- Shorter wait time for prior authorizations.

How does an individual enroll in a Next Generation MyCare plan?

In the Next Generation MyCare program, ODM selected four plans. Three of the plans are available for members to select statewide. The plans include some current MyCare Ohio plans and a new plan to the program. All plans will cover a member's Medicare and Medicaid benefits.

The Next Generation MyCare plans available statewide are:

- [Anthem Blue Cross and Blue Shield](#)
- [CareSource](#)
- [Molina HealthCare of Ohio](#)

[Buckeye Health Plan](#) won't be an option for new members or for those currently receiving care through another MyCare Ohio plan starting in the 2026 plan year. If a member receives care through Buckeye Health Plan today and wants to keep their plan, no action is required.

During Medicaid or Medicare open enrollment, members can pick Anthem Blue Cross and Blue Shield, CareSource, or Molina HealthCare of Ohio as their Next Generation MyCare plan.

- Each year Medicaid open enrollment is from November 1 to November 30. You can call the Ohio Medicaid Consumer Hotline at 800-324-8680.
- Each year Medicare open enrollment is from October 15 to December 7. You can call Medicare at 800-633-4227.

What do members need to do ahead of the Next Generation MyCare Program?

The steps a member needs to take depends on they get care today.

- **If a member lives in a MyCare Ohio county and they get care through Buckeye Health Plan, CareSource, or Molina HealthCare of Ohio:**
 - If a member wants to keep your plan, no action is needed. If a member wants a different plan, they can switch during open enrollment.

- Next Generation MyCare benefits will begin January 1, 2026. Members will receive information from their plan before the Next Generation MyCare program is available.
- **If a member lives in a MyCare Ohio county and gets care through Aetna Better Health of Ohio or United Healthcare Community Plan, their plan will not be a MyCare plan after December 31, 2025.**
 - Members can pick a different plan during open enrollment. If a member does not pick a different plan, they will be automatically enrolled in a Next Generation MyCare plan for their Medicaid benefits. Their new plan will have as many of their current doctors as possible.
 - Members will not lose coverage due to this change. Their Next Generation MyCare plan and benefits start on January 1, 2026. Members will receive information from their new plan before the Next Generation MyCare program is available.
- **If an individual lives in a current MyCare Ohio county and becomes eligible for the MyCare Ohio program before January 1, 2026:**
 - They will get their Medicaid benefits through fee-for-service until their Next Generation MyCare coverage starts.
 - They will get a letter from ODM between October and December of 2025 that tells them their Next Generation MyCare plan, when their plan starts, and options to change their plan or align their Medicare and Medicaid coverage.
- **If an individual becomes eligible for the Next Generation MyCare program after January 1, 2026, and lives in a county where MyCare is not currently available:**
 - When the Next Generation MyCare program is available in their county, they will get a letter from ODM that will share their Next Generation MyCare plan, when their Next Generation MyCare plan starts, options to change their Next Generation MyCare plan or align their Medicare and Medicaid plan.

Will a member get a new ID card when the Next Generation MyCare plans are implemented?

If a member has a MyCare Ohio plan for both their Medicaid and Medicare benefits, they have only one member ID card to be used at their appointments. If their MyCare Ohio plan only covers their Medicaid benefits, they will have up to three cards for their benefits.

Members will receive a new Next Generation MyCare member ID card that will be used at their appointments.

Provider Benefits and Impacts

What are the benefits of the Next Generation MyCare program for providers?

ODM changed the MyCare Ohio program to better support providers in serving members. There are several program improvements, including:

- Streamlined credentialing processes with ODM to become an Ohio Medicaid provider. Providers still need to contract with each of the Next Generation MyCare plans separately.
- Better integration with the Next Generation MyCare plans, leading to shorter turnaround times for prior authorizations.
- New External Medical Review (EMR) process.
- Enhanced clinical coverage policies for Medicaid primary services, requiring more services to be covered by the Next Generation MyCare plans. Changes to the services provided will be dependent on their contract with each Next Generation MyCare plan.
- Reduced burden for prior authorizations on waiver services in a member's person-centered care plan (same for private duty nursing).

- Potential for more waiver providers due to increased network requirements for Next Generation MyCare plans.
- Additional transportation requirements for the Next Generation MyCare plans to support members in getting to their medical visits and services.

What do providers need to do to provide services in the Next Generation MyCare program?

To provide services to MyCare Ohio members in the Next Generation MyCare program starting on January 1, 2026, providers must:

1. Enroll with ODM by visiting the [Medicaid Provider Portal](#) and completing the online application (credentialing, if required, will occur automatically during application processing)
2. Contact each of the Next Generation MyCare plans providers wish to contract with.
 - [Anthem Blue Cross and Blue Shield](#) : 833-727-2170
 - [Buckeye Health Plan](#): 833-998-4892
 - [CareSource](#): 800-488-0134
 - [Molina HealthCare of Ohio](#): 855-322-4079

Refer to the [Credentialing Guide and Requirements Document](#) for more information.

How do providers submit claims?

The process for submitting Electronic Data Interchange (EDI) claims in the Next Generation MyCare program is changing. If providers are not an Ohio Medicaid provider, their claims will be rejected.

- **If providers are submitting claims to the plan's portal using direct data entry (DDE) claim**, the provider will submit a single claim to the Next Generation MyCare plan via the plan's existing process. Not all Next Generation MyCare plans accept paper claims. Submit claims using the plan's existing process.
- **If providers are submitting an EDI claim for a dual benefit member (a member who gets their Medicaid and Medicare benefits from one Next Generation MyCare plan) or for a Medicaid-only member (a member who gets only their Medicaid benefits from one Next Generation MyCare plan) where the Medicaid is the primary payer**, they will submit the claim **through the one front door**, to the Ohio Medicaid Enterprise System (OMES). Providers must use the member's Medicaid ID even if they have other ID numbers. The submitted file must use the Next Generation MyCare Plan Receiver ID and the appropriate Payer ID in the 2010BB loop for claims to be directed to the correct Next Generation MyCare plan for processing.
- **If providers are submitting an EDI claim for a Medicare covered service for a Medicaid-only member**, they will submit the claim, also known as a crossover claim, to the primary payer.
 - **If Medicare is the primary payer**, submit the claim to Medicare using normal processes. Claims for Next Generation MyCare members will be automatically crossed-over to the Next Generation MyCare plan.
 - **If the primary payer is a Medicare Advantage/Part C plan**, submit the claim to that payer using normal processes. Once the primary payer has adjudicated the claim and returned the Remittance Advice, submit the claim through the OMES one front door using the Receiver ID and Payer ID as described for a dual benefit claim.

Refer to the [Companion Guides](#) for more information.

Visit the [MyCare Ohio stakeholders webpage](#), [MyCare Ohio member webpage](#) or [MyCare Ohio provider webpage](#) on medicaid.ohio.gov to learn more.

Thank you,