

## Managed Care Network – Changes Coming October, 2020

### Changes for Out-of-Network Providers

When behavioral health services were integrated into managed care, the Ohio Department of Medicaid (ODM) allowed individuals receiving behavioral healthcare to continue receiving services from their existing community behavioral health center (CBHC) even if it was not contracted with the individual’s managed care plan (MCP). This allowed time for CBHCs and MCPs to negotiate contracts and become network providers.

On July 1, 2020 a change was made to the transition of care language in Appendix C of the [MCP provider agreement](#) to allow MCPs to help members transition to network providers.

To promote continuity of care, the MCP will make the following efforts with providers who are not already in their network:

- Work with the service provider to add the provider to their network; or
- Implement a single case agreement with the provider; or
- Assist the member in finding a provider currently in the MCP’s network.

**If your CBHC is serving a Medicaid recipient enrolled in an MCP that your CBHC isn’t contracted with, please work with that MCP to begin the contracting process to prevent potential non-payment.** CBHCs should begin the contracting process as soon as possible because this process can take up to 90 days. Information on how to start the contracting process for each MCP can be found on the billing tab of the Managed Care Information Grid. The Information grid is available on the [Managed Care section](#) of the BH website and can be found under the “Medicaid Managed Care Plan Resource Guide” heading. CBHCs can also contact the MCPs to begin the contracting process using the contact information listed below.

MCPs must allow members to receive services through out-of-network providers through October 1, 2020. **After October 1, 2020, non-contracted providers may need a prior authorization for all services or may experience claims denial due to contracting status.**

Managed Care Plan	Contracting Contact Information
Aetna	Phone: (855) 364-0974, Option 2, then Option 5 Email: <a href="mailto:OH_ProviderServices@Aetna.com">OH_ProviderServices@Aetna.com</a> Provider Contracting contact: Matt Koblens <a href="mailto:KoblensM@AETNA.com">KoblensM@AETNA.com</a>

Buckeye	<p>Phone: (800) 224-1991</p> <p>Website: <a href="https://www.buckeyehealthplan.com/providers/become-a-provider.html">https://www.buckeyehealthplan.com/providers/become-a-provider.html</a></p> <p>Provider Contracting contact: Michael George <a href="mailto:michael.t.george@centene.com">michael.t.george@centene.com</a> (866) 246-4356</p>
CareSource	<p>For Contract Requests: <a href="http://www.caresource.com/providers/education/become-caresource-provider/">www.caresource.com/providers/education/become-caresource-provider/</a></p> <p>For Contracting Questions: <a href="mailto:Ohio_Provider_Contracting@CareSource.com">Ohio_Provider_Contracting@CareSource.com</a></p>
Molina	<p>Provider Contracting contact: Ellen Landingham (614) 557-3041 <a href="mailto:MHOBHProviderTeam@molinahealthcare.com">MHOBHProviderTeam@molinahealthcare.com</a></p>
Paramount	<p>Email: <a href="mailto:PHCProvider.Contracting@ProMedica.org">PHCProvider.Contracting@ProMedica.org</a></p>
UnitedHealthcare	<p>Website: <a href="https://www.providerexpress.com/content/ope-provexpr/us/en/our-network.html">https://www.providerexpress.com/content/ope-provexpr/us/en/our-network.html</a></p> <p>Phone: (877) 614-0484</p>