

# February 1 Next Generation Launch | Who can members reach out to if they need help?

Help Desk	Who Should Call?	Types of Issues/Questions Supported
<b>Ohio Medicaid Consumer Hotline</b> 800-324-8680 (TTY 711) <ul style="list-style-type: none"> <li>Monday-Friday: 7 a.m.-8 p.m. ET</li> <li>Saturday and Sunday: 8 a.m.-5 p.m. ET</li> <li>President's Day (February 20): 8 a.m.-5 p.m. ET</li> </ul>	<ul style="list-style-type: none"> <li>Current Ohio Medicaid members and/or their family members</li> <li>Current OhioRISE members and/or their family members</li> <li>Potentially eligible Ohio Medicaid members</li> </ul>	<ul style="list-style-type: none"> <li>Medicaid program eligibility and enrollment</li> <li>Ohio Medicaid program benefits/services</li> <li>Switching managed care plans</li> <li>Assistance finding an Ohio Medicaid provider, including nearby CANS assessors (to assist with determining eligibility for OhioRISE)</li> <li>Issues receiving services from a Medicaid provider</li> </ul>
<b>Managed Care Plan Member Hotlines (<i>includes Aetna OhioRISE plan</i>)</b> Hours vary by managed care plan <ul style="list-style-type: none"> <li>Aetna Better Health of Ohio: 833-711-0773</li> <li>AmeriHealth Caritas Ohio, Inc.: 833-764-7700</li> <li>Anthem Blue Cross and Blue Shield: 844-912-0938</li> <li>Buckeye Health Plan: 866-246-4358</li> <li>CareSource: 800-488-0134</li> <li>Humana Healthy Horizons in Ohio: 877-856-5702</li> <li>Molina HealthCare of Ohio, Inc.: 800-642-4168</li> <li>UnitedHealthcare Community Plan: 800-895-2017</li> </ul>	<ul style="list-style-type: none"> <li>Current Ohio Medicaid managed care members and/or their family members</li> <li>Current OhioRISE members and/or their family members</li> </ul>	<ul style="list-style-type: none"> <li>Value-added benefits/services provided by the plan</li> <li>Issues receiving services through the plan</li> <li>Assistance finding a provider in network with the plan</li> <li>Non-emergency transportation not covered by a County Department of Job and Family Services</li> <li>Direct referral to a CANS assessor to obtain CANS assessment for OhioRISE eligibility (must make referral within 72 hours of request)</li> </ul>
<b>Gainwell Single Pharmacy Benefit Manager (SPBM) Customer Support Center</b> 833-491-0344 or <a href="mailto:OH_MCD_PBM@GainwellTechnologies.com">OH_MCD_PBM@GainwellTechnologies.com</a> <ul style="list-style-type: none"> <li>24 hours a day, 7 days a week</li> </ul>	<ul style="list-style-type: none"> <li>Current Ohio Medicaid managed care members and/or their family members</li> <li>Current OhioRISE members and/or their family members</li> </ul>	<ul style="list-style-type: none"> <li>Information about Ohio Medicaid's SPBM and pharmacy program</li> <li>Assistance or issues with pharmacy benefits and/or prescriptions</li> </ul>