



NETWORK Notification

Notice Date: January 9, 2026
To: CareSource® MyCare Ohio (HMO D-SNP)
From: CareSource
Subject: Provider Connections: Next Generation Waiver Providers
Effective Date: January 7, 2026

Summary

The Long-Term Support Services (LTSS)/Home and Community Based Services (HCBS) Provider Relations team is pleased to announce the 2026 Provider Connections schedule for office hours and training.

These virtual meetings will be held monthly to support waiver providers in the transition to Next Generation MyCare Ohio. Office hours will be held regularly as well as dedicated training for providers on topics such as registering and navigating the Provider Portal, claims submissions and service plans and a series of rotating topics such as technical assistance guides and compliance standards.

Impact

CareSource MyCare Ohio providers are invited to monthly education sessions to engage with the dedicated provider relations team. The education series is intended to build knowledge with our waiver service providers for success in Next Generation MyCare Ohio. The 2026 schedule is below:

Cadence	Topic	Start Time	End Time
First Wednesday (Monthly)	Rotating topics	12 p.m. Eastern Time (ET)	1 p.m. ET
Second Wednesday (Monthly)	Waiver Provider Orientation	12 p.m. ET	1 p.m. ET
Third Wednesday (Monthly)	Portal Training	12 p.m. ET	1 p.m. ET
Fourth Wednesday (Monthly)	Claims Submission and Service Plan	12 p.m. ET	1 p.m. ET

**Dates are subject to change*

***All meetings are held virtually via Teams*

Office hours will be held every Tuesday and Thursday in the month of January from 12 p.m. to 1 p.m. Providers may come to office hours throughout that hour to ask questions, request technical assistance or just to meet with a member of the Provider Relations team.

After January, office hours will be scheduled as needed to support waiver providers with ongoing transition needs. If you would like to be kept up to date on upcoming office hours throughout 2026, please see registration information below.

Additional training and in-person meetings will also be scheduled throughout 2026. Please register to be kept up to date on the latest news and updates from CareSource MyCare Ohio.

Registration

To register for the Waiver Provider webinars, trainings, email updates and communications from the LTSS Provider Relations team, please complete this form: [Provider Connections: Waiver Providers Next Generation MyCare Communications](#). You may also email the Provider Relations team to request to join any session at CareSourceOHLTSSHCBSupport@CareSource.com. When requesting via email, please be sure to include:

- Provider Name
- Email(s) to add to meeting invites
- Provider type and/or specialty

Questions?

If you are a provider who would like to request training outside of the schedule above, please reach out to the LTSS Provider Relations team at CareSourceOHLTSSHCBSupport@CareSource.com.

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