



## **Network Notification**

**Notice Date:** April 24, 2020  
**To:** Ohio MyCare Providers  
**From:** CareSource  
**Subject:** COVID-19: Coordination of Home Care Services

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### **Summary**

CareSource would like to inform you of a directive from Ohio Department of Medicaid (ODM) regarding home care services. ODM has requested that care managers outreach to individuals to discuss their current home care services and their rights to implement a backup plan in order to decrease in-person contacts with service providers. A decrease for any service authorization is voluntary and should only be implemented with the individual's consent.

### **Impact**

As Ohio continues to see increased cases of COVID-19 (coronavirus), the State anticipates that provider capacity will decrease. Care managers and providers must prioritize individuals with no natural supports in the home-based environment. Voluntary and temporary reductions in service authorizations may allow providers to be available for those individuals at highest risk. As individuals are discharged from hospitals we do anticipate a surge in the requests for home care services and want to be prepared to address their needs.

CareSource is creating a process for our care managers to follow when speaking with members about coordinating their services during this critical time.

### **Importance**

It is imperative that we align with our service providers to ensure that all members' needs are met during this critical time. We anticipate that some members will request a reduction in services, which will allow providers to be available for those individuals with greater needs.

As our care managers work to change services for our members, they will contact providers directly to coordinate these changes.

We thank you for your continued support during this difficult time.

### **Questions?**

For any questions, please call Provider Services at **1-800-488-0134** (Monday through Friday, 8 a.m. to 6 p.m.)

Please visit our [COVID-19 Provider Resource Center](#) to stay updated on CareSource and state information regarding the outbreak.

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