



# NETWORK *Notification*

**Notice Date:** November 14, 2025  
**To:** Ohio Medicaid and Next Generation MyCare Providers  
**From:** CareSource  
**Subject:** Transition from Versant/Superior to EyeMed for Routine Vision Services  
**Effective Date:** January 1, 2026

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## Summary

Starting January 1, 2026, EyeMed will be the new routine vision vendor for Ohio Medicaid and CareSource® MyCare Ohio (HMO D-SNP). EyeMed will handle the call center, grievances and appeals and claims. To reach the EyeMed Provider Call Center, call 1-877-857-2402.

With these changes, Versant/Superior will no longer be the routine vision vendor for Ohio Medicaid. Additionally, with the plan changes related to the Next Generation MyCare program CareSource will not manage the routine vision benefit for [CareSource® MyCare Ohio \(HMO D-SNP\)](#). CareSource will continue to manage the routine vision benefits for CareSource® MyCare Ohio (Medicare-Medicaid Plan) until December 31, 2025.

## Frequently Asked Questions

### Will the provider network remain the same?

- Many of the current routine vision providers will participate in the EyeMed routine vision network. EyeMed is also recruiting additional providers to enhance the existing network.

### What is the claim runout date for Versant/Superior and CareSource?

- Claims with a date of service (DOS) on or before December 31, 2025, will continue to be processed as normal by Versant/Superior through December 31, 2026.
- CareSource® MyCare Ohio (Medicare-Medicaid Plan) routine vision claims with a date of service (DOS) on or before December 31, 2025, will continue to be processed as normal by CareSource through December 31, 2026.

### Will CareSource specialists assist members in locating providers?

- Yes, CareSource specialists will continue to assist members in locating vision providers.

### Will vision providers need to contract with EyeMed in order to treat CareSource members?

- Yes, vision providers will need to contract with EyeMed to provide *routine* vision care to members for CareSource Ohio Medicaid and CareSource® MyCare Ohio (HMO D-SNP) starting January 1, 2026.

- Vision providers providing *medical* vision services to CareSource Ohio Medicaid and CareSource® MyCare Ohio (HMO D-SNP) members will still need to contract with CareSource.

**Questions?**

**For information on contracting with EyeMed, call 1-877-857-2402.** If you have any questions, call our CareSource Provider Services at 1-800-488-0134.

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