



NETWORK *Notification*

Notice Date: December 30, 2025
To: Ohio Next Generation MyCare Providers,
Pharmacy Providers
From: CareSource
Subject: Next Generation MyCare Ohio Eligibility Confirmation Guidance
Effective Date: January 1, 2026

In preparation for the launch of the Next Generation MyCare program on January 1, 2026, we are distributing guidance to assist providers in understanding the methods available for verifying a Next Generation MyCare member's eligibility when delivering services.

Ensuring members receive care is the Ohio Department of Medicaid's priority. When you provide services to Next Generation MyCare members and are confirming eligibility, the following methods can be used to support verification:

1. **Check the Member ID Card.** If the ID card has a Next Generation MyCare program logo it is indicative that the member is a Next Generation MyCare member.
2. **Check member eligibility via Provider Network Management (PNM)** or the Electronic Data Interchange (EDI) 270/271 process.
3. **Call the ODM Integrated Helpdesk** at 1-800-686-1516 or IHD@medicaid.ohio.gov. Representatives are available Monday through Friday, 8 a.m. to 4:30 p.m. Eastern Time (ET).

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