CareSource | NETWORK Notification

Notice Date: October 30, 2026
To: Ohio Medicaid & Next Generation Ohio MyCare Providers
From: CareSource
Subject: CareSource OhioRISE Transportation Change
Effective Date: November 1, 2026

Summary
This notification announces new requirements for CareSource OhioRISE members who are utilizing our transportation benefit. Please read through the full notification for details of the upcoming change.

Impact
This change applies to Ohio Medicaid and Next Generation MyCare members under 18. A parent, legal guardian or authorized adult representative must accompany these members on every ride unless an exception below applies. A transportation aide does not satisfy this requirement.

The requirement takes effect on November 1, 2026, to support child safety with approval from the Ohio Department of Medicaid (ODM).

Members under 18 may travel without an accompanying adult only if they are:

- Parents taking their own children to an appointment
- Pregnant members traveling to a medical or prenatal appointment
- Emancipated minors legally responsible for their own care and decisions

If a parent or legal guardian cannot accompany the member, they must designate an approved adult by submitting a signed authorization using the ODM Designation of Authorized Representative Form.

Importance
This policy supports safe transportation for minors and aligns with ODM and OhioRISE standards. Providers and care teams are encouraged to help families prepare and explore options, including an authorized adult companion or mileage reimbursement when a parent or legal guardian provides transportation.

Families who wish to designate another adult to accompany a minor must complete the ODM Designation of Authorized Representative Form. Families can also contact their Care Manager or Member Services at 1-800-488-0134 for additional support.

Questions?
If you have questions, please contact CareSource Provider Services at one of the numbers below:

- Medicaid: 1-800-488-0134, Monday through Friday, 7 a.m. to 8 p.m., Eastern Time (ET)
- CareSource MyCare Ohio: 1-800-488-0134, Monday through Friday, 8 a.m. to 6 p.m. ET

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