



Network Notification

Notice Date: April 8, 2020
To: Ohio Providers
From: CareSource
Subject: COVID-19: Plan Collaboration for Long-Term Care



Summary

As the COVID-19 pandemic continues to evolve, the Ohio Medicaid managed care and MyCare Ohio plans recognize and value the work the provider community is doing daily to care for vulnerable Ohioans. The health plans want to partner closely with you as you care for our members. In an effort to support ongoing collaboration, as well as provide simplicity in how you contact each health plan regarding members in long-term care (LTC), each plan is supplying you with our contact information so that you can reach out to us with questions or needs.

Impact

A member of the health plan will be in regular contact to obtain information regarding member care needs. The goal of this outreach is to obtain updates about members and to provide support and assistance from the health plan for:

- Coordinating needed resources
- Linkage to community services
- Discharge planning for members seeking return to the community
- Determining proper level of care for members while face to face contact is not an option

As the Health Plans reach out to collaborate on our LTC members, please let us know your preferred communication method and/or point person to communicate with for any continued LTC needs during the pandemic. Health plans encourage you to contact the appropriate Plan(s) for needs or questions regarding any resident(s).

Contacts

The preferred contact information for the Health Plans are:

Aetna: Andrea Price, LTSS Director, PriceA4@aetna.com; Kendra Marks, UM Director, MarksK4@aetna.com

Buckeye: Christina Brim Manager UM/PAL-CBRIM@CENTENE.COM; Chris Skock Sr. Manager UM-CSKOCK@CENTENE.COM

CareSource: CaseManagementCommunication@CareSource.com or Jennifer Anadiotis, Director Post-Acute, Jennifer.anadiotis@caresource.com

Molina: Medicaid at MolinaMedicaidLTC@MolinaHealthCare.Com or MyCare at NFMCOPmailbox@molinahealthcare.com.

Paramount: Paramount.CM@promedica.org or PHC_UCM_SNF@ProMedica.org

United Healthcare: Matt Shula, Director NF Services MATTHEW.SHULA@UHC.COM

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