Next Generation MyCare

Frequently Asked Questions

Department of Medicaid

Next Generation of MyCare Ohio

The Ohio Department of Medicaid's (ODM) Next Generation MyCare program will start on January 1, 2026. The improvements to the current MyCare Ohio program will better serve Ohioans who have both Medicaid and Medicare. This document provides answers to the most commonly asked questions about the current program and Next Generation MyCare program for current and new members.

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Introduction

What is MyCare Ohio?

MyCare Ohio is a managed care program for Ohioans who have both Medicaid and Medicare. The program helps you get the care you need all in one plan.

For more information about the current MyCare Ohio program, visit the MyCare Ohio webpage.

What are the "Next Generation MyCare" program goals?

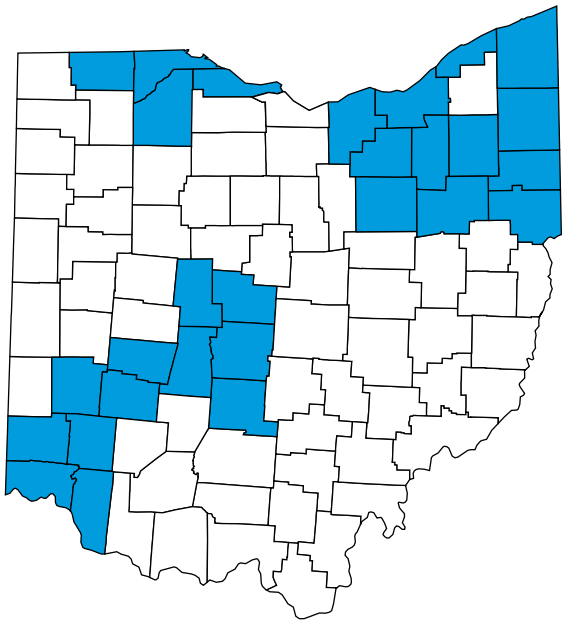
The Next Generation MyCare program is an improved healthcare program for Ohioans who have both Medicaid and Medicare. In the Next Generation MyCare program, ODM designed the program to:

- Focus on the individual.
- Help individuals and communities be healthier.
- Give everyone the best care for their needs.
- Help providers keep making care better.
- Improve care for individuals with complex needs and help them live independently in their communities.
- Make the program more transparent and responsive.

Keep reading or visit the MyCare Ohio webpage to learn more.

Where is MyCare Ohio available?

The current MyCare Ohio program is available in 29 counties until January 1, 2026. Refer to the map on the right to see the 29 counties where MyCare Ohio is available today.



In the Next Generation MyCare program, the plans are partnering with Area Agencies on Aging (AAA) to serve you. AAAs are regional agencies that work with your plan to support your care. The roll out schedule is planned around the AAA regions and the counties they serve. Locate your county in the roll out schedule to see when the Next Generation MyCare program will be available for you.

Phase 1: Current MyCare Counties (January 1, 2026)

The Next Generation MyCare program will start on January 1, 2026. It will be available in the counties where MyCare Ohio is available today.

These include:

- AAA1: Butler, Warren, Clinton, Hamilton, Clermont
- AAA2: Montgomery, Clark, Greene
- AAA6: Franklin, Delaware, Union, Madison, Pickaway
- AAA4: Lucas, Fulton, Ottawa, Wood
- AAA10a: Lorain, Cuyahoga, Medina, Lake, Geauga
- AAA10b: Summit, Portage, Stark, Wayne
- AAA11: Columbiana, Mahoning, Trumbull

Later in 2026, it will be available in the rest of Ohio. See the roll out schedule to learn more.

Phase 2: Remaining MyCare Counties (April 1, 2026 – August 1, 2026)

Starting on April 1, 2026, and continuing through the year, ODM will roll out the Next Generation MyCare program throughout the state. This includes:

April 1, 2026

- AAA4: Sandusky, Erie, Henry, Williams, Defiance, Paulding
- AAA6: Fayette, Fairfield, Licking
- AAA11: Ashtabula

May 1, 2026

- AAA2: Preble, Darke, Miami, Shelby, Champaign, Logan
- AAA3: Van Wert, Putnam, Hancock, Allen, Mercer, Auglaize, Hardin
- AAA5: Seneca, Huron, Wyandot, Crawford, Richland, Ashland, Marion, Morrow, Knox

June 1, 2026

- AAA7: Ross, Vinton, Highland, Pike, Jackson, Gallia, Brown, Adams, Scioto, Lawrence

July 1, 2026

- AAA9: Holmes, Tuscarawas, Carroll, Jefferson, Coshocton, Harrison, Belmont, Guernsey, Muskingum

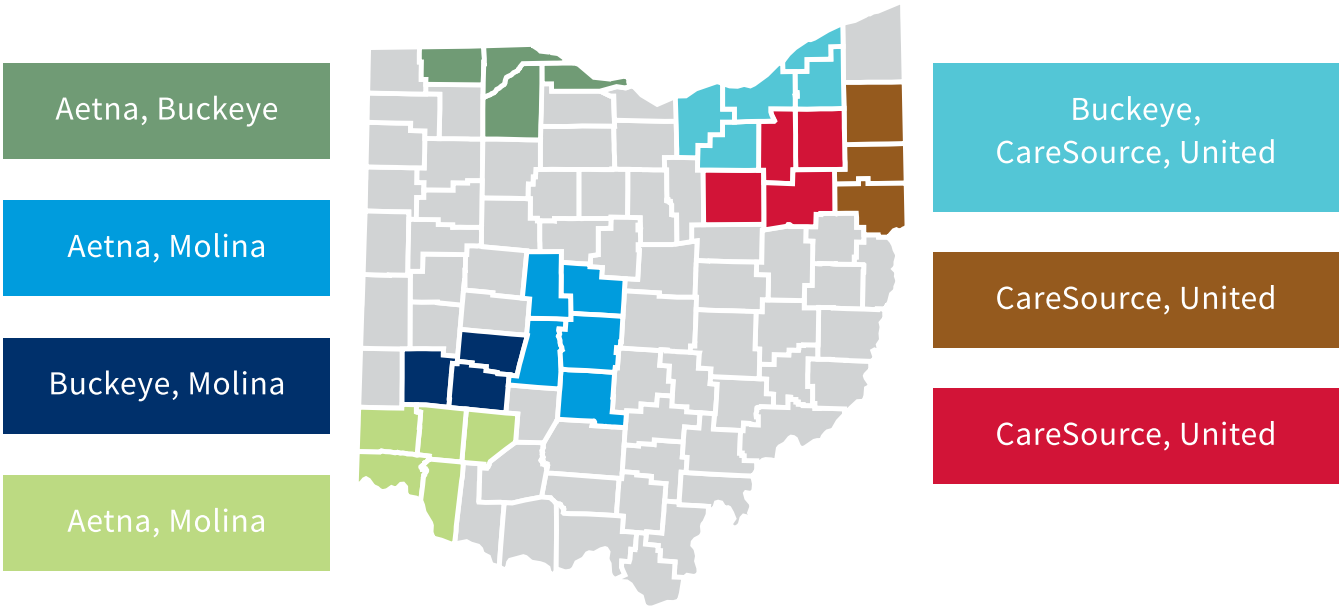
August 1, 2026

- AAA8: Hocking, Perry, Morgan, Noble, Monroe, Washington, Athens, Meigs

What plans are available to me?

In the current MyCare Ohio program, there are five plans available. The plans available to you depend on the county you live in as shown in the map below. They include:

- Aetna Better Health of Ohio
- Buckeye Health Plan
- CareSource
- Molina Healthcare
- United Healthcare Community Plan



If you are an existing MyCare Ohio member, find out what this means for you in the **"Eligibility and Enrollment"** section.

In the Next Generation MyCare program, ODM selected four plans. Three of the plans are available for you to select statewide. The plans include some current MyCare Ohio plans and a new plan to the program. All plans will cover your Medicare and Medicaid benefits.

The Next Generation MyCare plans available statewide are:

- Anthem Blue Cross and Blue Shield
- CareSource
- Molina HealthCare of Ohio

Buckeye Health Plan won't be an option for new members or for those currently receiving care through another MyCare Ohio plan starting in the 2026 plan year. If you get care through Buckeye Health Plan today and want to keep your plan, no action is required.

What are the benefits of having one plan for both my Medicaid and Medicare services?

If you enroll in a MyCare Ohio plan for both your Medicare and Medicaid benefits, you will have:

- One care coordinator for both your Medicaid and Medicare benefits.
- One organization responsible for both your Medicaid and Medicare benefits, including long-term care services and behavioral health services.
- One set of communications.
- One organization to contact if you need to appeal a denial.

Your plan may also give you extra benefits like additional transportation, rewards, and more. View the **MyCare Health Plan Comparison Chart** to learn more.

If your MyCare Ohio plan only covers your Medicaid benefits, you may have:

- Multiple care coordinators for both your Medicaid and Medicare benefits.
- Multiple organizations responsible for both your Medicaid and Medicare benefits, including long-term care services and behavioral health services.
- Multiple sets of communications.
- Multiple organizations to contact if you need to appeal a denial.

How can I share feedback about the current MyCare Ohio program?

You can share feedback and suggestions by:

- Emailing **MyCareConversionQuestions@medicaid.ohio.gov**
- Sending ODM a letter at:
  Ohio Department of Medicaid
  MyCare Ohio Program
  P.O. Box 182709
  Columbus, Ohio 43218-2709

Eligibility and Enrollment

Am I eligible?

In the current MyCare Ohio program, you are eligible if you*:

- Have full Medicaid
- Have Medicare parts A, B, and D
- Are 18 or older
- Live in one of the 29 counties where MyCare Ohio is available

In the Next Generation MyCare program, you are in the program, when available in your county, if you*:

- Have full Medicaid
- Have Medicare parts A, B, and D
- Are 21 or older
- Live in one of the 29 counties where MyCare Ohio is available today or until the program is available in your county

*If you are on a Program for All-Inclusive Care for the Elderly (PACE) or a Developmental Disabilities waiver (Individual Options, Self-Empowered Life Funding, or Level One) or have health insurance that covers both inpatient hospital stays and doctor visits you will not be enrolled in the Next Generation MyCare program.

I live in a current MyCare Ohio county and have Buckeye Health Plan, CareSource, or Molina Healthcare of Ohio. What do I need to do?

If you want to keep your plan, no action is needed. If you want a different plan, you can switch during open enrollment. Your Next Generation MyCare benefits will begin January 1, 2026. You will receive information from your plan before the Next Generation MyCare program is available.

I live in a current MyCare Ohio county and have Aetna Better Health of Ohio or United Healthcare Community plan. What do I need to do?

Your current plan will not be a MyCare plan after December 31, 2025. You can pick a different plan during open enrollment. If you do not pick a different plan, you will be automatically enrolled in a Next Generation MyCare plan for your Medicaid benefits. Your new plan will have as many of your current doctors as possible.

You will not lose coverage due to this change. Your Next Generation MyCare plan and benefits start on January 1, 2026. You will receive information from ODM about your new plan and options before the Next Generation MyCare program is available

I live in a current MyCare Ohio county and will become eligible for the MyCare Ohio program before January 1, 2026. What do I need to do?

You will get your Medicaid benefits through fee-for-service until your Next Generation MyCare plan starts. You will get a letter from ODM between October and December of 2025 that will share the following:

- Your Next Generation MyCare plan
- When your plan starts
- Options to change your plan or align your Medicare and Medicaid coverage

I will become eligible for the Next Generation MyCare program after January 1, 2026, and live in a county where MyCare is not currently available. What should I expect?

When the Next Generation MyCare program is available in your county, you will get a letter from ODM that gives you information about:

- Your Next Generation MyCare plan
- When your Next Generation MyCare plan starts
- Options to change your Next Generation MyCare plan or align your Medicare and Medicaid plan

How do I enroll in a Next Generation MyCare plan?

During Medicaid or Medicare open enrollment, you can pick Anthem Blue Cross and Blue Shield, CareSource, or Molina HealthCare of Ohio as your Next Generation MyCare plan.

- Each year Medicaid open enrollment is from November 1 to November 30. You can call the Ohio Medicaid Consumer Hotline at 800-324-8680.
- Each year Medicare open enrollment is from October 15 to December 7. You can call Medicare at 800-633-4227.

Buckeye Health Plan won't be an option for new members or for those currently receiving care through another MyCare Ohio plan starting in the 2026 plan year. If you get care through Buckeye Health Plan today and want to keep your plan, no action is required.

Member Identification (ID) Cards and Materials

How do I get my member ID card?

If you have a MyCare Ohio plan for both your Medicaid and Medicare benefits, you have only one member ID card to be used at your appointments. If your MyCare Ohio plan only covers your Medicaid benefits, you will have up to three cards for their benefits.

You will receive a new Next Generation MyCare member ID card that will be used at your appointments.

If you need to replace your ID card, call your plan's member services department, or sign up with your plan in their member services portal. You can print a copy of your ID card at any time from your plan portal. If you order a card by telephone, it should arrive in the mail in 7-10 business days from the date of your request.

What other materials will I get from my Next Generation MyCare plan?

Once you are enrolled in a Next Generation MyCare plan, you will get the following in the mail:

- A welcome letter
- Member ID card

Your plan may also send you:

- Member handbook
- Information about your doctors and health services
- Newsletters
- Healthcare reminders
- Opportunities to earn wellness incentives
- Provider and pharmacy directory
- Summary of benefits if you are a new MyCare Ohio member or a summary of year-to-year changes in your plan benefits if you are a current MyCare Ohio member

Your Healthcare Benefits

How is the Next Generation MyCare program improving my care?

Just like the current program, MyCare Ohio will coordinate to provide additional help with all your Medicaid and Medicare benefits, through one care team focused on you and your care needs. For members enrolled in MyCare Ohio for both Medicare and Medicaid, it will cover your entire healthcare benefit, including all behavioral health services and long-term care services for those in the community, assisted living, and in a nursing facility. ODM has also improved the MyCare Ohio program to give you the best care possible. These changes include:

- Better transportation options to get you to and from your appointments
- More in-home providers available to you
- Shorter wait time for prior authorizations

Who is on my care team?

Everyone in the current and Next Generation MyCare program has access to a care team. This includes a care coordinator and others to support the needs you may have such as social workers, mental health and/or substance use disorder licensed independent professionals, gerontologists, housing specialists, transportation specialists, and community health workers.

Your care team may be different depending on the options below:

- If you have one plan for both your Medicaid and Medicare benefits, you will have one care coordinator. Your care coordinator will help you with all your care needs.
- If you have one plan for both your Medicaid and Medicare benefits and you are on a waiver, you will have a care coordinator and a waiver service coordinator. They will work together to help you with your needs.
- f your plan only covers your Medicaid benefits you may have separate teams who will help you with your Medicaid and Medicare benefits. These two teams may not work together, and you may have to be more involved in your care.

Who is my care coordinator?

The MyCare Ohio plans partner with Area Agencies on Aging (AAA) to serve members. Your care coordinator may be from your plan and/or your local AAA. If you want changes to your care coordinator, call your plan.

AAAs are regional agencies that work with your plan to support your care.

I have complex health needs. What support is available to me?

Contact your care coordinator. They can help you get the care you need and can work with your plan to find programs to help you. For example, your plan may offer you a monthly allowance to cover costs related to your health conditions. If you don't know who your care coordinator is, you can call the care management number on your member ID card for help.

How do I get transportation to my appointments and other services?

Your plan can give you several free trips per year to help you get to your appointments and other services such as primary care, behavioral health, chemotherapy, grocery store, haircut, and more. Contact your MyCare Ohio plan or your local County Department of Job and Family Services to get help with transportation.

Contact your plan if:

- You use a non-folding wheelchair or power scooter that doesn't fit easily in a standard vehicle.
- You need to sit in your folding wheelchair during transport.
- You need to travel 30 miles or more (one way) because the treatment you need is not available at a closer location.

For more information, review the Transportation Assistance document.

Will my pharmacy benefits change in the Next Generation MyCare program?

If you have a Next Generation MyCare plan for both your Medicaid and Medicare benefits:

- Your plan will cover your over-the-counter and prescription medicine. Due to a Medicare federal policy change, you may see costs for prescriptions you did not in the past. This change was not made by ODM or the Next Generation MyCare plans.

If your Next Generation MyCare plan only covers your Medicaid benefits:

- Your Medicaid plan will cover your over-the-counter drugs, and your prescription drugs will be covered through your Part D plan. Due to a Medicare federal policy change, you may see costs for prescriptions you did not in the past. This change was not made by ODM or the Next Generation MyCare plans.

MyCare Ohio Waiver

I am currently in an Ohio Home Care, Ohio Assisted Living, or PASSPORT waiver program. What should I expect?

If you are currently in an Ohio Home Care, Ohio Assisted Living, or PASSPORT waiver program you will get a letter telling you that you are being enrolled in the MyCare Ohio waiver when the Next Generation MyCare program is available. You will have the same benefits, or more, available to you. If you want to keep your services, no action is needed. If you want a different plan, you can switch during open enrollment. You will not lose coverage due to this change.

What are the benefits of the MyCare Ohio waiver and how can I enroll?

Waiver services help you stay in your home or community.

To enroll in the MyCare Ohio waiver, contact your care coordinator. They can make sure you are eligible and help you find the right services for you.

To learn more about the MyCare Ohio waiver, review our MyCare Ohio Waiver document.