

Exiting Plan Letters

Preview of the letters being sent by the Ohio Department of Medicaid.


What is it?

These letters inform members enrolled in exiting plans that they need to enroll in a new Next Generation MyCare Ohio plan and share information to help members enroll and choose a plan.

Key Features

- Contact information
 - Ohio Medicaid Consumer Hotline.
 - Medicare.
 - MyCare Ohio Ombudsman.
 - The Ohio Senior Health Insurance Information Program (OSHIIP).
- Next Generation MyCare plan information.
- Plan selection considerations.

OHIO DEPARTMENT OF MEDICAID
OHIO MEDICAID CONSUMER HOTLINE
505 SOUTH HIGH STREET
COLUMBUS OH 43215



Department of
Medicaid

If you need assistance with this letter, contact us.
Ohio Medicaid Consumer Hotline: (800) 324-8680
Monday - Friday: 7 AM to 8 PM and
Saturday: 8 AM to 5 PM
www.ohiohmo.com

<email_name>
<email_address_1>
<email_address_2>
<email_city>, <email_state> <email_zip> <email_zip>

<date_mailed> <email_case_num>

<first_name> <mid_init> <last_name>,

MyCare Ohio - Connecting Medicaid and Medicare

Beginning January 1, 2026, your experiences with MyCare Ohio plans will change for the better.

<MyCare Ohio Plan Name> will no longer be available effective January 1, 2026. The four Next Generation MyCare Ohio plans available to you are listed below. You will need to choose a new plan, or one will be chosen for you. Before making any decisions about your healthcare coverage, review your choices carefully, and choose the plan that best fits your needs. If you have questions about the MyCare Ohio program or would like your MyCare Ohio plan to cover your Medicaid, Medicare, and prescription drug benefits, call the Ohio Medicaid Hotline at 1-800-324-8680.

Managed Care Plan	Plan Website	Plan Phone Number
Anthem Blue Cross and Blue Shield	<ProviderWebAddress>	<ProvSvcPhNo>
Buckeye Health Plan	<ProviderWebAddress>	<ProvSvcPhNo>
CareSource	<ProviderWebAddress>	<ProvSvcPhNo>
Molina HealthCare of Ohio	<ProviderWebAddress>	<ProvSvcPhNo>

What to consider when selecting a MyCare Ohio plan:

MyCare Ohio is designed to help your Medicare and Medicaid benefits better work together. You won't lose any of your current Medicare benefits if you choose to receive Medicare coordination with MyCare Ohio. Your MyCare Ohio plan would include:

- Your full Medicare benefits, including prescription drug coverage with no additional cost.
- Your full Medicaid benefits.
- Home- and Community-Based Services or nursing home coverage if it is medically necessary.
- Extra or value-added services, such as transportation to and from healthcare appointments and more.

You may have other questions or concerns that are important to you. You can contact the Ohio Medicaid Consumer Hotline.

9000 Town Square, Suite 400
Columbus, Ohio 43215
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Where to get additional information:

- If you want to change your MyCare Ohio plan, or have questions about Ohio Medicaid, call the Ohio Medicaid Consumer Hotline at **800-324-8680 (TTY 711)** Monday through Friday, 7 a.m.-8 p.m. and Saturdays, 8 a.m.-5 p.m. ET, or visit www.ohiohmo.com.
- If you have questions about Medicare, you can call **800-MEDICARE (800-633-4227)** 24 hours a day, seven days a week or visit <http://www.medicare.gov>. TTY users should call 877-486-2048.
- The Office of the State Long-term Care Ombudsman advocates for consumers receiving long-term services and support. For MyCare Ohio members, help with concerns about any aspect of care is available through the MyCare Ohio Ombudsman. Help is available to gather information about your options, protect rights and file complaints or appeals with any health plan. Contact an ombudsman by calling **800-282-1206** (TTY Ohio Relay Service: 800-750-0750), Monday through Friday 8 a.m.-5 p.m. You can also contact an ombudsman by emailing MyCareOmbudsman@age.ohio.gov.
- The Ohio Senior Health Insurance Information Program (OSHIIP) provides free, objective information about Medicare plans available to you. Contact OSHIIP by calling **(800) 686-1578**, Monday through Friday 8 a.m. to 5 p.m. You can also contact OSHIIP by emailing OSHIIPmail@insurance.ohio.gov.