OFFICE OF FAMILIES AND CHILDREN
Families and Children Letter FCL #155

TO: Public Agencies Directors and Administrators
                Title IV-E Courts

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SUBJECT: The Next Generation of Managed Care – Care Coordination Portals

Background

On February 1, 2023, Ohio Department of Medicaid (ODM) initiated the Next Generation of Managed Care program. This launch included the development of Managed Care Entity Care Coordination Portals (CCPs) to provide access to care coordination and health information for Medicaid recipients. Each managed care organization and Aetna OhioRISE (collectively referred to as 'MCE's) has a CCP available through the MyOhio or OH|ID website (OH|ID site URL). ODM and the Office of Families and Children (OFC) have worked together to equip Title IV-E agencies with innovative access to the Care Coordination Portals (CCPs) via a specialized user role. This role is designated in Ohio SACWIS and the CCPs are accessed using the State of Ohio single sign-on. Instructions to set up access through Ohio SACWIS and each MCE's portal are below. Aetna OhioRISE's CCP, now called FamilyCare Central, has been accessible since fall of 2022 and was referenced in Families and Children Letter (FCL) #074.

Purpose

ODM, OFC, and the MCEs have collaborated to ensure that the CCPs are structured to facilitate access to essential information to aid Title IV-E agencies in understanding what services and medications that youth in custody are receiving. With OH|ID single sign-on, users will be able to access each MCE's CCP to obtain information about each child in their custody. Examples of information available on the CCPs are prior authorization requests, information about services that Medicaid paid for such as hospital stays or doctor visits, prescriptions that Medicaid covered, Medicaid managed care coordinator or care guide contact information, etc. While utilizing the portal is optional and left to the discretion of each agency, immediate access to health information for children in Title IV-E agency custody is readily available for use.

Accessing the CCPs

- Title IV- E agency staff with the 'MCP Portal Coordinator' role within Ohio SACWIS can utilize each of these CCPs to access health information for MCE enrolled youth in their agency's custody.
- Title IV-E agencies can designate MCP Portal Coordinators in Ohio SACWIS from the *Agency Information* screen just as they currently choose the 'MC Coordinators.' Instructions to set up the appropriate users with the 'MCP Portal Coordinator' role can be found in the existing Knowledge Base Article Ohio [SACWIS Knowledge Base - Completing a Medicaid Eligibility and Managed Care Plan Selection (jfskb.com)](Pages 17-21) (Pages 17-21).
- MCP portal coordinators can log into any MCE's CCP by signing into the MyOhio Portal [(Ohio Portal URL)](Ohio Portal URL) using their State of Ohio single sign-on and password and then selecting the desired MCE CCP Tile. If a user logs in and does not see any CCP tiles, an agency manager should verify the staff member's role in Ohio SACWIS. Consult the *Chart of all Portals Log-in Info* in the Learning Management System (LMS) CCP file to find user guides and training information for the portals. The link to the LMS CCP file can be here: Chart of all Portals Log-in Info

Next Generation CCP Resources

To simplify the process of accessing various CCP-related resources, OFC has incorporated a 'Medicaid and Managed Care Organizations' file into the Child and Adult Protective Services (CAPS) Learning Management System (LMS) within the Ohio SACWIS Users Community.

- How to access and utilize the CAPS LMS can be found in [FCL #056](FCL #056), New Child and Adult Protective Services Learning Management System issued on November 30, 2022.
- To locate the CCP resources, the Search feature can be used at the top of the page to perform a Global Search of the system, or users can search within the Ohio SACWIS Users Community by key word: care coordination portals, CCP or the name of the managed care entity.
- The LMS CCP file contains the information in this letter, a comprehensive chart of all eight CCP portals, user guides for each portal, links to each MCE's CCP training video (or where to locate the video within the CCP), and login issue contacts in an easy-to-use format.

Title IV-E Agency User CCP Features

Each of the seven MCOs and Aetna OhioRISE has its own CCP. ODM is collaborating with each MCE to ensure specific features are accessible to Title IV-E agency users. As noted above, user guides detailing the access procedures for these features are available in the LMS CCP file. While the goal is for all CCPs to have a standard minimum set of information, all features are not yet available in every MCE's CCP. The chart below identifies the current offerings within each CCP. Instructions will be revised and communicated once the remaining MCEs implement these features:

MCE Care Coordination Portal	Roster View	Medicaid ID Search	Name Search	Claim History	Pharmacy Claims (From SPBM)
Aetna OhioRISE	Available	Available	Available	Available	Available

	Coming Soon	Available	Available	Available	*Coming Soon*
Amerihealth					
Anthem	Available	Available	Available	Available	Available
Buckeye	Available	Available	Available	Available	Available
CareSource	Available	Available	Available	Available	Available
Humana	Available	Available	Available	Available	Available
Molina	Available	Available	Available	Available	*Coming Soon*
United Healthcare	Available	Available	Available	Available	*Coming Soon*

Contact

If you have questions regarding setting up the 'MCP Portal Coordinator' role within Ohio SACWIS, please contact the Bureau of Automated Systems Help Desk at SACWIS_HELP_DESK@children and youth.ohio.gov.

If you have a verified 'MCP Portal Coordinator' designation in Ohio SACWIS and are unable to open the desired CCP tile on MyOhio, consult the contacts below or the LMS for the login error contact listed in the portal chart. When emailing an MCE login contact, please include the user's full name, 8-digit Ohio ID, email address and, if applicable, a screen shot of the error message.

MCO	Portal log-in issue contact
Aetna OhioRISE	OhioRiseFamilyCareCentral@aetna.com
Amerihealth	Amerihealth_Ohio@amerihealthcaritas.com
Anthem	AnthemBCBS_OH_RegSvcs@anthem.com
Buckeye	Buckeyecompliance@centene.com
CareSource	AccessCareCoordinationPortal@caresource.com
Humana	Humanahealthyhorizonsohio@humana.com
Molina	GovernmentContracts.MHO@MolinaHealthCare.Com
United	UnitedCCPortal@uhc.com

Other CCP related issues can be directed to the ODJFS Medicaid TA Unit at jfs_medicaid_ta@children and youth.ohio.gov or the Ohio Department of Medicaid Children in Custody Mailbox at cictateam@medicaid.ohio.gov.