



Ohio Medicaid annual open enrollment

Ohio Medicaid annual open enrollment is happening now! Members are encouraged to review the managed care plans available and select the one that best fits your healthcare needs through November 30. If you would like to keep your current managed care plan, you do not have to do anything. Your plan selection will be effective the first day of the month following the selection.

Taking part in annual open enrollment allows you to focus on you and your family's well-being. While reviewing plans, keep the following in mind:

- Which plan works with all or most of your doctors?
- Which plan works with the hospitals you want to use?
- Which plan offers the extra services you need, such as additional unemployment assistance, access to nutritious foods, education, wellness programs, vision, or dental services?
- Will you have to pay co-pays for dental services, routine eye exams, eyeglasses, mental health, substance use disorder (SUD) benefits, or non-emergency services provided in a hospital emergency department?



You can explore the managed care plans available and enroll by visiting www.ohiomh.com or by contacting the Ohio Medicaid Consumer Hotline at **800-324-8680**. Representatives are available 7 a.m. to 8 p.m. Eastern time (ET) Monday through Friday and 8 a.m. to 5 p.m. ET Saturday. They can provide interpreters and answer member questions about open enrollment.

In November 2023, managed care open enrollment overlaps with the return to routine Medicaid eligibility operations period. During open enrollment, members can review the available managed care offerings in Ohio and select the plan that best fits their healthcare needs for the 2024 calendar year.

- **Open enrollment (i.e., choosing a plan) is separate and different from renewing your Medicaid coverage.** If you are prompted by your local County Department of Job and Family Services (CDJFS) to renew your Medicaid coverage by filling out a renewal packet during this time, please complete and return all requested information to your CDJFS as soon as possible.
- For additional information on the return to routine Medicaid eligibility operations period, visit [ODM's Resuming Routine Medicaid Eligibility Operations website](#) or call **844-640-6446**.

Humana Healthy Horizons® in Ohio

To access resources that can help you compare and choose plans in November, please visit the [Ohio Medicaid Consumer Hotline website](#). An [Open Enrollment Frequently Asked Questions document](#) and a [Plan Comparison](#) document are also available to provide members with important information. Any changes made during open enrollment will go into effect on the first day of the following month. Please note that all MCOs offer the same set of covered services. If you would like to stay with the plan you currently receive healthcare benefits through, you do not have to take any action during open enrollment.

For additional information on open enrollment, please visit the [Ohio Medicaid Consumer Hotline website](#) or call the **Ohio Medicaid Consumer Hotline** at **800-324-8680**. Representatives are available 7 a.m. – 8 p.m. Monday through Friday and Saturday 8 a.m. – 5 p.m.

ODM will never request your banking or credit card information. If you receive a call, email, or text about your Medicaid benefits that requests payment, banking, or credit card information, please ignore it. These are **NOT** generated by the State of Ohio or any of its agencies. Please report these calls to the **State of Ohio Attorney General's office** at **800-282-0515** or <https://www.ohioprotects.org>.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **877-856-5702 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 8 p.m., Eastern time. We can help you at no cost to you. We can explain the document in English or in your preferred language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.
If you need help filing a grievance, call **877-856-5702** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the:
 - **Ohio Department of Medicaid (ODM), Office of Civil Rights** by emailing **ODM_EEO_EmployeeRelations@medicaid.ohio.gov**, faxing **614-644-1434**, or sending by mail to The Ohio Department of Medicaid, Office of Human Resources, Employee Relations, P.O. Box 182709, Columbus, Ohio 43218-2709; or
 - **U.S. Department of Health and Human Services, Office for Civil Rights** electronically through their Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/ocr/office/file/index.html>**.

Auxiliary aids and services, free of charge, are available to you.

877-856-5702 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Humana Healthy Horizons in Ohio is a Medicaid Product of Humana Health Plan of Ohio, Inc.

**Language assistance services, free of charge, are available to you.
877-856-5702 (TTY: 711)**

English: Call the number above to receive free language assistance services.

Español (Spanish): Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

Українська (Ukrainian): Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

French Creole (Haitian Creole): Kreyòl Ayisyen (French Creole) Rele nimewo ki e dike anwo a pou resevwa sèvis éd gratis nan lang.

नेपाली (Nepali): निःशुल्क भाषासम्बन्धी सहयोग सेवाहरू प्राप्त गर्नका लागि माथिको नम्बरमा फोन गर्नुहोस्।

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

Soomaali (Somali): Wac lambarka kore si aad u hesho adeegyada caawimaada luuqada oo bilaash ah.

Français (French): Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

Kinyarwanda (Burundi): Hamagara numero yatanzwe haruguru kugira ngo uhabwe serivisi z'ubufasha bw'indimi ku buntu.

Kiswahili (Swahili): Piga simu kwa nambari iliyo hapo juu ili upate huduma za usaidizi wa lugha bila malipo.

O'zbekcha (Uzbek): Til yuzasidan bepul yordam olish uchun yuqoridagi raqamga qo'ng'iroq qiling.

پښتو (Pashto): د وړيا ژبې ملاتړ ترلاسه کولو لپاره پورته شميرې ته زنگ ووهئ.

Türkçe (Turkish): Ücretsiz dil yardımı hizmetlerinden yararlanmak için yukarıdaki numarayı arayın.

دري (Dari): برای دریافت خدمات رایگان کمک زبانی با شماره بالا تماس بگیرید.

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.