

What is Next Generation MyCare program

Next Generation MyCare program is a health care program designed for Ohioans who have both Medicare and Medicaid benefits*. This program helps you get the care you need all in one plan.

Your coordinated benefits include:

- Long-term care services in the community, or in assisted living, or a nursing facility
- Shorter wait time for prior authorizations
- Behavioral health services
- Transportation options to and from appointments
- Support through a care team
- MyCare Ohio Waiver services for members who qualify

**Members can choose to have both Medicare and Medicaid managed by the plan, or Medicaid with traditional Medicare, or Medicaid with a Medicare Advantage plan.*

For further support, contact:

OSHIIP Medicare questions

1-800-686-1578

Medicaid helpline

1-800-324-8680

**Direction Home Akron Canton
Area Agency on Aging & Disabilities**

330-364-3465

ombforms@dhad.org

**[https://www.dhad.org/elder-rights/
long-term-care-ombudsman](https://www.dhad.org/elder-rights/long-term-care-ombudsman)**



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The office of the State Long-Term Care Ombudsman is a program of the Ohio Department of Aging. The office may be reached at:

Phone: **1-800-282-1206**

Email: **OhioOmbudsman@age.ohio.gov**

Website: **www.Ombudsman.Ohio.gov**

Next Generation MyCare program



**State Long-Term Care
Ombudsman**



Next Generation MyCare program *is designed to:*

- Focus on the individual
- Help individuals and communities be healthier
- Create a personalized care experience
- Support providers in continuously improving care
- Improve care for individuals with complex needs and help you live independently in your communities
- Make the program more transparent and responsive

How can a long-term care ombudsman help?

If you have concerns about your long-term care services, care, billing, or appeal process, your local ombudsman can help. Ombudsman services are confidential and free of charge.



YOUR LOCAL OMBUDSMAN CAN HELP WITH:

- Understanding your rights
- Connecting to Next Generation MyCare services and care coordinators
- Resolving problems by working with your providers, the managed care plan, and you

Your Rights

As a Next Generation MyCare program member, you have rights. Reach out to your local ombudsman if you have any concerns in the following areas:

- Dignity and respect
- Access to information
- Care and services
- Care planning and self-direction
- Privacy and records
- Grievances, appeals, and disenrollment

