



Welcome to OhioRISE

OhioRISE is an Ohio Medicaid managed care program for children and youth with complex behavioral health needs. Eligible children and youth receive their behavioral health benefits through Aetna Better Health of Ohio, the OhioRISE plan. Children and youth who are eligible for OhioRISE are under the age of 21 and demonstrate a need for more intensive behavioral health services through a Child and Adolescent Needs and Strengths (CANS) assessment or because they recently received intensive services, such as inpatient hospital care for mental health or substance use disorder diagnoses.

OhioRISE expands access to in-home and community-based services to ensure eligible children and youth and their families have the tools and supports they need to grow and thrive. Many children and youth enrolled in OhioRISE will also be engaged with other community systems such as juvenile justice, child protection, developmental disabilities, mental health and addiction, special education, and others.

OhioRISE starts on July 1, 2022. You may have received, or you will soon receive, information about OhioRISE and how to find the doctors and other professionals who can provide you with behavioral healthcare services. If you haven't already, you should expect to receive written information and a phone call from OhioRISE or one of the local OhioRISE Care Management Entities (CMEs) that help with OhioRISE care coordination. OhioRISE and your providers will work with UnitedHealthcare Community Plan to make sure you receive the best healthcare possible.

Identification (ID) Cards

You should receive a member ID card from UnitedHealthcare Community Plan that shows your OhioRISE enrollment. This card is good as long as you are a member of OhioRISE. Please contact UnitedHealthcare Community Plan Member Services at **1-800-895-2017** or TTY **711** if:

- You have not received your card yet.
- Any of the information on the card is wrong.
- You lose your card.

It is important to always keep your member ID card with you. You will need your ID card(s) when you:

- See a provider for counseling.
- Get psychological testing.
- Go to a hospital for inpatient psychiatric services.
- Get crisis intervention services.

OhioRISE Member Services

OhioRISE Member Services can:

- Tell you about your benefits and services (what is covered and not covered).
- Help you get services or find a provider.
- Answer your healthcare questions or solve a problem you may have with your healthcare.
- Help with getting documents in other formats or languages.
- Update your information.
- Help you in making appointments or arranging for transportation.

You can contact the OhioRISE Member Services line on or after June 1, 2022 from 7 a.m. to 8 p.m. Monday through Friday. Call toll-free at **1-833-711-0773 (TTY: 711)**.

Finding a Provider

It is important to remember that you must receive behavioral health services covered by OhioRISE from facilities and providers in the OhioRISE network. Providers in the OhioRISE network agree to work with your behavioral plan to give you needed care.

The only time you can use providers that are not in the OhioRISE network is for:

- Emergency services.
- Federally qualified health centers (FQHC)/rural health clinics (RHC).
- An out of network provider that OhioRISE has approved you to see.

The OhioRISE Provider Directory lists all of OhioRISE's network providers you can use to receive services. You can request a printed Provider Directory by calling OhioRISE Member Services at **1-833-711-0773 (TTY: 711)**. Or you can return the flyer you received, or will receive soon, with your new member materials. You also can visit the OhioRISE plan's website at **AetnaBetterHealth.com/OhioRISE** to view up-to-date provider network information.

Services Covered by OhioRISE

As an OhioRISE member, you will receive medically necessary Medicaid-covered behavioral health services at no cost to you. OhioRISE will provide access to all of the inpatient and outpatient behavioral healthcare services you get today, and the following new and improved behavioral health services:

- Intensive and Moderate Care Coordination.
- Improved Intensive Home-Based Treatment (IHBT).
- Behavioral Health Respite.
- Primary Flex Funds.
- Mobile Response and Stabilization Services (MRSS).

Refer to your OhioRISE Member Handbook for a list of additional behavioral health services that are covered. If you have a question about covered services, call OhioRISE Member Services at **1-833-711-0773 (TTY: 711)**. Representatives are available from 7 a.m. to 8 p.m. Monday through Friday.

Emergency Services

It is important to remember that you must receive services covered by OhioRISE from facilities and/or providers in the Aetna network. The only time you can use a provider not in our network is if you have an emergency.

If you have an emergency that requires you to go to an emergency room (ER), call 911 or go to the nearest ER or other appropriate care setting.

If you think you may need emergency services and want advice on your situation, you have the following options:

- Call your doctor.
- Contact the **UnitedHealthcare Community Plan 24-hour nurse line**. Our nurse line is available to help answer your medical questions. This number is available 24 hours a day, 7 days a week and is staffed by medical professionals. You can contact our nurse line at **1-800-542-8630 (TTY: 711)**.
- Call the **Ohio CareLine Behavioral Health Crisis Hotline at 1-800-720-9616**. They can talk to you about your medical problem and give you advice on what you should do.
- Reach out to the **Mobile Response and Stabilization Services (MRSS)** in your region. MRSS services can come to you wherever you are located. Call **1-800-720-9616** to reach MRSS in your community.

Physical Healthcare

Your physical healthcare needs are covered by UnitedHealthcare Community Plan. These services include dental services, vision services, shots (immunizations), and visits to your primary care physician (PCP).

Pharmacy Services (Prescription Drugs)

OhioRISE covers medications your doctor gives you in the office to treat mental health and substance use disorders.

UnitedHealthcare Community Plan will process all other prescription claims. Refer to your UnitedHealthcare Community Plan member handbook for assistance.

Transportation

If you must travel 30 miles or more from your home to receive covered healthcare services and want assistance, UnitedHealthcare Community Plan can provide transportation to and from the provider's office. Call UnitedHealthcare Community Plan for more information and to schedule a ride.

Your OhioRISE care coordinator or care management entity (CME) can help with transportation issues, like scheduling a ride. Please contact OhioRISE Member Services at **1-833-711-0773 (TTY: 711)** for assistance.

Nondiscrimination Notice

UnitedHealthcare Community Plan follows state and federal civil rights laws that protect you from discrimination or unfair treatment. We do not treat people unfairly because of a person's age, race, color, national origin, religion, sex, gender identity, sexual orientation, religion, marital status, mental or physical disability, medical history, health status, genetic information, evidence of insurability, or geographic location. If you would like to file a complaint, please contact UnitedHealthcare Community Plan by mail, phone, or email at:

UnitedHealthcare Community Plan
UnitedHealthcare Privacy Office
MN0-17-E300
P.O. Box 1459
Minneapolis, MN 55440
1-800-895-2017 TTY, 711

If you would like to file a complaint with the Health and Human Services Office for Civil Rights, please go to **<https://ocrportal.hhs.gov/ocrsmartscreen/main.jsf>** or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
1-800-368-1019, TDD: 1-800-537-7697

1-800-895-2017, TTY 711

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the toll free number above.

Español: ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia de idiomas sin cargo. Llame al número de teléfono gratuito que se indica arriba.

中文: 注意: 如果您說中文, 您可獲得免費語言協助服務。撥打上方免付費電話。

Deutsch: HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die oben genannte gebührenfreie Nummer an.

العربية: تنبيه: إذا كنت تتحدث العربية، فتتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم المجاني أعلاه.

Pa Deitsh: ATTENTION: Vann du Pa Deitsch shvetsht, kansht du unni ennichah kosht zu dich, hilf greeya fa translaydes gedu havva. Fa sell greeya, du es toll free nummah uf roofa es gevva is do ova droh.

Русский. Внимание! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика. Позвоните по указанному выше бесплатному номеру.

Français : ATTENTION : si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le numéro gratuit ci-dessus.

Tiếng Việt: LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số điện thoại miễn phí ở trên.

Oromoo: XIYYEEFFANNAA: Afaan Oromoo yoo dubbattan, tajaajili gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Lakkoofsa bilbila bilisaa armaan olitti bilbilaa.

한국어: 참고: 한국어를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 상기 수신자 부담 전화번호로 전화하십시오.

Italiano: ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero gratuito sopra indicato.

日本語: 注意: 日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。上記のフリーダイヤル番号までお電話ください。

Nederlands: LET OP: Als u Nederlands spreekt, kunt u gratis gebruikmaken van taalhulpdiensten. Bel het gratis nummer hierboven.

Українська мова: УВАГА! Якщо ви говорите українською мовою, ви можете скористатися безкоштовними послугами перекладача. Зателефонуйте за вищезазначеним безкоштовним номером.

Română: ATENȚIE: Dacă vorbiți limba română, aveți la dispoziție servicii de asistență lingvistică gratuite. Apelați numărul de telefon gratuit de mai sus.

Soomaali: OGSOONOW: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luuqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka bilaashka ah ee sare ku xusan.

नेपाली: ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंका लागि भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। माथिको टोल फ्री नम्बरमा कल गर्नुहोस्।