











# Health Plan Assistance Guide

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To help you help your patients beyond your usual list of medical consultants, the major Ohio insurers have made available to the Ohio AAP these phone numbers all together in one place. In particular, "Case Management" may include access to nurses or social workers to help families line up resources or keep a complex array of medical appointments organized. You may decide that the "Nurse Advice Lines", while perhaps not appropriate for your established patients for whom you provide access to your own on call physician or nurse, may be appropriate for patients whom you have not yet seen or established a relationship with, but who call for advice before their first visit with you. The Ohio AAP hopes this helps your practice provide medical home services more easily.

	<u>Transportation to Appointments</u>	<u>Nurse Advice Line</u>	<u>Member Services</u>	<u>Medications</u>	<u>Case Management</u>	<u>Website</u>
	800-872-3862	800-556-1555	800-872-3862	800-238-6279	800-872-3862	<a href="http://www.aetna.com">www.aetna.com</a>
	800-272-6967	888-912-0636	800-272-6967	800-417-1961	800-258-3175	<a href="http://www.medmutual.com">www.medmutual.com</a>
	800-552-9159	888-249-3820	800-552-9159	800-700-2541	866-797-9884	<a href="http://www.anthem.com">www.anthem.com</a>
	800-951-7719	800-951-7719	800-951-7719	800-951-7719	800-951-7719	<a href="http://www.ohio.wellcare.com">www.ohio.wellcare.com</a>
	800-895-2017	800-542-8630	800-895-2017	800-895-2017	800-895-2017	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
	866-837-9817	800-234-8773	800-462-3589	800-462-3589	800-462-3589	<a href="http://www.paramounthealthcare.com">www.paramounthealthcare.com</a>
	866-642-9279	888-275-8750	800-642-4168 (CFC) 866-408-9501 (ABD)	800-642-4168 (CFC) 866-408-9501 (ABD)	866-774-1510	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>
	800-488-0134 (CFC) 800-993-6902 (ABD)	866-206-0554	800-488-0134 (CFC) 800-993-6902 (ABD)	800-488-0134 (CFC) 800-993-6902 (ABD)	800-488-0134 (CFC) 800-993-6902 (ABD)	<a href="http://www.caresource.com">www.caresource.com</a>
	866-531-0615 or 866-246-4359	866-246-4359; option # 7	866-246-4358	866-246-4358	866-246-4359	<a href="http://www.bchpohio.com">www.bchpohio.com</a>
	866-277-8958	800-600-4441; option #7	800-600-4441	800-600-4441	513-733-2300	<a href="http://www.amerigroup.com">www.amerigroup.com</a>

**Member ID Cards- You will need your member ID card each time you get health services, including when you:**

- See your doctor or any other health care provider
- Pick up your medications
- Call for transportation
- Go to a hospital for any reason

\* CFC = Covered Families and Children

\*\*ABD = Aged, Blind, or Disabled