

## **OhioRISE, specialized behavioral health care from Aetna Better Health<sup>®</sup> of Ohio**

### **Welcome**

Dear member, parent or guardian of member:

Welcome to OhioRISE, specialized behavioral health care from Aetna Better Health of Ohio.

OhioRISE is a managed care program for youth with behavioral health needs who are under the age of 21. This program provides most behavioral health care services to eligible youth, with a few exceptions. Some new and improved services offered in the OhioRISE program include Intensive Home-Based Treatment (IHBT), Mobile Response and Stabilization Services (MRSS) and moderate and intensive care coordination.

You have been enrolled in the OhioRISE program because of the behavioral health services you have received in the past several months, or because a Child and Adolescent Needs and Strengths (CANS) assessment showed that you may benefit from the new and improved services available as part of OhioRISE. If you have not already received a CANS assessment, we will be reaching out to you soon to complete this assessment. This will help us understand how we can best serve you. You will soon receive an updated member ID card that shows that you are now a member of the OhioRISE program.

As an OhioRISE member, you will continue to receive your physical health benefits and a few behavioral health services through your managed care organization (MCO) or fee-for-service (FFS) Medicaid. Your medically necessary Medicaid-covered behavioral health care services will be provided through OhioRISE, at no cost to you. Call us right away if you have a behavioral health condition that needs ongoing treatment

If you have questions about OhioRISE, contact Member Services at **1-833-711-0773 (TTY: 711)** from 7 AM to 8 PM Monday through Friday.

## What should you do first?

1. Check out our website. You get 24/7 access to our member portal. Just go to **AetnaBetterHealth.com/OhioRISE** and look for the Member Portal at the top of the page. Sign up to:
  - View our searchable online provider directory.
  - View your benefits information.
2. Visit **AetnaBetterHealth.com/OhioRISE** to view your Member Handbook. It includes a lot of important information about your health plan, like:
  - Behavioral health and substance use covered services and how to get them.
  - Information on your member ID cards.
  - How to find providers in our network (you must receive services from network providers).
  - How to tell us you're unhappy with a decision we made.
  - Your membership rights and responsibilities.
  - Advance directives.
3. Visit **AetnaBetterHealth.com/OhioRISE** to view our searchable online provider directory. It lists all the providers in our network.
4. You also can ask to get either or both the Member Handbook and Provider Directory in paper form at no cost to you. Please follow the directions on the request flyer to tell us if you would like the Member Handbook, Provider Directory, or both mailed to you. Make sure you mail the request flyer for the item or items you would like to receive. There is no postage necessary. The materials you asked for will be mailed to you within seven calendar days of the request. You can also call Member Services at **1-833-711-0773 (TTY: 711)** from 7 AM to 8 PM Monday through Friday to request this information.
5. Call us today if you have behavioral health care services that were scheduled before you joined our plan. We also need to know if you were approved for behavioral health services through Medicaid fee-for-service or managed care. For a period of time, you may be able to keep getting these services or seeing providers not in our network. Tell us right away so we can help you get the care you need.

## **Care Coordination**

Care coordination is an essential service provided by OhioRISE. Following enrollment, a care coordinator will be assigned to help coordinate your services. They will reach out to you to further explain the program and get input on new services that might be appropriate for you. Your care coordinator also will work with you to develop a Child and Family-Centered Care Plan, based on the needs and strengths you identified during the CANS assessment. If you need to speak with a care coordinator before this time, please contact Member Services at **1-833-711-0773 (TTY: 711)**.

## **Need a Ride?**

If you are enrolled with a Medicaid managed care organization (MCO), contact your MCO to schedule transportation. You also can call OhioRISE Member Services to help coordinate transportation with your MCO.

If you are not enrolled in an MCO, contact your local County Department of Job and Family Services office to schedule transportation through the Non-Emergency Transportation (NET) program.

If you need help with transportation, OhioRISE can help. Please contact OhioRISE at **1-833-711-0773 (TTY: 711)**.

## **Facing a crisis and need advice?**

If you're in immediate need of support, call the Ohio CareLine at **1-800-720-9616**. Behavioral health professionals are available 24 hours a day, 7 days a week. They offer confidential support in times of crisis and connect you with support and resources.

## **Have physical health care questions?**

If you're a member of a managed care organization (MCO), your physical health services will be covered under that plan. Contact your MCO for questions about this coverage. You can also call OhioRISE Member Services at **1-833-711-0773 (TTY: 711)** from 7 AM to 8 PM Monday through Friday and we can connect you with your MCO.

If you're a member of fee-for-service Medicaid, your physical health services will be covered under that plan. Contact the Medicaid Consumer Hotline at **1-800-324-8680 (TTY: 711)** for questions about this coverage.

## **What is the OhioRISE Waiver?**

The OhioRISE program includes a 1915(c) home and community-based services waiver. The waiver aims to reduce risks and prevent negative health and life outcomes for children with serious emotional disturbances and functional impairments.

If you are being enrolled onto the OhioRISE 1915(c) Waiver, you are eligible to receive waiver services, in addition to your existing OhioRISE plan services. You can review the waiver services in the OhioRISE 1915(c) Waiver Member Handbook. Your care coordinator will help you plan for and access waiver services.

### **Have Other Questions?**

If you need help or have questions, call Member Services at **1-833-711-0773 (TTY: 711)** from 7 AM to 8 PM. Monday through Friday or find resources at **[AetnaBetterHealth.com/OhioRISE](https://www.aetna.com/betterhealth/ohiorise)**.

We are also ready to help you:

- Get a printed copy of your Member Handbook, Provider Directory or any other information on our website.
- Make appointments with your providers.
- Get assistance with scheduling transportation.
- Answer any other questions about your health plan.
- Contact your care coordinator or care management entity.
- Connect you to your physical health services.

If you have a problem reading or understanding this information, please contact Member Services at **1-833-711-0773 (TTY: 711)** from 7 AM to 8 PM Monday through Friday for help at no cost to you. We can explain this information in English or in your primary language. We may have this information printed in some other languages. If you are visually or hearing-impaired, special help can be provided.