

COA Roles and Responsibilities - Current

This table provides an overview of our roles and responsibilities related to long-term care programs funded by county tax levies or Medicaid. **Important:** this is a point-in-time document. Information may change. We review and update periodically.

Program Type	Tax Levy	Traditional Waivers (not MyCare Ohio members)		MyCare Ohio ICDS Waiver	
Program	Elderly Services Programs	PASSPORT/ALW	Ohio Home Care	Aetna	Molina
Role(s)	Program Manager via contract with county commissioners	Program Manager for Ohio Dept of Medicaid (ODM)	Care Management Organization for ODM	Care Management via contract with Aetna	Waiver Service Coordination via contract with Molina
Region	Butler, Clinton, Hamilton and Warren counties	Butler, Clermont, Clinton, Hamilton and Warren counties	21 counties including Butler, Clermont, Clinton, Hamilton and Warren	Butler, Clermont, Clinton, Hamilton and Warren counties	Butler, Clermont, Clinton, Hamilton and Warren counties
Assessment	COA or its designees provide all assessments related to this program. (designees = LifeSpan in Butler County and Warren County Community Services)	COA provides all assessments related to this program.	COA provides all assessments related to this program.	COA provides all assessments for all members enrolled in Waiver. COA doesn't assess "Community Well" individuals and members in long-term NF. Under contract with Ohio, COA provides initial, annual and significant change level-of-care (LOC) assessments.	COA provides assessments for all members enrolled in Waiver. COA doesn't assess members under age 60, "Community Well" individuals, and long-term NF placements. Under contract with Ohio, COA provides initial, annual and significant change level-of-care (LOC) assessments.
Client Eligibility	COA or its designees determine eligibility. (designees = same as above)	COA determines LOC eligibility. County JFS determines financial eligibility.	ODM determines financial eligibility. COA determines LOC eligibility.	ODM determines eligibility. COA determines LOC eligibility for waiver services. COA determines intensity level for all waiver clients.	ODM determines eligibility. COA determines LOC eligibility for waiver services. Molina assigns intensity level.
Care Management	COA provides care management.	COA provides care management.	COA provides care management.	COA provides care management.	Molina provides care management. COA provides waiver service coordination.

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Service Planning and Authorizations	COA establishes the service plan and authorizes units.	COA establishes the service plan and authorizes units.	COA establishes service plan and authorizes units. ODM must approve units over a certain level.	COA establishes the service plan and authorizes units which are reviewed and approved by Aetna.	COA makes recommendations. Molina must approve and authorize units over a certain level.
Care Plan Development	COA develops the care plan.	COA develops the care plan.	COA develops the care plan.	COA develops the complete plan of care.	Molina develops the care plan with input from COA about Waiver needs.
Claims Payment	COA pays claims for services provided based on authorized services.	COA pays claims for services provided based on authorized services.	Ohio Department of Medicaid pays claims for services provided based on authorized services.	Aetna pays claims for authorized services. Logisticare pays claims for transportation.	Molina pays claims for authorized services. Secure Transportation pays transportation claims on trips > 30 mi.
Provider Network Management (Contracting and Compliance)	COA manages the provider network.	COA manages the provider network.	PCG manages the provider network.	Aetna manages the provider network.	Molina manages the provider network.
Planning and Forecasting	COA provides financial projections and designs/plans the program with commissioners and their advisory councils.	ODA in collaboration with COA	ODM	Aetna and ODM	Molina and ODM
IT Infrastructure	QMCO – provided by COA	PIMS -mngd by ODA	CareStar - leased by ODM	Aetna owns the system.	Molina owns the system.
Reporting and Data Analysis	COA provides extensive reporting and analysis.	COA provides some reporting. ODA provides some reporting.	ODM provides reporting. COA runs reports through CareStar IT system.	Aetna provides reporting. COA runs reports through Aetna's system.	Molina provides reporting. COA runs reports through Molina's system.
Quality Management	COA provides extensive quality management oversight.	COA provides quality management. ODA also monitors COA.	COA provides quality management oversight. ODM also monitors COA.	COA provides quality management oversight. Aetna also monitors COA.	Molina provides quality management oversight.

Important phone numbers for MyCare Ohio Providers:

Aetna

Aetna Provider Services Phone #: 1 (855) 364-0974 option #2

Aetna Provider Services Email: OH_ProviderServices@aetna.com

Aetna Provider Resource Website:

<http://www.aetnabetterhealth.com/ohio/providers/>

Molina

Molina Provider Services Phone #: 1 (855) 322-4079

Molina Provider Email: ProviderServices@MolinaHealthcare.com

Molina Provider Resources Website:

<http://www.molinahealthcare.com/providers/oh/duals/Pages/home.aspx>

Ohio Department of Medicaid

MyCare Ohio Educational Materials: <http://medicaid.ohio.gov/MyCareInitiative>