

Next Generation member ID card FAQ

Frequently asked questions document for use by help desk staff

When will the Next Generation managed care identification card become effective?

On October 1, 2022, Gainwell Technologies became the Single Pharmacy Benefit Manager (SPBM) for all Ohio Medicaid managed care members. As part of this transition, managed care members have received a new Next Generation identification (ID) card. All pharmacy services provided *before* October 1, 2022, should be billed to the member's managed care organization (MCO) pharmacy benefit at that time. Reversals for claims originally billed before October 1, 2022, should be also sent to the original payer, i.e., the MCO pharmacy benefit a member had before the Next Generation program. Please see below for additional information on when the Next Generation ID card is effective based on each member type.

Members who selected a continuing plan (CareSource Ohio, Inc.; Buckeye Health Plan; Molina Healthcare of Ohio, Inc.; or United Healthcare Community Plan of Ohio, Inc.):

If an Ohio Medicaid managed care member selected a continuing plan during 2022 open enrollment (March 1-November 30, 2022), they should have received a new ID card by December 1, 2022, with their new plan information. These members should have begun using these cards on December 1, 2022, when going to the pharmacy or their physician.

Some plans may not have sent out Next Generation member ID cards until after December 1, 2022. Cards may still be in transit to members, but please refer to the *What should a member do if they don't receive their new card?* question for guidance on obtaining an ID card.

Members who selected a new (AmeriHealth Caritas Ohio, Inc.; Humana Healthy Horizons in Ohio) or hybrid (Anthem Blue Cross and Blue Shield) plan:

If an Ohio Medicaid managed care member selected a new or hybrid plan during member transition and open enrollment (March 1-November 30, 2022), they should receive a new ID card by February 1, 2023, with their new plan information. These members should begin using these cards on February 1, 2023, when going to the pharmacy or their provider.

Some plans may have sent Next Generation member ID cards prior to December 1, 2022. If a member has received a card prior to that date, they should hold the card and begin use on February 1, 2023.

Fee-for-service members

If a Medicaid fee-for-service member has selected or was assigned a continuing, new, or hybrid plan should receive a new ID card by February 1, 2023, with their new plan information. These members should begin using these cards on February 1, 2023, when going to the pharmacy or their provider.

Some plans may have sent Next Generation member ID cards prior to December 1, 2022. If a member has received a card prior to that date, they should hold the card and begin use on February 1, 2023.

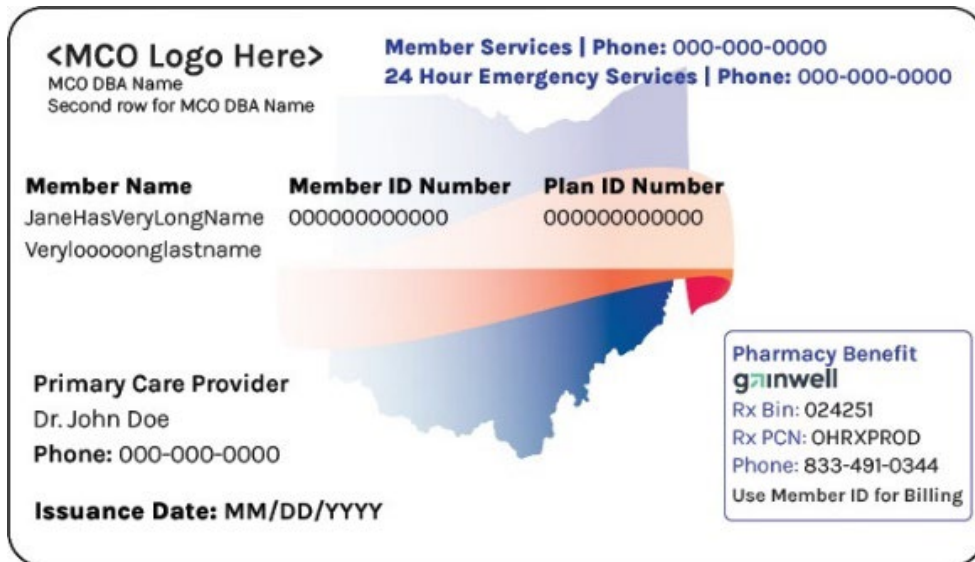
What should a member do if they don't receive their new card?

Members should contact their MCO directly if they have not received their new ID card by their expected enrollment date based on the plan they have selected during open enrollment (March 1-November 30, 2022). For additional guidance, refer to the prior question. They also have the option to print or access a digital version of their card.

The seven Next Generation managed care plans are linked below, containing each of its contact information.

- [AmeriHealth Caritas Ohio Members.](#)
- [Anthem Blue Cross and Blue Shield Ohio.](#)
- [Buckeye Health Plan – Ohio Medicaid ID Card.](#)
- [Care Source – Ohio Medicaid.](#)
- [Humana Healthy Horizons: Ohio Medicaid.](#)
- [Molina Healthcare – Ohio Medicaid ID Card.](#)
- [United Healthcare Community Plan of Ohio.](#)

What does the Next Generation managed care identification card look like?



What if a Medicaid managed care member arrives to an appointment and does not have a Next Generation ID card?

By February 1, 2023, all Ohio Medicaid managed care members should have received a Next Generation ID card with their managed care plan information included. While all necessary information is located on the card, there may be instances where a member does not present the card.

To obtain the Medicaid member ID, check any of the following:

- The member’s previous Medicaid ID card. The Medicaid Management Information System (MMIS) ID will be the ID needed.
- The member’s digital ID card, accessible by the member on a mobile device from either the managed care plan website or mobile app.
- If a member does not have their Medicaid ID card, a physician can verify coverage in the Provider Network Management (PNM) module, which redirects to Medicaid Information

Technology System (MITS), with the member's demographic information to bill services to the appropriate payer.

What if a Medicaid managed care member arrives to a pharmacy and does not have a Next Generation ID card?

By October 1, 2022, all Ohio Medicaid managed care members should have received a Next Generation ID card with Gainwell SPBM pharmacy information included. While all necessary information is located on the card, there may be instances where a member does not present the card.

To bill Gainwell, the pharmacy will need the following information:

- Gainwell RxBIN: 024251.
- Gainwell RxPCN: OHRXPROD
 - Note: Gainwell does not require a group number.
- Ohio 12-digit Medicaid member ID (formerly called the MMIS ID). Gainwell will **NOT** accept a secondary "member ID" assigned by the managed care plans.

To obtain the Medicaid member ID, check any of the following:

- The member's previous Medicaid ID card. The MMIS ID will be the ID needed.
- The member's digital ID card, accessible by the member on a mobile device from either the managed care plan website or mobile app.
- The [Gainwell SPBM secure portal](#). Pharmacies can obtain the member ID by logging into the secure area and searching for a member using any field. Results will show the member ID.
- Pharmacies that subscribe to SureScripts can query against Gainwell's master patient index (this is not an E1 transaction).
- If a member does not have their Medicaid ID card, a pharmacy can verify coverage in the PNM module, which redirects to MITS, with the member's demographic information and bill services to the appropriate payer.

If the above steps are not successful, you may contact the Gainwell SPBM help desk 24/7 at 833-491-0344.