



# NETWORK *Notification*

**Notice Date:** June 24, 2022  
**To:** Ohio Medicaid Providers  
**From:** CareSource  
**Subject:** OhioRISE Launch: What Providers Need to Know  
**Effective Date:** July 1, 2022

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## Summary

As part of Ohio Department of Medicaid's (ODM) Next Generation of Medicaid Program implementation, ODM will also go live with OhioRISE (Resilience through Integrated Systems and Excellence), a specialized managed care program for youth with complex behavioral and multi-system needs. Aetna Better Health of Ohio is serving as the OhioRISE specialized managed care plan. CareSource will continue to provide physical health care coverage for OhioRISE members. We will support the OhioRISE program by taking an active role in collaborating and coordinating with Aetna Better Health of Ohio and other stakeholders identified as members of the youth's Child and Family Team on the integrated physical and behavioral health care of shared members.

## Impact

The OhioRISE program will impact how CareSource providers submit behavioral health prior authorizations and claims. If your prior authorization request is for an OhioRISE member, please note that **BEHAVIORAL** health services that require prior authorizations will be managed through Aetna. For more information on behavioral health services that require prior authorization reference the [OhioRISE Provider Enrollment and Billing Guidance](#). If your **BEHAVIORAL** health claims submission is for an OhioRISE member please reference the [OhioRISE Mixed Services Protocol](#) to understand if you should submit to Aetna or CareSource. All **PHYSICAL** health service prior authorizations and claims will continue to be submitted to and managed by CareSource. Please engage Aetna (contact information is listed below) on how to properly submit a behavioral health service prior authorization or claim to Aetna.

## Importance

OhioRISE will bring together local providers, health plans, schools, and other community entities under one coordinated approach to improve care for enrolled youth. CareSource is committed to working with our providers, Aetna Better Health of Ohio, and the state to promote a successful implementation and operations of this program.

## Resources

Providers can visit CareSource's [Next Generation Managed Care web page](#) for more information about the OhioRISE implementation.

The following resources are also available:

### **OhioRISE Program Information**

[OhioRISE Overview](#) – Access information about the OhioRISE program.

[OhioRISE Community and Provider Training](#) – Access materials and register for upcoming OhioRISE education seminars.

[OhioRISE Information Brochure](#) – View this brochure to get more information on OhioRISE, including eligibility, covered services, CANS assessments, contact information, and more.

### **OhioRISE Billing Information**

Providers will need to send claims and prior authorizations for behavioral health services to Aetna until the Fiscal Intermediary is live in Quarter 4, 2022. Please access the following resources for more information on claims and prior authorization submissions for behavioral health:

[OhioRISE Provider Enrollment and Billing Guidance](#) – Access this resource for guidance on submitting prior authorizations and claims for the program.

[OhioRISE Mixed Services Protocol](#) – Access this resource for information on program services.

For more information about OhioRISE, please visit the [Ohio Department of Medicaid website](#).

### **Questions?**

For questions on submitting OhioRISE prior authorizations, providers can call Aetna Provider Relations at: 1-833-711-0773 (TTY: 711) Monday through Friday, 7 a.m. to 8 p.m.

For all other questions, providers can call CareSource Provider Services at: **1-800-488-0134** Monday through Friday, 8 a.m. to 6 p.m.

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