

UPDATED FREQUENTLY ASKED QUESTIONS

What Do I Need to Know About My CareSource Coverage at Cleveland Clinic?

CareSource has agreed to **extend access to Cleveland Clinic for CareSource Medicaid and MyCare members** through Nov. 30, 2017. Both organizations are working toward a long-term agreement and are fully committed to ensuring Medicaid patients have access to the highest level of healthcare. Below are some frequently asked questions to help you understand these changes:

Q. What does the extension with CareSource mean?

A: Cleveland Clinic and CareSource have extended your coverage of care at Cleveland Clinic through Nov. 30, 2017. This extension allows you to come to Cleveland Clinic without any disruption in your care. During this time, both organizations will be working together with the goal of finalizing a long-term relationship.

Q: If there is a change in my coverage, when will it start?

A: Beginning Dec. 1, 2017, your care at Cleveland Clinic may need to be pre-approved by CareSource for it to be covered if a long-term contract is not finalized. Both organizations are working toward making a long-term contract happen.

Q. What if I already changed my Medicaid health plan during Ohio's open enrollment?

A: You don't need to do anything right now. Both organizations have agreed to notify affected patients by mid-October if we do not think we will reach agreement. This will give patients time to consider their options because you have until Nov. 30, 2017 to contact the Ohio Department of Medicaid to elect a different Medicaid plan. Also, if you have been a member of your current plan for three months or less, you can request a change by submitting a request to

the Ohio Department of Medicaid. For more information, contact the Ohio Medicaid Consumer Hotline at:

- Call 800.324.8680
- Visit ohiomh.com/MemberPortal/Login.aspx

Q. If I cancelled my appointment, can I reschedule during the extension? Can I schedule a new appointment at Cleveland Clinic during the extension?

A: Yes, you can contact Cleveland Clinic at 866.320.4573 and we will work to accommodate you.

Q: Does the contract extension affect me if I have CareSource MyCare?

A: Yes, CareSource MyCare is included, meaning you can continue to access care at Cleveland Clinic through Nov. 30, 2017.

Q: What Medicaid plans does Cleveland Clinic contract with?

A: Cleveland Clinic works with all of the Medicaid providers in the State of Ohio:

- Buckeye Health Plan
- CareSource (through Nov. 30, 2017)
- Molina Healthcare
- Paramount Advantage
- UnitedHealthcare Community Plan

Before changing plans, we recommend confirming the care you want to receive at Cleveland Clinic is covered by one of the other Medicaid managed care plans, including services such as transplant or behavioral health. You can call the plan you are interested in to verify coverage or you can call one of our Patient Financial Advocates toll-free at 855.831.1284.

Q: I have an appointment after Nov. 30, 2017, what should I do?

A: You do not have to do anything at this time, but if you are concerned or have questions, please contact a Cleveland Clinic Patient Financial Advocate at the phone number or email listed in the next question below, and we can discuss your options. Both organizations have agreed to notify affected patients by mid-October if they do not think an agreement will be reached. This will give patients time to consider their options.

Cleveland Clinic can work with CareSource to request pre-approval for coverage for your appointment. We can also review the appointment request with your physician to determine how best to care for you.

Q: How can I get more information about my Medicaid coverage?

A: You can speak with or email a Cleveland Clinic caregiver in our Patient Financial Advocate Office, or stop by the office when you receive care.

- Call toll-free 855.831.1284.
- Email InsuranceHelp@ccf.org.

Please note: Akron General, Ashtabula County Medical Center and Physician Provider Group (PPG) have their own agreements with CareSource and your coverage is not impacted at these locations.

Avon Hospital is now part of this extended CareSource agreement and patients' care there will now be covered.