

MyCare Ohio Medicare-Medicaid Plan decommission

Frequently asked questions

Overview

Effective **Jan. 1, 2026**, UnitedHealthcare Community Plan of Ohio will no longer cover MyCare Ohio members.

The Ohio Department of Medicaid (ODM) has shared full details about this change. [Read the ODM notice](#) for guidance.

Frequently asked questions

What's changing?

Effective **Jan. 1, 2026**, UnitedHealthcare Community Plan of Ohio will no longer cover MyCare Ohio members. This does **not** affect other UnitedHealthcare plans in Ohio, such as Community Plan (Medicaid), Medicare, Dual Eligible Special Needs Plan (D-SNP), etc.

Can I still submit MyCare Ohio claims to UnitedHealthcare Community Plan of Ohio?

Yes. You have up to 365 days after the date of service to submit claims for services provided prior to Jan. 1, 2026.

To submit claims electronically, sign in to the [UnitedHealthcare Provider Portal](#) with your One Healthcare ID.

- In the menu, select **Claims & Payments > Submit a Claim**
- Complete the fields, attach supporting documents and submit

How should I handle MyCare Ohio claims, prior authorizations and appeals for services before and after Jan. 1, 2026?

Claim submission

- For dates of services **before** Jan. 1, 2026, submit to UnitedHealthcare Community Plan of Ohio. You have up to 365 days after the date of service to submit claims.
 - To submit claims electronically, sign in to the [UnitedHealthcare Provider Portal](#) with your One Healthcare ID.
 - In the menu, select **Claims & Payments > Submit a Claim**
 - Complete the fields, attach supporting documents and submit

Do not submit claims to One Front Door for services provided before Jan. 1, 2026.

- For dates of services **after** Jan. 1, 2026, bill the member's new plan using One Front Door

Prior authorization rules

Scenario	Action
Approved before Jan. 1, 2026, service after	No resubmission is needed. New plan must honor.
Submitted before Jan. 1, 2026, still pending	Resubmit to new plan
Denied before Jan. 1, 2026	Appeal with UnitedHealthcare or request new prior authorization from new plan

Appeals (for services requested prior to Jan. 1, 2026)

- **Members:** Appeal with UnitedHealthcare, then request a state hearing if denied
- **Providers:** Appeal with UnitedHealthcare, request external review or submit new prior authorization to new plan

What do I tell my patients who are MyCare members?

Medicaid-only MyCare Ohio members:

- MyCare Ohio members stay with UnitedHealthcare through **Dec. 31, 2025**
- Starting **Jan. 1, 2026**, they'll be covered by a Next Generation MyCare plan, which is a Medicaid-only plan
- If they want their new plan to cover Medicare and prescriptions, they must call Medicare at 800-633-2273

Contacts

- **UnitedHealthcare Provider Support:** For chat options and contact information, visit UHCprovider.com/contactus
- **Next Gen MyCare Ohio:** email IHD@medicaid.ohio.gov or call **800-686-1516**
- **Ohio Medicaid**