

The Ohio Department of Medicaid (ODM) would like to invite you to participate in a focus group to discuss how you support members in choosing a Medicaid managed care plan. Any stakeholder who supports members in choosing a managed care plan may participate, including but not limited to community navigators, enrollment brokers, and certified application specialists. Focus groups will be conducted by Mercer, an independent third-party organization.

Throughout this session, ODM hopes to learn:

- What is important to members in choosing a health plan?
- What information is useful when supporting in choosing a health plan?
- What tools are used when supporting in choosing a health plan?

Please see the below flyer for further information, including time, date, and how to register.

We are also including a flyer aimed at Ohio Medicaid managed care members. Please feel free to post and share the member flyer to help the Ohio Department of Medicaid (ODM) learn how members chose their Medicaid managed care plan.

Focus groups will be open to anyone in a Medicaid managed care plan, and will not be run by ODM.

Flyers below include focus group dates, times, and how to register. **Participants will get a gift card for joining.**

Any questions about focus group facilitation may be directed to our partners at Mercer, who will be hosting the sessions: Eva Velez, [Eva.Velez@mercer.com](mailto:Eva.Velez@mercer.com) and/or Kathy Nichols, [Kathy.Nichols@mercer.com](mailto:Kathy.Nichols@mercer.com), or the Ohio Department of Medicaid contact for this initiative, Audra Gill, [Audra.Gill@medicaid.ohio.gov](mailto:Audra.Gill@medicaid.ohio.gov).



# Medicaid Health Plan Report Card Focus Group

**Tell us about your experience choosing a health plan**

The Ohio Department of Medicaid (ODM) wants to hear from you about your experience in choosing a health plan. Your input will help ODM understand what information is important to include in a report card that compares Medicaid health plan options in Ohio.

## What is the Medicaid Health Plan Report Card?

The Medicaid Health Plan Report Card is a tool that shows Medicaid members how well a health plan is doing at keeping people healthy. It also helps them compare different health plans on what matters most to them, like getting needed care and managing illness.

## Report Card Focus Groups

ODM invites you to join a focus group to hear from Medicaid members about your experience choosing a health plan. ODM wants to know what type of information is useful to members and what healthcare topics are important when selecting a health plan.

Your feedback will guide ODM in developing an informative, user-friendly tool for Ohio Medicaid members when selecting a Medicaid health plan.

*These focus group sessions are open to all Ohio Medicaid members.*

## Questions?

If you have questions about joining, please contact Eva Velez at [eva.velez@mercer.com](mailto:eva.velez@mercer.com). Mercer will be conducting the focus groups on behalf of ODM.



Gift cards will be provided to thank you for your time and feedback.

## Attend one of our Focus Groups

### In-Person!

May 7, 2026

3:00 to 4:30

Columbus  
Metropolitan Library  
Gahanna Branch

310 Granville St,  
Gahanna, OH 43230

RSVP: [eva.velez@mercer.com](mailto:eva.velez@mercer.com)

### Virtual

April 28, 2026

12:30 to 2:00

**REGISTER HERE**

(<https://mmc.zoom.us/join/register/OhRvJejnT8qgyEEFeB9ZCg>)



# Medicaid Health Plan Report Card Focus Group

**Tell us about your experience in helping Medicaid members choose a health plan**

The Ohio Department of Medicaid (ODM) is seeking input from members and stakeholders about their experience in choosing a health insurance plan. Your input will help ODM understand what information is important to include in a report card that compares Medicaid health plan options in Ohio.

## **What is the Medicaid Health Plan Report Card?**

The Medicaid Health Plan Report Card is designed to be a tool Medicaid members can use to help them compare health plan options based on topics they find important.

## **Report Card Focus Groups**

ODM invites you to join a focus group to hear from Medicaid members about their experience choosing a health plan as well as community stakeholders who assist members in understanding their health plan choices (such as community navigators or Certified Application Counselors). ODM wants to know what type of information is useful to members and what healthcare topics are important when selecting a health plan.

Your input will guide ODM in developing an informative, user-friendly tool for Ohio Medicaid members when selecting a Medicaid Care Organization.

*This focus group session is open to any stakeholder who assists Medicaid members in choosing their health plan.*

## **Questions?**

If you have questions about participating, please contact Eva Velez at [eva.velez@mercer.com](mailto:eva.velez@mercer.com). Mercer will be conducting the focus groups on behalf of ODM.



## **Register Below**

**Virtual**

**April 30, 2026**

**3:30 to 5:00**

**REGISTER HERE**

(<https://mmc.zoom.us/meeting/register/v4As2WIkTFyPzSaaKNkSAQ>)

