

# Options for Initiating a Referral to OhioRISE/CANS Assessment

## Option 1

Contact the youth’s managed care organization (MCO) directly.

- The MCO must ensure an initial CANS assessment appointment for the purpose of determining OhioRISE eligibility is scheduled within 72 hours of referral to the MCO.
- The MCO must have a process in place to ensure the initial CANS assessment is completed within 10 business days after scheduling.

MCO	AmeriHealth Caritas	Anthem Blue Cross and Blue Shield	Buckeye Community Health Plan	CareSource Ohio, Inc.	Humana Healthy Horizons in Ohio	Molina Healthcare of Ohio, Inc.	UnitedHealthcare Community Plan of Ohio, Inc.
Phone Number for Youth and Families	833-764-7700	844-912-0938	866-246-4358	800-488-0134	877-856-5702	800-642-4168	800-895-2017
Phone Number and Email for Providers	833-464-7768 <a href="mailto:DL-ACOHCCoordination@amerihealthcaritasoh.com">DL-ACOHCCoordination@amerihealthcaritasoh.com</a>	844-912-0938 <a href="mailto:ohbhcasemanagement@anthem.com">ohbhcasemanagement@anthem.com</a>	419-304-4300 <a href="mailto:Brandi.M.Hahn@CENTENE.COM">Brandi.M.Hahn@CENTENE.COM</a>	800-488-0134 <a href="mailto:care4uspecialpopulations@caresource.com">care4uspecialpopulations@caresource.com</a>	877-856-5707 <a href="mailto:OHMCDOhioRISE@humana.com">OHMCDOhioRISE@humana.com</a>	800-642-4168 <a href="mailto:population_health@MolinaHealthcare.com">population_health@MolinaHealthcare.com</a>	800-600-9007 <a href="mailto:ODMEDI_HELPDESK@uhc.com">ODMEDI_HELPDESK@uhc.com</a>

# Options for Initiating a Referral to OhioRISE/CANS Assessment, cont.

## Option 2

If the child or youth is in fee-for-service Medicaid, contact the **Medicaid Consumer Hotline at 800-324-8680 (TTY: 711)** to identify nearby CANS assessors that can be contacted to schedule a CANS assessment.

## Option 3

Contact **OhioRISE Member Services at 833-711-0773 (TTY: 711)** from 7 a.m. to 8 p.m. Monday through Friday.

- Aetna Better Health of Ohio will work with the youth and if applicable, their MCO, to coordinate a referral for a CANS Assessment to determine eligibility for the OhioRISE program.