

Information on How to Make Referrals to OhioRISE

From Aetna OhioRISE Care Management Entity Manual

Initiating a Referral to OhioRISE

There are multiple avenues for referrals to be made:

- Contact OhioRISE Member Services at **-833-711-0773 (TTY: 711)** from 7 a.m. to 8 p.m. Monday through Friday and Aetna Better Health of Ohio will work with the youth, their MCO, to coordinate a referral for a CANS Assessment to determine eligibility for the OhioRISE program.
- Contact the youth's MCO, or if they are in fee-for-service Medicaid, the Medicaid Consumer hotline 1-800-324-8680 (TTY: 1-800-292-3572) to initiate a referral for a CANS assessment within one business day as a means to determine eligibility for the OhioRISE program.

Below are the websites youth and families/caregivers can use to reach out directly to their Managed Care Organization:

Managed Care Organization	Phone Number	Website
Anthem BCBS*	1-800-462-3589	www.anthem.com/oh
Buckeye	1-866-246-4358	http://www.buckeyehealthplan.com/
CareSource	1-800-488-0134	www.caresource.com/
Molina	1-855- 665-4623	http://www.molinahealthcare.com/
United	1-800-895-2017	http://www.uhcommunityplan.com

*Administered by Paramount Advantage in West and Northeast Region until later in 2022

Additional Ohio Medicaid Managed Care Organizations (available in late 2022):

Managed Care Organization	Phone Number	Website
Amerihealth Caritas	1-833-764-7700	www.amerihealthcaritasoh.com
Anthem BCBS*	1-844-912-0938	www.anthem.com/oh
Humana	1-877-856-5702	www.humana.com/medicaid/ohio

*Administered by Anthem BCBS statewide

Background on OhioRISE

From [OhioRISE Flyer](#)

What is OhioRISE?

OhioRISE is a specialized Medicaid managed care program for children and youth with complex behavioral health needs (mental health/substance use disorder) and multisystem needs. Aetna Better Health of Ohio (Aetna) is the managed care partner for the program.

Children and youth with multisystem needs are often involved in multiple community systems such as juvenile justice, child protection, developmental disabilities, education, mental health and addiction, and others.

Who is OhioRISE designed to serve?

The description of those children and youth to be served by OhioRISE is similar to those PEP Connections has served. Young people who may benefit from OhioRISE:

- Have multiple needs that result from behavioral health challenges,
- Have multisystem needs or are at risk for deeper system involvement, and/or
- Are at risk of out-of-home placement or are returning to their families from out-of-home placement.

Who qualifies for OhioRISE?

Children and youth who may be eligible for OhioRISE:

- Are eligible for Ohio Medicaid (either managed care or fee-for-service),
- Are age 0-20, and
- Require significant behavioral health treatment, measured using the Ohio Child and Adolescent Needs and Strengths (CANS) assessment.

Children and youth may also be eligible for OhioRISE because of certain urgent conditions. For example, if a child or youth is in a hospital for behavioral health reasons.