



## OHIO MYCARE: WHAT TO EXPECT

### New Referral Enrollment Timeline

1. **Referred to PPL** | Managed Care Organization (MCO) refers the Participant (you) to Public Partnerships (PPL) via MyAccount.
2. **PPL Enrollment Specialist Assigned** | PPL assigns an Enrollment Specialist to your case within 1-2 business days.
3. **Welcome Call** | PPL Enrollment Specialist will complete a Welcome Call to the Participant, Provider (PR), or Authorized Representative (AR). During the call they will explain the Ohio MyCare Program. They will schedule a time to complete your paperwork. This step occurs within 3 business days.
  - *Note:* Calls will come from 1-866- 886-1818, please save this number in your phone.
4. **Enrollment Call** | PPL Enrollment Specialist will call you and your Provider to inform and train you on responsibilities, program rules, and complete paperwork. The call may take up to 2 hours.
5. **Weekly Updates** | PPL Enrollment Specialist will call you weekly with updates on your paperwork.
6. **Start Date Notification and Timesheet Training Call** | PPL Enrollment Specialist will email the case manager to provide the Good to Go email and the MCO will send the authorization to PPL. PPL Enrollment Specialist will then train you (EOR/AR and PR) on how to clock in and out of work.
  - *Note:* Authorizations can take up to 2 weeks to receive.
7. **Enrollment Success Call** | PPL Enrollment Specialist will inform you (the Participant) that you have completed enrollment. PPL Enrollment Specialist will work with you until your worker has received their first payment. Following this step, Customer Service will assist your needs going forward.

**Customer Service Phone:** 1-866-886-1818

**Customer Service Email:** [PPLODMMyCare-cs@pplfirst.com](mailto:PPLODMMyCare-cs@pplfirst.com)

*(Contact information may vary by program)*