

Ohio Medicaid *Single Case Agreement* FAQ

Does Anthem Blue Cross and Blue Shield (Anthem) for Ohio Medicaid approve out-of-network requests?

A: Anthem may approve out-of-network requests for providers active with Ohio Medicaid and who are registered on the Provider Network Management Portal (PNM). Anthem may deny out-of-network requests if providers are available in network.

How do I register on the PNM?

A: Providers who are not already registered and active with Ohio Medicaid as a provider must create an Ohio ID prior to registering on the PNM. Follow the links below for a point of instruction on how to create an Ohio ID and register on the PNM Portal.

[Create Account | OH|ID | Ohio's State Digital Identity Standard](#)
[Creating OH ID Account for PNM Quick Reference Guide](#)

How do out-of-network providers request to perform services for Anthem members?

A: Out-of-network providers/facilities will be required to submit a prior authorization request via Availity Essentials* or by fax. Go to the [Prior Authorization Requirements](#) page for a list of fax numbers by department.

Will Anthem approve out-of-network requests due to continuity of care?

A: Yes, Anthem will approve out-of-network requests for continuity of care based upon geographical needs of the member and medical necessity requirements in accordance with state guidelines and Ohio Administrative Code (OAC) rules. Anthem will approve continuity of services for members in their third trimester, receiving chemotherapy, and/or receiving radiation treatment. Additional information regarding Anthem's continuity of care can be found in the [provider manual](#).

Will Anthem negotiate *Single Case Agreements* if the out-of-network provider/facility will not accept 100% Medicaid fee-for-service (FFS)?

A: Yes, Anthem will accept *Single Case Agreement* requests. Out-of-network providers will be required to submit a [Managed Care Entity \(MCE\) Out-of-Network and Managed Care-Only Provider Application \(Form ODM10282\)](#) and [Managed Care Entity \(MCE\) Out-of-Network and Single Case Agreement Provider Application \(Form ODM10295\)](#) with the *Single Case Agreement* request to the managed care organization.

* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.