

OhioHealthy Care Management

Transitions of Care/ Continuity of Care



At OhioHealthy, we understand switching health plans can feel overwhelming.

One of the most common obstacles to switching plans is the ability for individuals to maintain a relationship with their current physician. OhioHealthy makes healthcare easier, because it should be.

Guided by the OhioHealthy Care Management team, our transition of care (TOC) and continuity of care (COC) programs are uniquely designed to prevent disruption of approved covered services.

With health plan and provider working together, our clinical teams deliver customized care coordination and seamless member experiences only a provider-owned plan can offer.

Contact OhioHealthy Care Management at (614) 485-7941 or CareManagement@OhioHealthyPlans.com to learn more.

Why it's important

- Prevents interruption of ongoing treatment.
- Ensures the continuation of clinical care and/or other approved services for a limited period once enrolled.
- Members have 30 days to complete the pre-certification for COC form.
- Members have up to 90 days for TOC.

Working across the healthcare ecosystem, our clinical care management team supports each member's individual needs by:

- Assessing immediate and long-term care needs.
- Finding network providers within their desired geography.
- Scheduling appointments with primary care and/or specialists within the OhioHealthy network.
- Assisting with additional transition needs.
- Providing access to community resources.
- Reviewing benefits and providing answers to frequently asked questions.

