

QUICK REFERENCE CONTACT LIST

	CareSource (contracted for CFC and ABD)	Molina (contracted for CFC only)	Unison (contracted for CFC only)
Eligibility via Interactive Voice Response (IVR)	1-(800)-488-0134 option 2	1-(866)-402-3467 option 1 then option 3	1-(888)-586-4766 option 4 then option 2
Provider Services (CFC)	1-(877)-725-4577	1-(800)-642-4168 option 1, option 1, then option 5	1-(877)-877-7697
Member Services (CFC)	1-(800)-488-0134	1-(800)-642-4168 option 2 then option 1	1-(800)-895-2017
Provider Services (ABD)	1-(877)-725-4577	Contracted for CFC only	Contracted for CFC only
Member Services (ABD)	1-(800)-488-0134	Contracted for CFC only	Contracted for CFC only
Utilization Management/Prior Authorization	1-(800)-488-0134 option 3 then option 2 then option 3 1-(888)-752-0012 (Fax)	1-(800)-357-0146 option 1, option 1, then option 1 1-(866)-499-6843 (Prior Authorization Fax) 1-(866)-553-9219 (Hospital Admissions and Concurrent Review Fax)	1-(800)-366-7304 option 6 then option 3 1-(866)-839-6454 (Fax)
Case Management	1-(800)-488-0134 option 3 then option 4 1-(877)-946-2273 (Fax)	1-(800)-642-4168 option 1 then option 1 1-(866)-553-9260 and 1-(614)-785-0736 (Case Management Referral Fax)	1-(800)-508-2581 1-(877)-215-9811 (Fax)
TTY for the hearing impaired	1-(800)-750-0750 or 711	1-(800)-750-0750 or 711	1-(888)-616-0021 or 711
Translation Services (via telephone)	1-(800)-488-0134 option 1	1-(800)-642-4168 option 1, option 1, then option 6	1-(800)-895-2017
24 hour nurse hotline	1-(866)-206-0554	1-(888)-275-8750	1-(888)-542-8630
Web Portal Check Eligibility, Provider Network, Claim Status and Submit Prior Authorization Requests	www.caresource-ohio.com	www.molinahealthcare.com	www.unisonhealthplan.com
THIRD PARTY VENDOR CONTACTS			
Vision	1-800-488-0134 option 3 (provider inquiries) and then option 1 (service center)	March Vision- 1-888-493-4070	EyeQuest 1-800-603-5592
Dental	1-800-488-0134 option 3 (provider inquiries) then option 2 (prior authorization) then option 2 (dental issues/authorizations)	DentaQuest 1-800-341-8478/ www.dentaquest.com	DentaQuest 1-800-341-8478/ www.dentaquest.com
Behavioral Health	1-800-488-0134 option 3 (provider inquiries) then option 1 (service center)	1-800-642-4168 option 1 then option 1 Fax 1-866-553-9262	1-800-600-9007 option 4 then option 4
Transportation	Provide-A-Ride 1-866-419-8419 if living in Central region 1-888-288-7050 if living in Southeast region	Access to Care 1-866-642-9279	Members should contact Member Services at 1-800-895-2017
ODJFS Eligibility verification IVR	1-800-686-1516	1-800-686-1516	1-800-686-1516

Any and all updates/changes would be reflected on the CareSource, Molina or Unison websites, subject to change.

Updated December 2009