

MYCARE OHIO – BEHAVIORAL HEALTH CONTACTS & RESOURCES

AETNA BETTER HEALTH:

Primary Contact: Afet Kilinc

Office Phone: 614-933-8334; Cell Phone: 614-254-3229

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Regional BH Provider Services Liaison Contact List – (See Attached List)

[Aetna Better Health Website: MyCare Ohio page](#)

Member Services: (855) 364-0974

BUCKEYE (CENPATICO):

Primary Contact: Laurie Kennedy

Phone: (866) 246-4356 ext. 24183

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Provider Relations Specialist: Mary Clay

e-mail: mclay@cenpatico.com

[Cenpatico Website: http://www.cenpatico.com/providers-states/ohio/?state=Ohio](http://www.cenpatico.com/providers-states/ohio/?state=Ohio)

Customer Service/Authorization 800-224-1991

Case Management/Quality Improvement 800-224-1991

Claims Customer Service 877-730-2117

CARESOURCE:

Primary Contact: Care Management

Dorothea Galloway

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Primary Contact: Operational Issues/Provider Relations

Chris Woolridge

Phone: (216) 896-8162 Work (216) 835-7601 Cell

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Primary Contact: Escalation

Terry R. Jones

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CareSource Website: MyCare Ohio page, Quick Reference Link

Member Services: (855) 475-3163

MOLINA:

Primary Contact: Emily Higgins

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Secondary Contact: Daniel Vickers

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[Molina Dual Options MyCare page](#)

Member Services: (855) 665-4623

UNITED HEALTHCARE (OPTUM):

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Websites: United Provider Page, Optum Provider Page, BH Provider Orientation Training

Member Services: (877) 542-9236