



Broker News and Updates



We are excited to bring you a new source of information on all things OhioHealthy. Our goal is to provide you with important updates in a single, convenient source. We look forward to servicing you and your clients, and providing you with a world-class experience. OhioHealthy is and will always be broker centric. As always, should you have any questions, or need any information not included in this update, please reach out to our sales team. You can find our previous newsletters along with more broker resources on our website at OhioHealthyPlans.com.

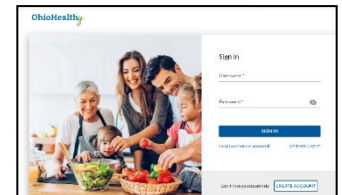
New Additions for ACA

Wrap Network - As of 5/1/24 we've added PHCS as a wrap network for small group POS plans. This addition will assist members in accessing healthcare services when traveling or in areas outside of the primary coverage network. As a result of this change, POS members received new ID cards in April with the addition of the PHCS logo.



OhioHealthy Wellness Portal - ACA members now also have the benefit of the new OhioHealthy Wellness Portal powered by WebMD. This new portal provides members with features such as:

- Wellness challenges
- Self-paced workshops and goal setting
- Resource library
- Mobile app



One of the best features of this new resource is the Health Risk Assessment. A 10-minute assessment will give members a holistic snapshot of their current health and well-being, receiving personalized content and support based on the responses. Members can track scores over time to drive real behavior change. This is a great tool to further enhance their wellness journey.

Sales Corner

Meet our OhioHealthy Sales and Account Management Team!

Theresa Jeffers – Sales Specialist



Theresa brings a wealth of experience and expertise from her tenure at Aetna. Theresa's journey in the realm of insurance has been marked by versatility and proficiency across various lines of coverage. Having served as a licensed professional, she has navigated through the complexities of large/small group, public/labor sectors and served as an expert in Medicare Advantage products. In her current role, Theresa focuses on the small group segment. Whether you're seeking quotes or product information, Theresa is your go-to resource for small group insurance quotes. You can connect with her at Theresa.Jeffers@Ohiohealthyplans.com.

Qiana Ellis - Sales Specialist



Qiana Ellis is a sales specialist who joined the OhioHealthy Team in 2019. Prior to joining OhioHealthy, Qiana had over 20 years of experience in public sector employment. As a sales specialist, Qiana's expertise is currently in the large group arena, but she is able to assist in all facets of the OhioHealthy quoting and sales process. Please feel free to reach out to Qiana as your go-to for large group insurance quotes and product information. You can connect with her at Qiana.Ellis@OhioHealthyPlans.com.

Care Management Support

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 under the leadership of Chief Medical Officer, Nisha Patel, MD, our transition of care (TOC) and continuity of care (COC) programs are uniquely designed to prevent disruption of approved covered services. 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.

Nisha Patel, MD, – Chief Medical Officer



Dr. Patel is a proven leader with an impressive track record of improving health plan quality and performance, and building relationships with provider groups. She brings exceptional experience in quality improvement and clinical care operations. Most recently Dr. Patel worked for a Fortune 50 health insurance company as a regional vice president where she led a team of 200 associates involved in delivering clinical care services for 450,000 Medicare Advantage members in Ohio, Indiana and Michigan. The scope of her work is to develop strategy, optimize clinical care services for plan membership and enable growth.

OhioHealthy Broker Services

Your time is valuable, and we want to make your interactions with us as seamless as possible. It's the OhioHealthy difference!

- Client Enrollments
- Billing and Benefits
- Online Portal Registration
- Commissions
- Provider Lookups
- Claims

Reach out for broker assistance: (888) 800-4113 or BrokerSupport@OhioHealthyPlans.com



For quote requests, contact:

Small Group 2-50

SGSales@ohiohealthyplans.com

Large Group 51+

LGSales@OhioHealthyplans.com

OhioHealthy

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