



February 20, 2025

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Expanding care for OhioHealth



Welcome Morrow County

In January, OhioHealth celebrated Morrow County Hospital with an event to commemorate it becoming OhioHealth's 16th full-member hospital. The membership agreement brings the 25-bed critical access hospital and its physicians and associates under the OhioHealth umbrella. Recognized as a Top 100 Critical Access Hospital in the country, Morrow County Hospital will provide even more quality care access for OhioHealth members. Read more [here](#).

The cancer experts at OhioHealth

A cancer diagnosis can be a paralyzing and emotional experience. For OhioHealth members, they can be comforted by the strength and support of exceptional cancer care close to home and the ones they love. OhioHealth has more cancer care facilities than any other hospital system in central Ohio.

In December, OhioHealth expanded on that commitment by announcing plans for a new comprehensive outpatient cancer center. This new center is focused equally on expanding access to cancer care and improving patient experience. The new facility will be located in the current location of the south parking lot on OhioHealth's administrative campus across from OhioHealth Riverside Methodist Hospital. Read more [here](#).

2023 Claims Update

Our previous TPA partner, Contigo, has officially closed the provider portal for 2023 and the deadline to file a claim for benefit year 2023 has expired. If you believe there was a processing error that prevented you from filing a 2023 benefit claim prior to December 31, 2024, please email us at: ProviderRelations@OhioHealthyPlans.com with supporting documentation. Please note that unsubmitted claims prior to December 31, 2024 are not eligible for payment but appeals and reconsiderations that are in-process should be sent to the email above.

For urgent and emergent pre-authorizations, call the number on the back of the member's ID card. Authorization status is available by calling Provider Services via the number on the back of the member's ID card. For more information on pre-authorizations, visit our website [here](#).

Pharmacy benefit drug formulary updates

The formulary and prior authorization lists for both medical specialty drugs and pharmacy benefit drugs are posted on <https://www.ohiohealthyplans.com/providers/pharmacy/> under Medical Drug Formularies for medical benefit drugs or in the [Navitus Prescriber Portal](#) for the pharmacy benefit drugs.

Multi-factor authentication – Provider Portal

OhioHealthy is implementing a multi-factor authentication solution for our [provider portal](#) to enhance security.

What is multi-factor authentication?

Multi-factor authentication is a process that requires users to provide more than just a password to log in to an account. It's also known as two-step verification. This solution will initially require either a text message or e-mail verification. In the future, we plan to update our mobile application to accept push notifications.

When is the change taking place?

The implementation schedule will begin on March 30, 2025 and continue into October 2025. You will be notified in advance of the deployment of multi-factor authentication.

How will this change impact you?

While the capability will be available beginning March 30, 2025, you will have a choice to register before the mandatory usage deadline of October 31, 2025. While deferring is possible, we strongly encourage users to use multi-factor authentication to protect their accounts.

Visit our provider portal or reach out to us directly

- Visit OhioHealthyPlans.com to register for the new provider portal.
- Here you can connect with provider services and access self-service information to review claims, access patient coverage and check patient eligibility.
- Register for the portal by selecting the appropriate option under the login box.
- For more information on how to register for the provider portal click [here](#).

Any questions regarding the topics in this newsletter or any other can be directed to our Provider Relations team at: ProviderRelations@OhioHealthyPlans.com

Credentialing questions can be emailed directly to: OhioHealthCredentialing@OhioHealth.com

You can also follow us on [LinkedIn](#) for news and updates on OhioHealthy!

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