MyCare Ohio
Patient/Client Liability Reconciliation Spreadsheet

Please use the Patient/Client Liability Reconciliation spreadsheet to report patient/client liability errors or discrepancies for claims paid by MyCare Ohio health plans.

The spreadsheet also may be downloaded in Excel [format from The Academy of Senior Health Sciences' website.](#)

Please do not submit spreadsheets to Buckeye Community Health Plan or Molina Healthcare until they have corrected and reconciled the following errors, which will be corrected by the respective health plan without any action by the provider:

- Buckeye: decimal point error.

- Molina: no patient/client liability deducted.

As noted on the spreadsheet, you must submit documentation of the correct patient/client liability (for example, a 9401 form, COLA report, report from AAA).

Please note: Because of issues with the Department of Medicaid's patient/client liability data, you may need to resubmit the spreadsheet for future claims if liability is incorrectly deducted. *You do not need to resubmit the supporting documentation if you submitted it once and it has not changed.*

Please check the appropriate column on the spreadsheet if you are resubmitting a patient or resident.

Please use the following addresses/fax numbers to submit the spreadsheet. *To comply with HIPAA, if you submit via email, you must use secure email.*

Aetna: Email: OH_ProviderServices@aetna.com
                Fax: 855-826-3809

Buckeye: Email: Buckeye_Enrollment@centene.com,
                using subject "OH_Claims_Liaison-Research_Needed"

CareSource: Email: appealsresponse@caresource.com

Molina: Email: MHOClaimsReconsideration@MolinaHealthcare.com
                Fax: 800-499-3406

United: Email: cathy.spindler@uhc.com
                For questions about patient/client liability, call 1-888-262-4394

Last updated 11/07/14