



## **News for Trading Partners**

January 6, 2026

The News for Trading Partners contains updates from Ohio Department of Medicaid (ODM) about the Electronic Data Interchange, Fiscal Intermediary, and other important information. We highly encourage trading partners to inform their provider customers of these updates.

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### **Next Generation MyCare 277CA, 835ERA, and Member Eligibility Look Up Guidance**

The Next Generation MyCare plans are having issues with the delivery of outbound documents, including all 277 Claims Acknowledgement (CA) and 835 Electronic Remittance Advice (ERA) files, and processing member eligibility via the Next Generation MyCare MCO process 270/271. There are also issues impacting CareSource's ability to deliver outbound Managed Care 835ERA forms.

The plans are actively working to correct these issues. Once these issues are resolved, providers should expect to see 277CAs and 835ERAs via normal processes. Also, once issues are resolved, member eligibility looks up can resume via normal processes.

In the meantime, providers can contact the plans to receive information on the adjudication status of their claims and 835ERAs and look up member eligibility via Provider Network Management (PNM) or the fee-for-service 270/271 process.

We apologize for any inconvenience this may have caused.

For additional help, please contact the ODM EDI Integrated Helpdesk (IHD) at 800-686-1516 (option 4) or [omesedisupport@medicaid.ohio.gov](mailto:omesedisupport@medicaid.ohio.gov) IHD representatives are available 8 a.m.-4:30 p.m. Eastern time Monday-Friday,

Thank you for your cooperation and continued support, the Ohio Department of Medicaid.

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### **Additional support**

For technical support or assistance, please refer to our [support page](#) on the Medicaid website for information regarding what team trading partners should contact for their specific question or issue.