



May 27, 2026

OhioHealth operations wind down

As previously announced, OhioHealth has made the decision to exit the role of administrator of health plans and wind down OhioHealth benefit offerings at the end of 2026. The OhioHealth Network will terminate at that time.

As OhioHealth winds down its TPA operations, we are updating terms related to timely filing and appeals for dates of service (DOS) on or after Saturday, August 1, 2026.

- **Claims Timely Filing submission period:** is 120 days effective August 1, 2026.
- **Claims Appeal submission requirement:** is 90 days August 1, 2026.
- **Health Plan Termination Notice – all OhioHealth network Agreements, including yours, will be terminated at December 31, 2026 11:59:59 PM.**

This [FAQ](#) explains in detail what is changing, what is not, and what providers need to know during the transition and runout period.

Pharmacy information

Navitus Formulary Update – Jardiance & generic Farxiga (dapagliflozin) release

- Farxiga (dapagliflozin), Jardiance (empagliflozin) and associated combination products are currently co-preferred on the Navitus prescription drug formulary for OhioHealth members.
- On July 1, 2026, Jardiance and empagliflozin-containing combination products (Glyxambi, Synjardy, Synjardy XR, and Trijardy XR) will be removed from formulary and generic dapagliflozin/dapagliflozin-containing combination products will become the preferred SGLT2 products.

- Navitus mailed notification letters to impacted members in April to allow time to transition to the generic medications. Jardiance and its combination products may continue to be filled under the pharmacy benefit through June 30, 2026.

The formulary and prior authorization lists for both medical specialty drugs and pharmacy benefit drugs are posted [here](#) under Medical Drug Formularies for medical benefit drugs or in the [Navitus Prescriber Portal](#) for the pharmacy benefit drugs.

SAINT® TMS Neuromodulation Therapy

A new breakthrough treatment option for patients with Major Depressive Disorder (MDD) and Treatment-Resistant Depression (TRD) is now available at OhioHealth. This MRI-guided, non-invasive therapy offers a new and accelerated path to remission for your patients who have not found success with conventional depression treatments.

How to refer:

- Option 1: Patients can call our office directly at 614-566-4414.
- Option 2: Providers can place an order via CareConnect. Referral = Ambulatory Referral to Behavioral Health > TMS

For more information on Neuromodulation Therapy, click [here](#).

Is your practice information up to date?

It is important that we have updated information about your practice.

If any information related to your practice's operations or provider roster have changed, please complete the OhioHealthy [Provider Change Form](#) and submit it to the fax number or email address shown on the form.

Member Advocates are here to help

Experienced. Knowledgeable. And with you every step of the way.

OhioHealthy Member Advocates are your ally throughout the healthcare journey. They are health plan experts fully equipped to quickly resolve routine and complex inquiries any time you need them. Just refer to the number on the back of the member ID card.

Here are just a few of the things a Member Advocate provides:

- Assistance with claims, billing, and benefits
 - Cost estimates for common services
 - In-call language and translation services for over 250 languages
 - Claims and billing analysis for complex projects — including offline research and personal follow-up call and resolution
 - Assistance with the fully functional, web-based provider portal for provider self-service
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Visit our provider portal or reach out to us directly

- Visit OhioHealthyPlans.com to register for the 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**

OhioHealthy, Inc. • 3430 OhioHealth Parkway | Columbus, Ohio 43202 • OhioHealthyPlans.com

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