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| ISSUE DATE April 23, 2010 | EFFECTIVE DATE April 1, 2010 | NUMBER 99-10-02 |
| SUBJECT Implementation of New Physical Health Managed Care Organizations in the HealthChoices Southeast and Lehigh/Capital Zones | | BY  Michael Nardone, Deputy Secretary Office of Medical Assistance Programs |

PURPOSE:

The purpose of this bulletin is to notify providers of the implementation of new Physical Health Managed Care Organizations (PH-MCOs) in the HealthChoices Southeast (SE) and Lehigh/Capital (L/C) Zones.

SCOPE:

This bulletin applies to all providers enrolled in the Medical Assistance (MA) Program who render services to MA consumers in the Fee-for-Service (FFS) and Managed Care delivery systems.

BACKGROUND/DISCUSSION:

The HealthChoices Physical Health Managed Care Program currently serves over one million Pennsylvanians eligible to receive MA in 25 counties in the SE, L/C and Southwest (SW) geographic zones. On February 7, 2008, the Department of Public Welfare (Department) issued Requests for Proposals (RFPs) to procure the services of PH-MCOs to continue the HealthChoices Program in the S/E and L/C Zones.

As a result of the RFPs, two new vendors were selected by the Department for delivery of physical health services in the SE and L/C Zones. Effective April 1, 2010, Aetna Better Health and Coventry Cares will begin providing services in the SE Zone. AmeriChoice of Pennsylvania, Health Partners and Keystone Mercy Health Plan will continue providing services in the SE Zone. Additionally, Aetna Better Health and UPMC for You will begin providing services in the L/C Zone on April 1, 2010. AmeriHealth Mercy Health Plan, Gateway Health Plan and Unison Health Plan will continue providing services in the L/C Zone.

The open enrollment period for all existing HealthChoices consumers in the SE and L/C Zones began February 12, 2010, and ended February 25, 2010. Open enrollment packets

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| <p>COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:</p> <p style="text-align: center;">The appropriate toll-free number for your provider type.</p> <p style="text-align: center;">Visit the Office of Medical Assistance Programs Web site at www.dpw.state.pa.us/PartnersProviders</p> |
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were mailed out during this period to inform existing HealthChoices consumers of the new PH-MCOs available to them. During the open enrollment period, HealthChoices consumers had the option of staying with their current PH-MCO or changing to one of the other PH-MCOs available in their geographic zone. HealthChoices consumers did not have to take any action if they wanted to remain with their current HealthChoices PH-MCO. The open enrollment period was an opportunity to give all existing HealthChoices consumers information on the new PH-MCO choices. However, HealthChoices consumers can initiate a change in PH-MCOs at any time and are not limited to an open enrollment period.

Effective February 26, 2010, pre-enrollment packets were sent to newly eligible MA consumers in the HealthChoices SE and L/C Zones informing them of the new and existing PH-MCOs in their zone. New HealthChoices consumers who do not choose a PH-MCO are auto-assigned to one of the new PH-MCOs in their geographic zone. New HealthChoices consumers are assigned to Aetna Better Health or UPMC for You in the L/C Zone and Aetna Better Health or Coventry Cares in the SE Zone.

PROCEDURE:

Provider Enrollment

Providers who would like to participate with the HealthChoices PH-MCOs should contact the specific PH-MCOs directly for the appropriate provider enrollment procedures. The following is a list of the PH-MCOs' provider services telephone numbers and links to their websites:

| SE Zone | Plan Code |
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| Aetna Better Health 866-638-1232 http://www.aetnabetterhealth.com | 43 |
| AmeriChoice of Pennsylvania 800-345-3627 http://www.americhoice.com | 46 |
| Coventry Cares 866-903-0748 http://healthamerica.coventryhealthcare.com/services-and-support/providers/provider-nomination/index.htm | 49 |
| Health Partners 215-991-4350 or 888-991-9023 http://www.healthpart.com/infoProv.asp | 45 |
| Keystone Mercy Health Plan 800-521-6007 http://www.keystonemercy.com/provider/index.aspx | 47 |

| L/C Zone | Plan Code |
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| Aetna Better Health 866-638-1232 http://www.aetnabetterhealth.com | 53 |

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| AmeriHealth Mercy Health Plan 800-521-6007 http://www.amerihealthmercyhp.com/provider | 57 |
| Gateway Health Plan 800-392-1145 http://www.gatewayhealthplan.com/providers/pa/medicaid.aspx | 51 |
| Unison Health Plan 800-600-9007 http://www.unisonhealthplan.com | 52 |
| UPMC for You 866-918-1595 http://www.upmchealthplan.com/providers/request.html | 54 |

Recipient Enrollment

Maximus, an independent enrollment assistance broker contracted by the Department, will handle MA consumer enrollment in the new PH-MCOs in the S/E and L/C Zones. Maximus will provide MA consumers with information about the PH-MCOs in their geographic area and will also assist MA consumers in choosing a PH-MCO and primary care provider (PCP). Maximus also operates a call center at 1-800-440-3989 to assist consumers with making their selections. In addition, MA consumers may research the various PH-MCOs available in their area, enroll with a PH-MCO and select a PCP through the enrollment broker website at <http://www.enrollnow.net>.

Reminder to providers that FFS is still operating in the HealthChoices Zones

Some MA consumers continue to access health care through the FFS delivery system, even though they reside in the HealthChoices Zones. These MA consumers are not enrolled in the HealthChoices PH-MCOs and continue to use their ACCESS cards to obtain MA covered services.

Additionally, most MA consumers experience a two-to-four week period between their initial MA eligibility determination and the effective date of their enrollment in the PH-MCO (this period of time is commonly referred to as the FFS eligibility window). If you are currently participating in one or more of the PH-MCO's provider networks, your provider agreement must contain language which requires you to see HealthChoices consumers during this FFS window. Please refer to MA Bulletin 99-07-17, "Continued Existence of the Fee-For-Service (FFS) Delivery System in HealthChoices Zones and Use of ACCESS Cards", for additional information about recipients residing in HealthChoices Zones who are in the FFS delivery system.

Prior to rendering any service, providers should verify MA consumer eligibility and delivery system enrollment status. Providers may access the Eligibility Verification System (EVS) by utilizing the Provider Electronic Solutions software, the provider's own certified software, or through the internet at <http://promise.dpw.state.pa.us/> using the patient's social security number and date of birth (mmddyyyy) or their last name, first name and date of birth. If those access methods are not available to the provider, they can access the EVS through

the Automated Voice Response System (telephone) by calling 1-800-766-5387 and entering the MA consumer's social security number and date of birth.