



<b>ISSUE DATE</b> January 18, 2013	<b>EFFECTIVE DATE</b> March 1, 2013	<b>NUMBER</b> 99-13-02
<b>SUBJECT</b> HealthChoices Physical Health Managed Care New East Zone Expansion		<b>BY</b>  Vincent D. Gordon, Deputy Secretary Office of Medical Assistance Programs

**PURPOSE:**

The purposes of this Medical Assistance (MA) Bulletin (bulletin) are to notify all MA enrolled providers that:

1. The Department of Public Welfare (Department) is expanding the HealthChoices mandatory physical health managed care program to include 22 counties where ACCESS Plus currently operates; and
2. ACCESS Plus will cease to operate in those 22 counties effective February 28, 2013.

For providers seeking to become a network provider with one or more of the PH-MCOs, this bulletin also provides contact information for the Physical Health Managed Care Organizations (PH-MCOs) serving recipients in the affected counties.

**SCOPE:**

This bulletin applies to all providers enrolled in the MA Program who render medical services to MA recipients who reside in the following 22 counties: Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, and Wyoming.

**BACKGROUND/DISCUSSION:**

To further the Department’s goal of improving MA recipients’ access to high quality health care, while managing health care costs, the Department is expanding the HealthChoices mandatory managed care program. HealthChoices is the program through which the Commonwealth uses PH-MCOs to deliver and coordinate physical health services for most MA recipients. The HealthChoices program currently serves approximately 1.4 million Pennsylvanians in 45 counties in the New West, Southwest, Lehigh Capital and Southeast

<p><b>COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:</b></p> <p>The appropriate toll free number for your provider type</p> <p>Visit the Office of Medical Assistance Programs Web site at <a href="http://www.dpw.state.pa.us/provider/healthcaremedicalassistance/index.htm">http://www.dpw.state.pa.us/provider/healthcaremedicalassistance/index.htm</a></p>
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geographic zones. HealthChoices PH-MCOs have received national recognition for their success in providing access to care, care coordination, service quality and health outcomes.

## **PROCEDURE:**

On March 1, 2013, mandatory managed care will be implemented in Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, and Wyoming counties which will comprise the HealthChoices New East zone. The ACCESS Plus Enhanced Primary Care Case Management program will end in these 22 counties on February 28, 2013. Newly eligible recipients residing in counties in the HealthChoices New East zone will not be enrolled in ACCESS Plus beginning February 9, 2013, and will receive services through the Fee for Service (FFS) delivery system until the March 1, 2013, New East zone managed care effective date.

In the New East zone, MA recipients will have the choice of enrolling with: AmeriHealth Northeast, Coventry Cares, or Geisinger Health Plan. United Healthcare voluntary managed care will no longer be operating in the 22 counties that comprise the New East Zone effective February 28, 2013. Open enrollment of recipients in the New East zone will begin January 11, 2013, and will end February 7, 2013. Enrollment packets will be mailed beginning January 10, 2013, informing members of their PH-MCO options. Members of ACCESS Plus or of United Healthcare voluntary managed care who do not choose one of the HealthChoices MCOs during open enrollment will be automatically assigned to an MCO. Members of AmeriHealth Mercy Health Plan, which will be known as AmeriHealth Northeast in the New East zone, do not have to take any action if they wish to remain with AmeriHealth. These members also have the option to change to any PH-MCO available in their geographic zone. HealthChoices recipients can initiate a change in PH-MCOs at any time and are not limited to the open enrollment period.

MAXIMUS, an independent enrollment assistance broker contracted by the Department, will assist MA recipients with PH-MCO enrollment. MAXIMUS provides MA consumers with information about the PH-MCOs in their geographic area and also assists MA consumers in choosing a PH-MCO and primary care provider (PCP). MAXIMUS 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>.

The PH-MCOs will contract with some of the existing MA-enrolled PCPs, hospitals and other medical service and equipment suppliers as well as recruit new qualified MA providers in the area. To serve MA recipients who are currently enrolled in the ACCESS Plus Program, providers will need to join the network(s) of the HealthChoices PH-MCOs serving their area. Provider contact information for the PH-MCOs can be found in the chart below.

<b>Call the Corresponding Provider Services Department(s) Below to Join</b>	
<b>HealthChoices New East Zone PH-MCOs</b>	
<b>PH-MCO</b>	<b>Provider Phone</b>
AmeriHealth Northeast <a href="http://www.amerihealthnortheast.com/">http://www.amerihealthnortheast.com/</a>	866-546-7972
Coventry Cares <a href="http://www.mycoventrycares.com/">http://www.mycoventrycares.com/</a>	866-903-0748
Geisinger Health Plan <a href="http://www.thehealthplan.com/">http://www.thehealthplan.com/</a>	800-876-5357

<b>To Enroll as an MA Provider Call the Department's Provider Enrollment Number</b>	
Provides assistance regarding MA enrollment processes, MA enrollment file maintenance and General MA enrollment questions	1-800-537-8862 Hours of operation: Monday – Friday, 8:00am - 4:30pm

Some MA recipients 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 will 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). Providers who currently participate in one or more of the PH-MCOs' provider networks are required to serve HealthChoices recipients during this FFS window according to the terms of their provider agreement with these PH-MCOs.

Prior to rendering any service, providers should verify MA recipient 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, the provider can access the EVS through the Automated Voice Response System (telephone) by calling 1-800-766-5387, and entering the MA recipient's social security number and date of birth.

Providers should refer to MA Bulletin 99-03-13, "Continuity of Care for Recipients Transferring Between and Among Fee-for-Service and Managed Care Organizations" and MA Bulletin 99-96-01, "Continuity of Prior Authorized Services Between Fee-for-Service and Managed Care Plans for Individuals Under Age 21", for information regarding continuity of care requirements.