

**Managed Care Operations Memorandum  
General Operations  
MCOPS Memo # 05/2023-005**

**Date:** June 15, 2023

**Subject:** New Member Outreach

**To:** All Physical Health HealthChoices Managed Care Organizations - Statewide

**From:** Gwendolyn Zander, Director, Bureau of Managed Care Operations, Office of Medical Assistance Programs

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**Purpose:**

The purpose of this memo is to inform the PH-MCOs that, effective June 15, 2023, the PH-MCOs may proactively contact members, identified on the 834 Eligibility File with an "R" indicator, as described below.

**Background:**

On April 17, 2023, the Department implemented an enhancement to the COMPASS benefit application system. The enhancement allows new CHIP and Medical Assistance applicants to choose a PH-MCO at the time of application. Applicants who actively select a PH-MCO will be assigned an "R" indicator on the Eligibility File. Prior to this enhancement, applicants were assigned a PH-MCO after their Medical Assistance eligibility determination and were given an assignment indicator of "A" for auto-assigned, "B" for batch assigned, "C" for central office changes, or "M" for existing member's plan.

**Discussion:**

Section V.F.13. of the HealthChoices PH-MCO Agreement prohibits PH-MCO outreach to future new members with an assignment indicator of either "auto assigned or "M" Member assigned until five (5) business days prior to their MCO effective date unless it is the PH-MCO's responsibility under the Agreement or at the request of the Department.

As a result of the COMPASS enhancement allowing the selection of a PH-MCO prior to eligibility determination, the Department will permit the PH-MCOs to conduct outreach to "R" indicator applicants outside of the five (5) business day indicated in the Agreement for limited purposes.

To provide enhanced service and supports for the Medical Assistance beneficiary population that chooses to select a PH-MCO at time of application, the PH-MCOs will be permitted to proactively contact "R" indicator members for the purpose of allowing the potential member to select a Primary Care Physician (PCP). This outreach may occur immediately upon receipt of the Member information received in the daily 834 eligibility file.

PH-MCOs must continue to follow the five (5) business day contact prohibition for all other prospective members that are assigned either the "A", "B", "C", or "M" indicator on the eligibility file.

**Next Steps:** PH-MCOs may conduct outreach to "R" indicated members for the purpose of PCP selection, as described in this OPS Memo, beginning on or after xxx xx, 2023.

**Obsolete:**

N/A

**Attachment:**

N/A