

00:26:31,800 --> 00:26:34,200
can support up to 9000 members.

639
00:26:34,933 --> 00:26:37,033
Moving into the next slide.

640
00:26:37,033 --> 00:26:39,566
Since its launch back in 2018,

641
00:26:39,933 --> 00:26:43,000
the CP program has shown great gains.

642
00:26:43,000 --> 00:26:44,533
The chart below illustrates

643
00:26:44,533 --> 00:26:46,200
those successes.

644
00:26:46,200 --> 00:26:49,733
The program reduced ER visits by 21%.

645
00:26:50,333 --> 00:26:51,666
They saw reductions

646
00:26:51,666 --> 00:26:53,233
in behavioral health admissions

647
00:26:53,233 --> 00:26:56,900
by at least 30% and reductions in risk

648
00:26:57,333 --> 00:27:00,700
adjusted total cost of care by 20%.

649
00:27:00,700 --> 00:27:02,366
So you will have these slides

650
00:27:02,366 --> 00:27:04,233
to review that data.

651

00:27:04,233 --> 00:27:05,666

But the CP Programs

652

00:27:05,666 --> 00:27:06,300

have so far

653

00:27:06,300 --> 00:27:07,833

been a great success

654

00:27:07,833 --> 00:27:09,633

and support for members.

655

00:27:11,433 --> 00:27:11,933

Going to the

656

00:27:11,933 --> 00:27:16,066

next slide.

657

00:27:16,066 --> 00:27:19,133

The objective of the CP Programs are

658

00:27:21,300 --> 00:27:23,366

reaffirm MassHealth commitment

659

00:27:23,366 --> 00:27:24,700

to providing community

660

00:27:24,700 --> 00:27:26,200

based outreach and enhanced

661

00:27:26,200 --> 00:27:28,800

supports for our highest risk members

662

00:27:29,233 --> 00:27:31,100

and leveraging the expertise

663

00:27:31,100 --> 00:27:33,333
of community based organizations.

664
00:27:33,333 --> 00:27:36,433
The second objective is to simplify

665
00:27:36,433 --> 00:27:37,533
and streamline

666
00:27:37,533 --> 00:27:39,966
the relationship between the CPs

667
00:27:40,333 --> 00:27:43,800
and the ACOs and MCOs.

668
00:27:45,333 --> 00:27:48,633
The third objective is heighten, clarify

669
00:27:48,633 --> 00:27:51,000
and standardize expectations

670
00:27:51,000 --> 00:27:52,766
of Community Partners

671
00:27:52,766 --> 00:27:54,066
related to both care

672
00:27:54,066 --> 00:27:55,400
coordination

673
00:27:55,400 --> 00:27:57,666
and accountability for outcomes

674
00:27:58,066 --> 00:27:59,566
and aligning the

675
00:27:59,566 --> 00:28:02,300
LTSS CP model with Behavioral Health

676
00:28:03,033 --> 00:28:06,300
CP model. Fourth is to continue,

677
00:28:06,300 --> 00:28:07,800
continue

678
00:28:07,800 --> 00:28:09,733
to incentivize strong

679
00:28:09,733 --> 00:28:11,733
and a seamless partnership

680
00:28:11,733 --> 00:28:14,033
between the physical,

681
00:28:14,533 --> 00:28:16,166
among the physical health,

682
00:28:16,166 --> 00:28:17,466
behavioral health,

683
00:28:17,466 --> 00:28:19,600
long-term services and supports

684
00:28:19,600 --> 00:28:20,666
and health related

685
00:28:20,666 --> 00:28:23,100
social needs delivery system.

686
00:28:23,100 --> 00:28:23,866
And lastly,

687
00:28:23,866 --> 00:28:26,500
the fifth objective is to continue

688

00:28:26,500 --> 00:28:28,800
to incentivize value-based care

689
00:28:29,233 --> 00:28:32,766
and trend management using an updated

690
00:28:32,766 --> 00:28:34,066
accountability model.

691
00:28:35,700 --> 00:28:37,200
As we move to the next slide,

692
00:28:37,200 --> 00:28:38,100
who's eligible

693
00:28:38,100 --> 00:28:41,533
to receive support from the CP Program?

694
00:28:42,000 --> 00:28:46,633
They're members eligible are those

695
00:28:47,166 --> 00:28:50,033
that are enrolled in the ACO or MCO

696
00:28:50,033 --> 00:28:52,900
Plans and or receiving

697
00:28:53,333 --> 00:28:54,533
or has received

698
00:28:54,533 --> 00:28:56,566
Adult Community Clinical Supports

699
00:28:56,966 --> 00:28:58,533
or Community-Based

700
00:28:58,533 --> 00:29:00,700
Flexible Support Services.

701

00:29:01,333 --> 00:29:03,166
These members are not required

702

00:29:03,166 --> 00:29:06,200
to be enrolled in an ACO or MCO.

703

00:29:07,200 --> 00:29:10,300
MassHealth anticipates that beginning in

704

00:29:10,333 --> 00:29:12,000
July of 2023,

705

00:29:12,000 --> 00:29:14,100
individuals who screen positive

706

00:29:14,100 --> 00:29:15,266
for Level 2

707

00:29:15,266 --> 00:29:19,133
Preadmission Screenings and Resident

708

00:29:19,133 --> 00:29:20,900
Review in a Skilled Nursing

709

00:29:20,900 --> 00:29:22,933
Facility will also be eligible

710

00:29:23,300 --> 00:29:24,100
for enrollment

711

00:29:24,100 --> 00:29:27,033
with a behavioral health CP.

712

00:29:27,033 --> 00:29:28,766
However, our members

713

00:29:28,766 --> 00:29:30,300
enrolled in the following

714
00:29:30,300 --> 00:29:33,133
are not eligible for the CP Program.

715
00:29:33,533 --> 00:29:35,933
They include members in the PCC plan

716
00:29:36,366 --> 00:29:38,966
or the MassHealth Fee-For-Service

717
00:29:39,566 --> 00:29:40,766
Program,

718
00:29:40,766 --> 00:29:42,100
with the exception of members

719
00:29:42,100 --> 00:29:43,866
enrolled in the DMH's

720
00:29:43,866 --> 00:29:48,066
ACCS or the Post-ACCS services.

721
00:29:48,066 --> 00:29:50,000
One Care members are not eligible

722
00:29:50,000 --> 00:29:51,600
for CPs.

723
00:29:51,600 --> 00:29:52,866
Our members

724
00:29:52,866 --> 00:29:53,900
and our SCO,

725
00:29:53,900 --> 00:29:55,200
that's the Senior

726
00:29:55,200 --> 00:29:58,366
Care Option Plan are not are not eligible

727
00:29:59,466 --> 00:30:01,600
as well as PACE members

728
00:30:02,033 --> 00:30:04,633
or members in the DMHs Program of

729
00:30:04,633 --> 00:30:07,966
Assertive Community Treatment.

730
00:30:07,966 --> 00:30:09,700
Looking at the different phases

731
00:30:09,700 --> 00:30:11,300
of the Community

732
00:30:11,300 --> 00:30:13,366
Partner Care Coordination.

733
00:30:13,366 --> 00:30:16,333
First the member is identified eligible

734
00:30:16,366 --> 00:30:18,000
to enroll in a CP,

735
00:30:18,000 --> 00:30:21,066
then the member is contacted by that

736
00:30:21,066 --> 00:30:24,266
CP to confirm they want to participate.

737
00:30:25,100 --> 00:30:26,700
A comprehensive assessment

738

00:30:26,700 --> 00:30:28,466
is completed by the CP

739
00:30:28,466 --> 00:30:31,233
and the CP will use that information

740
00:30:32,500 --> 00:30:35,800
to complete a treatment or a care plan

741
00:30:35,800 --> 00:30:39,700
base. The plan

742
00:30:39,700 --> 00:30:43,000
will reflect the preferences, goals

743
00:30:43,200 --> 00:30:46,166
and needs of the member,

744
00:30:46,166 --> 00:30:49,800
and it needs to be assigned-off by the member

745
00:30:49,800 --> 00:30:52,000
and the designated CP staff.

746
00:30:52,833 --> 00:30:53,933
The last phase of the care

747
00:30:53,933 --> 00:30:55,400
coordination is the CP

748
00:30:55,400 --> 00:30:58,333
form a Care Team for that member

749
00:30:58,866 --> 00:31:01,666
connecting between providers,

750
00:31:01,666 --> 00:31:03,400
as well as assisting the members

751
00:31:03,400 --> 00:31:04,900
in accessing services

752
00:31:04,900 --> 00:31:07,333
and implementing the Person-Centered

753
00:31:07,700 --> 00:31:09,733
Treatment Plan with that member.

754
00:31:14,433 --> 00:31:15,866
MassHealth did re-procure

755
00:31:15,866 --> 00:31:19,566
the CP Program for 2023 and selected

756
00:31:19,800 --> 00:31:22,566
20 Community Partners

757
00:31:22,566 --> 00:31:24,800
to participate moving forward.

758
00:31:24,800 --> 00:31:25,900
The members in the current

759
00:31:25,900 --> 00:31:27,900
program will be disenrolled

760
00:31:27,900 --> 00:31:29,433
on the last day of this month,

761
00:31:29,433 --> 00:31:32,666
that's March 31st, and re-enrolled

762
00:31:32,666 --> 00:31:35,400
into the CP Program on April 1st.

763

00:31:36,033 --> 00:31:38,366
When enrollees are re-enrolled

764
00:31:38,366 --> 00:31:40,533
into the CP Program,

765
00:31:40,533 --> 00:31:42,766
the enrollees will either be enrolled

766
00:31:42,766 --> 00:31:44,400
into the same CP

767
00:31:44,400 --> 00:31:45,300
or the CP

768
00:31:45,300 --> 00:31:45,966
that most

769
00:31:45,966 --> 00:31:48,433
closely aligns with their current CP,

770
00:31:48,900 --> 00:31:51,100
whenever feasible.

771
00:31:51,100 --> 00:31:54,000
In instances when this is not feasible,

772
00:31:54,433 --> 00:31:55,266
CP Enrollee

773
00:31:55,266 --> 00:31:56,400
will be re-enrolled

774
00:31:56,400 --> 00:31:59,700
into a CP with which the enrollee's

775
00:32:00,333 --> 00:32:04,466
ACO or MCO plan holds a subcontract.

776

00:32:05,033 --> 00:32:06,366

There are two instances

777

00:32:06,366 --> 00:32:09,433

in which MassHealth will not re-enroll a CP

778

00:32:09,833 --> 00:32:12,100

Enrollee into their current CP,

779

00:32:12,133 --> 00:32:16,000

and that is if the Enrollee whose CP

780

00:32:16,000 --> 00:32:18,266

as of 4/1 is not continuing

781

00:32:18,400 --> 00:32:20,100

in the new CP Program

782

00:32:21,300 --> 00:32:24,000

or the CP Enrollee whose

783

00:32:24,000 --> 00:32:24,733

CP as of

784

00:32:24,733 --> 00:32:28,000

4/1 is continuing in the new CP Program

785

00:32:28,000 --> 00:32:31,100

but is no longer serving

786

00:32:31,200 --> 00:32:33,533

the CP Enrollee's service area.

787

00:32:34,900 --> 00:32:37,200

During this period of transition,

788

00:32:37,200 --> 00:32:38,066
Community Partner

789
00:32:38,066 --> 00:32:38,733
members

790
00:32:38,733 --> 00:32:40,200
will have a 90-day

791
00:32:40,200 --> 00:32:42,500
Continuity of Care Period.

792
00:32:42,500 --> 00:32:45,133
During this period ACOs

793
00:32:45,133 --> 00:32:48,100
and MCOs may not disenroll an enrollee

794
00:32:48,133 --> 00:32:51,466
or assign them to a different CP

795
00:32:51,466 --> 00:32:55,333
unless the enrollee requests

796
00:32:56,000 --> 00:32:57,766
disenrollment from the program

797
00:32:57,766 --> 00:33:01,600
or requests a transfer to another CP

798
00:33:01,600 --> 00:33:03,366
with which the member's ACO

799
00:33:03,366 --> 00:33:07,266
or MCO has a subcontract that exceeds

800
00:33:07,266 --> 00:33:10,266
beyond July 31st,

801
00:33:10,266 --> 00:33:12,633
or they graduated from the CP Program.

802
00:33:13,966 --> 00:33:15,466
After June 30th.

803
00:33:15,466 --> 00:33:16,700
ACOs and MCOs

804
00:33:16,700 --> 00:33:20,000
may disenroll a CP Enrollee

805
00:33:20,000 --> 00:33:23,400
or transfer the Enrollee to another CP

806
00:33:23,800 --> 00:33:26,500
or its internal Care Management Program

807
00:33:27,366 --> 00:33:29,766
in accordance with standard program

808
00:33:29,766 --> 00:33:33,000
requirements.

809
00:33:33,000 --> 00:33:35,266
So, going into EVS.

810
00:33:35,266 --> 00:33:37,233
Really, this is a reminder

811
00:33:37,233 --> 00:33:39,633
for all of our providers out in

812
00:33:39,633 --> 00:33:40,466
the community,

813

00:33:41,700 --> 00:33:42,300
the MassHealth

814
00:33:42,300 --> 00:33:46,200
Eligibility Verification System providers

815
00:33:46,266 --> 00:33:47,433
should continue

816
00:33:47,433 --> 00:33:49,333
to check members enrollment

817
00:33:49,333 --> 00:33:51,400
and eligibility using

818
00:33:51,400 --> 00:33:55,166
EVS on the POSC, that's the Provider

819
00:33:55,166 --> 00:33:57,300
Online Service Center.

820
00:33:57,300 --> 00:33:58,400
There are two types

821
00:33:58,400 --> 00:33:59,800
of restrictive messages

822
00:33:59,800 --> 00:34:01,933
that appears on EVS,

823
00:34:02,166 --> 00:34:03,166
no changes here,

824
00:34:03,166 --> 00:34:04,433
that's the eligibility

825
00:34:04,433 --> 00:34:06,166
Restrictive Message

826

00:34:06,166 --> 00:34:07,733
showing which coverage type

827

00:34:07,733 --> 00:34:12,300
that member was determined and is in

828

00:34:12,300 --> 00:34:13,700
and the Managed Care Data

829

00:34:13,700 --> 00:34:15,800
Restrictive Messages

830

00:34:15,966 --> 00:34:18,566
The Managed Care Data Restricted Messages

831

00:34:18,566 --> 00:34:20,666
will be updated to identify

832

00:34:20,800 --> 00:34:22,900
which type of health plan

833

00:34:22,900 --> 00:34:24,333
the member is enrolled in

834

00:34:24,333 --> 00:34:26,166
and their contact

835

00:34:26,166 --> 00:34:28,366
information for inquiries

836

00:34:28,366 --> 00:34:29,066
or questions

837

00:34:29,066 --> 00:34:32,700
regarding billing, service authorization,

838

00:34:33,766 --> 00:34:36,633
and behavioral health vendors.

839
00:34:36,633 --> 00:34:39,000
If you have questions about how to check

840
00:34:39,333 --> 00:34:42,600
a member's eligibility, do refer back

841
00:34:42,600 --> 00:34:46,333
to the Verify Member Eligibility Job

842
00:34:46,666 --> 00:34:50,800
Aid that is on the POSC website.

843
00:34:50,800 --> 00:34:51,266
A quick

844
00:34:51,266 --> 00:34:52,566
note here

845
00:34:52,566 --> 00:34:55,466
is that EVS only displays a member's

846
00:34:55,800 --> 00:34:57,600
current eligibility,

847
00:34:57,600 --> 00:34:59,766
not prospective eligibility.

848
00:34:59,766 --> 00:35:02,033
If a member is changing health plans

849
00:35:02,466 --> 00:35:03,766
on April 1st,

850
00:35:03,766 --> 00:35:07,533
their new enrollment will not be visible

851

00:35:07,933 --> 00:35:11,200
until that date.

852

00:35:11,200 --> 00:35:12,800
Going onto the next slide.

853

00:35:12,800 --> 00:35:13,433
Here, let's

854

00:35:13,433 --> 00:35:15,333
just go over a little bit of

855

00:35:15,333 --> 00:35:16,500
MassHealth Choices

856

00:35:16,500 --> 00:35:19,066
for those newer to our space.

857

00:35:19,166 --> 00:35:20,100
MassHealth Choices

858

00:35:21,333 --> 00:35:21,900
is the

859

00:35:21,900 --> 00:35:24,000
provider directory to help members

860

00:35:25,033 --> 00:35:27,366
learn, compare and enroll

861

00:35:28,300 --> 00:35:30,233
health plans.

862

00:35:31,833 --> 00:35:32,666
For folks

863

00:35:32,666 --> 00:35:34,766
that is in the audience

864
00:35:34,766 --> 00:35:37,100
that's familiar and have used Choices,

865
00:35:38,100 --> 00:35:39,600
awesome, that's great.

866
00:35:39,600 --> 00:35:41,066
Next set of slides

867
00:35:41,066 --> 00:35:43,166
we'll be looking at how members

868
00:35:43,166 --> 00:35:44,833
use this provider directory

869
00:35:44,833 --> 00:35:46,900
and how they can navigate Choices.

870
00:35:48,466 --> 00:35:50,933
So since initial,

871
00:35:51,133 --> 00:35:53,566
initially launching MassHealth Choices,

872
00:35:53,966 --> 00:35:55,433
we received

873
00:35:55,433 --> 00:35:57,300
great feedback from users

874
00:35:57,300 --> 00:35:58,733
as well as Assisters.

875
00:35:58,733 --> 00:35:59,666
So thank you

876

00:35:59,666 --> 00:36:01,100
and do continue

877

00:36:01,100 --> 00:36:03,600
to let us know how it's working.

878

00:36:03,600 --> 00:36:05,800
Here is the landing page

879

00:36:05,800 --> 00:36:06,900
for where members

880

00:36:06,900 --> 00:36:08,100
can easily navigate

881

00:36:08,100 --> 00:36:09,900
to what they're looking to do,

882

00:36:09,900 --> 00:36:11,533
whether it's to understand

883

00:36:11,533 --> 00:36:13,000
upcoming changes

884

00:36:13,000 --> 00:36:14,233
under the Important

885

00:36:14,233 --> 00:36:15,533
Updates box,

886

00:36:15,533 --> 00:36:17,566
Learn How to Choose a Health Plan,

887

00:36:18,200 --> 00:36:20,400
Find a Provider or Enroll.

888

00:36:21,533 --> 00:36:23,666
At the top toolbar,

889
00:36:23,666 --> 00:36:26,400
you and our members can review some

890
00:36:26,433 --> 00:36:30,600
FAQs, access Glossary Key Terms

891
00:36:30,600 --> 00:36:32,700
that you'll see throughout

892
00:36:32,700 --> 00:36:35,033
MassHealth Choices, look at,

893
00:36:36,066 --> 00:36:37,800
download or print our

894
00:36:37,800 --> 00:36:39,766
member materials.

895
00:36:39,766 --> 00:36:40,433
Here's also

896
00:36:40,433 --> 00:36:41,466
where you will find

897
00:36:41,466 --> 00:36:43,500
the latest Enrollment Guide.

898
00:36:43,500 --> 00:36:45,600
You can also find

899
00:36:45,633 --> 00:36:48,000
contact information for any of the

900
00:36:48,000 --> 00:36:48,733
health plans

901

00:36:48,733 --> 00:36:51,700
and the last tool here is

902

00:36:51,900 --> 00:36:54,433
to find out how to contact MassHealth

903

00:36:54,433 --> 00:36:55,533
and other resources.

904

00:36:55,533 --> 00:36:57,733
So way up at the top of the toolbar,

905

00:36:57,733 --> 00:37:00,600
you'll have those options.

906

00:37:00,600 --> 00:37:02,700
Going to the next slide.

907

00:37:03,100 --> 00:37:04,600
How does a member

908

00:37:04,600 --> 00:37:06,733
compare health plans?

909

00:37:07,066 --> 00:37:09,966
Users can select compare,

910

00:37:10,333 --> 00:37:12,166
and a lot of dropdown

911

00:37:12,166 --> 00:37:14,100
options will be available.

912

00:37:14,100 --> 00:37:16,333
The first is to compare plans.

913

00:37:16,333 --> 00:37:17,733
They can also

914
00:37:17,733 --> 00:37:20,200
look to find a primary care provider.

915
00:37:21,566 --> 00:37:22,933
Under compare,

916
00:37:22,933 --> 00:37:25,133
members do have an option,

917
00:37:25,133 --> 00:37:25,933
there are tips

918
00:37:25,933 --> 00:37:27,966
for choosing a primary care

919
00:37:27,966 --> 00:37:29,400
provider it's available

920
00:37:29,400 --> 00:37:30,533
when that selection

921
00:37:30,533 --> 00:37:32,733
is made off of the landing page.

922
00:37:32,733 --> 00:37:34,266
Here is the screenshot

923
00:37:34,266 --> 00:37:36,866
when they selected compare plans

924
00:37:37,500 --> 00:37:39,100
and they will be able

925
00:37:39,100 --> 00:37:40,666
to enter their zip code

926
00:37:40,666 --> 00:37:43,800
to find a health plan or a provider

927
00:37:43,800 --> 00:37:47,233
that's in their area.

928
00:37:47,233 --> 00:37:49,133
And right next to the zip code bar

929
00:37:49,133 --> 00:37:50,000
is the ability

930
00:37:50,000 --> 00:37:51,466
to compare up to three

931
00:37:51,466 --> 00:37:53,700
different health plans.

932
00:37:53,700 --> 00:37:55,266
Once you enter the zip code,

933
00:37:55,266 --> 00:37:56,733
the system will populate

934
00:37:56,733 --> 00:37:59,466
to, populate the available plans

935
00:37:59,733 --> 00:38:01,233
within that zip code

936
00:38:01,233 --> 00:38:02,400
and you can

937
00:38:02,400 --> 00:38:04,633
then select up to three health plans

938

00:38:04,633 --> 00:38:07,666
to compare side by side.

939
00:38:07,666 --> 00:38:09,000
Moving to the next slide,

940
00:38:09,000 --> 00:38:10,433
if the member decides

941
00:38:10,433 --> 00:38:14,266
to search for a PCP or PCC,

942
00:38:14,633 --> 00:38:18,033
they can select the find a PCP

943
00:38:18,033 --> 00:38:21,433
which is the last selection under

944
00:38:21,433 --> 00:38:26,600
the compare tool.

945
00:38:26,600 --> 00:38:33,300
Going into the next slide.

946
00:38:33,300 --> 00:38:36,566
So here members have

947
00:38:37,200 --> 00:38:38,733
done a couple of their research.

948
00:38:38,733 --> 00:38:40,033
They look for health plans

949
00:38:40,033 --> 00:38:43,733
that in their area they selected
one,

950
00:38:43,733 --> 00:38:47,100
then they use the PCP.

951
00:38:47,600 --> 00:38:51,266
They've found a PCP that's within that ACO

952
00:38:52,500 --> 00:38:54,400
and now they're ready to enroll.

953
00:38:54,400 --> 00:38:55,600
So they can

954
00:38:55,600 --> 00:38:59,400
go up to the toolbar and select, enroll

955
00:38:59,700 --> 00:39:01,200
and move forward

956
00:39:01,200 --> 00:39:03,800
in enrollment into a health plan.

957
00:39:04,100 --> 00:39:04,733
As always,

958
00:39:04,733 --> 00:39:05,933
members can contact

959
00:39:05,933 --> 00:39:07,766
MassHealth Customer Service

960
00:39:07,766 --> 00:39:09,033
if they need assistance

961
00:39:09,033 --> 00:39:12,600
or if they want to enroll

962
00:39:12,600 --> 00:39:14,966
with the help of our Customer

963

00:39:14,966 --> 00:39:15,666
Service Team.

964
00:39:15,666 --> 00:39:18,833
They can also submit the paper enrollment

965
00:39:18,833 --> 00:39:21,900
form to us.

966
00:39:21,900 --> 00:39:24,366
Moving to the next slide

967
00:39:25,033 --> 00:39:27,266
here, as I mentioned earlier,

968
00:39:27,266 --> 00:39:28,966
there are a lot of resources

969
00:39:28,966 --> 00:39:32,166
at the top toolbar for member materials.

970
00:39:33,566 --> 00:39:33,933
Here

971
00:39:33,933 --> 00:39:35,266
members can learn about

972
00:39:35,266 --> 00:39:37,033
the different health plans,

973
00:39:37,033 --> 00:39:37,900
that break down

974
00:39:37,900 --> 00:39:40,466
that we went through earlier,

975
00:39:40,466 --> 00:39:42,833
tools to choose a health plan,

976

00:39:42,833 --> 00:39:45,233
and the latest

977

00:39:45,233 --> 00:39:47,900
Enrollment Guide is available

978

00:39:47,900 --> 00:39:49,766
under that link.

979

00:39:49,966 --> 00:39:54,066
Going to the next slide.

980

00:39:54,066 --> 00:39:57,200
So the additional directory.

981

00:39:57,200 --> 00:39:59,366
This additional directory is on

982

00:39:59,466 --> 00:40:00,933
the MassHealth website.

983

00:40:00,933 --> 00:40:04,533
You can use this directory to also find
PCPs

984

00:40:04,533 --> 00:40:05,533
or specialists

985

00:40:05,533 --> 00:40:08,033
that are in the MassHealth network.

986

00:40:08,033 --> 00:40:09,533
So as you can see

987

00:40:09,533 --> 00:40:11,333
with this screenshot,

988

00:40:11,333 --> 00:40:13,000
you can select to look

989
00:40:13,000 --> 00:40:15,266
for behavioral health providers,

990
00:40:16,133 --> 00:40:17,033
services,

991
00:40:18,166 --> 00:40:19,566
primary care provider

992
00:40:19,566 --> 00:40:21,600
within this network

993
00:40:21,600 --> 00:40:24,333
hospitals and facilities, specialists

994
00:40:24,833 --> 00:40:27,233
and search by provider name.

995
00:40:28,533 --> 00:40:30,600
MassHealth Choices is

996
00:40:30,600 --> 00:40:31,966
really a great tool

997
00:40:31,966 --> 00:40:35,533
for all of our members in our ACO,

998
00:40:35,933 --> 00:40:38,366
MCO or PCC plan.

999
00:40:38,800 --> 00:40:42,700
They can select to find ACOs and

1000
00:40:43,333 --> 00:40:46,000
PCCs in Choices and Choices

1001

00:40:46,000 --> 00:40:48,900
have a quick link to the MCO's

1002

00:40:48,900 --> 00:40:50,766
website

1003

00:40:50,766 --> 00:40:51,600
directing them

1004

00:40:51,600 --> 00:40:53,466
to their provider directory.

1005

00:40:53,466 --> 00:40:56,633
So MassHealth Choices does not populate

1006

00:40:57,100 --> 00:41:00,566
MCO PCPs. You'll,

1007

00:41:00,866 --> 00:41:03,533
the member will have to go to the

1008

00:41:03,633 --> 00:41:05,633
the MCO's

1009

00:41:06,000 --> 00:41:09,166
website and look for those PCPs

1010

00:41:09,166 --> 00:41:11,766
there.

1011

00:41:11,766 --> 00:41:13,500
Moving to the next slide,

1012

00:41:13,500 --> 00:41:14,400
this screenshot

1013

00:41:14,400 --> 00:41:15,633
shows the selection

1014
00:41:15,633 --> 00:41:18,900
to search for a specialist.

1015
00:41:19,500 --> 00:41:20,400
Quick reminder,

1016
00:41:20,400 --> 00:41:24,000
if you have a poor experience

1017
00:41:24,000 --> 00:41:27,033
with any of our systems, try to clear

1018
00:41:27,033 --> 00:41:29,766
the cache cause that will help

1019
00:41:30,366 --> 00:41:32,666
the browser.

1020
00:41:32,666 --> 00:41:34,066
Moving to the next slide.

1021
00:41:35,133 --> 00:41:35,533
Okay.

1022
00:41:35,533 --> 00:41:37,900
So lastly, a couple of resources.

1023
00:41:40,666 --> 00:41:42,466
ACOs and MCO

1024
00:41:42,466 --> 00:41:45,200
members will receive certain services

1025
00:41:45,200 --> 00:41:48,000
that are paid for by their health plan

1026
00:41:49,000 --> 00:41:51,300
and certain services that are paid

1027
00:41:51,300 --> 00:41:54,800
for by MassHealth.

1028
00:41:54,800 --> 00:41:57,100
Additional covered services may

1029
00:41:57,800 --> 00:41:59,933
differ by coverage type.

1030
00:42:00,966 --> 00:42:02,033
The MassHealth coverage

1031
00:42:02,033 --> 00:42:03,466
type that includes MassHealth

1032
00:42:03,466 --> 00:42:05,466
Standard, CommonHealth

1033
00:42:05,466 --> 00:42:08,100
Care Plus and Family Assistance.

1034
00:42:08,100 --> 00:42:10,100
So depending on their coverage

1035
00:42:10,100 --> 00:42:11,100
type, members

1036
00:42:11,100 --> 00:42:12,100
may have access

1037
00:42:12,100 --> 00:42:14,266
to different covered services

1038

00:42:14,866 --> 00:42:17,800
if they change

1039
00:42:17,833 --> 00:42:19,266
the coverage type.

1040
00:42:19,266 --> 00:42:22,800
If they want to stay within the ACO,

1041
00:42:23,166 --> 00:42:26,233
that their doctor is, is in.

1042
00:42:26,700 --> 00:42:28,700
they don't have to do anything.

1043
00:42:28,700 --> 00:42:30,566
Their eligibility,

1044
00:42:30,566 --> 00:42:32,366
their coverage type may change,

1045
00:42:32,366 --> 00:42:35,233
but they may continue to

1046
00:42:37,700 --> 00:42:40,900
get services from their ACO

1047
00:42:40,933 --> 00:42:43,700
or MCO or the PCC plan.

1048
00:42:44,700 --> 00:42:48,033
They don't need to make any any changes,

1049
00:42:48,900 --> 00:42:49,800
even though their

1050
00:42:49,800 --> 00:42:51,300
coverage type may change.

1051

00:42:53,133 --> 00:42:53,700

ACO

1052

00:42:53,700 --> 00:42:54,466

MCO covered

1053

00:42:54,466 --> 00:42:56,800

services include physical health,

1054

00:42:57,966 --> 00:43:00,366

such as

1055

00:43:00,366 --> 00:43:02,666

services for physical health

1056

00:43:02,766 --> 00:43:04,633

includes primary care,

1057

00:43:04,633 --> 00:43:06,066

inpatient, outpatient,

1058

00:43:06,066 --> 00:43:07,733

professional specialty,

1059

00:43:07,733 --> 00:43:10,066

and emergency physical health services.

1060

00:43:11,400 --> 00:43:12,833

For behavioral health services

1061

00:43:12,833 --> 00:43:15,366

such as inpatient, outpatient,

1062

00:43:15,366 --> 00:43:16,400

diversionary,

1063

00:43:16,400 --> 00:43:17,400
and emergency

1064
00:43:17,400 --> 00:43:19,300
behavioral health services.

1065
00:43:19,300 --> 00:43:21,533
For pharmacy services,

1066
00:43:21,533 --> 00:43:24,400
with limited exceptions.

1067
00:43:24,400 --> 00:43:26,133
There are other covered services

1068
00:43:26,133 --> 00:43:28,933
that includes home health,

1069
00:43:28,933 --> 00:43:30,466
DME, that's durable,

1070
00:43:30,466 --> 00:43:32,100
durable medical equipment,

1071
00:43:32,100 --> 00:43:33,800
hospice therapy,

1072
00:43:33,800 --> 00:43:34,666
chronic disease

1073
00:43:34,666 --> 00:43:36,733
hospitals, rehab,

1074
00:43:36,900 --> 00:43:38,433
rehabilitation, hospitals

1075
00:43:38,433 --> 00:43:39,366
and nursing homes

1076
00:43:39,366 --> 00:43:45,633
for the first 100 days of admission.

1077
00:43:45,633 --> 00:43:48,033
The following long-term-care services

1078
00:43:48,066 --> 00:43:48,666
and supports

1079
00:43:48,666 --> 00:43:49,833
will continue to be paid

1080
00:43:49,833 --> 00:43:51,733
by MassHealth Fee-For-Service.

1081
00:43:51,733 --> 00:43:54,666
That's the PCA (Personal Care Attendant),

1082
00:43:54,800 --> 00:43:56,800
Adult Foster Care, Group

1083
00:43:56,800 --> 00:43:57,900
Adult Foster Care,

1084
00:43:57,900 --> 00:43:59,266
Adult Day

1085
00:43:59,266 --> 00:44:00,033
Health,

1086
00:44:00,666 --> 00:44:03,800
Day Habilitation,

1087
00:44:03,800 --> 00:44:08,433
Continuous Skilled Nursing, Long-term,

1088

00:44:08,533 --> 00:44:10,833
that's over 100 days Nursing Facility

1089
00:44:11,233 --> 00:44:13,333
and Long-Term over 100 days

1090
00:44:13,333 --> 00:44:14,133
Chronic disease

1091
00:44:14,133 --> 00:44:16,433
and Rehabilitation Hospitals.

1092
00:44:16,433 --> 00:44:18,366
These services will not be included

1093
00:44:18,366 --> 00:44:20,133
in ACOs in MCOs

1094
00:44:20,133 --> 00:44:23,033
total cost of care and capitation rates.

1095
00:44:24,600 --> 00:44:25,600
If providers have

1096
00:44:25,600 --> 00:44:27,033
questions about prior

1097
00:44:27,033 --> 00:44:29,133
authorizations, claims, referral

1098
00:44:29,500 --> 00:44:33,100
or other material related to LTSS,

1099
00:44:33,100 --> 00:44:34,833
they should contact MassHealth's

1100
00:44:34,833 --> 00:44:37,133
LTSS Provider Services,

1101

00:44:37,133 --> 00:44:38,866
that's Optum

1102

00:44:39,100 --> 00:44:40,300
by emailing them

1103

00:44:40,300 --> 00:44:41,700
or visiting their website

1104

00:44:41,700 --> 00:44:43,933
or by calling them at the 844

1105

00:44:43,933 --> 00:44:47,733
number here.

1106

00:44:47,733 --> 00:44:48,300
Next slide.

1107

00:44:48,300 --> 00:44:51,466
Here is the new, the updated

1108

00:44:51,966 --> 00:44:55,333
April 1st, 2023 Enrollment Guide.

1109

00:44:56,100 --> 00:44:57,000
Here's a quick link

1110

00:44:57,000 --> 00:44:58,366
to the Enrollment Guide.

1111

00:44:58,366 --> 00:45:02,800
It is on the MassHealth website as well as Choices.

1112

00:45:03,566 --> 00:45:05,700
Going to the next slide.

1113

00:45:06,133 --> 00:45:09,533
And here is MassHealth Customer Service

1114
00:45:09,800 --> 00:45:12,433
our 800-841-2900 number.

1115
00:45:13,533 --> 00:45:15,700
There is a self-service option available

1116
00:45:15,800 --> 00:45:17,066
for members.

1117
00:45:17,066 --> 00:45:19,000
They can select self-service

1118
00:45:19,000 --> 00:45:20,466
if they want to confirm the health plan

1119
00:45:20,466 --> 00:45:22,500
that they are enrolling

1120
00:45:22,500 --> 00:45:24,633
or their MassHealth eligibility.

1121
00:45:25,200 --> 00:45:27,366
The self service option is available

1122
00:45:27,366 --> 00:45:29,000
24 hours a day,

1123
00:45:29,000 --> 00:45:30,466
both in English and Spanish.

1124
00:45:31,700 --> 00:45:33,533
For all other services,

1125
00:45:33,533 --> 00:45:35,033
if you need to talk with MassHealth

1126

00:45:35,033 --> 00:45:36,300
Customer Service,

1127

00:45:36,300 --> 00:45:37,600
they're available Monday

1128

00:45:37,600 --> 00:45:39,733
through Friday 8 to 5 p.m.,

1129

00:45:39,733 --> 00:45:45,366
there are interpreter services available.

1130

00:45:45,366 --> 00:45:48,200
Here are the different

1131

00:45:48,433 --> 00:45:50,833
options that members can select

1132

00:45:50,833 --> 00:45:51,966
to self-service

1133

00:45:51,966 --> 00:45:57,266
using the 800-841-2900 our main

1134

00:45:57,800 --> 00:46:00,466
MassHealth number.

1135

00:46:00,466 --> 00:46:02,433
So they can verify their

1136

00:46:02,433 --> 00:46:03,600
MassHealth coverage,

1137

00:46:03,600 --> 00:46:06,233
their health plan information,

1138

00:46:06,233 --> 00:46:09,166
applicants can request

1139
00:46:09,166 --> 00:46:12,533
an application or order an application.

1140
00:46:12,833 --> 00:46:14,066
Next slide.

1141
00:46:14,066 --> 00:46:16,000
And as well as check on

1142
00:46:16,000 --> 00:46:19,233
the status of their PT1, that's

1143
00:46:19,233 --> 00:46:20,066
the Prescription

1144
00:46:20,066 --> 00:46:23,166
to Transportation, if their provider,

1145
00:46:23,166 --> 00:46:25,800
their doctor submitted a PT1 request,

1146
00:46:26,200 --> 00:46:27,800
they can check the status there

1147
00:46:27,800 --> 00:46:30,300
or there's also a new web portal

1148
00:46:30,300 --> 00:46:32,666
or for members to check on that,

1149
00:46:32,666 --> 00:46:34,233
that status.

1150
00:46:34,233 --> 00:46:35,300
And also premium

1151

00:46:35,300 --> 00:46:36,900
billing invoices and notices,

1152

00:46:36,900 --> 00:46:38,266
that's also available

1153

00:46:38,266 --> 00:46:40,100
through our self-service option.

1154

00:46:40,100 --> 00:46:41,366
We are enhancing

1155

00:46:41,366 --> 00:46:42,766
our self-service options.

1156

00:46:42,766 --> 00:46:44,200
So more information to come

1157

00:46:44,200 --> 00:46:47,466
as far as what members will be able to

1158

00:46:48,033 --> 00:46:49,466
get or receive information

1159

00:46:49,466 --> 00:46:50,400
about their coverage.

1160

00:46:51,400 --> 00:46:53,966
We have reached the end of this meeting.

1161

00:46:54,533 --> 00:46:56,700
I want to thank the two of them

1162

00:46:56,700 --> 00:46:57,633
for providing us

1163

00:46:57,633 --> 00:46:59,133
with all this information.

1164
00:46:59,133 --> 00:47:00,033
Thank you again,

1165
00:47:00,033 --> 00:47:01,300
everyone, for joining us.

1166
00:47:01,300 --> 00:47:03,533
Stay well and enjoy the rest of your day.