



MA Health Care Learning Series



Changes to the MassHealth Managed Care Organization (MCO) and Primary Care Clinician (PCC) Plans

August 2016

MA Health Care Learning Series

The MA Health Care Learning Series provides regular updates and presentations from Health Connector and MassHealth staff, to educate those who help Massachusetts residents in applying, getting and keeping their health coverage through MassHealth, the Health Connector and Health Safety Net via MAhealthconnector.org.

Agenda

- Overview of Upcoming Changes
- MassHealth Managed Care Organization (MCO) Plan Selection and Fixed Enrollment Periods
 - MCO Health Plans
 - Impacts to Current and Future Members
 - Fixed Enrollment Period Exceptions
 - Notifying Members
- Referral Changes in the Primary Care Clinician (PCC) Plan

Overview of October 1, 2016 Changes



New Plan Selection and Fixed Enrollment Period

- Members enrolled in a MassHealth MCO health plan will have a 90-day **Plan Selection Period** every year.
 - During this time, members can change their health plans for any reason.
 - After the 90-day Plan Selection Period has ended, members will enter a **Fixed Enrollment Period** and will only be able to change health plans for certain reasons.

New Referrals for Primary Care Clinician (PCC) Plan

- Members enrolled in the PCC Plan, will be required to get referrals from their primary care clinician for certain health care services that did not require referrals before.

MassHealth MCO Changes



- Starting on **October 1, 2016**, all currently enrolled MCO members will begin their first **Plan Selection Period**.
 - Members who wish to remain with their current MCO **do not** need to do anything.
 - If members would like to switch MCOs, or transfer into the Primary Care Clinician (PCC) Plan, they may change for any reason.
 - This is the right time for members to “shop around” by visiting MCO websites, calling MCOs directly, or speaking with MassHealth Customer Service.

What are the MassHealth MCO health plans?

- Boston Medical Center HealthNet Plan
 - Neighborhood Health Plan
 - Health New England
 - Fallon Community Health Plan
 - Tufts Health Plan
 - CeltiCare Health*
- If a member is enrolled in one of those plans through MassHealth, the new Plan Selection Periods and Fixed Enrollment Periods will apply.

MassHealth MCO Changes (cont.)



- This is an opportunity for members to review their current MCO plan and see if it is still the right fit to meet their healthcare needs. Questions to ask may include;
 - Are you happy with your current health plan? If you are, you do not need to do anything.
 - Is your primary care physician (PCP) or any specialist you see now still in your current health plan's network of doctors?
 - Will you need to (or want to) see different doctors than you see now? If yes, are they in your current MCO plan's network of doctors?
 - Have you moved and want to change doctors?
- Members enrolled in an MCO can change to a different primary care physician in their MCO plan at any time.

MassHealth MCO Changes (cont.)



- These changes do not apply to:
 - Members enrolled in the PCC Plan
 - PCC Plan members can choose a different PCC in the PCC Plan or can choose to enroll in an MCO Plan at any time.
 - However, members that select to enroll in an MCO will have a Plan Selection Period followed by a Fixed Enrollment Period.
 - MassHealth members who are in the care and custody of the Department of Children and Families (DCF) or Department of Youth Services (DYS)
 - These members can switch MCOs or join the PCC Plan at anytime for any reason.

MassHealth MCO Changes: Plan Selection Period



Changes made during the Plan Selection Period will take effect:

- As is the case today, CarePlus members' plan changes are effective on the first day of the month following the change.
- All other MCO members will see their requested plan changes take effect typically in 1-2 days, depending upon which health plan the member chooses.

MassHealth MCO Changes: Plan Selection Period (cont.)



If a member enrolled in an MCO loses MassHealth coverage during their Plan Selection Period:

- If the member regains eligibility and is still managed care eligible, the member will be automatically reenrolled in their previous MCO and receive a new 90-day Plan Selection Period.
- If the member misses their annual Plan Selection Period due to loss of eligibility, the member will be provided with a new Plan Selection Period upon regaining eligibility.

MassHealth MCO Changes: Fixed Enrollment Period



- During the **Fixed Enrollment Period**, members enrolled in an MCO may not change MCOs or transfer into the PCC Plan until their next annual Plan Selection Period except for certain exceptions.
- On January 1, 2017, the Fixed Enrollment Period will begin for members enrolled with an MCO whose Plan Selection Period ended on December 31, 2016.

MassHealth MCO Changes: Fixed Enrollment Period (cont.)



If a member loses MassHealth coverage during their Fixed Enrollment Period:

- If the member regains eligibility and is still managed care eligible, the member will be automatically reenrolled into their previous MCO.
- They will return to Fixed Enrollment status, and will remain there until their next Plan Selection Period.

How will the Plan Selection and Fixed Enrollment Periods impact members who enroll in an MCO for the first time after October 1, 2016?

- Members' 90-day Plan Selection Period will start on the first day of their MCO enrollment.
 - For example, a member who enrolled in an MCO for the first time on 1/1/17 would have until 3/31/17 to change MCO plans.
 - Members who wish to remain with their new MCO do not need to do anything.
 - If members would like to switch MCOs, or transfer into the Primary Care Clinician Plan (PCC Plan), they may select a new MCO or PCC plan for any reason through the first 90 days.
 - The member who enrolled in an MCO for the first time on 1/1/17 and ended their Plan Selection Period on 3/31/17 would begin their Fixed Enrollment Period on 4/1/17.

Fixed Enrollment Period Exceptions



Members in a Fixed Enrollment Period may only transfer out of their MCO if they can demonstrate to MassHealth that one of the following reasons apply:

1. The member moves out of the MCO's service area;
2. The MCO does not, because of moral or religious objections, cover the service the member seeks;
3. The member needs related services (for example a cesarean section and a tubal ligation) to be performed at the same time; not all related services are available within the network; and the member's primary care provider or another provider determines that receiving the services separately would subject the member to unnecessary risk;
4. Other reasons, including but not limited to, poor quality of care, lack of access to services covered, or lack of access to providers experienced in dealing with the member's health-care needs.

Fixed Enrollment Period Exceptions (cont.)



5. The MCO is no longer contracted with the MassHealth agency to cover the member's service area;
6. The member adequately demonstrates to the MassHealth agency that the MCO has not provided access to providers that meet the member's health care needs over time, even after member's request for assistance;
7. The member is homeless, the MassHealth agency's records indicate the member is homeless, and the MCO cannot accommodate the geographic needs of the member;
8. The member adequately demonstrates to the MassHealth agency that the MCO substantially violated a material provision of its contract with MassHealth agency;
9. The member adequately demonstrates to the MassHealth agency that the MCO is not meeting the member's language, communication, or other accessibility needs or preferences; or
10. The member adequately demonstrates to the MassHealth agency that key network providers, including PCPs, specialists, or behavioral health providers, leave the MCO network.

Notifying members of their Plan Selection Period

- Members who are currently enrolled in a managed care plan will receive a letter at the end of August regarding these changes.
- Those who enroll after October 1st, 2016 will receive a confirmation notice that informs them of their Plan Selection Period start date and encourage them to carefully evaluate their options.
- Plan Selection Periods will occur annually for each member and are member-specific.
 - Every year, MassHealth will send a letter to each member prior to the start of their Plan Selection Period, informing them of their health plan options.

Notifying members of their Fixed Enrollment Period

- When their 90-day Plan Selection Period comes to a close, members will receive a confirmation notice to remind them that they have entered their Fixed Enrollment Period.
- The notice will confirm how they can request to switch health plans.
 - MassHealth will approve switching health plans during a Fixed Enrollment Period only if a member meets certain exceptions.

Primary Care Clinician (PCC) Plan

Referral Changes in the PCC Plan



- In addition to the services that already require a PCC referral, effective for dates of service on and after October 1, 2016, the following services will require a PCC referral. PCC Plan members seeking the following services must first obtain a referral from their PCC:
 - Chiropractor Services
 - Orthotic Services
 - Hearing Instrument Specialist Services
 - Prosthetic Services
 - Imaging Services conducted at an Independent Diagnostic Testing Facility (IDTF)
 - Medical Nutrition Therapy/Diabetes Nutrition Management Training

Referral Changes in the PCC Plan (cont.)



- MassHealth will notify all PCC Plan members of these changes in writing no later than September 1, 2016.
- Over the next several months, MassHealth will be creating awareness of these changes.
- Members who need assistance with referrals can contact the MassHealth Customer Service Center at 1-800-841-2900.

Questions?