

New MassHealth Health Plans

Executive Office of Health and Human Services

MassHealth



Agenda

- Current MassHealth Health Plan Enrollment Process
- MassHealth Health Plan Options for 2018
- Primary Care Providers (PCPs) and Health Plans
- MassHealth Health Plan Member Movement 2018
- How to Change Health Plans and PCPs
- Resources

Current MassHealth Health Plan Enrollment Process

Who's Eligible to Enroll?

■ MassHealth managed care eligible members

- Managed care populations include:
 - Under 65, no Third Party Liability (TPL) (including Medicare)
 - Live in the community (for example, not in a nursing facility)
 - In the following MassHealth Coverage Types:
 - MassHealth Standard
 - MassHealth CommonHealth
 - MassHealth CarePlus
 - MassHealth Family Assistance

Current Choices for Managed Care Members

- Managed care members can choose:
 - Primary Care Clinician (PCC) Plan:
 - Behavioral health is managed by the Massachusetts Behavioral Health Partnership (MBHP)
 - All other services (medical and Long Term Services and Support (LTSS)) are provided directly by MassHealth
 - Managed Care Organization (MCO) in their region:
 - Manages medical and behavioral health services
 - LTSS is provided directly by MassHealth

Health Plan Enrollment Process

- When to enroll in a health plan?
 - Members determined eligible for MassHealth and are eligible to enroll in a managed care plan, they have **14 days** to pick a plan from the date of eligibility.
 - If the member does not select a plan, he/she will be auto-assigned into a plan.
- How to enroll? Members can:
 - Go online at www.MassHealthChoices.com *fastest way*
 - Mail or fax in the MassHealth Enrollment form: <https://www.mass.gov/how-to/enroll-in-a-masshealth-health-plan-individuals-and-families-younger-than-65>
 - Call MassHealth Customer Service (1-800-841-2900 TTY: 1-800-497-4648)
- When can someone change health plans?
 - Members can change health plans during their annual Plan Selection Period.

Plan Selection Period

- Members enrolled in a MassHealth MCO (or ACO) health plan will have a 90-day Plan Selection Period (PSP) every year.
 - During this time, members can enroll or switch their health plans for any reason.
- If members are happy with their current health plan, they do not need to take any action during their PSP. They will remain in their current plan.

Fixed Enrollment Period

■ Fixed Enrollment Period

- After the 90-day Plan Selection Period has ended, members will enter a Fixed Enrollment Period (FEP).
- Once a member is in his/her FEP he/she cannot move to another health plan until his/her next PSP, except for certain reasons.
 - More information about those reasons can be found on the MassHealth website at www.mass.gov/eohhs/gov/departments/masshealth/fixed-enrollment-period.html
 - Members can always call the MassHealth Customer Service for more information about their PSP and FEP.

Does the Plan Selection Period and Fixed Enrollment Period Apply to Everyone?

- No. The following members are exempt from the Plan Selection and Fixed Enrollment Periods:
 - Newborns until their first birthday
 - MassHealth members who are in the care and custody of the Department of Children and Families (DCF) or Department of Youth Services (DYS)
 - 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 (or ACO) will have a Plan Selection Period followed by a Fixed Enrollment Period.

MassHealth Health Plan Options for 2018

What is Changing for Managed Care Eligible Members in 2018?



What is Changing

- **Availability of additional health plan options for MassHealth members (new ACO options)**
- **Members in ACOs can expect better coordinated care across a member's multiple providers**
- **Members in ACOs can expect a stronger relationship with their PCP**
- Members enrolled in ACOs or MCOs have 90-days of Plan Selection Period (PSP) and can change their health plans during PSP
- CarePlus members' health plan selection effective date will be the same as for MassHealth Standard, MassHealth CommonHealth, and MassHealth Family Assistance coverage types



What is Staying the Same

- Members have the same set of core benefits (based on member's coverage type) across all plans
- Members can still choose the PCC Plan or MCO Plans as a health plan enrollment option
- Members enrolled in MCOs have 90-days of Plan Selection Period (PSP) and can change their health plans during their PSP
- Fixed Enrollment Period and exceptions
- Members can still contact MassHealth or their health plan for questions and concerns

What Health Plan Options are Available to MassHealth Members in 2018?

- Members will have the following choices when new health plans become available:
 - Managed Care Organization (MCO) Plan
 - Primary Care Clinician (PCC) Plan
 - NEW** ● **Accountable Care Organizations (ACO)***
 - Accountable Care Partnership Plan
 - Primary Care ACO

*Available for effective enrollment on **March 1st, 2018**

Accountable Care Organizations (ACOs)

- **Accountable Care Organizations (ACOs)** are groups of doctors, hospitals, and other health care providers who come together to give coordinated, high-quality care to MassHealth members. This way, MassHealth members get the right care at the right time. MassHealth will reward ACOs for the quality, efficiency, and experience of member care, so they are accountable to the member.

Accountable Care Organizations (ACOs) *(continued)*

- There will be two types of ACO enrollment options:
 - Accountable Care Partnership Plans and
 - Primary Care ACOs
- The goals of these new types of enrollment options are to:
 - Coordinate care for members
 - Emphasize the role of primary care
 - Reward providers for improving patient health outcomes, lowering costs, and enhancing member experience
 - Invest in supporting and increasing links to community groups to support members with complex behavioral health needs or in need of long term services and supports

ACOs Are

■ Primary Care Driven

- ACOs have a team-focused approach that allows providers to care for members' overall health and wellness; providers will collaborate with community health workers and social workers as part of the care team

■ Member-centric

- Members can work with their PCPs and care teams to engage in their own care

■ Easier Referrals

- Some ACO networks have referral circles that may make referrals faster; other ACOs may have their own processes in place for easier referrals to certain providers.

■ The Right Care

- ACOs can help members find the right care during difficult times with their health, such as during hospitalizations or after discharges from hospital stays

■ Better Connections

- ACOs can help connect members to services in their communities to improve their health

■ Additional Services

- Members who meet certain criteria may have access to additional services such as Community Partners based on eligibility standards and service availability*

* Applies to both ACOs and MCOs

Options Available to Members on March 1, 2018

- NEW** ■ **Accountable Care Partnership Plan:** A group of Primary Care Providers (PCPs) that works with just one managed care organization to create a full *network* that includes PCPs, specialists, behavioral health providers, and hospitals. PCPs and their teams plan and coordinate care to meet members health care needs.

- NEW** ■ **Primary Care ACO:** A group of PCPs that have joined together into an ACO to be responsible for the members' care. The ACO contracts directly with MassHealth to provide primary care and coordinate the full range of services for its enrollees. Primary Care ACOs work with the MassHealth network of specialists and hospitals and may have certain providers in their "referral circle."
 - Referral circle: The "circle" gives direct access to certain other providers without the need for a PCP referral.
 - The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services.

Options Available to Members on March 1, 2018 *(continued)*

- **MCOs:** MCOs provide care through their own provider network that includes PCPs, specialists, behavioral health providers, and hospitals. Care coordinators are employed by the MCO.
 - BMC Health Plan and Tufts Health Plan will be available
- **PCC Plan** (with a PCC in their area): The primary care providers are called primary care clinicians (PCCs). The MassHealth network of PCCs, specialists, and hospitals delivers services.
 - The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services.

Accountable Care Partnership Plan

Accountable Care Partnership Plans



PCPs

You have to choose a PCP within the Accountable Care Partnership Plan's network.



Medical Services and Behavioral Health Services

You will receive medical AND behavioral health services from providers in the Accountable Care Partnership Plan's network.

When can members select or change their PCP or Plan?

- During the Plan Selection Period, members can select the Partnership Plan directly. They can also select or choose to be assigned a PCP.
- During their Fixed Enrollment Period, members cannot change plans but can choose different PCPs in their health plan network at any time.

■ Who can choose this plan?

- Managed care eligible members
- Member must live in the service areas covered by the ACO

Accountable Care Partnership Plan: Plan Details

Member Cards

- Use health plan card for every medical or behavioral health visit covered by the member's health plan
- Use MassHealth card for any MassHealth covered services not covered by the member's health plan

Care Management

The ACO practices will provide appropriate care management activities to members, such as:

- Putting together care teams of providers (including behavioral health and/or LTSS providers as needed)
- Assigning care coordinators or clinical care managers to oversee a member's care

Accountable Care Partnership Plan: Plan Details (*continue*)

Prior Authorizations

The Plan will be responsible for:

- Making timely authorization decisions for services
- Distributing written notices of any denials of service
- Providing information on appeals rights
- Facilitating continuity of care for new members who have current prior authorizations for services.

Referrals

PCPs will refer members to necessary specialty care providers within the network. PCPs will refer members to out-of-network providers under certain circumstances.

Customer Service

Members can call their health plan, the number is found on the back of their health plan card, for any issues, or call MassHealth Customer Service for questions about their MassHealth eligibility.

Primary Care ACOs

Primary Care ACOs



PCPs

You have to choose a PCP within the Primary Care ACO's network.



Medical Services

You will receive medical services from providers in the MassHealth network.



Behavioral Health Services

You will receive your behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP) network.

When can members select or change their PCP or Plan?

- During their Plan Selection Period, in order to enroll in this plan members must choose a Primary Care ACO and a PCP affiliated with that Primary Care ACO.
- During members' Fixed Enrollment Period, they cannot change plans but can choose different PCPs within the MassHealth network at any time.

■ Who can choose this plan?

- Managed care eligible members
- A given Primary Care ACO may not have PCPs available near where a member lives, in which case they can not enroll in it.

Primary Care ACO: Details

Member Cards

Bring both MassHealth card and health plan card from the ACO for every health or behavioral care visit and service.

Care Management

The ACO practices will provide appropriate care management activities to members, such as:

- Putting together care teams of providers (including behavioral health and/or LTSS providers as needed)
- Assigning care coordinators or clinical care managers to oversee a member's care.

Primary Care ACO: Details

(continued)

Prior Authorizations

MassHealth will be responsible for:

- Timely authorization decisions for services
- Written notices of any denials of service
- Continuity of care for new members who have current prior authorizations for certain services

Referrals

- The Primary Care ACO may have a referral circle of specialists and affiliated providers that members can access without a referral.
- The PCP may refer the member to providers who are not in the ACO's referral circles when necessary.

Customer Service

Members can call their health plan, the number is found on the back of their health plan card, for any issues or call MassHealth Customer Service Center for questions about their MassHealth eligibility.

Managed Care Organization (MCO)

Managed Care Organizations



PCPs

You have to choose a PCP within the MCO's network.



Medical Services and Behavioral Health Services

You will receive medical AND behavioral health services from providers in the MCO's network.

When can members select or change their PCP or Plan?

- During the Plan Selection Period, members can select MCOs directly. They also can select or choose to be assigned a PCP.
- During members' Fixed Enrollment Period, they cannot change their plans but can choose different PCPs in the MCO's network at any time.

■ Who can choose this plan?

- Managed care eligible members
- Member must live in the service areas covered by the MCO
- *Note:* PCPs who are part of an ACO will not be available as PCPs in MCO plans.

MCO: Details

Member Cards

- Bring both health plan card and MassHealth card for every health or behavioral care visit and service.

Care Management

- The Plans also should provide outreach and assistance to established members and ease their access to services in case of behavioral health issues, or long term support and services, etc.

Prior Authorizations

The MCO will be responsible for:

- Timely authorization decisions for services
- Written notices of any denials of services
- Continuity of care for new members who have existing prior authorizations for services.

Customer Service

Call your health plan at the number on your health plan card for any issues, or call MassHealth Customer Service Center for questions about your MassHealth eligibility.

Primary Care Clinician (PCC) Plan

Primary Care Clinician Plan



PCPs

You have to choose a PCP within the PCC Plan network.



Medical Services

You will receive medical services from providers in the MassHealth network.



Behavioral Health Services

You will receive your behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP) network.

When can members select or change their PCP or Plan?

- Members in the PCC Plan can change to an MCO or ACO at any time and members can change their PCC in the PCC Plan at any time.

■ **Who can choose this health plan?**

- Managed care eligible members
- *Note:* PCPs who are part of an ACO will not be available as PCCs in the PCC Plan.

** Primary Care Clinicians can provide primary care services to Fee-for-Service members and specialty services to MassHealth members in any system*

PCC Plan: Details

Member Cards

- Use the MassHealth card for every health or behavioral care visit and service.

Care Management

- The PCCs will contact members within 3 weeks of enrollment.
- PCCs should also provide outreach and assistance to members, and coordinate care related to behavioral health, or long term services and support, etc.

PCC Plan: Details (*continue*)

Prior Authorizations

MassHealth or MBHP (depending on the service) will be responsible for:

- Timely authorization decisions for services
- Written notices of any denials of service
- Continuity of care for new members who have current prior authorizations for certain services.

Customer Service

For questions about their health plan, members can call the MassHealth Customer Service Center.

MassHealth Health Plans Options **MassHealth** for 2018

Accountable Care Partnership Plans

- Be Healthy Partnership
- Berkshire Fallon Health Collaborative
- BMC HealthNet Plan Signature Alliance
- BMC HealthNet Plan Community Alliance
- BMC HealthNet Plan Mercy Alliance
- BMC HealthNet Plan Southcoast Alliance
- Fallon 365 Care
- My Care Family
- Tufts Health Together with Atrius Health
- Tufts Health Together with BIDCO
- Tufts Health Together with Boston Children's ACO
- Tufts Health Together with CHA
- Wellforce Care Plan

Primary Care ACO Plans

- Community Care Cooperative (C3)
- Partners HealthCare Choice
- Steward Health Choice

MCOs

- Boston Medical Center Health Plan (BMCHP)
- Tufts Public Plans (Tufts)

PCC Plan

- Primary care Providers in the PCC Plan network

Primary Care Providers (PCPs) and Health Plans

Primary Care Clinician and Primary Care Provider: Definitions

A **Primary Care Clinician (PCC)** refers to any entity or collection of PCPs such as a hospital, clinic, group practice, etc. A PCC may also be a single PCP if the PCP operates as a standalone provider.



A **Primary Care Provider (PCP)** refers to a doctor, nurse practitioner, or physician's assistant who provides routine care for a member. The PCP is responsible for all routine and preventative health care and refers the member to specialists when necessary. A PCP can be part of a PCC along with other PCPs, or the PCP may themselves be a PCC if the PCP operates as a standalone provider.

A PCP can be a physician, nurse practitioner, or a physician assistance

PCC and PCP: Examples

Members have Dr. John Doe as their PCP today, but in their new ACO, members will be attributed to where the ABC Community Health Center where Dr. Doe works as a PCP. ABC Community Health Center will be the PCC, and Dr. Doe will be the PCP.



Members have nurse practitioner Betty Gilpin as their PCP. Ms. Gilpin is a nurse practitioner at XYZ Hospital. Under the new ACO, members are assigned to the XYZ Hospital. XYZ Hospital will be the PCC, and Ms. Gilpin will continue to be their PCP.



Dr. Gomez, a sole practitioner, is the member's PCP. In the new ACO, members will be assigned to Dr. Gomez's private practice. Dr. Gomez will be the member's PCC and PCP.



Members will be assigned at the PCC level. In member communications, for simplicity, the more commonly used term "PCP" will refer to this entity (except for PCC Plan-specific communications).

The PCP's role in an ACO

ACOs will emphasize a greater role for the PCPs. The PCP is the first health care professional a member should see or contact. The PCP has a significant role in meeting patient health care needs and goals, improving health outcomes, and better coordinating care.

PCP and Member Relationship

The member and PCP will build an ongoing relationship to understand the member and his/her medical history. Member engagement can result in better, more informed health decisions.

The First Line of Defense

PCPs can identify health issues early. Members should see their PCPs for regular checkups, tests, and screenings. Members should also call their PCPs when they are not feeling well. A PCP is the first line of defense against serious health conditions and diseases.

Focus on Health Goals

The PCP will help members stay focused on their health goals. If a member is living with a chronic disease, the PCP will make sure the member does everything possible to stay healthy—and out of the emergency room.

Easy Referrals to Specialists

The PCP will know when a member needs care from a doctor with special expertise, and will refer them, saving time and the member can avoid the stress of finding one on their own.

Addressing Full Care Needs

The PCP will understand the “whole” member. A PCP will look at health issues from every angle, and take a holistic approach that considers physical, social, and mental health issues that may affect how a member feels.

MassHealth Health Plan Member Movement 2018

Member Experience: Assignment, Enrollment, and Member Actions

Assignment to Plans:



In order to ensure that all managed care-eligible members are enrolled in a health plan by **March 1, 2018**, certain members will have a **“Special Assignment”** to plans and/or **“Auto Assignment”** to plans.

Members whose enrollments will change as a result of Special Assignment or Auto Assignment will receive a letter from MassHealth in November – December 2017, letting them know of the change.

Some members will not be moved and will receive a Plan Selection/Fixed Enrollment letter.

	Special Assignment	Auto Assignment
Member Letter	Letter will tell a member which plan he/she will be enrolled in effective March 1, 2018 (based on the movement of his/her PCP).	Letter will inform a member that his/her MCO is no longer available and that he/she needs to choose a new plan.
Reason	MassHealth intends to keep members with their existing PCP when possible, a process called Special Assignment. As a result, the majority of members will move to the same plan their PCP joins.	MassHealth will let members choose new plans, or, if they do not choose before March 1, 2018 , MassHealth will choose one for them.

Member Experience: Notices



November/
December 2017

Depending on whether a member is special assigned, auto assigned, or not being moved to a new plan, they will receive different messaging in 2017

Member Situation	November/December Notice 2017	Member Notice Material
<p>1 Members who are moving to a new plan because their PCP is moving to a new plan</p>	<p>Special Assignment: “Your primary care provider (PCP) has joined a new health plan called an ACO. We are enrolling you in your new health plan so that you can continue to receive care from your primary care provider.”</p>	<p>Welcome packet from ACO regarding new plan details, benefits, etc.</p>
<p>2 Member’s MCO is sun-setting or no longer available in the region</p>	<p>Auto Assignment: “Your current MassHealth health plan will no longer be available in your area as of March 1, 2018. You will be automatically enrolled in a new health plan unless you make another choice before March 1, 2018.”</p>	<ol style="list-style-type: none"> 1. Messaging from MassHealth regarding which plan the member has been “auto assigned” to (either MCO or PCC Plan), if member made no plan choice 2. Welcome package from MCO or MassHealth



November/
December 2017

Member Experience: Notices

(continued)

Depending on whether a member is special assigned, auto assigned, or not being moved to a new plan, he/she will receive different messaging in 2017

Member Situation	November/December Notice 2017	Member Notice Material
<p>3 Member's enrollment does not change (e.g., PCP is not joining an ACO; MCO is not sun-setting; member does not move)</p>	<p>Notice will let members know of the Plan Selection Period and Fixed Enrollment Period and what actions a member can take</p>	<p>None</p>

Member Experience: Notices

MassHealth A (green)

Important News About Your MassHealth Health Plan

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]
[MEMBER FIRST NAME] [MEMBER LAST NAME]
[STREET ADDRESS 1] [STREET ADDRESS 2]
[CITY], [STATE] [ZIPCODE]

Date: [DATE]
Member ID: [XXXXXXXXXX]

Dear [Member Name],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your providers—focused on your health goals. Your primary care provider (PCP), <PCC_NAME_PRO>, is joining one of these new health plans, <ACO_NAME_PRO>, an Accountable Care Organization (ACO) Partnership Plan. Starting March 1, 2018, we are enrolling you in this plan so that you can continue to receive care from your PCP. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**

Important. If <PCC_NAME_PRO> is not your PCP, please call us at 1-800-342-2900 and let us know who your PCP is.

If you do not want to move to your new health plan

- Please let us know before **March 1, 2018**.
- After this date, you still have until **May 31, 2018**, to try out your new ACO health plan and change plans for any reason.

More information about ACOs and your health plan options can be found in this letter.



What do I need to do?

You may want to confirm that your doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of your new health plan. You can do this in the following ways:

- Checking your new health plan's website <ACO_URL>
- Calling your new health plan at <ACO_PHONE>
- Checking the MassHealth website at MassHealthChoices.com
- Contacting your doctors, specialists, behavioral health provider, and/or hospitals

GOOD NEWS! If you are happy joining your new health plan with your PCP, you **DO NOT** need to do anything.

Important Dates

March 1, 2018	May 31, 2018
If you don't choose another health plan, on March 1, 2018 , you will be enrolled in <ACO_NAME_PRO>.	You have until May 31, 2018 , to try out your new health plan and change plans for any reason.

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Member Experience: Notices MassHealth

MassHealth B (green)

Important News About Your MassHealth Health Plan

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]
[MEMBER FIRST NAME] [MEMBER LAST NAME]
[STREET ADDRESS 1] [STREET ADDRESS 2]
[CITY], [STATE] [ZIPCODE]

Date: [DATE]
Member ID: [XXXXXXXXXX]

Dear [Member Name],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your providers—focused on your health goals. Your primary care provider (PCP), <PCC_NAME_PRO>, is joining one of these new health plans, <ACO_NAME_PRO>, a Primary Care Accountable Care Organization (ACO) health plan. Starting March 1, 2018, we're enrolling you in this plan so that you can continue to receive care from your PCP. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**

Important. If <PCC_NAME_PRO> is not your PCP, please call us at 1-800-551-2900 and let us know who your PCP is.

If you do not want to move to your new health plan

- Please let us know before **March 1, 2018**.
- After this date, you still have until **May 31, 2018** to try out your new ACO health plan and change plans for any reason.

More information about ACOs and your health plan options can be found in this letter.

Today → March 1, 2018

What do I need to do?

You may want to confirm that other doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of your new health plan. You can do this in the following ways:

- For more information on other PCPs in your network, visit [MassHealthChoices.com](#). You can also check your health plan's website <ACO_URL> or call your health plan at <ACO_PHONE>.
- Your specialist and hospital network will be the MassHealth provider network. You can use the MassHealth Provider Directory at [mass.gov/masshealth](#) to look up your providers.
- Your behavioral health benefits will be from the Massachusetts Behavioral Health Partnership (MBHP). You can use the MBHP Provider Directory at [masspartnership.com](#) to look up your providers.

GOOD NEWS! If you are happy joining your new health plan with your PCP, you **DO NOT** need to do anything.

March 1, 2018

May 31, 2018

If you don't choose another health plan, on **March 1, 2018**, you will be enrolled in <ACO_NAME_PRO>.

You have until **May 31, 2018**, to try out your new health plan and change plans for any reason.

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Member Experience: Notices MassHealth

MassHealth C (green)

Important News About Your MassHealth Health Plan



COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

<p>[PARENT/GUARDIAN OF] [MEMBER FIRST NAME] [MEMBER LAST NAME] [STREET ADDRESS 1] [STREET ADDRESS 2] [CITY], [STATE] [ZIPCODE]</p>	<p>Date: [DATE] Member ID: [XXXXXXXXXX]</p>
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Dear [Member Name],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your provider—focused on your health goals. Your Lahey Health primary care provider (PCP), <PCC_NAME_PRO>, is joining one of these new health plans, <MCO_NAME_PRO>. Starting March 1, 2018, we are enrolling you in this plan so that you can continue to receive care from your PCP. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**

Important: If <PCC_NAME_PRO> is not your PCP, please call us at 1-800-841-2900 and let us know who your PCP is.

If you do not want to move to your new health plan

- Please let us know before **March 1, 2018**.
- After this date, you still have until **May 31, 2018**, to try out your new health plan and change plans for any reason.

More information about your options can be found in this letter.

!

What do I need to do?

You may want to confirm that other doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of <MCO_NAME_PRO>. You can do this in the following ways.

- Checking your new health plan's website <MCO_URL>
- Calling your new health plan at <MCO_PHONE>
- Checking the MassHealth website at MassHealthChoices.com
- Contacting your doctors, specialists, behavioral health providers, and/or hospitals

GOOD NEWS! If you are happy joining your new health plan with your PCP, you **DO NOT** need to do anything.

March 1, 2018

May 31, 2018

If you don't choose another health plan, on **March 1, 2018**, you will be enrolled in <MCO_NAME_PRO>.

You have until **May 31, 2018**, to try out your new health plan and change plans for any reason.

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Member Experience: Notices MassHealth

MassHealth AE (green)

Important News About Your MassHealth Health Plan



COMMONWEALTH OF MASSACHUSETTSExecutive Office of Health and Human Services

[PARENT/GUARDIAN OF] [MEMBER FIRST NAME] [MEMBER LAST NAME] [STREET ADDRESS 1] [STREET ADDRESS 2] [CITY], [STATE] [ZIPCODE]	Date: [DATE] Member ID: [XXXXXXXXXX]
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Dear [Member Name],

Your current MassHealth health plan will no longer be available in your area as of **March 1, 2018**. You will be automatically enrolled in a new health plan unless you make another choice before **March 1, 2018**. We encourage you to find out more about new MassHealth health plans available in your area. **Please note, even though your health plan is changing your MassHealth benefits will stay the same.**

What do I need to do?

You can choose a health plan for yourself! MassHealth has many plan options:

- New Accountable Care Organizations (ACOs)
- Managed Care Organizations (MCOs)
- The Primary Care Clinician (PCC) Plan

You can learn about health plans available in your area — as well as information on providers — by going to MassHealthChoices.com, or by reading the Enrollment Guide, which was sent to your household and can also be found at mass.gov/masshealth.

You may want to look for a plan that includes doctors, specialists, behavioral health providers, and hospitals that are most important to you. In some cases, you may also want to pick a new primary care provider (PCP).

If you DO NOT do anything, MassHealth will pick a new health plan for you automatically. We will send you a letter saying which health plan you have been assigned to.

Important Date

March 1, 2018

If you do not choose another plan before **March 1, 2018**, MassHealth will automatically enroll you in a new health plan in your area.

What else do I need to know?

Members enrolled in an MCO or ACO health plan will have a 90-day Plan Selection Period every year. The Plan Selection Period begins the day you are enrolled in an MCO or ACO health plan. You will have 90 days to change health plans for any reason.

After 90 days, you will be in your Fixed Enrollment Period and you will only be able to change your health plan for certain reasons. You can find out more about these reasons in the Enrollment Guide, which was sent to your household and is also available online at mass.gov/masshealth.

page 1 of 2IMPORTANT NEWS ABOUT YOUR MASSHEALTH HEALTH PLAN

MH-SA LTR 4 (10/17)

Member Experience: Notices MassHealth

MassHealth PSP (green)



Important News About Your MassHealth Health Plan

COMMONWEALTH OF MASSACHUSETTSExecutive Office of Health and Human Services

[PARENT/GUARDIAN OF] [MEMBER FIRST NAME] [MEMBER LAST NAME] [STREET ADDRESS 1] [STREET ADDRESS 2] [CITY], [STATE] [ZIPCODE]	Date: [DATE] Member ID: [XXXXXXXXXX]
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Dear [Member Name],

We're writing to let you know that you have new MassHealth health plan options starting on **March 1, 2018!** You can choose from:

- New Accountable Care Organizations (ACOs)
- Managed Care Organizations (MCOs)
- The Primary Care Clinician (PCC) Plan

Now is a great time to see if your current plan still meets your health care needs and to check out new health plans that will start on **March 1, 2018.**

You can learn about health plans available in your area — as well as information on providers — by going to **MassHealthChoices.com** or by reading the Enrollment Guide which is sent to your household and can also be found at **mass.gov/masshealth.**



GOOD NEWS! If you are happy with your current health plan, you do not need to do anything.

What do I need to do?

Consider checking if your current health plan still meets your needs, including:

- Are your preferred care provider (PCP), specialists, behavioral health providers, and hospitals still in your current health plan's network?
- Will you need to travel to see different providers than you see now? If yes, are they in your current health plan's network?
- Have you moved and want to change providers?
- Are you interested in any of the new health plan options available this year in your area?

MassHealthChoices.com and the Enrollment Guide can be helpful in finding the plan that is right for you.

Plan Selection and Fixed Enrollment Periods

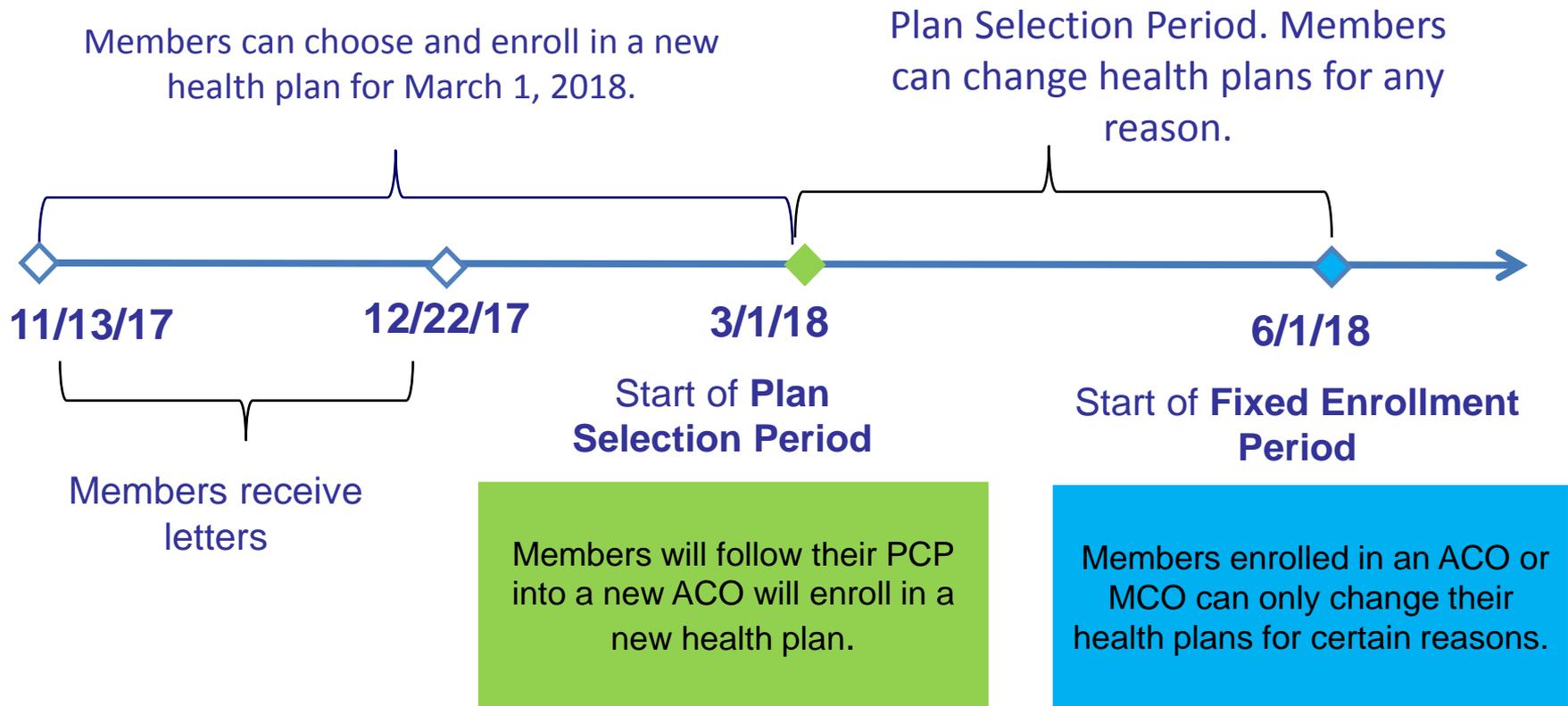
Members enrolled in an MCO or ACO health plan have a 90-day Plan Selection Period every year. During that period, you can change health plans for any reason.

Starting on **March 1, 2018**, the annual Plan Selection Period will begin for members enrolled in a MCO or ACO health plan. If you are enrolled in a MCO or ACO health plan, you have until **May 31, 2018**, to change health plans for any reason. After that date, you will be in your Fixed Enrollment Period and you will only be able to change your health plan for certain reasons. You can find

page 1 of 2
MH-SAL-THS(0017)IMPORTANT NEWS ABOUT YOUR MASSHEALTH HEALTH PLAN

Important Dates

Important dates for managed care eligible members and what action they can take.



Member Experience: Assignment, Enrollment, and Member Actions (continued)



Member Actions Following Assignment:

- If members are satisfied with their plan assignments, *they do not need to do anything*. On **March 1, 2018**, they will be enrolled in the new health plans
- However, members should confirm that other doctors, specialists, and hospitals that are most important to them are part of their plans by:
 1. Checking the plan website
 2. Calling the plan
 3. Checking the www.MassHealthChoices.com, OR
 4. Calling their specialists, behavioral health providers, and/or hospitals
- Members who want to switch health plans from their plan assignment can do so by visiting www.MassHealthChoices.com, completing and submitting an Enrollment Form, or calling MassHealth Customer Service.

Plan Selection Period and Fixed Enrollment Period

Plan Selection Period



- During the PSP*, members can change health plans for any reason
- If a member decides to change their health plan, they should check to ensure that their desired primary care providers (PCP), specialists, behavioral health providers, etc. are accepted by the plan they want to choose.
- **2018 period: March 1, 2018 – May 31, 2018**

Fixed Enrollment Period



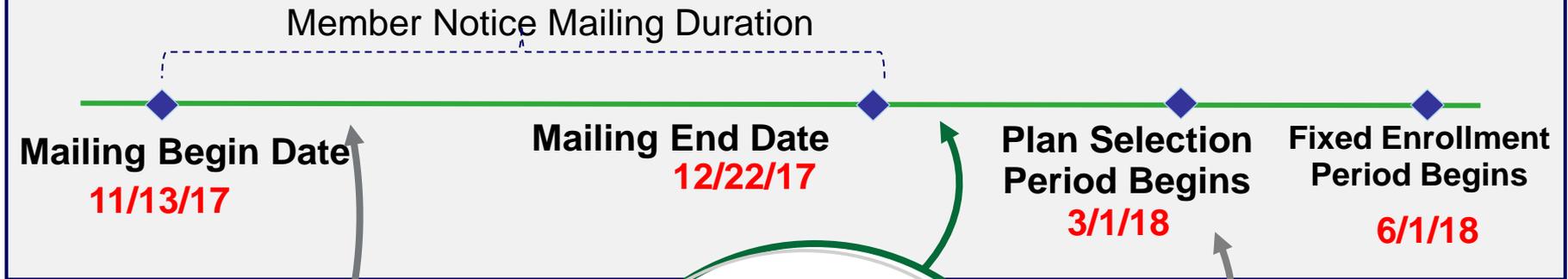
- When the PSP ends, the FEP begins**
- During this time, members will not be able to change their health plan, except for certain reasons. PCPs can be changed at any time.
- **2018-2019 period: June 1, 2018 – February 28, 2019**

* Members can also select new plans for March 1 once they receive their assignment letters.

**For managed care members not enrolled in the Primary Care Clinician (PCC) Plan

Member Experience: Member Scenario #1

Member Timeline



Member Experience

Julia receives a letter from MassHealth telling her about her assignment to a new plan.

Member Action

If Julia is happy with the plan, and confirms that the doctors and hospitals she would like to receive services from are in her new health plan, no need to call MassHealth or take any action.

Member Experience

Julia is moved into the new plan on **March 1, 2018**. She can still change health plans until **May 31, 2018**.

Member Experience: Member Scenario #2



Member Experience

Roberto receives a letter from MassHealth telling him about his assignment to a new plan.

Member Action

Roberto **does not recognize the name of the PCP listed in the letter***. He calls his current PCP to confirm that the PCP is in the same plan. Once confirmed, no additional action is required.

Member Experience

Roberto is moved into the new plan on **March 1, 2018**. He can still change plans until **May 31, 2018**.

** This may be due to the fact that the letter will reference the entity that the PCP is connected to, if the PCP is not a standalone practitioner*

Member Experience: Member Scenario #3



Member Experience

Marisol receives a letter from MassHealth telling her that she **must select a new plan because her MCO is sun-setting** or no longer available in the region. If she does not choose a plan, she will be auto assigned to a plan.

Member Action

Marisol makes a list of the providers, specialists and hospitals that are important to her. She then **uses the MassHealth Choices website to research plans, and enrolls** in a desired plan in **January 2018**.

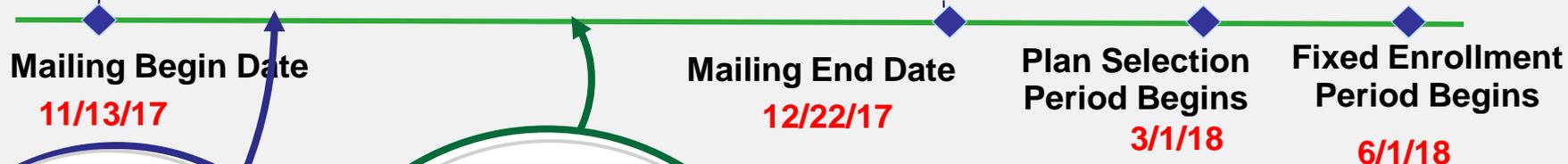
Member Experience

Marisol is moved into the new plan on **March 1, 2018**. She can change her plan again until **May 31, 2018**.

Member Experience: Member Scenario #4

Member Timeline

Member Notice Mailing Duration



Member Experience

Jerry receives a letter from MassHealth telling him about his assignment to a new plan.

Member Action

Jerry calls the Plan to make sure that the specialists, doctors, and hospitals important to him are also in the same plan. He discovers that an important **specialist of his is not in his assigned plan.**

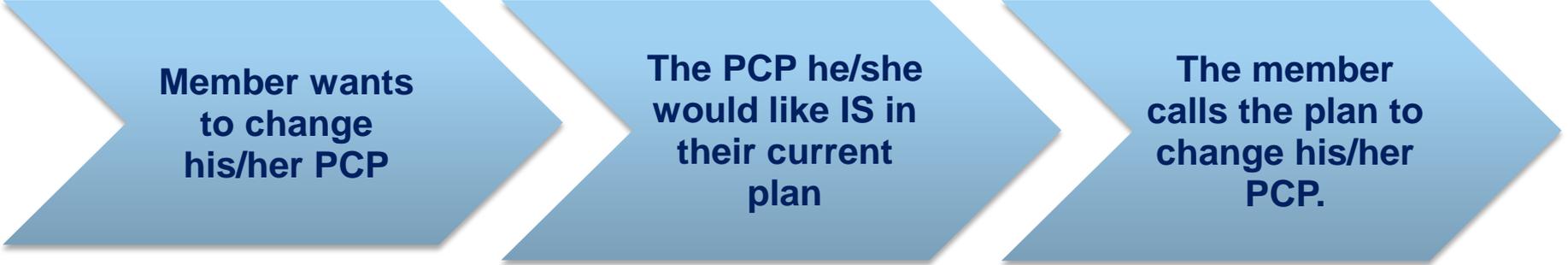
Member Action

- Since Jerry's important specialist is not in his plan, he visits www.MassHealthChoices.com to check which plan the specialist belongs to.
- Jerry then **switches to that health plan** by following the links on the MassHealth Choices website: www.MassHealthChoices.com to complete enrollment.
- Jerry also selects a PCP who is in his new health plan.

How to Change Health Plans and Primary Care Provider (PCP)

How to Change a PCP

If members are enrolled in an MCO or an ACO and they would like to change their PCP:



Member wants to change his/her PCP

The PCP he/she would like IS in their current plan

The member calls the plan to change his/her PCP.

How to Change a PCP (*continue*)

If members are enrolled in a MCO or an ACO and they would like to change their PCP:

The PCP the member would like is NOT in his/her current plan.

The member needs to change his/her plan to one that the PCP they would like is in.**

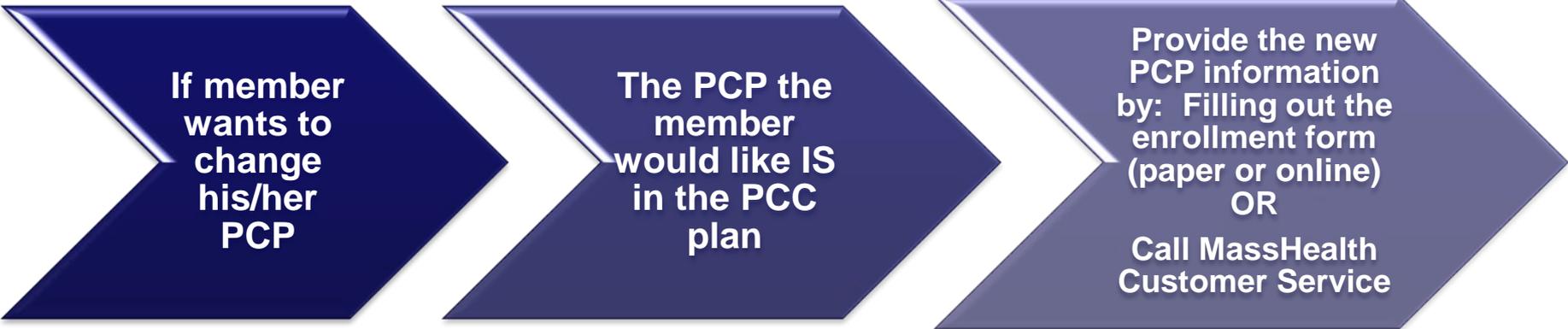
During Plan Selection, members can go online to [MassHealthChoices.com](https://www.masshealthchoices.com) to complete the Enrollment Form or call MassHealth customer service.

In Fixed Enrollment Period, member would call customer service to change his/her plan

** Members are subject to Plan Selection Period/Fixed Enrollment Period rules if they are selecting a PCP in another plan. Some exceptions apply.**

How to Change a PCP (*continue*)

If members are enrolled in the PCC Plan and they would like to change their PCP:



If member
wants to
change
his/her
PCP

The PCP the
member
would like IS
in the PCC
plan

Provide the new
PCP information
by: Filling out the
enrollment form
(paper or online)
OR
Call MassHealth
Customer Service

How to Change a PCP (*continue*)

If members are enrolled in the PCC Plan and they would like to change their PCP:

If the PCP the member would like is NOT in the PCC Plan

Member will need to change plans

Change plans by going online to [MassHealthChoices.com](https://www.masshealthchoices.com), or Call MassHealth Customer Service.

Resources

Payment and Care Delivery Innovation (PCDI) for Providers

- Payment and Care Delivery Innovation (PCDI) training opportunities for MassHealth Providers:
 - These are **first in a series** of webinars related to changes coming to MassHealth and its managed care eligible members on 3/1/18. This session's objective is to provide all attendees with an understanding of the MassHealth PCDI and its impact on Providers and Members.
 - **Phase I:** Awareness webinar sessions are still available to providers for the month of December 2017.
 - Agenda items:
 - An Overview of the MassHealth Payment and Care Delivery Innovation (PCDI), an overview of the MassHealth ACO/MCO structure, timelines, information on how members will be assigned to a new or existing health plan, an overview of updates to the Eligibility Verification System (EVS), and other resources and tools that will be available to providers and their practice staff.

Payment and Care Delivery Innovation (PCDI) for Providers (continue)

- Course Schedule:
 - 90 minute sessions
- Each Tuesday and Thursday thru December 28, 2017
- **Who should attend?**
 - PCC / PCP
 - Specialists
 - Behavioral Health Providers
 - Hospital staff
 - Practice / Office Managers
 - Administrative staff (billing, referrals, enrollment)

Payment and Care Delivery Innovation (PCDI) for Providers (continue)

- Please register for one of these sessions as space is limited.
- To enroll in a webinar session:
 - Register at the MassHealth Learning Management System (LMS) via www.masshealthtraining.com and create your profile.
 - Once you are registered, select the preferred course date and time available.
- Note: A MassHealth Provider Identification Service Location number (PID/SL) is required to register for these courses.
- For more PCDI provider related information, please visit the PCDI for Providers webpage which can be found at: www.mass.gov/payment-care-delivery-innovation-pcdi-for-providers
- If you have any additional questions, please contact the MassHealth Customer Service Center at 1-800-841-2900 or e-mail us at providersupport@mahealth.net.

Key Terms and Acronyms

- **ACO** - Accountable Care Organization: Groups of doctors, hospitals, and other health care providers who come together to give coordinated, high-quality care to MassHealth members. This way, MassHealth members get the right care at the right time. MassHealth will reward ACOs for the quality, efficiency, and experience of member care, so they are accountable to the member.
- **FEP** - Fixed Enrollment Period: After the 90-day Plan Selection Period has ended, members will enter a Fixed Enrollment Period (FEP). Once a member is in their FEP they cannot move to another health plan until their next PSP, for certain reasons.
- **LTSS** - Long Term Services and Supports
- **MBHP** – Massachusetts Behavioral Health Partnership: MBHP offers integrated medical and behavioral health care to more than 430,000 MassHealth members statewide.
- **MCO** - Managed Care Organization – Health plans that provide care through their own provider network that includes PCPs, specialists, behavioral health providers, and hospitals

Key Terms and Acronyms (continue)

- **PCC Plan** - Primary Care Clinician Plan: a managed-care health plan for MassHealth members throughout Massachusetts. Each PCC Plan member must choose a doctor or nurse practitioner to be a primary care clinician (PCC).
- **PSP** - Plan Selection Period: the annual 90-day period for individuals enrolled in a MassHealth managed care organization (MCO) health plan. During this time, you can choose a health plan or switch your health plan for any reason.
- **PCC** - Primary Care Clinician: refers to any entity or collection of PCPs such as a hospital, clinic, specialist group, etc. A PCC may also be a single PCP if the PCP operates as a standalone provider.
- **PCP** - Primary Care Provider: Refers to a doctor, nurse practitioner, or physician's assistant who provides routine care for a member. The PCP is responsible for all routine health care and refers the member to specialists when necessary.
- **TPL** - Third Party Liability: Refers to the legal obligation of third parties (e.g., certain individuals, entities, insurers, or programs) to pay part or all of the expenditures for medical assistance furnished under a Medicaid state plan.
- **Special Assignment** – A process in which MassHealth intends to keep members with their existing primary care provider (PCP) when possible.

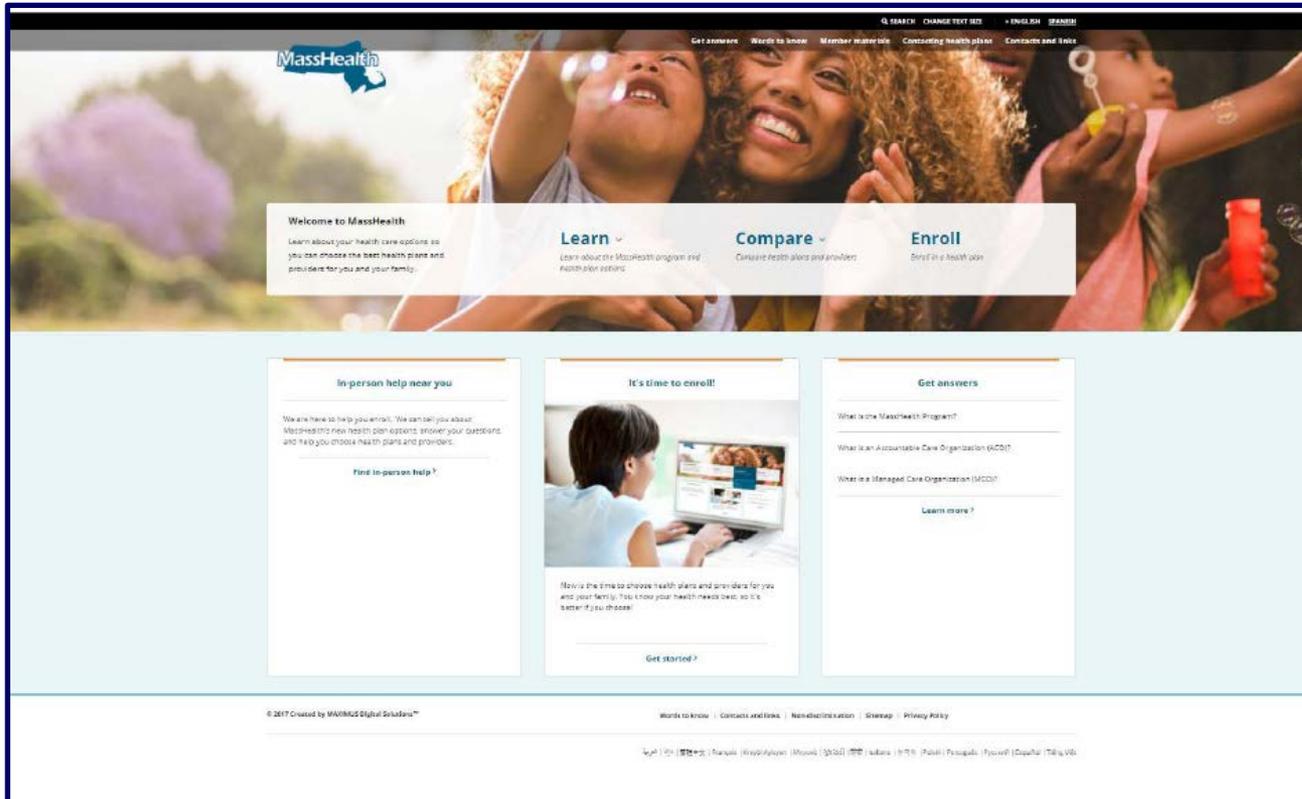
MassHealth Enrollment Guide



- Located at <https://www.mass.gov/index.php/lists/masshealth-health-plan-materials-and-information-for-members>

New MassHealth Health Plan Provider Directory

MassHealth



- New MassHealth health plan directory to help members Learn, Compare, and Enroll in a new MassHealth health plan.
- Includes information about Health Plans available for effective enrollment on March 1, 2018!

www.MassHealthChoices.com

2018 Enrollment Events

Dates	Times	Locations
January 9, 2018	1:00 p.m. – 9:00 p.m.	Bristol Community College 777 Elsbree St., Fall River
January 19, 2018	1:00 p.m. – 9:00 p.m.	State Transportation Building 10 Park Plaza, Boston
January 23, 2018	12:00 p.m. – 7:00 p.m.	Lawrence Public Library 51 Lawrence St., Lawrence
February 3, 2018	10:00 a.m. – 7:00 p.m.	DCU Center 50 Foster St., Worcester
March 5, 2018	1:00 p.m. – 9:00 p.m.	State Transportation Building 10 Park Plaza, Boston
March 20, 2018	2:00 p.m. – 9:00 p.m.	Castle of Knights 1599 Memorial Drive, Chicopee
March 27, 2018	2:00 p.m. – 9:00 p.m.	Crowne Plaza Hotel 1 West Street, Pittsfield

2018 Enrollment Events

Dates	Times	Locations
May 8, 2018	10 a.m. – 7p.m.	Fitchburg St. Center 14 Wallace Ave, Fitchburg, MA 01420
May 12, 2018	10 a.m. – 7p.m.	Somerville Holiday Inn 30 Washington St. Somerville, MA 02146
May 15, 2018	1 p.m. – 8 p.m.	Brockton Public Library 304 Main Street Brockton, MA

MassHealth Customer Service Center

- MassHealth Customer Service Center

Phone: 1-800-841-2900

TTY: 1-800-497-4648

Hours: Self-service available 24 hrs/day in English and Spanish

Other services available Mon-Fri 8:00 a.m. – 5:00 p.m.;
Interpreter service available

MassHealth Voice Response System: Self-Service Feature

- The MassHealth Self-Service feature of the Customer Service line (1-800-841-2900) is available 24 hours a day, 7 days a week for general member information:
 - Verify MassHealth Coverage:
 - Members can confirm enrolled benefits
 - Confirm health plan name
 - Health plan phone number
 - Verify address information
 - Request a MassHealth Application:
 - Take survey to determine MassHealth eligibility
 - Order a MassHealth application
 - Obtain list of local Community Health Centers

MassHealth Voice Response System: Self-Service Feature (*continue*)

- Check PT-1 (Prescription to Transportation)
 - PT-1 status for forms received in the last 2-weeks
 - Reasons a PT-1 was either mailed back to the prescribing providing or denied
- Premium Billing Invoices and/or Notices
 - Multiple account lookup
 - Breakdown of current balance and due date
 - Previous payments received lookup
 - Calculation on Premiums
 - Pay your balance through Phone, website, or by mail
- Eligibility Verification System (EVS): MassHealth Providers with access should continue to use EVS to verify member information at every point of contact.

MassHealth Customer Service Center: 1-800-841-2900

QUESTIONS?