

MassHealth Health Plans Update

Executive Office of Health and Human Services

October 2019

MassHealth Health Plan Updates

- Accountable Care Organization Primary Care Provider changes for January 1, 2020
- Members moving into or changing ACO plans
 - MassHealth intends to keep members with their existing Primary Care Provider (PCP) when possible. As a result, a number of members (~37,000) will be following their PCP into the same health plan their PCP has joined unless they take action.
 - Members will receive a letter letting them know of their new health plan, the actions they can take, and their Plan Selection and Fixed Enrollment Periods.
- Service area and region additions effective for January 1, 2020
- Changes to time and distance standards - Martha's Vineyard (Oak Bluffs service area) and Nantucket only

Opportunity for Existing ACOs to Add Participating PCPs

To support and further the goals of the ACO Program, MassHealth offered an opportunity for existing ACOs to request the addition of new participating PCPs effective January 1, 2020.

Each request was evaluated by MassHealth against criteria that included, but were not limited to:

- Impact on members;
- Impact on network adequacy;
- The ACO's proposed approach to ensuring Continuity of Care;
- The demonstrated commitment by the PCP to participate in the ACO

Primary Care Provider Changes for January 1, 2020

MassHealth is excited to announce primary care providers who have chosen to join a MassHealth Accountable Care Organization effective January 1, 2020. In addition, some existing MassHealth primary care providers are moving from an existing ACO to another ACO.

A total of 58 new sites will be added:

- 29 providers to Partners HealthCare Choice
- 8 providers to Steward Health Choice
- 5 providers to Tufts Health Together with Boston Children's ACO
- 5 providers to BMC HealthNet Plan Community Alliance
- 4 providers to Wellforce Care Plan
- 3 providers to Tufts Health Together with BIDCO
- 2 providers to Community Care Cooperative
- 2 providers to My Care Family

A full list of new primary care providers joining ACO plans, and primary care providers that are moving from an existing ACO to another ACO can be found at:

www.mass.gov/masshealth

Service Area and Region Additions

MassHealth also offered an opportunity for Accountable Care Partnership Plans to add new Service Areas, and Managed Care Organizations to add new Regions.

- In August 2019, three Accountable Care Partnership Plans began serving members in four new service areas:
 - BMC HealthNet Plan Community Alliance (BACO) in Southbridge service area
 - BMC HealthNet Signature Alliance in Attleboro service area
 - Tufts Health Together with Boston Children's ACO in Adams and Gardner/Fitchburg service areas
- The effective date of any other new additions will be on or about January 1, 2020.

Reminder: Primary Care ACOs are statewide and members can enroll if they live within a 25 mile radius of their PCP.

Changes to Time and Distance Standards (Martha's Vineyard and Nantucket only)

To allow members and health plans more flexibility, MassHealth is incorporating new availability requirements for primary care providers for the Oak Bluffs (Martha's Vineyard) and Nantucket service areas.

Accountable Care Partnership Plans and Managed Care Organizations that serve Martha's Vineyard and Nantucket offer a member a choice of at least two age appropriate PCPs located within 40 miles, or 40 minutes travel time from the member's residence (includes travel by ferry)

MassHealth will put into place the following protections:

- Restricting auto-assignment for plans that do not have on-island PCPs
- Allowing Fixed Enrollment Period exceptions for members in these service areas
- Ferry transportation will continue to be a mode covered by non-emergency transportation

Member Action

Beginning in late October 2019, MassHealth members whose primary care provider (PCP) will be joining an Accountable Care Organization (ACO,) or whose PCP will be changing from one ACO to another ACO, will receive a “*Important News About Your MassHealth Health Plan*” notice. Notices will inform the member that their PCP will be joining an ACO, or changing ACOs, on January 1, 2020 and they will be moving with their PCP into this ACO unless they take action.



Member actions:

- If members are happy joining their new health plan, *they do not need to anything*. On January 1, 2020 they will be enrolled in their new MassHealth health plan.
- However, members should confirm that other doctors, specialists, behavioral health providers, and hospitals that are most important to them are part of their new plan. Members can do so by:
 - Checking your new MassHealth health plan’s website
 - Calling your new MassHealth health plan
 - Checking www.MassHealthChoices.com
- **Members who want to switch MassHealth health plans from their plan assignment can do so by visiting www.MassHealthChoices.com and completing an Online Enrollment Form, or calling MassHealth Customer Service 1-800-841-2900 TTY: 1-800-497-4648.**

MassHealth Health Plan Year Three Notice

MassHealth Y3

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]

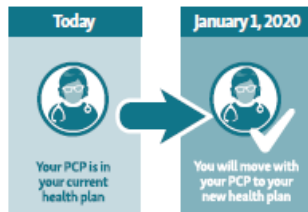
Date: [DATE]
Member ID: [XXXXXXXXXX]

Dear [Member Name],

On **January 1, 2020**, your primary care provider (PCP), <PCC_NAME_PRO>, is joining <ACO_NAME_PRO>, a MassHealth <ACO_MODEL>, a type of Accountable Care Organization (ACO). ACOs are health plans designed to keep you—and your providers—focused on your health goals. ACOs are accountable for providing quality care. They have groups of primary care providers (PCPs) and other providers who work together to meet your overall health care needs. In an ACO, your PCP and their team will help coordinate your care and connect you with available services and supports. This coordination can help you get the right care at the right time.

On **January 1, 2020**, we will enroll you in <ACO_NAME_PRO>, so you can continue to receive care from your PCP. **Even though your health plan is changing, your MassHealth benefits will stay the same.**

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



GOOD NEWS! If you are happy joining <ACO_NAME_PRO> with your PCP, you DO NOT need to do anything.

If you would like to remain in your current health plan or explore other health plan options, please contact MassHealth before January 1, 2020.

Does your new ACO health plan have the hospitals and providers you want?

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

- Visit your new health plan's website at <ACO_URL>
- Call your new health plan at <ACO_PHONE>
- Check the MassHealth website at MassHealthChoices.com
- Contact your doctors, specialists, behavioral health providers, or other providers and hospitals and ask them if they participate in <ACO_NAME_PRO>

If you are pregnant, in treatment, or have a prescription, an authorized service, or an upcoming surgery, please call your new ACO to let them know about your situation. Your new ACO will work with you and your providers to avoid interruptions to your care.

Important Dates

January 1, 2020	January 1, 2020 – March 31, 2020	March 31, 2020	April 1, 2020
If you do not choose another health plan before January 1, 2020, you will be enrolled in <ACO_NAME_PRO>	This is your Plan Selection Period. This is the time to try out your new plan. If you want to change plans during this time, you can do so for any reason.	This is the end of your Plan Selection Period. You have until March 31, 2020, to try out your new health plan and change plans for any reason.	Your Fixed Enrollment Period begins. You will only be able to change plans for certain reasons. You can find out more about these reasons online at https://www.mass.gov/service-details/fixd-enrollment-period or in the <i>MassHealth Enrollment Guide</i> sent to your household.

Health Plan Welcome Packet

Once you're newly enrolled in a health plan, they will send you a welcome packet. It will explain how to get the most out of your health plan benefits.

MassHealth ID Card and Health Plan ID card

You will continue to use your current MassHealth ID card—the card with the picture of Massachusetts on it. You will also receive a member ID card from your new health plan. Please bring both cards to your appointments.

My Ombudsman

If you have concerns or problems related to getting benefits or services from your health plan, you can call My Ombudsman at (855) 781-9898. My Ombudsman is an independent program that can provide information about your benefits and rights in your plan, address problems or concerns, and help with grievances and appeals. For persons who are deaf, hard of hearing, or speech disabled, use MassRelay at 711 or videophone at (339) 224-6831. You can also email My Ombudsman at info@myombudsman.org or visit their website at www.myombudsman.org.

How do I change my health plan or get more information?

- ONLINE** Learn more about your health plan options and how to change your plan at **MassHealthChoices.com**. You can also read about health plan options online at mass.gov/masshealth or in the *MassHealth Enrollment Guide*.
- CALL** You can also phone us at 1-800-841-2900 (TTY: 1-800-497-4648) to talk to someone about the information in this letter.
- MAIL or FAX** Fill out the enrollment form, available at **MassHealthChoices.com**, and mail or fax it to us.
- IN-PERSON** **Talk to a Certified Application Counselor or Navigator**, who can also help you with your application. To make an appointment, go to www.MAhealthconnector.org/help-center and click the "Find an Enrollment Assister" button.

If your MassHealth eligibility changes, it may impact your health plan enrollment. This letter is not a guarantee of MassHealth eligibility. If you are no longer a MassHealth member, please disregard this letter.

Sincerely,
MassHealth

Please Note You can get this information in large print or braille. Call 1-800-841-2900 from Monday through Friday, 8:00 a.m. to 5:00 p.m. TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled

Continuity of Care (ACO Year Three Members)

MassHealth is committed to working with all relevant parties to promote continuity of care for members who move into new plans. To support a successful transition, members have a 90 day continuity of care period to help prevent interruptions to care as members transition health plans.

- Members can continue to see their existing providers for 90 days, even if those providers are not in their new plan's network.
- Providers who are not in the new plan's network must contact the new plan to make appropriate payment arrangements.
- In some cases, the continuity of care period may be extended. For example, members who are pregnant can continue seeing their existing OB/GYN providers throughout their pregnancy and up to six weeks postpartum.
- Focused efforts for members with needs requiring specialized care, including but not limited to members who are pregnant, have autism spectrum disorder and receiving ABA services, receiving ongoing services such as dialysis, home health, chemotherapy, and/or radiation, receiving treatment for behavioral health or substance use, including Medication for Addiction Treatment (MAT) services.
- We are asking all plans, providers, and assisters to reinforce this message and to ensure that members continue to receive all needed health care services during this transition.
- Members can contact their new plan now to let them know of any ongoing treatments or scheduled appointments.
- Providers will be able to see new plan information in the MassHealth Eligibility Verification System (EVS) starting January 1, 2020. They can contact the new plan at that time for new authorization requests, or with any questions or concerns.
- While ACOs are ultimately responsible for coordinating member's transition and service coordination into their new health plan, both MassHealth and ACOs will ensure protocols are in place for continuity of care issues that may arise.

Important Dates for Members

For MassHealth members that receive a “Important News About Your MassHealth Health Plan” notice, the dates below are considered important.

Important: *The Plan Selection and Fixed Enrollment Period dates are member specific and depend on the date of their health plan enrollment. The dates below do not apply to all MassHealth members, only those that receive a MassHealth Health Plan notice in October.*



Late October 2019:

MassHealth Health plan notices will be mailed for impacted members (~37k members)



January 1, 2020:

Members will follow their Primary Care Provider into an ACO.

Members will be in their Plan Selection Period from 01/01/2020 – 03/31/2020



April 1, 2020:

Members will enter their Fixed Enrollment Period and members enrolled in an ACO plan can only change their health plans for certain reasons.

Members will be in their Fixed Enrollment Period from 04/01/2020 – 12/31/2020

Member Resources

- **MassHealth Customer Service:**
 - 1-800-841-2900 TTY: 1-800-497-4648 (Monday- Friday 8:00am-5:00pm)
- **MassHealth Enrollment Guide:**
 - Printed enrollment guide for members to view health plans, service areas, and extra benefits
 - www.mass.gov/masshealth
- **MassHealthChoices.com:**
 - Online Provider directory where members can learn, compare, and enroll in health plans
 - www.MassHealthChoices.com
- **Mass.gov/MassHealth:**
 - General information regarding the MassHealth program and other resources
 - www.mass.gov/masshealth
- **Payment and Care Delivery (PCDI) for Providers:**
 - Information for providers about the MassHealth PCDI initiative
 - <https://www.mass.gov/payment-care-delivery-innovation-pcdi-for-providers>
- **MassHealth Enrollment Centers:**
 - A list of the MassHealth enrollment centers for in-person eligibility assistance
 - <https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs>
- **Ombudsman Services:**
 - **MassHealth Disability Accommodation Ombudsman:** MassHealth has an ombudsman to help members and applicants with disabilities get the accommodations they need.
 - 617-847-3468 , TTY 617-847-3788, ADAAccommodations@state.ma.us
 - **My Ombudsman:** An independent organization that provides help accessing services from your MassHealth health plan.
 - (855) 781-9898 For TTY users, use MassRelay at 711; or Video Phone: 339-224-6831
 - www.myombudsman.org

Questions

