

New MassHealth Health Plan

Who is Impacted



- Managed care eligible members including persons who are:
 - Under 65, with no Third Party Liability (TPL) (including Medicare)
 - Living in the community
 - In the following MassHealth coverage types:
 - MassHealth Standard
 - MassHealth CommonHealth
 - MassHealth CarePlus
 - MassHealth Family Assistance

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: www.mass.gov/eohhs/how-to/planenrollment
 - 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

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

Options Available to Members on March 1, 2018



- **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
- **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** (may be new choices): 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

- **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

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

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, members can choose a PCP affiliated with a Primary Care ACO to enroll in this plan
- 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

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

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*

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

PCC and PCP: Examples

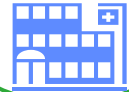


Members have Dr. John Doe as their PCP today, but in their new ACO, members will be attributed to where the ABC Community Health Center where Dr. Doe works as a PCP. ABC Community Health Center will be the PCC, and Dr. Doe will be the PCP

Dr. Doe



ABC
Community
Center



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

Nurse
Practitioner
Betty



XYZ
Hospital



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

Dr.
Gomez



Dr. Gomez
Private
Practice



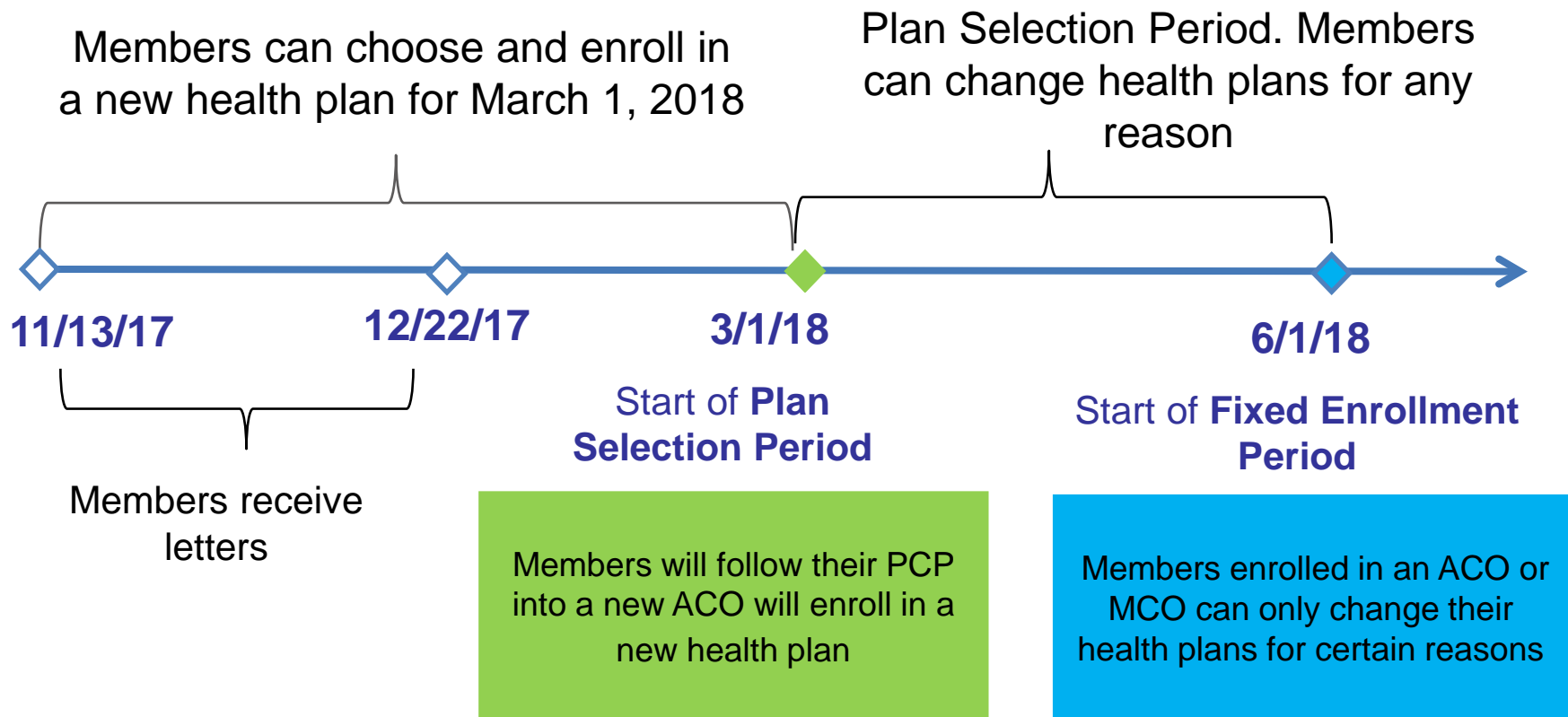
Members will be assigned at the PCC level. In member communications, for simplicity, the more commonly used term "PCP" will refer to this entity (except for PCC Plan-specific communications)

Member Experience: Notices

Important Dates



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



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 |
|--|---|--|
| 1 Members who are moving to a new plan because their PCP is moving to a new plan | 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” | Welcome packet from ACO regarding new plan details, benefits, etc |
| 2 Member’s MCO is sun-setting or no longer available in the region | 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” | <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 choice2. Welcome package from MCO or MassHealth |

Member Experience: Notices (continued)



November/
December 2017



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

Member Experience: Notices:

Sample *Special Assignment* notice

- Key things to remember

Identify the type of notice a member received

Identifies the member's current provider and movement to a new ACO health plan

Actions members can take to learn about their new health plan

- The start of Plan Selection Period
- New health plan selection and enrollments are effective

The screenshot shows a notice from MassHealth A (green) titled "Important News About Your Health Plan". The notice is addressed to a member and includes their name, address, and member ID. The main body of the notice states: "Changes are coming to your MassHealth health plan enrollment on **March 1, 2018**. Your primary care provider (PCP), <PCP_NAME_PRO>, has joined a new health plan called <ACO_NAME_PRO>. This health plan is an Accountable Care Organization (ACO) Partnership Plan. We are enrolling you in your new health plan so that you can continue to receive care from your primary care provider. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**"

Below this, there is a section titled "What do I need to do?" with a list of actions: "Checking your new health plan's website", "Calling your new health plan", "Checking the MassHealth website", and "Contacting your doctors, specialists, behavioral health professionals, or other providers".

At the bottom, there is a section titled "Important Dates" with two key dates circled in red:

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

The last day of Plan Selection Period and ability to switch health plans

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],

Changes are coming to your MassHealth health plan enrollment on **March 1, 2018**. Your primary care provider (PCP), <PCC_NAME_PRO>, has joined a new health plan called <ACO_NAME_PRO>. This health plan is a Partnership Plan. We are enrolling you in your new health plan so that you can continue to receive care from your primary care provider. **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 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.

- 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

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

May 31, 2018

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

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],

Changes are coming to your MassHealth health plan enrollment on **March 1, 2018**. Your primary care provider (PCP), <PCP_NAME_PRO>, has joined a new health plan called <ACO_NAME_PRO>. This plan is a Partnership Plan. We are enrolling you in your new health plan so that you can continue to receive care from your primary care provider. **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 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.

Important Dates

March 1, 2018

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

May 31, 2018

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

Member Experience: Notices



MassHealth C (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],

Changes are coming to your MassHealth health plan enrollment on **March 1, 2018**. Your primary care provider (PCP), <PCC_NAME_PRO>, has joined <MCO_NAME_PRO>. We are enrolling you in a new health plan so that you can continue to receive care from your primary care provider. **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 let us know 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 <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.

Important Dates

March 1, 2018

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

May 31, 2018

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



MassHealth AE (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],

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 has the doctors, specialists, behavioral health providers, and hospitals that are most important to you. In some cases, you may have 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.



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],

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 was 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 primary care provider (PCP), specialists, behavioral health providers, and hospitals still in your current health plan's network?
- Will you need to (or want 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

Member Experience: Assignment, Enrollment, and Member Actions



- 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:
 - Checking the plan website
 - Calling the plan
 - Checking the www.MassHealthChoices.com, OR
 - Calling their specialists, behavioral health providers, and/or hospitals
- Members who want to switch health plans from their plan assignment can do so by calling MassHealth Customer Service

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

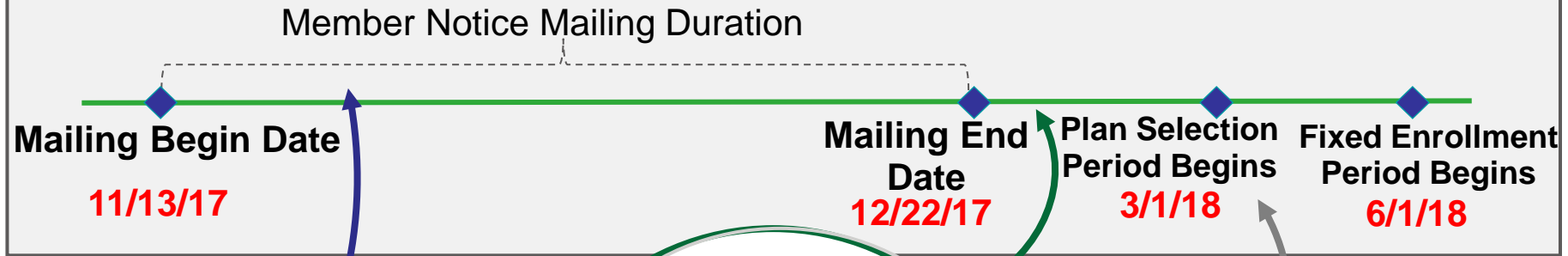
Member Experience

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 Timeline



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 Timeline

Member Notice Mailing Duration

Mailing Begin Date
11/13/17

Mailing End Date
12/22/17

Plan Selection
Period Begins
3/1/18

Fixed
Enrollment
Period Begins
6/1/18

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**

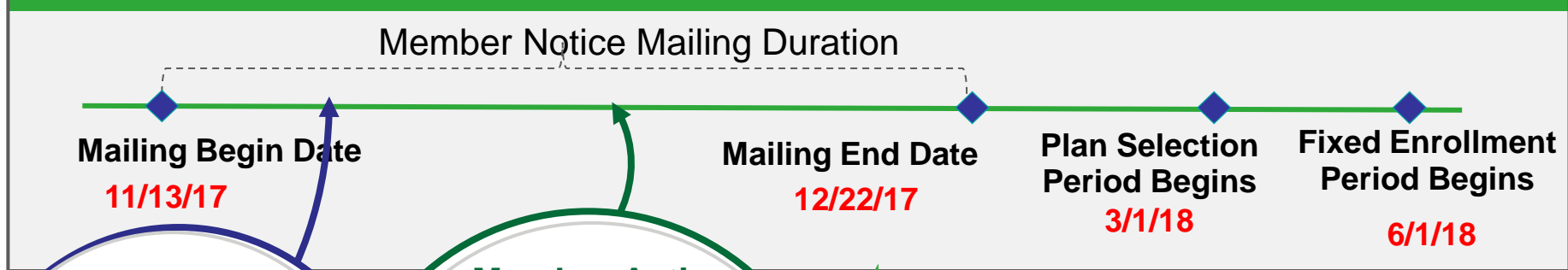
Member Experience

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 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

Member Materials

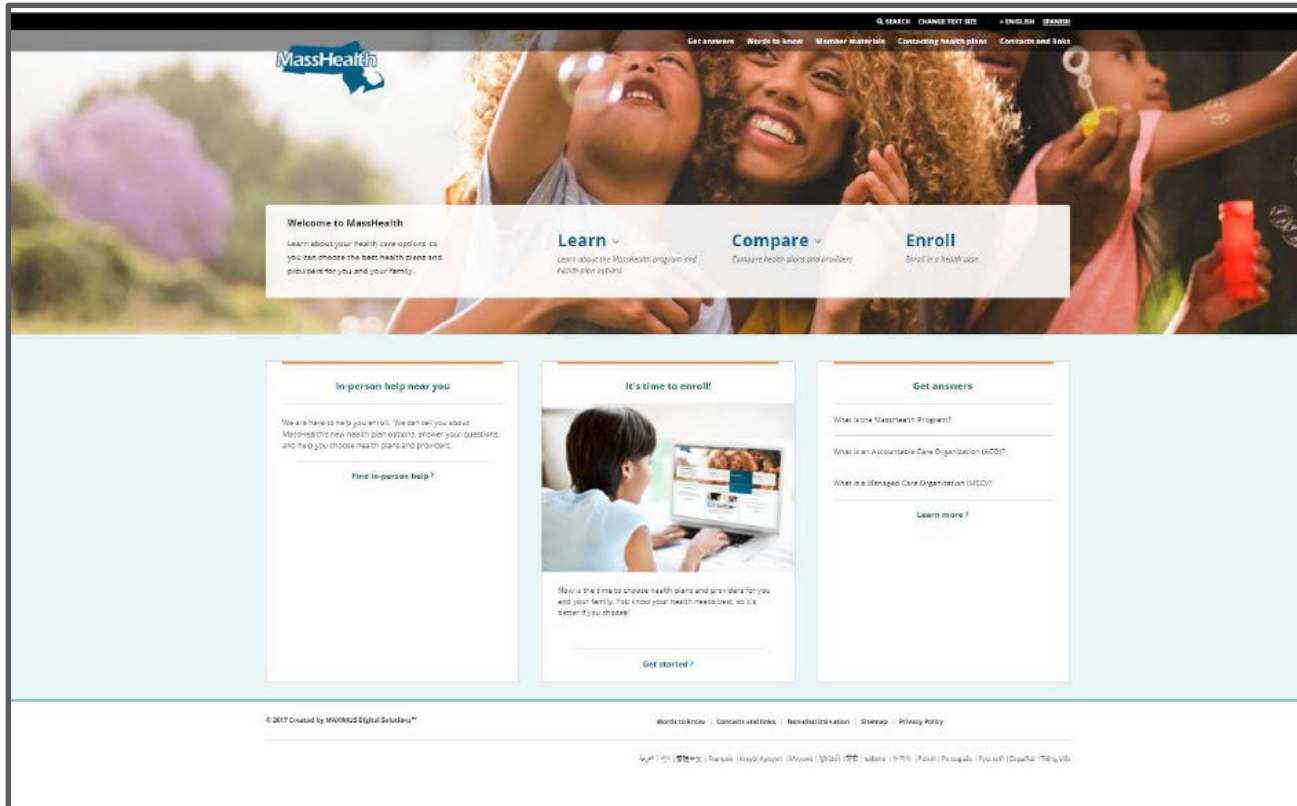
MassHealth Enrollment Guide



- MassHealth's New Enrollment Guide



New MassHealth Health Plan Provider Directory



- 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



Questions?