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) 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
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
Accountable Care Partnership Plan

Who can choose this plan?
- Managed care eligible members
- Member must live in the service areas covered by the ACO

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.
Primary Care ACOs

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 cannot enroll in it.

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.

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.
Managed Care Organization (MCO)

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

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*
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.

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).
Member Experience: Notices
Important dates for managed care eligible members and what action they can take.

Members can choose and enroll in a new health plan for March 1, 2018

11/13/17

12/22/17

3/1/18

6/1/18

Members receive letters

Start of Plan Selection Period

Plan Selection Period. Members can change health plans for any reason

Members will follow their PCP into a new ACO will enroll in a new health plan

Members enrolled in an ACO or MCO can only change their health plans for certain reasons

Start of Fixed Enrollment Period
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.

<table>
<thead>
<tr>
<th>Special Assignment</th>
<th>Auto Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Member Letter</strong></td>
<td>Letter will inform a member that his/her MCO is no longer available and that he/she needs to choose a new plan.</td>
</tr>
<tr>
<td><strong>Reason</strong></td>
<td>MassHealth will let members choose new plans, or, if they do not choose before <strong>March 1, 2018</strong>, MassHealth will choose one for them.</td>
</tr>
<tr>
<td>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)</td>
<td></td>
</tr>
</tbody>
</table>

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.
Member Experience: Notices

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

<table>
<thead>
<tr>
<th>Member Situation</th>
<th>November/December Notice 2017</th>
<th>Member Notice Material</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Members who are moving to a new plan because their PCP is moving to a new plan</td>
<td><strong>Special Assignment</strong>: “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”</td>
<td>Welcome packet from ACO regarding new plan details, benefits, etc</td>
</tr>
</tbody>
</table>
| **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” | 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 |
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

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<tbody>
<tr>
<td>Member’s enrollment does not change (e.g., PCP is not joining an ACO; MCO is not sun-setting; member does not move)</td>
<td>Notice will let members know of the Plan Selection Period and Fixed Enrollment Period and what actions a member can take</td>
<td>None</td>
</tr>
</tbody>
</table>
Key things to remember:

- 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 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), [PCP_NAME.PRO], has joined a new health plan called [ACO_NAME.PRO]. This health plan is a 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.

Important: If [PCP_NAME.PRO] is not your PCP, please call us at 1-800-222-2900 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 will have until May 31, 2018, to bring your MassHealth 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.LINK]
- Calling your new health plan’s ACOC_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 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 Accountable Care Organization (ACO) health 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 [PCP_NAME.PRO] is not your PCP, please call us at 1-800-222-2900 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 will have until May 31, 2018, to try 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.LINK]
- Calling your new health plan’s ACOC_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 your new health plan and change plans for any reason.
Member Experience: Notices

MassHealth AE (green)

Important News About Your MassHealth Health Plan

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

Date: [DATE]
Member ID: [XXXXXXXXXX]

[MEMBER FIRST NAME] [MEMBER LAST NAME]
[STREET ADDRESS 1] [STREET ADDRESS 2]
[_CITY] [STATE] [ZIPCODE]

Dear [Member Name],

Changes are coming to your MassHealth health plan enrollment on March 1, 2018. Your primary health care provider (PCP), <PCP_NAME_PRO>, has joined <MCO_NAME_PRO>. We are enrolling you in your current 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 <PCP_NAME_PRO> is not your PCP, please call us at 1-800-242-2900 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 opt out of the health plan and change plans for next year.

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

What do I need to do?

You may want to consider these other doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of <MCO_NAME>. You can do the following:

- Checking your new health plan’s website <MCO_URL>
- Calling your new health plan’s <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

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

March 1, 2018

If you do not choose another health 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 more about those 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

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.](image)

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 an MCO or ACO health plan. If you are enrolled in an 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 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 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 receives a letter from MassHealth telling her about her assignment to a new plan.

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

Mailing Begin Date
11/13/17

Member Notice Mailing Duration

Mailing End Date
12/22/17

Plan Selection Period Begins
3/1/18

Fixed Enrollment Period Begins
6/1/18

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

Member Experience:

Member Scenario #2

* 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.

Roberto is moved into the new plan on March 1, 2018. He can still change plans until May 31, 2018.
Member Experience: Member Scenario #3

Member Timeline

Member Notice Mailing Duration

- Mailing Begin Date: 11/13/17
- Mailing End Date: 12/22/17

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 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 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**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Notice Mailing Duration</td>
<td></td>
</tr>
<tr>
<td>Mailing Begin Date</td>
<td>11/13/17</td>
</tr>
<tr>
<td>Mailing End Date</td>
<td>12/22/17</td>
</tr>
<tr>
<td>Plan Selection Period Begins</td>
<td>3/1/18</td>
</tr>
<tr>
<td>Fixed Enrollment Period Begins</td>
<td>6/1/18</td>
</tr>
</tbody>
</table>

**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**.

- Since Jerry’s important specialist is not in his plan, he visits [www.MassHealthChoices.com](http://www.MassHealthChoices.com) to check which plan the specialist belongs to.


- 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 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!

Questions?