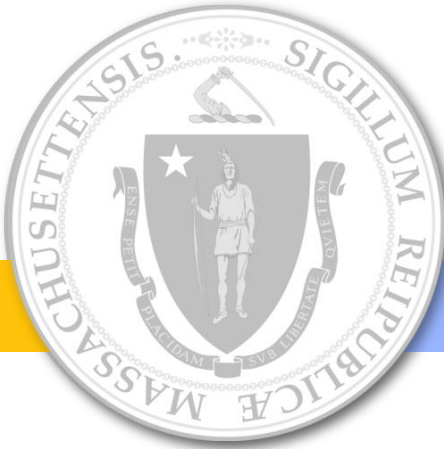


MassHealth Payment and Care Delivery Innovation (PCDI)

Provider Education and Communication

Phase I: Awareness



Executive Office of Health & Human Services

Agenda



1. Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
2. MassHealth Plan Options for 2018
3. Accountable Care Organization Information
4. Eligibility Verification System
5. Member Enrollment and Assignment
6. Community Partners
7. Provider Information and Training

MassHealth Payment and Care Delivery Innovation (PCDI)



- The Executive Office of Health and Human Services (EOHHS) is committed to a sustainable, robust MassHealth program for its 1.8 million members
- EOHHS is making changes to MassHealth for managed care-eligible members – introducing ACOs and Community Partners (CPs) to emphasize care coordination and member-centric care
- ACOs have groups of primary care providers (PCPs) and other providers who work together to improve member care coordination and better meet overall health care needs
- Community Partners (CPs) are community-based experts who will provide care coordination services to and connect members with available behavioral health and LTSS services. CPs will be available to certain members with high needs as determined by MassHealth or the ACO/MCO. Providers make referrals for consideration.



Fundamentals of Coordinated Care and Population Health Management



- Improve population health and care coordination through sustainable, value-based payment models
- Improving patient outcomes and member experience. Providers rewarded for delivering value and not the volume of services provided
- Provide incentives to improve care coordination and achieve performance standards across multiple measures of quality, including prevention and wellness, chronic disease management, and member experience
- Invest in Community Partners to collaborate with ACOs to provide care coordination and care management supports to individuals with significant behavioral health issues and/or complex long term services and supports (LTSS) need
- Improve integration of physical and behavioral health care

Agenda



1. Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
2. MassHealth Plan Options for 2018
3. Accountable Care Organization Information
4. Eligibility Verification System
5. Member Enrollment and Assignment
6. Community Partners
7. Provider Information and Training

MassHealth Health Plan Options for 2018



Accountable Care Partnership Plans (Model A)	Accountable Care Partnership Plans Collaborations
Be Healthy Partnership	Baystate Health Care Alliance with Health New England
Berkshire Fallon Health Collaborative	Health Collaborative of the Berkshires with Fallon Community Health Plan
BMC HealthNet Plan Signature Alliance	Signature Healthcare Corporation with Boston Medical Center HealthNet Plan
BMC HealthNet Plan Community Alliance	Boston Accountable Care Organization with Boston Medical Center HealthNet Plan
BMC HealthNet Plan Mercy Alliance	Mercy Health Accountable Care Organization with Boston Medical Center HealthNet Plan
BMC HealthNet Plan Southcoast Alliance	Southcoast Health Network with Boston Medical Center HealthNet Plan
Fallon 365 Care	Reliant Medical Group with Fallon Community Health Plan
My Care Family	Merrimack Valley ACO with Neighborhood Health Plan
Tufts Health Together with Atrius Health	Atrius Health with Tufts Health Public Plans
Tufts Health Together with BIDCO	Beth Israel Deaconess Care Organization with Tufts Health Public Plans
Tufts Health Together with Boston Children's ACO	Children's Hospital Integrated Care Organization with Tufts Health Public Plans
Tufts Health Together with CHA	Cambridge Health Alliance with Tufts Health Public Plans
Wellforce Care Plan	Wellforce with Fallon Community Health Plan

Primary Care ACO Plans (Model B)

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

MCOs

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

MCO-Administered ACO (Model C)

- Lahey Clinical Performance Network (Participating with Boston Medical Center HealthNet Plan and Tufts Health Public Plans)

PCC Plan

- Primary care Providers in the PCC Plan network



Defining Health Plan Options for 2018

Types of ACOs

- **Accountable Care Partnership Plans (Model A):** A network of PCPs who have exclusively partnered with a single MCO to use the MCO's provider network to provide integrated and coordinated care for members.
- **Primary Care ACOs (Model B):** A network of PCPs who contract directly with MassHealth, using MassHealth's provider network, to provide integrated and coordinated care for members. Members who enroll in a Primary Care ACO receive behavioral health services through the Massachusetts Health Behavioral Partnership (MBHP).
- **MCO-Administered ACOs (Model C):** A network of PCPs who may contract with one or multiple MCOs, and use the MCO provider networks to provide integrated and coordinated care for members. MCO-Administered ACOs are not presented as an enrollment option for members because they will be attributed through their relevant MCO.



Defining Health Plan Options for 2018

MCOs

- MCOs are health plans run by insurance companies that provide care through their own provider network that includes PCPs, specialists, behavioral health providers, and hospitals. Care coordinators are employed by the MCO

Primary Care Clinician (PCC) Plan

- The Primary Care Clinician (PCC) Plan is statewide plan run by MassHealth that uses the MassHealth provider network. Behavioral health services for the PCC Plan are provided by Massachusetts Behavioral Health Partnership (MBHP). Members must choose a PCC in order to enroll in a PCC Plan.

Agenda



1. Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
2. MassHealth Plan Options for 2018
3. Accountable Care Organization Information
4. Eligibility Verification System
5. Member Enrollment and Assignment
6. Community Partners
7. Provider Information and Training



ACO Participation

- Primary Care Providers may participate in an ACO if their practice has signed a contract with an ACO
- ACO participating primary care practices are set for the first year of the ACO program (March 2018 – December 2018)
- Leadership at your practice should be able to confirm whether or not they are participating in an ACO
- If your practice would like to join an ACO in future years, reach out to that ACO and begin discussions for participating in performance year 2 (beginning January 2019)
 - Note that provider participation lists will be set well in advance of the January 2019 start date
- EOHHS and the ACOs are developing an annual process for adding new participating practices



Role of Plans in Contracting

Accountable Care Partnership Plans and MCOs (Model A):

- Responsible for contracting for both primary care and non-primary care networks
- Responsible for paying providers for ACO/MCO-Covered services
- Primary care providers must be exclusive, whereas specialists, hospitals, and behavioral health providers may contract with multiple plans.

Primary Care ACOs (Model B):

- Responsible for contracting for primary care network
- Primary care providers must be exclusive.
- Enrollees use Massachusetts Behavioral Health Partnership (MBHP) for behavioral health and the MassHealth network for other services
- MassHealth pays for all covered services.



ACO Provider Leadership & Engagement

- ACOs are provider-led organizations and must have provider representation on the governing board
- Success of this program requires that participating providers engage with their ACOs and take appropriate ownership of meeting the ACO's goals (cost, quality and member experience performance)
- Contact your ACO to find out about opportunities for provider leadership and participation in your ACO's structure, including:
 - Participating on committees (e.g., the quality committee)
 - Being a target site for investment of infrastructure dollars or the roll-out of a population health management initiative
 - Participating in financial incentives under the ACO structure



ACO Incentives and Requirements

- Providers in ACOs may have **enhanced responsibilities**. Talk to your ACO to understand these expectations, which may include:
 - Sharing clinical data with your ACO for quality reporting
 - Meeting certain performance benchmarks for your assigned panel
 - Using certain data systems
 - Participating in certain governance structures or meetings
 - Taking on financial responsibility for ACO performance
- Providers in ACOs may also have **enhanced opportunities**. Talk to your ACO to understand these as well, which may include:
 - Data and analytics provided by your ACO or by MassHealth to providers in the ACO program
 - Infrastructure funding and investment
 - Population health management infrastructure and resources (e.g., ACO-employed care managers that embed in and support practices)
 - Opportunities for financial participation in ACO savings

AC Partnership/MCO Covered & Non-Covered Services



- MassHealth members enrolled in AC Partnerships and MCOs will receive certain services that are **paid for by their plan** (“ACO-Covered” or “MCO-Covered”) and certain services that are **paid for by MassHealth** (“Non-ACO-Covered” or “Non-MCO-Covered”). Covered services may differ by coverage type
- AC Partnership/MCO-Covered services include:
 - **Physical health** services such as primary care, inpatient, outpatient, professional specialty, and emergency physical health services
 - **Behavioral health** services such as inpatient, outpatient, diversionary, and emergency behavioral health services
 - **Pharmacy** services, with limited exceptions
 - **Certain post-acute services**, including home health (except continuous skilled nursing), durable medical equipment, hospice, therapy, chronic disease hospitals, rehabilitation hospitals, and nursing homes for the first 100 days of admission
- MassHealth-covered long term supports and services (e.g., adult day health, adult foster care, personal care attendants, etc.) are Non-ACO/MCO-Covered services and will be paid for by MassHealth as they are today.



PCP Participation and Exclusivity

- ACO participating primary care practices are set for the first year of the ACO program (March 2018 – December 2018)
- ACO-participating PCPs cannot also participate as primary care providers in MCOs or the PCC Plan or any other ACO. ACO-participating PCPs “exclusively” provide primary care to MassHealth managed care members enrolled in their ACO. This exclusivity is enforced at the **practice or entity level** rather than at the individual doctor level. Exclusivity does not apply to other programs such as Senior Care Options (SCO), One Care, or MassHealth fee-for-service.
- This fall, MassHealth will “**special assign**” to each ACO the members who have primary care assignments to that ACO’s PCPs effective March 1, 2018. Member may choose to change plans following special assignment.



Continuity of Care Requirements

- ACOs and MCOs are required to have procedures in place to minimize disruptions in care for new members.
- Plans are required to provide all members with timely access to medically necessary covered services.
- Plans must make best-efforts to minimize disruptions to existing relationships and approved treatments.
- Members should contact the plan directly for any questions or concerns related to existing provider relationships, scheduled appointments, or authorized services.
- PCPs and their care team are responsible for working with the member as well as the plan's network of providers to support coordination of care and connect the member with available services and supports.



Referral Circles

- Members in the PCC Plan and Primary Care ACOs require primary care referrals to access many services
- Primary Care ACOs will have the option of defining a Referral Circle, a subset of providers in the MassHealth network that their enrollees can visit without the need for a referral if one would otherwise have been required
- To participate in a referral circle for a Primary Care ACO, the provider must be enrolled as a MassHealth billing provider, and identified to MassHealth by the Primary Care ACO
- Referral circles are intended to improve access to coordinated care, and cannot be used to limit members' access to other providers in the MassHealth network
- Accountable Care Partnership Plans and MCOs may have similar preferred networks within their overall networks that have modified authorization requirements. For more information on these potential arrangements, talk to the health plans you have contracted with.

Agenda



1. Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
2. MassHealth Plan Options for 2018
3. Accountable Care Organization Information
4. Eligibility Verification System
5. Member Enrollment and Assignment
6. Community Partners
7. Provider Information and Training



Eligibility Verification System (EVS)

Restrictive Messages

The Eligibility Verification System (EVS) on the Provider Online Service Center (POSC) will be updated with messages so providers know which type of health plan a member is enrolled in and who to contact for help with billing.

There are two types of Restrictive Messages that will appear when checking eligibility: eligibility restrictive messages and managed care data details restrictive messages. The following managed care data details restrictive messages will appear for an ACO enrolled member:

Model A – Accountable Care Partnership Plan

[Plan Product Name] member. [Plan Product Name] is an Accountable Care Partnership Plan. For medical services, call 1-xxx-xxx-xxxx. For behavioral health services, call 1-xxx-xxx-xxxx. For claims, policy or billing questions, call 1-xxx-xxx-xxxx.

Model B – Primary Care ACO

[Plan Product Name] member. [Plan Product Name] is a Primary Care ACO Plan. For medical services, call 1-xxx-xxx-xxx. For behavioral health services, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086.



Eligibility Verification System (EVS)

- Plan names are clearly displayed.
- Phone number to contact the plan if you have questions is listed.
- Restrictive messages will include plan contact numbers for plan services such as medical, behavioral health, and claims, policy or billing questions.
- Enhancements will be effective **3/1/2018**

Lists of Managed Care Date (For MCO/ACO)			
MCO Name	NPI	MCO Phone	Date Range
→ Health Plan Name		1-888- 555-0000	07/25/2017-07/25/2017

Managed Care Data (For MCO/ACO) Details			
Begin Date 07/25/2017		End Date 07/25/2017	
ACO/MCO Name	Health Plan Name	ACO/MCO Phone	1-888- 555-0000
	NPI		

001-001- Plan name - Type of plan

Restrictive Messages 002-002 For medical services questions, call 1-888-555-0000 . For behavioral health services questions, call 1-888- 555-1111 .

003-003 For claims, policy, or billing questions, call [123- 555-3333]

Agenda



1. Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
2. MassHealth Plan Options for 2018
3. Accountable Care Organization Information
4. Eligibility Verification System
5. Member Enrollment and Assignment
6. Community Partners
7. Provider Information and Training

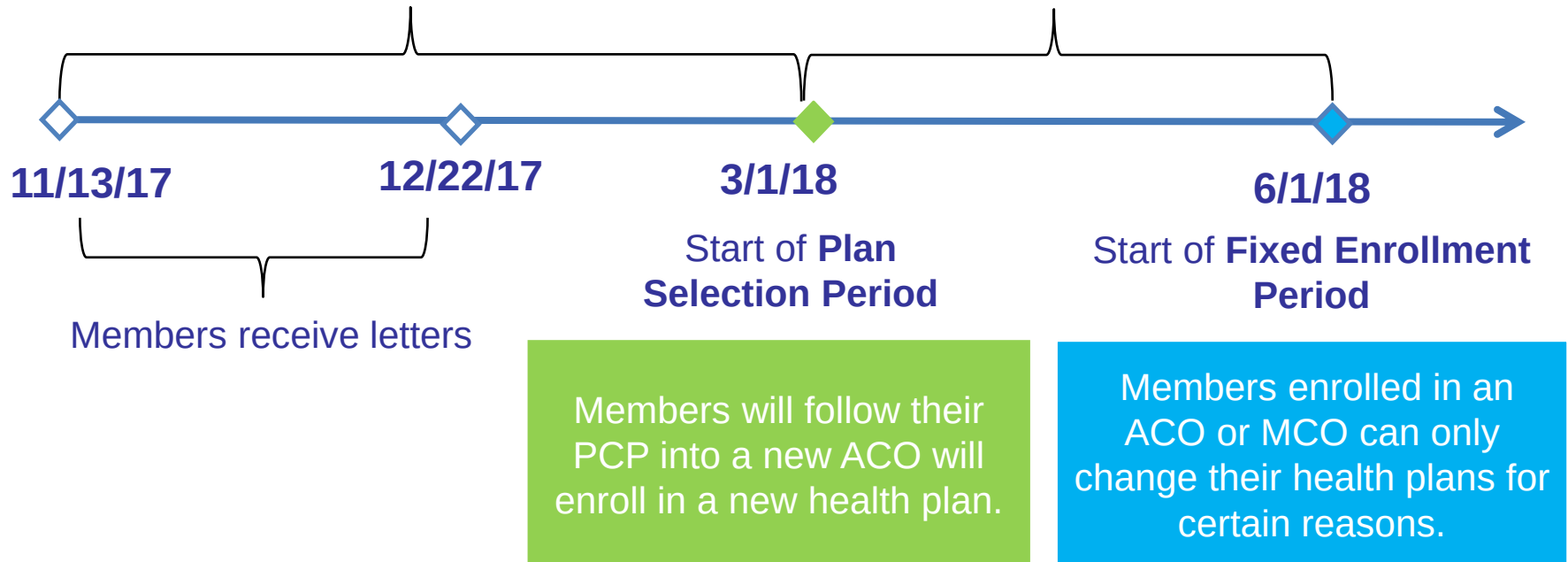


Important Member-Choice Dates

- Below are important dates for current managed care eligible members.
- For new managed care eligible members, after March 1, 2018 plan selection is the first 90 days after enrollment in an ACO/MCO, and fixed enrollment is for the remaining 275 days of the year.
- All members have a new plan selection period every year.

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

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



Member Notices Overview



Notice #	Letter ID:	PCP Movement	Member Movement (From → To)	Special Assignment	Logic	Message
#1	MassHealth A (green)	PCP joins Model A	PCC Plan → Model A Pilot → Model A MCO → Model A	Special Assignment 1	Member follows PCP to Model A	Your current PCP has joined a Partnership Plan ACO. You will be enrolled in this ACO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.
#2	MassHealth B (green)	PCP joins Model B	PCC Plan → Model B Pilot → Model B MCO → Model B	Special Assignment 2	Member follows PCP to Model B	Your current PCP has joined a Primary Care ACO. You will be enrolled in this ACO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.
#3	MassHealth C (green)	PCP joins Model C (in an MCO)	PCC Plan → MCO Pilot → MCO MCO Leaves → MCO	Special Assignment 3	Member is enrolled in an MCO, and MCO is informed of PCP affiliation	Your current PCP has joined an MCO. You will be enrolled in this MCO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.
#4	MassHealth AE (green)	MCO is no longer available & PCP does not join an ACO	MCO → Auto- assignment	Auto- Assignment	Use auto- assignment algorithm to place member	Your MCO is leaving MassHealth or has left your service area. You will automatically be enrolled in a new health plan beginning on 3/1. Please contact MassHealth if you would like to make a different choice.
#5	MassHealth PSP (green)	Other PCP movements	Member stays in current enrollment	No Enrollment Change	Member is assigned a new PCP if needed	Your Plan Selection Period is beginning on 3/1. New plan options are available. Please contact MassHealth if you would like to change plans.

Member Experience: Notices

Example:

The member's current PCP has joined a Partnership Plan ACO.

The member will be enrolled in a Partnership Plan ACO and continue receiving care from their PCP.

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 1-800-841-2900 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 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


You and your PCP are in your current health plan

March 1, 2018


You will move with your PCP to your new health plan

!

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



MH-SA LTR1 (10/17)

page 1 of 2

Phase I Provider Deck – Version 11/8/2017

24

Member Experience: Notices

Example:

The member's current PCP has joined a Primary Care ACO.

The member will be enrolled in a Primary Care ACO and continue receiving care from their PCP.

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 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 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


You and your PCP are in your current health plan



March 1, 2018


You will move with your PCP to your new health plan

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.

MH-SA LTR2 (10/17)

page 1 of 2

Phase I Provider Deck – Version 11/8/2017

25

Member Experience: Notices

Example:

The member's current PCP has joined an MCO.

The member will be enrolled in the MCO the PCP has joined and continue receiving care from their PCP.

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],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your providers—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.

Today


You and your PCP are in your current health plan

➔

March 1, 2018


You will move with your PCP to your new health plan

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>. 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.

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 C (green)

MassHealth



MH-SALTR 3 (10/17)

page 1 of 2

Phase I Provider Deck – Version 11/8/2017

26

Member Experience: Notices

Example:

The member's MCO is leaving MassHealth or has left the member's service area. The member's PCP has not joined an ACO.

The member will automatically be enrolled in a new health plan beginning on 3/1/2018.

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](https://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.

page 1 of 2

IMPORTANT NEWS ABOUT YOUR MASSHEALTH HEALTH PLAN

MH-SA-LTR 4 (10/17)

Member Experience: Notices

Example:

The member's PCP has not joined an ACO and the member is currently enrolled in an MCO that will continue after 3/1/17.

The member does not need to change plans.

The member's Plan Selection Period is beginning on 3/1/2018.

The member has an opportunity to review and select current or new plan options.

MassHealth PSP (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],

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

page 1 of 2
MH-SAL-TR-5(10/17)

IMPORTANT NEWS ABOUT YOUR MASSHEALTH HEALTH PLAN



MassHealth Customer Service



The MassHealth Customer Service Center is making changes to deliver and maintain the best possible customer experience throughout the PCDI implementation

- Members are encouraged to use the new MassHealth Choices online tool and enhanced online enrollment form
- The robust technology platform is prepared for increased call volume
- The number of Customer Service Representatives (CSR) available to assist Members is increasing by 80% during periods of anticipated high volume
- Provider Customer Service is enhanced
 - In-person trainings, webinars and on-site visits
 - Enhancements to EVS
 - Dedicated Provider CSRs to support PCDI, billing, and enrollment questions



Member Resources: Information and Training



MassHealth Choices

- MassHealth website with access to information on plan choices, explanations of the ACO model, the importance of selecting a PCP, and links to provider directories and the online enrollment form
- www.masshealthchoices.com



Member mailings and Fact Sheets

- Member mailings and Fact Sheets will be issued around key events (Special Assignment, ACOs, PCPs,)



Webinars for Assisters

- Webinar series will be hosted by the MassHealth Customer Service Center (CSC) to train member assisters on a variety of topics
- *We will provide additional information on how to access these trainings*



MassHealth Customer Service Center

- Increased CSC staff to support enrollment activity, incoming calls, and member questions

Agenda



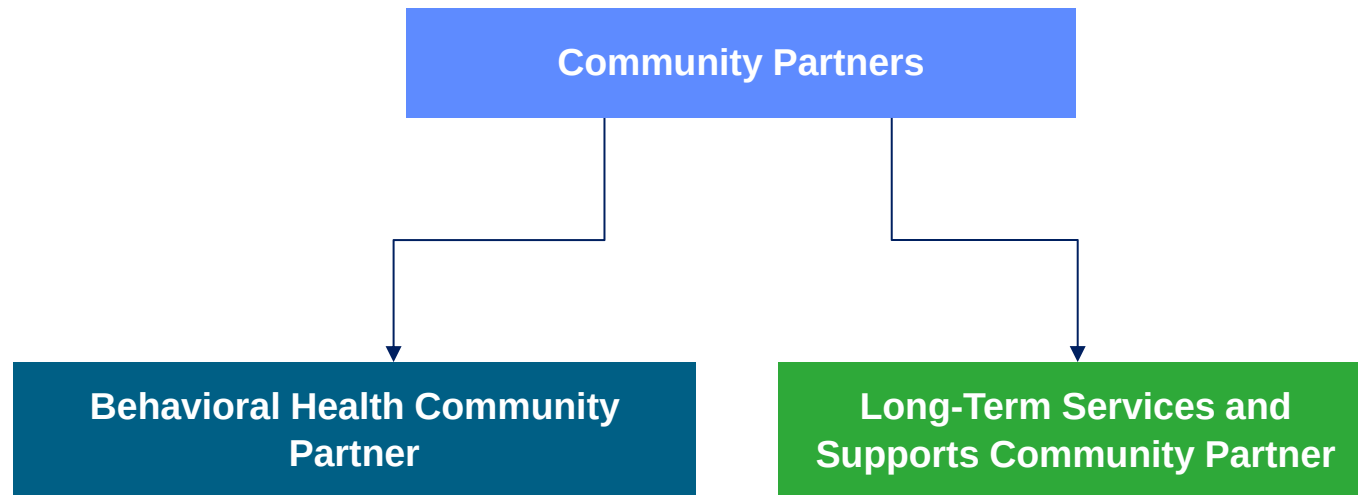
1. Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
2. MassHealth Plan Options for 2018
3. Accountable Care Organization Information
4. Eligibility Verification System
5. Member Enrollment and Assignment
6. Community Partners
7. Provider Information and Training



Community Partners (CPs)

CPs are organizations experienced with either Behavioral Health or Long- Term Services and Supports that partner with ACOs and MCOs in coordinating and managing care for certain CP-eligible members

MassHealth will procure CPs to support ACOs and MCOs in coordinating and managing care for certain members. CPs address the social determinants of health. ACOs will be required to partner with CPs so that care can be coordinated. CPs are expected to launch in June 2018.



BH Community Partners (BH CPs) will provide comprehensive care management including coordination of physical and behavioral health, bringing in BH clinical management expertise to overall care coordination

Long-Term Services and Supports Community Partners (LTSS CPs) will coordinate between physical health and LTSS systems

Agenda



1. Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
2. MassHealth Plan Options for 2018
3. Accountable Care Organization Information
4. Eligibility Verification System
5. Member Enrollment and Assignment
6. Community Partners
7. Provider Information and Training



Provider Resources: Information and Training



MassHealth website

- MassHealth website with access to information, notices, and tools relevant to providers
- www.mass.gov/masshealth-for-providers



Provider bulletins and Fact Sheets

- Provider bulletins and Fact Sheets will be issued around key events (i.e. Special Assignment, CP go-live, Provider Directory launch, etc.)



Webinars

- Webinar series will be hosted by the MassHealth Customer Service Center (CSC) to train providers on a variety of topics
- www.masshealthtraining.com (Note: a valid PID/SL is required to access these resources)



MassHealth Innovations

- MassHealth page describing innovations in delivery system and payment models, patient engagement, and the use of data to monitor and improve performance
- www.mass.gov/hhs/masshealth-innovations

Upcoming PCDI Provider Training Webinars



Phase 1: Awareness

2017 Provider Webinar Schedule

November 2017		December 2017	
Date	Time	Date	Time
11/09/17	10:00 AM	12/05/17	1:00 PM
11/14/17	1:00 PM	12/07/17	10:00 AM
11/16/17	10:00 AM	12/12/17	1:00 PM
11/21/17	1:00 PM	12/14/17	10:00 AM
11/28/17	1:00 PM	12/19/17	1:00 PM
		12/21/17	10:00 AM

To enroll in a webinar session, please 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.



Upcoming PCDI Provider Events and Trainings

Schedule of Upcoming PCDI Provider Events			
January 2018			
Location	Date	Time	Occupancy
Bristol Community College 777 Elsbree Street, Fall River, MA 02720	January 10, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	150
Holiday Inn 30 Washington Street, Somerville, MA 02143	January 19, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	70
Lawrence Public Library 51 Lawrence Street, Lawrence, MA 01841	January 25, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	200
UMass Medical School Amphitheater 333 South Street, Shrewsbury, MA 01545	January 31, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	100
March 2018			
Location	Date	Time	Occupancy
Holiday Inn 30 Washington Street, Somerville, MA 02143	March 5, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	70
Castle of Knights 1599 Memorial Drive Chicopee, MA 01020	March 21, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	300
Berkshire Crowne Plaza 1 West Street, Pittsfield, MA 01201	March 28, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	100
To attend one of our events, please register at the MassHealth Learning Management System (LMS) via www.masshealthtraining.com and create your profile. Once you are registered, select the preferred event date and time available under the Community Based Training Events tab.			