**2021 Peach state WellCare Merger Highlights**

**KHF Board Decision:**

* In the midst of the COVID-19 pandemic and the resulting strain on practices, the current contract terms for the combined membership is unsustainable.
  + KHF practices wish to maintain relationship with the combined entity and continue caring for their members.
  + Practices will need to begin notifying members starting Feb 16th, 2021 because of the special enrollment period in March.
* Board set aside up to $100K to support practices during the transition period
* Sample template for patient communication included in PPT presentation

**Open Enrollment for WellCare Membership:**

“As a result of the merger, there’s a special Choice Change Period that WellCare members can participate in March 2021.

Choices are:

* Do nothing. Your WellCare coverage will continue through April 30, 2021. You will automatically become a Peach State Health Plan member on the very next day (May 1, 2021).
* Actively choose to become a Peach State Health Plan member or you can choose a different Medicaid health plan. Your WellCare coverage will continue through April 30, 2021. Your new coverage will go into effect the very next day (May 1, 2021).”

Enrollment Anniversary for all CMOs

* + You start a 12-month membership after you enroll or the state enrolls you in the health plan. You have 90 days to try out and/or to change plans. If you do not change plans before the end of the 90 days, you stay with that plan.  After nine months, you will be able to change health plans if you wish and as long as you’re still eligible for Georgia Families®. This is called your “Enrollment Anniversary.”

Disenrollment not during “enrollment anniversary”

Member may request disenrollment for cause at any time. “Qualifying” Reasons to request to disenroll:

* Member moves out of CMOS service region.
* The member's CMO does not, due to moral or religious grounds, provide the covered service the member seeks.
* The member needs services and not all services are available within their CMO's  network.
* The member, the member’s provider, or another provider have determined that not receiving the services would subject the member to unnecessary risk.
* Member requests to be assigned to the same plan as family members.
* Member feels he or she received poor care.
* The CMOs provider cannot address the member’s health care needs.
* Member feels he or she received poor access to services.

**KHF Resources Development for Supporting Practices During the Merger:**

**What we know:**

* **During your first 90 days** in a plan, you can switch to a different plan.
* **After 90 days**, you cannot change plans unless you have a special reason and get permission from Georgia Families. (See preceding slides)
* **When you have been in your plan for a year**, you can change plans. Georgia Families will mail you information about changing plans prior to your enrollment anniversary date. *\*Please note DCH mails to the address the patient has on file with DCH.*\*

**What KHF is actively working to find out:**

* How long it takes for a member to complete this process.
* Trying to see what is in patient enrollment packet
* Rumored Georgia Families “June-open enrollment period”

**How to Switch CMOs**

**Four ways to change your health plan**

* **Online:**Go to [Member Log In](https://www.georgia-families.com/GASelfService/faces/jsp/secured/Address.xhtml)and follow the steps.
* **By phone:** Call 1-888-GA-Enroll (1-888-423-6765). An enrollment counselor can help you during business hours, or you can use the automated phone system anytime, day or night. Business hours are 7 a.m. to 7 p.m., Monday through Friday.
* **On paper:** Use the form you get in the mail from Georgia Families. Mail or fax it to Georgia Families.  
  - Fax to: 1-866-4U2Enroll (1-866-482-3676)  
  - Mail to: Georgia Families, PO Box 1096, Atlanta, GA 30303-9997
* **In person:** Meet with an enrollment counselor in person. To set up a meeting, call 1-888-GA-Enroll (1-888-423-6765).

**Campaigns to Patients**

After February 16th if you choose to not have a Peach State Contract (either individual or through TCHN.)  There will be two patient outreaches needed.

1. Feb/March- Outreach to WellCare members notifying them about the special choice enrollment period between 3/1/21-3/31/21 and letting them know which CMOs you participate with.  Contacting these patients before 3/31/21 is key!
2. Feb-Ongoing-Outreach to Peach State members letting them know the practice will no longer be excepting Peach State as of date and which CMOs you participate with.

KHF is committed to helping you plan for these campaigns with verbiage and strategy.

**Practice Options for Peach state and WellCare**

Participate with CareSource:

* KHF has delegated credentialing status and joining CareSource consist of a roster update.
* Requirements  
    -Active Medicaid numbers for all providers  
  \*Please make sure that each location Medicaid # is active\*

 -Provide at least a 30-day notice  
  -Make sure that KHF has current effective and expiration dates for the following categories: DEA Licenses, Georgia Composite Medical Board and   
American Board of Pediatrics

CareSource Timeline:

* CareSource is currently **only** accepting roster updates on the 15th of each month.  
  **\*30-day turn-around-time\***
* KHF is requiring that all required information be submitted to [twilliams@khfirst.com](mailto:twilliams@khfirst.com) by the 8th of each month.  
  **\*Tandric Bowden will be assisting and can be reached at**[**tbowden@khfirst.com**](mailto:tbowden@khfirst.com)**\***
* A practice can control the following:  
    -Effective date  
    -% of Medicaid patients  
    -When the panel is open or closed  
    \*Please note that anyone can be auto-assigned or choose the practice when the panel is open\*

Peach State Contract with TCHN:

All TCCN practices and physicians are eligible for TCHN contract participation

All TCCN physicians are already credentialed to participate in TCHN delegated credentialing contracts.

1. For admission to TCHN practices will need complete the TCHN General Application for membership.
2. Children’s Credentials Committee will have to approve the practice for admission to the TCHN Network. Next currently schedule meeting is set for April 1st, 2021.
3. Practice will have to complete the contract messaging process to select a contract to participate in.
   * Election participation received before the 15th of the month can be added the 1st day of the next month.
   * Election participation received after the 15th of the month can be added the 1st day of the subsequent month.
   * Each physician must have active Georgia Medicaid numbers for each practice locations.

Individual Contracts:

Let KHF know if this is a path your practice is interested in and we can discuss with you directly

**Update for Dekalb PHO Practices:**

Dekalb PHO Termination dates:

* CareSource 5/31/2021
* Peach State 7/31/2021
* Start the process now to join KHF contracts