



# MassHealth Health Plan Options for 2023

Executive Office of Health and Human Services

MassHealth

April 2023

# Agenda

- Current MassHealth Health Plan Enrollment Process
- MassHealth Health Plan Options for April 1, 2023
- MassHealth Health Plan Member Noticing for April 1, 2023
- Continuity of Care
- Community Partners Update
- Eligibility Verification System
- MassHealthChoices.com Overview
- MassHealth PCACO, PCC Plan, and FFS Health Plan Directory Tool
- Resources (e.g., PCDI)
- Questions

# **CURRENT MASSHEALTH HEALTH PLAN ENROLLMENT PROCESS**

# Who's Eligible to Enroll?

MassHealth members eligible to enroll in a MassHealth ACO, MCO, or the PCC Plan:

- Under 65, no Third Party Liability (TPL) (including Medicare)
- Live in the community (for example, not in a nursing facility)
- In the following MassHealth Coverage Types:
  - MassHealth Standard
  - MassHealth CommonHealth
  - MassHealth CarePlus
  - MassHealth Family Assistance

Note: For additional details see 130 CMR 508.001-002

# Health Plan Enrollment Process

- When to enroll in a health plan?
  - Members who are determined eligible for MassHealth and are eligible to enroll in a managed care plan, must select a plan within 14 days of the date of eligibility
  - If the member does not select a plan, they will be auto-assigned into a plan
- How to enroll?
  - Go online at [MassHealthChoices.com](https://www.masshealthchoices.com) \*fastest way\*
  - Mail or fax in the [MassHealth Enrollment form](#)
  - Call MassHealth Customer Service (1-800-841-2900 TDD/TTY: 711)
- When can someone change health plans?
  - Members can change health plans during their annual Plan Selection Period

# Plan Selection Period and Fixed Enrollment Period



- **Plan Selection Period**
  - Members enrolled in a MassHealth ACO or MCO have a 90-day Plan Selection Period (PSP) every year
    - During this time, members can change their health plans for any reason
  - If members are happy with their current health plan, they do not need to take any action during their PSP. They will remain in their current plan
- **Fixed Enrollment Period**
  - After the 90-day Plan Selection Period has ended, members enter a Fixed Enrollment Period (FEP)
  - Once a member is in their FEP they cannot move to another health plan until their next PSP, except for certain reasons
    - More information about those reasons can be found on the MassHealth website at <https://www.mass.gov/service-details/fixed-enrollment-period>
    - Members can always call the MassHealth Customer Service for more information about their PSP and FEP

# Does the Plan Selection Period and Fixed Enrollment Period Apply to Everyone?



- No. The following members can change health plans at any time and for any reason:
  - Newborns until their first birthday
  - MassHealth members who are in the care and custody of the Department of Children and Families (DCF) or Department of Youth Services (DYS)
- MassHealth members in the PCC Plan

# Plan Selection Period and Fixed Enrollment Period



## Plan Selection Period

- PSPs are unique to each member. During the PSP, members can change health plans for any reason
- If a member decides to change their health plan, they should check to ensure that their desired primary care providers (PCP), specialists, behavioral health providers, etc. are in the plan they would like to choose
- **All members who have joined an ACO or MCO as of April 1, 2023 will have a PSP from April 1, 2023 – June 30, 2023**

## Fixed Enrollment Period

- When the PSP ends, the FEP begins
- During this time, members will not be able to change their health plan, except for certain reasons. PCPs can be changed at any time
- **All members who have joined an ACO or MCO as of April 1, 2023 will have an FEP starting July 1, 2023**



# **MASSHEALTH HEALTH PLAN OPTIONS FOR APRIL 1, 2023**

# Health Plan Options Beginning April 1

## What Health Plan Options are Available to MassHealth Members beginning April 1, 2023?

- Members will have the following choices when new health plans become available:
  - 17 Accountable Care Organizations (ACOs)
    - 15 Accountable Care Partnership Plans (ACPPs)
    - 2 Primary Care ACOs (PCACOs)
  - 2 Managed Care Organizations (MCOs)
  - Primary Care Clinician (PCC) Plan

# 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

## Overview of the Accountable Care Partnership Plan

In this type of ACO, PCPs work with just one health plan. The provider network includes PCPs, specialists, behavioral health providers, and hospitals. PCPs plan and coordinate care to meet your health care needs. In this kind of ACO, you

- Must live in the service areas covered by the ACO
- Must use the ACO's provider network
- Choose a PCP in the ACO, or one will be assigned to you
- Can change your PCP at any time within the ACO
- May get the services of a behavioral health or long-term services and supports (LTSS) Community Partner
- Will have a Plan Selection Period and a Fixed Enrollment Period every year

# Primary Care ACOs

## Primary Care ACOs



### PCPs

You have to choose a PCP within the Primary Care ACO's group of providers.



### 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.

*There are two Primary Care ACOs. See pages 25-26.*

## Overview of Primary Care ACOs

In this type of ACO, PCPs have joined together into an ACO to be responsible for your care. The ACO contracts directly with MassHealth to coordinate the full range of services for its enrollees. Primary Care ACOs work with the MassHealth provider network of specialists and hospitals and may have certain providers in their “referral circle.” This circle gives you direct access to other providers. The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services. In this kind of plan, you

- Must choose a PCP in the ACO's group of providers when you enroll
- Can change your PCP at any time within the ACO
- May get the services of a behavioral health or long-term services and supports (LTSS) Community Partner
- Will have a Plan Selection Period and a Fixed Enrollment Period every year

# Managed Care Organization

## 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.

## Overview of Managed Care Organization (MCO)

MCOs are health plans run by insurance companies. These plans provide care through their own provider network which includes PCPs, specialists, behavioral health providers, and hospitals. Care coordinators are employed by the MCO. In this kind of plan, you

- Must live in the service areas covered by the MCO
- Must use the MCO provider network
- Choose a PCP in the MCO, or one will be assigned to you
- Can change your PCP at any time within the MCO
- May get the services of a behavioral health or long-term services and supports (LTSS) Community Partner
- Will have a Plan Selection Period and a Fixed Enrollment Period every year. PCPs who are part of an ACO will not be available as PCPs in MCOs

# Primary Care Clinician (PCC) Plan

## Primary Care Clinician Plan



### PCCs

You have to choose a PCC 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.

## Overview of Primary Care Clinician (PCC) Plan

In the PCC Plan, 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. In the PCC Plan, you

- Must choose a PCC from the MassHealth list when you enroll
- Can change your PCC at any time
- Can change from the PCC Plan to an ACO or MCO at any time
- Please note: PCPs in an ACO will not be available as PCCs in the PCC Plan. Community Partners are not usually available in the PCC Plan

# Primary Care Exclusivity

- Primary care exclusivity is not changing in the reprocured ACO program
- As today, a primary care practice that contracts with an ACO as a network PCP may not contract with an MCO, the Primary Care Clinician (PCC) Plan, or any other ACO as a PCP. This network PCP may only empanel and provide primary care services to managed care members who are also enrolled in that same ACO
- Primary care exclusivity is applied at the site level. An individual clinical may work at, and serve members from, more than one ACO
- FHQCs that contract with an ACO may not contract with an MCO, the PCC Plan, or any other ACO. However, FQHCs that provide services to managed care members may bill for those services regardless of the member's plan
- PCPs that contract with an ACO may not contract with an MCO, the PCC Plan, or any other ACO. However, they may contract with:
  - MassHealth Fee-for-Service (FFS)
  - One Care Plan
  - Senior Care Options (SCO)
  - Program of All-inclusive Care for the Elderly (PACE) organization

# Full List of MassHealth Health Plan Options Effective April 1, 2023



## Accountable Care Partnership Plans (ACPP)

Fallon Health - Atrius Health Care Collaborative

Berkshire Fallon Health Collaborative

Fallon 365 Care

BeHealthy Partnership Plan

WellSense Beth Israel Lahey Health (BILH) Performance Network ACO

WellSense Community Alliance

WellSense Boston Children's ACO

East Boston Neighborhood Health WellSense Alliance

WellSense Mercy Alliance

WellSense Signature Alliance

WellSense Southcoast Alliance

WellSense Care Alliance

Mass General Brigham Health Plan with Mass General Brigham ACO

Tufts Health Together with Cambridge Health Alliance (CHA)

Tufts Health Together with UMass Memorial Health

## Managed Care Organizations (MCO)

WellSense Essential MCO

Tufts Health Together

## Primary Care Clinician PCC Plan

## Primary Care ACO Plans (PCACO)

Community Care Cooperative (C3)

Steward Health Choice



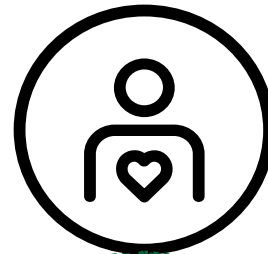
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# **MASSHEALTH HEALTH PLAN MEMBER NOTICING FOR APRIL 1, 2023**

# Member Assignment Scenarios

Members generally **follow their Primary Care Providers (PCP)**. If a member's PCP assignment is not available in our systems, the member will move with their ACO partner

*Please note, these are the default transitions that will occur in the system, however, all members will have the opportunity to select a different plan or PCP before 4/1 and during their plan selection period*



If a member's PCP remains in same ACO as of 4/1/23, member stays with current ACO

If a member's PCP moves to a different ACO as of 4/1/23, member moves to new ACO

If the member's PCP\* moves to the PCC Plan as of 4/1/23, member moves to PCC Plan

If the member's PCP will not be available\*\* as of 4/1/23, member moves based on their current ACO partner

\* PCPs in the PCC Plan are called Primary Care Clinicians (PCC)

\*\* For example, if a PCP has decided to retire or the PCP will now be a specialist site

# Member Experience: Notices

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If a member's PCP remains in same ACO as of 4/1/23, member stays with current ACO

MASSHEALTH 2023

**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]

FPO QR CODE

Dear [Member Name],

Your Plan Selection Period this year begins on April 1, 2023 and ends on June 30, 2023. Now is a great time to see if your plan still meets your health care needs.

If you are happy with the plan you have now, <ACO\_NAME\_CUR> you do not need to do anything.

If you want to learn about health plans or change your health plan, please read below.

**Learn about new health plans**

We have new MassHealth health plans starting on April 1, 2023. If you want to learn about new health plans, read about them in the Enrollment Guide we send to the head of your household. You can also find the Enrollment Guide online at [MassHealthChoices.com](http://MassHealthChoices.com).

**Make sure the doctors you like are in your plan**

You can find this information in any of these ways:

- Go to the plan's website at <ACO\_HPI>
- Call your current plan at <ACO\_PHONE>
- Go to MassHealth Choices.com
- Read the Enrollment Guide

**What to do if you change your plan and are getting medical care now**

If you decide to change your plan, your new MassHealth health plan will coordinate your ongoing care. Your MassHealth benefits will stay the same.

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MH-SA LTR 2: Plan Selection Period (01/23)

## How to change your health plan or get more information

- ONLINE** Go to [MassHealthChoices.com](http://MassHealthChoices.com) to find the online enrollment form
- PHONE** Call MassHealth Customer Service at (800) 841-2900; TDD/TTY: 711 Monday - Friday, 8 a.m. - 5 p.m.
- MAIL or FAX** Fill out the enrollment form that you got with this letter. The address and fax number are on the form.
- IN PERSON** To make an appointment, go to [www.mahealthconnector.org/help-center](http://www.mahealthconnector.org/help-center). Click "Find an Enrollment Assister."
- MY OMBUDSMAN** For help, call (855) 781-9898, TTY: 711  
Email: [info@myombudsman.org](mailto:info@myombudsman.org)

## Important Dates

You have the right to change your health plan each year for any reason during your Plan Selection Period. If you want to change to a different health plan this year, look at the dates below.

From today to March 31, 2023	From April 1 to June 30, 2023	Starting July 1, 2023
<b>Learn more</b> Learn about health plans and enroll in one by <b>April 1</b> . If you are happy moving to your new plan, you do not need to do anything.	<b>Plan Selection Period</b> Try your plan. You can change plans for any reason during this time.	<b>Fixed Enrollment Period starts</b> You can only change plans for certain reasons. To learn about those reasons, visit <a href="http://www.mass.gov/service-details/fix-enrollment-period">www.mass.gov/service-details/fix-enrollment-period</a> or call MassHealth Customer Service at (800) 841-2900. You can change at any time if you are in the PCC Plan.

## Other MassHealth News

### Renewal Letters

In April, MassHealth will begin to send letters to members about renewing their MassHealth coverage. We may need more information to renew your coverage.

- If we have the information we need to renew your coverage, we will renew it and let you know.
- If we don't have the information we need, we will send you a renewal letter in a blue envelope asking for information.

It is important that you respond to the renewal letter by the date in the letter, so you can keep your MassHealth coverage.

Most MassHealth members will get the renewal letter within the next year. The request will be sent in a blue envelope.

### Keep us Informed

If information on your MassHealth application changes, you must call and tell us. Changes might affect your plan choices.

Thank you,  
MassHealth

Do you need this information in large print or braille?

Call us Monday - Friday, 8 a.m. to 5 p.m. at (800) 841-2900. TDD/TTY: 711.

# Member Experience: Notices

2

If a member's PCP moves to a different ACO as of 4/1/23, member moves to new ACO

MASSHEALTH 2023

## 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]

**EPO QR CODE**

Dear [Member Name],

On April 1, 2023, your MassHealth health plan will change. Your primary care provider, <PCC\_NAME\_PRO>, is moving to <ACO\_NAME\_PRO>. We will enroll you in <ACO\_NAME\_PRO>, so that you can stay with <PCC\_NAME\_PRO>.

Even though your health plan is changing, your MassHealth benefits will stay the same. If <PCC\_NAME\_PRO> is not your primary care provider, call us at (800) 841-2900.

If you are happy with <PCC\_NAME\_PRO> and moving to <ACO\_NAME\_PRO>, you do not need to do anything.

**What if I am getting medical care now?**

Your new MassHealth health plan, <ACO\_NAME\_PRO>, will coordinate your ongoing care. Your MassHealth benefits will stay the same. To learn more about your new health plan, visit the plan's website at <ACO\_URL>.

If you want to learn about your health plan or change your health plan, please read below.

**Learn about new health plans**

We have new MassHealth health plans starting on April 1, 2023. If you want to learn about your new plan or other health plans, read about them in the Enrollment Guide we send to the head of your household. You can also find the Enrollment Guide online at MassHealthChoices.com.

**Make sure the doctors you like are in your plan**

You can find this information in any of these ways:

- Go to the plan's website: <ACO\_URL>
- Call your new plan at <ACO\_PHONE>
- Go to MassHealthChoices.com
- Read the Enrollment Guide

MH-SALTR 1: Member Moving (01/23) page 1 of 2

### How to change your health plan or get more information

**ONLINE** Go to MassHealthChoices.com to find the online enrollment form

**PHONE** Call MassHealth Customer Service at (800) 841-2900; TDD/TTY: 711 Monday – Friday, 8 a.m. – 5 p.m.

**MAIL or FAX** Fill out the enrollment form that you got with this letter. The address and fax number are on the form.

**IN PERSON** To make an appointment, go to [www.mahealthconnector.org/help-center](http://www.mahealthconnector.org/help-center). Click "Find an Enrollment Assister."

**MY OMBUDSMAN** For help, call (855) 781-9898, TTY: 711 Email: [info@myombudsman.org](mailto:info@myombudsman.org)

**Important Dates**

You have the right to change your health plan each year for any reason during your Plan Selection Period. If you want to change to a different health plan this year, look at the dates below.

From today to March 31, 2023	From April 1 to June 30, 2023	Starting July 1, 2023
<b>Learn more</b> Learn about health plans and enroll in one by April 1. If you are happy moving to your new plan, you do not need to do anything.	<b>Plan Selection Period</b> Try your plan. You can change plans for any reason during this time.	<b>Fixed Enrollment Period starts</b> You can only change plans for certain reasons. To learn about those reasons, visit <a href="http://www.mass.gov/service-details/fixed-enrollment-period">www.mass.gov/service-details/fixed-enrollment-period</a> or call MassHealth Customer Service at (800) 841-2900. You can change at any time if you are in the PCC Plan.

**Other MassHealth News**

**Renewal Letters**

In April, MassHealth will begin to send letters to members about renewing their MassHealth coverage. We may need more information to renew your coverage.

- If we have the information we need to renew your coverage, we will renew it and let you know.
- If we don't have the information we need, we will send you a renewal letter in a blue envelope asking for information.

It is important that you respond to the renewal letter by the date in the letter, so you can keep your MassHealth coverage.

Most MassHealth members will get the renewal letter within the next year. The request will be sent in a blue envelope.

**Keep us informed**

If information on your MassHealth application changes, you must call and tell us. Changes might affect your plan choices.

Thank you,  
MassHealth

Do you need this information in large print or braille?  
Call us Monday - Friday, 8 a.m. to 5 p.m. at (800) 841-2900. TDD/TTY: 711.

MH-SALTR 1: Member Moving (01/23) page 2 of 2

# Member Experience: Notices

3

If the member's PCP\* moves to the PCC Plan as of 4/1/23, member moves to PCC Plan

MASSHEALTH 2023

## 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]

FPO QR CODE

Dear [Member Name],

On April 1, 2023, your MassHealth health plan will change. Your primary care provider, <PCC\_NAME\_PRO>, is moving to the Primary Care Clinician Plan. We will enroll you in the Primary Care Clinician Plan so you can stay with <PCC\_NAME\_PRO>.

Because your current plan is an accountable care organization and your new plan is the Primary Care Clinician Plan, your benefits may change. To learn about the differences between the two plan types, go to [MassHealthChoices.com](https://www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members).

If <PCC\_NAME\_PRO> is not your primary care provider, call us at (800) 841-2900.

If you are happy with <PCC\_NAME\_PRO> and moving to the Primary Care Clinician Plan, you do not need to do anything.

### What if I am getting medical care now

The Primary Care Clinician Plan will coordinate your ongoing care. To learn more about your new health plan, visit the plan's website at [www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members](https://www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members).

If you want to learn about health insurance or change your health plan, please read below.

### Learn about new health plans

We have new MassHealth health plans starting on April 1, 2023. If you want to learn about your new plan or other health plans, read about them in the Enrollment Guide we send to the head of your household. You can also find the Enrollment Guide online at [MassHealthChoices.com](https://www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members).

### Make sure the doctor you like are in your plan

You can find this information in any of these ways:

- Go to the plan's website: [www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members](https://www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members)
- Call your new plan at (800) 841-2900
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- Read the Enrollment Guide

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MH-SA LTR 3: Leaving ACO for PCC Plan (03/23)

### How to change your health plan or get more information

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- PHONE** Call MassHealth Customer Service at (800) 841-2900; TDD/TTY: 711 Monday - Friday, 8 a.m. - 5 p.m.
- MAIL or FAX** Fill out the enrollment form that you got with this letter. The address and fax number are on the form.
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- MY OMBUDSMAN** For help getting benefits or services from MassHealth or your health plan, call (855) 781-9898, TTY: 711; Email: [info@myombudsman.org](mailto:info@myombudsman.org).

### Important Dates

If you are a member of the PCC Plan, you can change your plan at any time. If you change to a different health plan before April 1, 2023, look at the dates below to see when you may change your plan again.

From today to March 31, 2023	From April 1 to June 30, 2023	Starting July 1, 2023
<b>Learn more</b> Learn about health plans and enroll in one by <b>April 1</b> . If you are happy moving to the Primary Care Clinician Plan, you do not need to do anything.	<b>Plan Selection Period</b> Try your plan. You can change plans for any reason during this time.	<b>Fixed Enrollment Period starts</b> You can only change plans for certain reasons. To learn about those reasons, visit <a href="https://www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members">www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members</a> or call MassHealth Customer Service at (800) 841-2900.

### Other MassHealth News

#### Renewal Letters

In April, MassHealth will begin to send letters to members about renewing their MassHealth coverage. We may need more information to renew your coverage.

- If we have the information we need to renew your coverage, we will renew it and let you know.
- If we don't have the information we need, we will send you a renewal letter in a blue envelope asking for information.

It is important that you respond to the renewal letter by the date in the letter, so you can keep your MassHealth coverage.

Most MassHealth members will get the renewal letter within the next year. The request will be sent in a blue envelope.

#### Keep us informed

If information on your MassHealth application changes, you must call and tell us. Changes might affect your plan choices.

Thank you,  
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\* PCPs in the PCC Plan are called Primary Care Clinicians (PCC)

# Member Experience: Notices

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If the member's PCP will not be available\*\* as of 4/1/23, member moves based on their current ACO partner

MASSHEALTH 2023

**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] Date: [DATE]  
 [STREET ADDRESS 1] [STREET ADDRESS 2] Member ID: [XXXXXXXXXX]  
 [CITY], [STATE] [ZIPCODE]

FPO QR CODE

Dear [Member Name],

On April 1, 2023, your MassHealth health plan, <ACO\_NAME\_CUR>, will no longer be a part of MassHealth. We will enroll you in <ACO\_NAME\_PRO>.

Even though your health plan is changing, your MassHealth benefits will stay the same. If you are not in <ACO\_NAME\_CUR>, call us at (800) 841-2900.

If you are happy with <ACO\_NAME\_PRO>, you do not need to do anything.

**What if I am getting medical care now?**

Your new MassHealth health plan, <ACO\_NAME\_PRO>, will coordinate your ongoing care. Your MassHealth benefits will stay the same. To learn more about your new health plan, visit the plan's website at <ACO\_URL>.

If you want to learn about health plans or change your health plan, please read below.

**Learn about new health plans**

We have new MassHealth health plans starting on April 1, 2023. If you want to learn about your new plan or other health plans, read about them in the Enrollment Guide we send to the head of your household. You can also find the Enrollment Guide online at MassHealthChoices.com.

**Make sure the doctors you like are in your plan**

You can find this information in a few of these ways:

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- Read the Enrollment Guide

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MH-SA LTR 4: Member Moving No PCP (01/23)

**How to change your health plan or get more information**

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**Other MassHealth News**

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In April, MassHealth will begin to send letters to members about renewing their MassHealth coverage. We may need more information to renew your coverage.

- If we have the information we need to renew your coverage, we will renew it and let you know.
- If we don't have the information we need, we will send you a renewal letter in a blue envelope asking for information.

It is important that you respond to the renewal letter by the date in the letter, so you can keep your MassHealth coverage.

Most MassHealth members will get the renewal letter within the next year. The request will be sent in a blue envelope.

**Keep us Informed**

If information on your MassHealth application changes, you must call and tell us. Changes might affect your plan choices.

Thank you, MassHealth

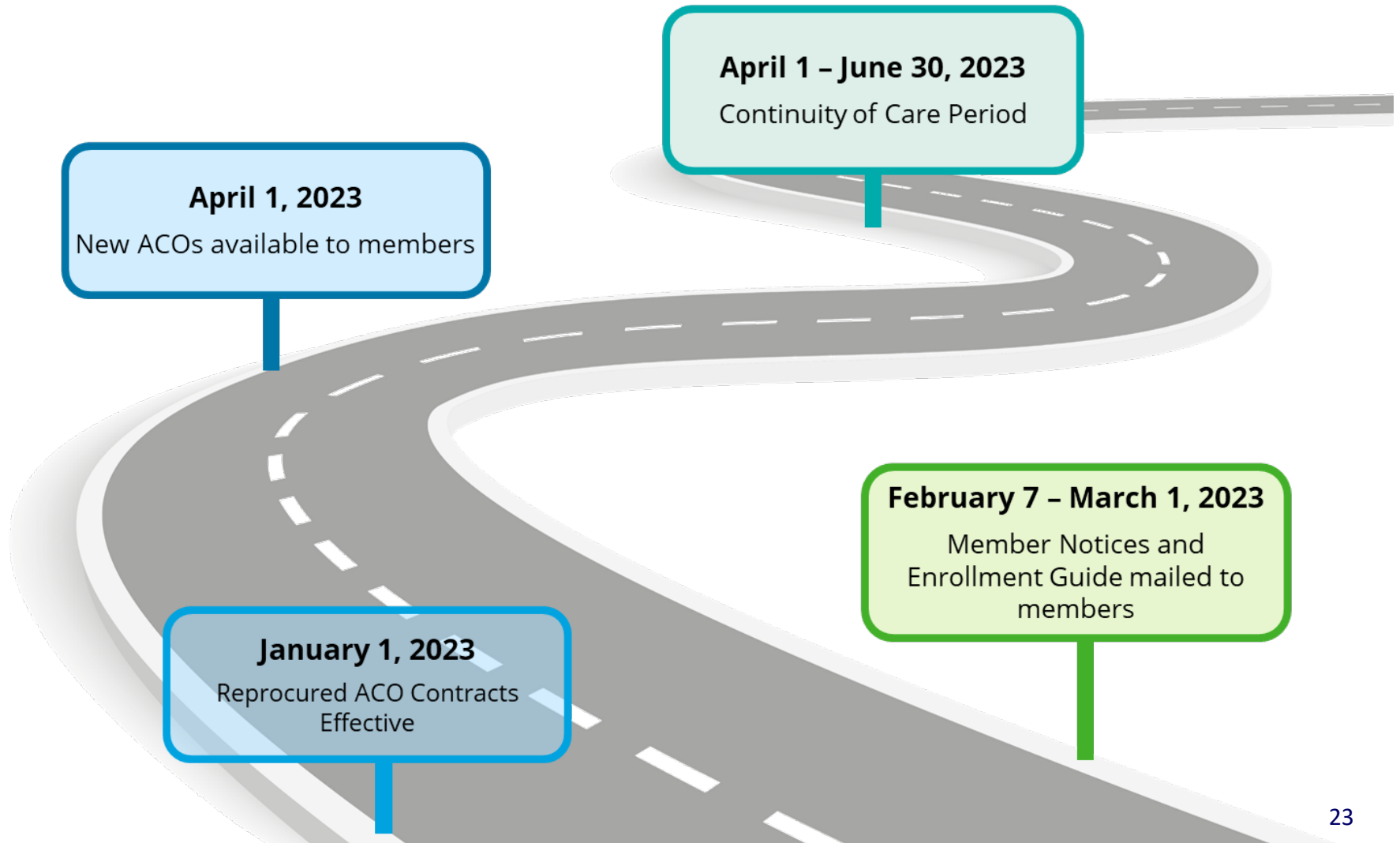
Do you need this information in large print or braille?  
 Call us Monday - Friday, 8 a.m. to 5 p.m. at (800) 841-2900. TDD/TTY: 711.

page 2 of 2

MH-SA LTR 4: Member Moving No PCP (01/23)

\*\* For example, if a PCP has decided to retire or the PCP will now be a specialist site

# Important Dates



# Continuity of Care





# Continuity of Care (CoC) Overview

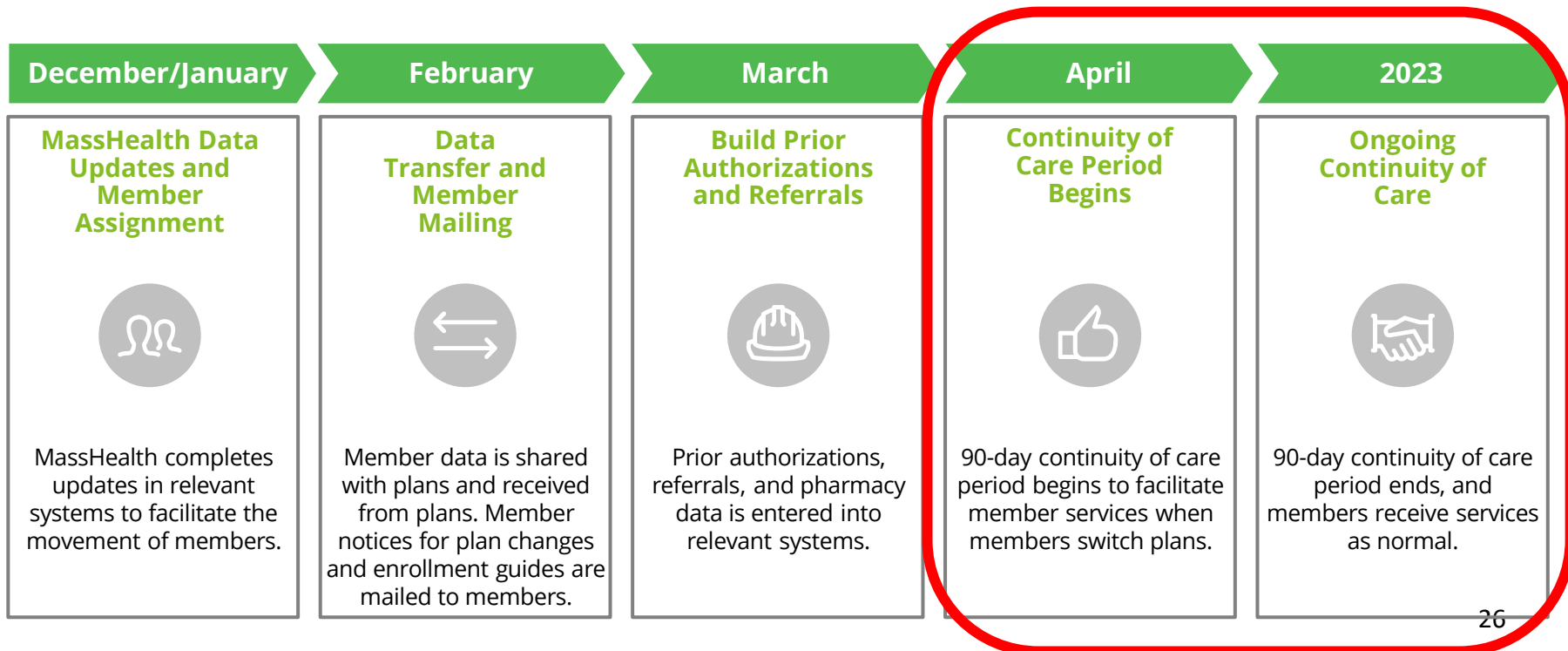


- MassHealth is committed to ensuring CoC for all members as they transition to new health plans
- CoC is a contractual obligation for ACOs, and MCOs. Transition support is a shared responsibility across MassHealth members, providers, and Plans
- MassHealth is working with the health plans, and MassHealth Customer Service to develop policies and procedures to escalate CoC issues to the correct points of contact

# Continuity of Care (CoC) Overview



The continuity of care period is a 90-day timeframe where members may continue to access care they were previously receiving, regardless of provider networks. The high-level timeline and components are listed below



# Member Transition to New Health Plans on April 1, 2023



- MassHealth is committed to ensuring Continuity of Care for all members during their transitions to new health plans on April 1, 2023
  - During this time, new members to a health plan may continue to see their current providers (including but not limited to the new health plan's network providers) for at least 90 days after April 1, 2023
- MassHealth and the health plans will be working together to securely transition all prior authorization and referral information for transitioning members to support continuity of care. Plans are required to not deny any claims that require a prior authorization until they are able to successfully transition all member information into their own systems

# Member Transition to New Health Plans (continued)



- For any questions members have about access to their current providers, members should call their new health plan for more information
- For questions and additional resources, members can:
  - See plan options online at [MassHealthChoices.com](https://www.masshealthchoices.com)
  - Review the new health plan’s websites and directories
  - Use the MassHealth provider directory – Find a Doctor tool
  - Call MassHealth Customer Service (1-800-841-2900; TTD/TTY: 711)

# **COMMUNITY PARTNERS PROGRAM**

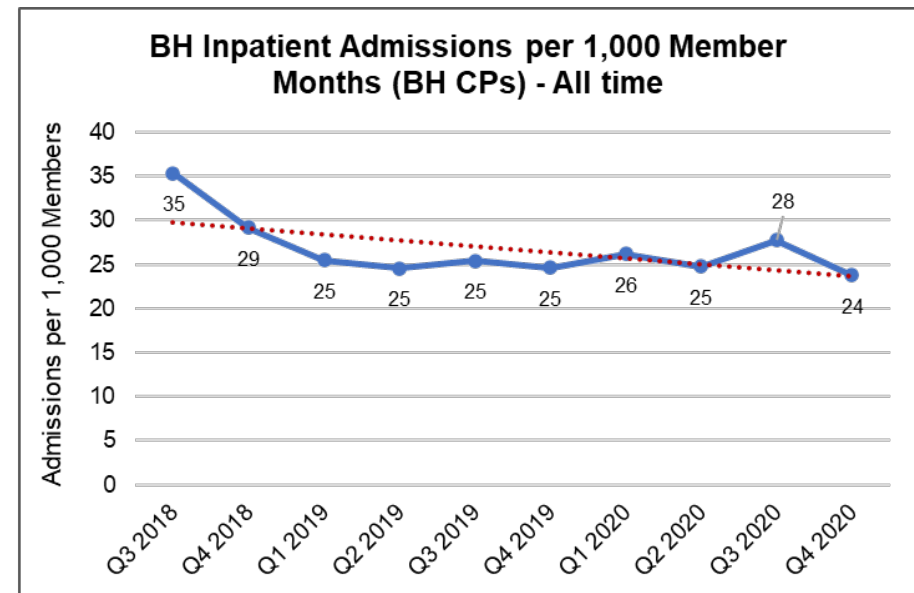
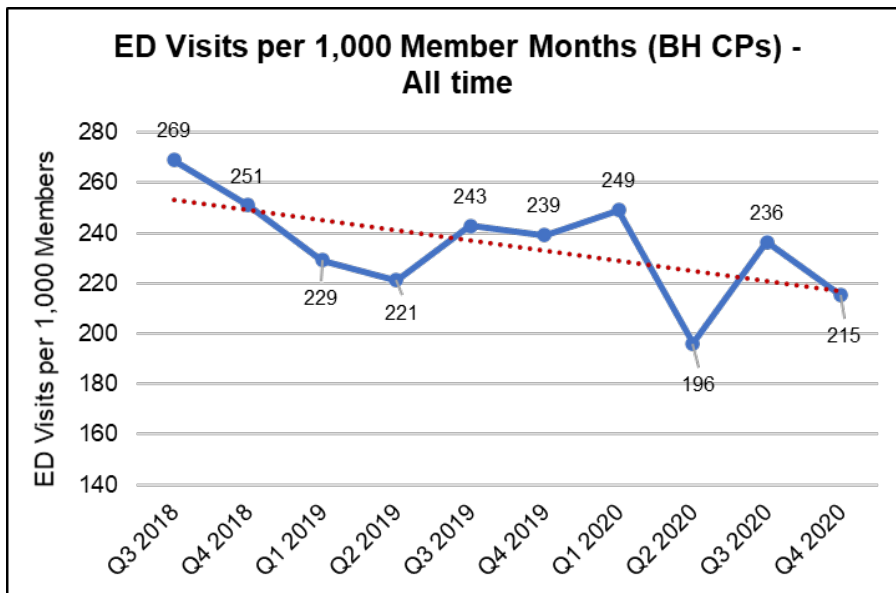
# What are Community Partners?



- The Community Partners (CP) Program is a program for community-based organizations contracted by MassHealth to provide enhanced Care Coordination to MassHealth Members enrolled in Accountable Care Organizations (ACOs), Managed Care Organizations (MCOs), or with the Department of Mental Health (DMH) with complex needs
- There are two types of CPs:
  - Behavioral Health Community Partners (BH CPs)**
    - Responsible for care management and coordination for members with significant BH needs, including Serious Mental Illness or Substance Use Disorders
    - Program May support up to 26,000 Members
    - Supporting Members Ages 18-64
  - Long-Term Services and Supports Community Partners (LTSS CPs)**
    - Responsible for care management and coordination for Members with complex LTSS needs
    - Program May support up to 9,000 Members
    - Supporting Members Ages 3-64

# Successes of the CP Program

- The CP Program launched on July 1, 2018
- From July 1, 2018 through March 31, 2023, the Community Partners Program showed a reduction in ER visits by 21%, a reduction in behavioral health admissions by 30%, and a reduction in risk-adjusted total cost of care by 20%



# Key Objectives of the Community Partners Program



- A. Re-affirm MassHealth's commitment to providing community-based outreach and enhanced supports for the highest-risk Members and leveraging the expertise of community-based organizations;
- B. Simplify and streamline the relationships between CPs and Accountable Care Organizations (ACOs) and Managed Care Organizations (MCOs);
- C. Heighten, clarify, and standardize expectations of CPs related to both Care Coordination and accountability for outcomes, and align LTSS CP model with BH CP model;
- D. Continue to incentivize strong and seamless partnerships among the physical health, behavioral health, long-term services and supports, and health-related social needs delivery systems; and
- E. Continue to incentivize value-based care and trend management using an updated accountability model



# Who is Eligible to Receive Supports from the CP Program?



## A Member is eligible for the CP Program if they are:

- Enrolled in an ACO or MCO; and/or
- Receiving or has received Adult Community Clinical Supports (ACCS / Post-ACCS) or Community-Based Flexible Supports (CBFS) services. These members are not required to be enrolled in an ACO or MCO
- MassHealth anticipates that, beginning in July 2023, individuals who screen positive for Level 2 Preadmission Screening and Resident Review (PASRR) in a Skilled Nursing Facility will also be eligible for enrollment with a BH CP

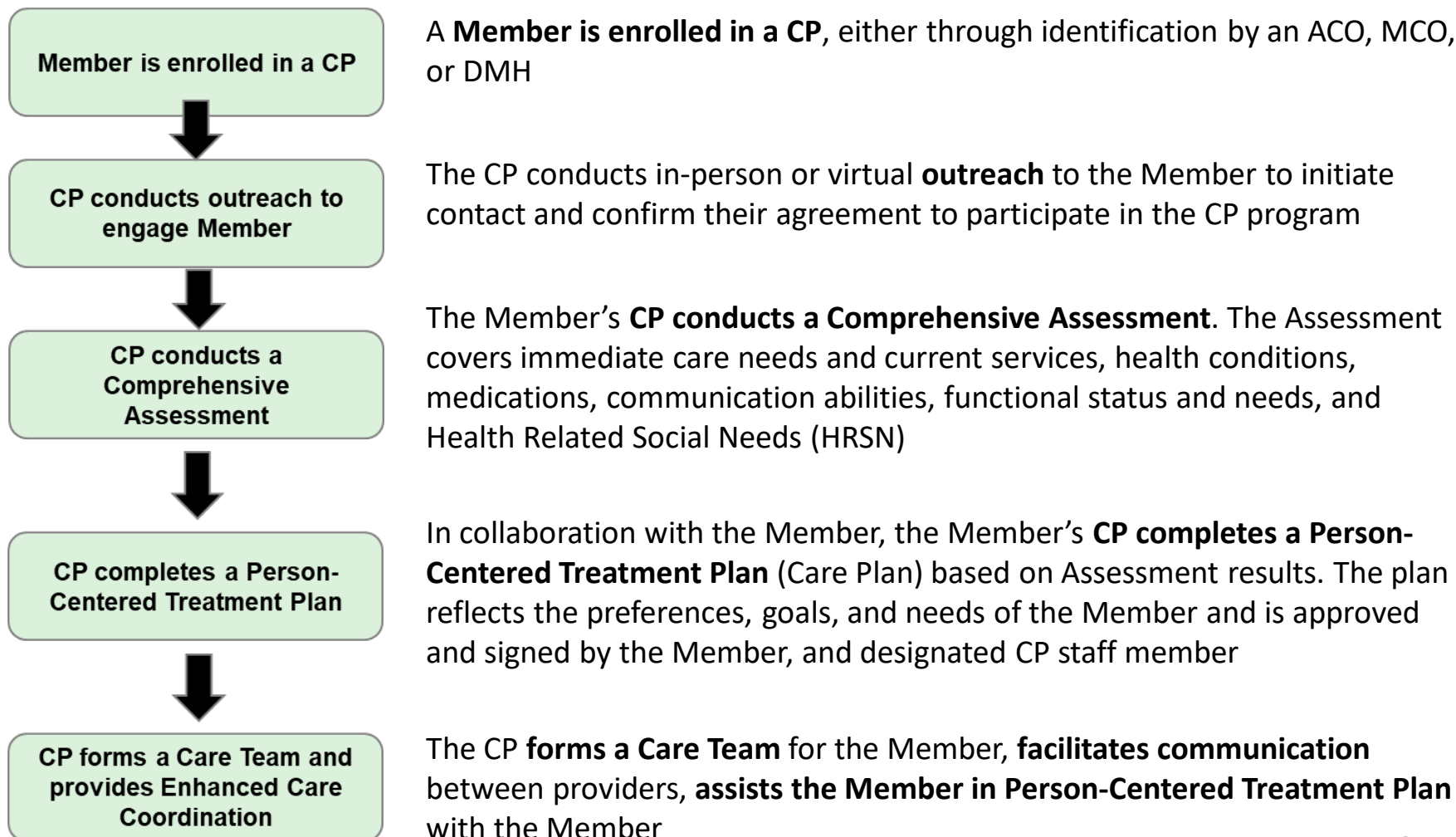
Members who are enrolled in the following are **NOT eligible** to receive supports from the CP Program:

- Enrolled in the Primary Care Clinician (PCC) Plan or the MassHealth Fee-For-Service (FFS) Program, with the exception of Members enrolled in DMH ACCS/Post-ACCS services;
- Enrolled in One Care;
- Enrolled in Senior Care Options (SCO);
- Enrolled in Program of All-Inclusive Care for the Elderly (PACE); or
- Enrolled in DMH's Program of Assertive Community Treatment (PACT)

# Care Coordination Through the Community Partners Program



## Phases of CP Care Coordination



# Continuity of CP Supports

- EOHHS will institute a 90-day continuity period for all CP Enrollees in the CP Program
- EOHHS will disenroll all then-current CP Enrollees on 3/31/23 and re-enroll them into the CP Program on 4/1/23
  - When CP Enrollees are re-enrolled into the CP Program on 4/1/23, CP Enrollees will be re-enrolled into the same CP, or the CP that most closely aligns with their current CP, whenever feasible.
  - In instances when this is not feasible, the CP Enrollee will be re-enrolled into a CP with which the CP Enrollee's ACO / MCO holds a subcontract. The two instances in which EOHHS will not re-enroll a CP Enrollee into their current CP are:
    - CP Enrollees whose CP as of 4/1/23 is not continuing in the new CP program; OR
    - CP Enrollees whose CP as of 4/1/23 is continuing in the new CP program but is no longer serving the CP Enrollee's Service Area
- During the continuity period, ACOs and MCOs may not disenroll a CP Enrollee or assign them to a different CP unless the CP Enrollee:
  - Requests disenrollment from the CP Program;
  - Requests transfer to another CP with which the Member's ACO or MCO has a subcontract that extends beyond July 31, 2023; OR
  - Graduates from the CP Program
- After June 30, 2023, ACOs and MCOs may disenroll a CP Enrollee or transfer the CP Enrollee to another CP or its internal Care Management Program in accordance with standard program requirements

# **ELIGIBILITY VERIFICATION SYSTEM (EVS)**

# Eligibility Verification System (EVS)



- **Providers should continue to check member enrollment and eligibility using EVS\* on the Provider Online Service Center (POSC)**
- There are two types of Restrictive Messages that appear on EVS:
  - Eligibility Restrictive Messages (No Changes)
  - Managed Care Data Restrictive Messages
- The Managed Care Data Restrictive Messages will be updated to identify which type of health plans a member is enrolled in, and their contact information for inquiries regarding:
  - Billing (medical and behavioral health claims)
  - Service authorizations (medical and behavioral health services)
  - Behavioral Health vendors

If you have questions about how to check a member's eligibility, please refer to the Verify Member Eligibility Job Aid to learn how to access and check member eligibility using EVS on the POSC (URL: <https://www.mass.gov/how-to/check-member-eligibility>)

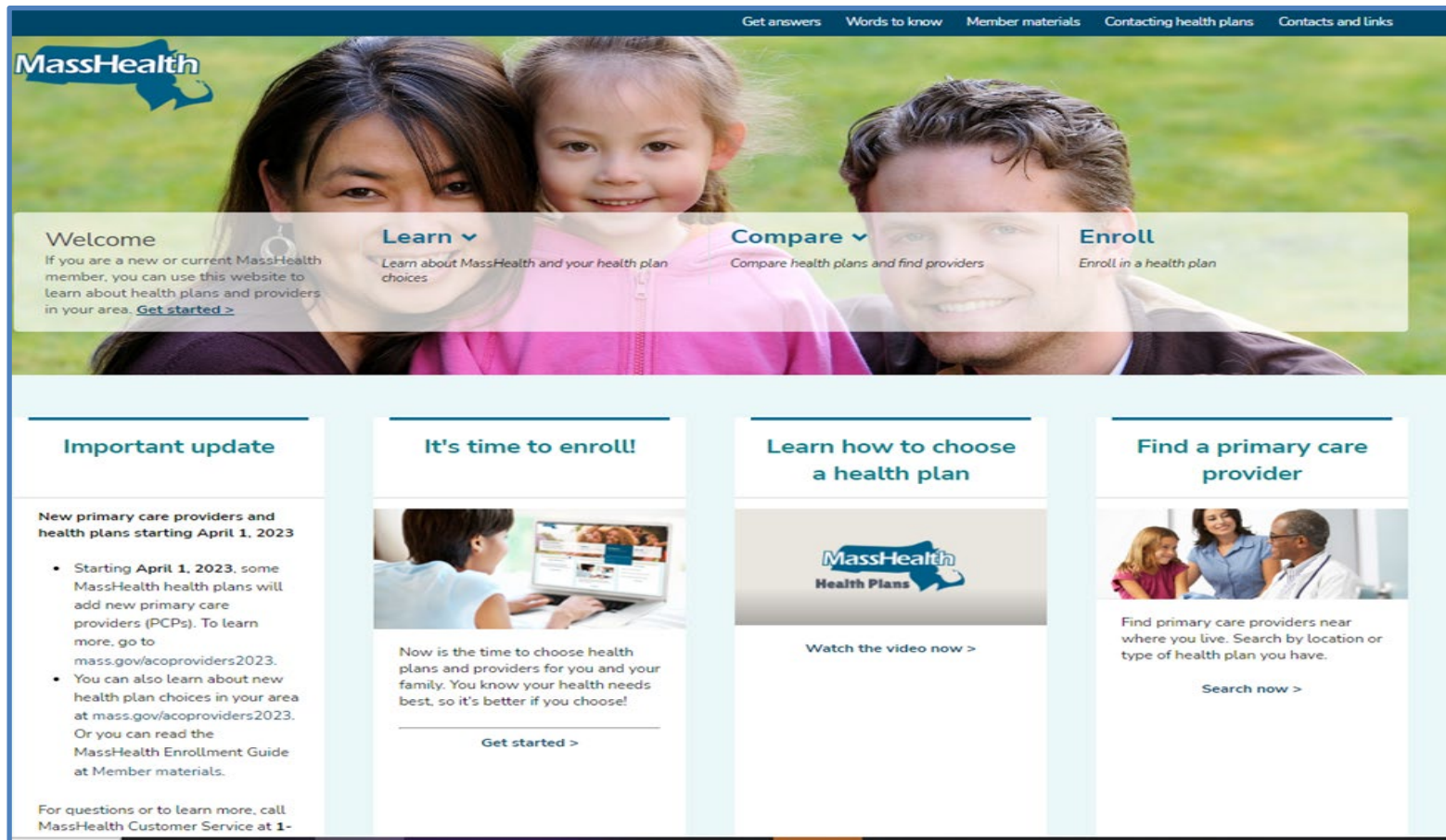
\*Note: EVS only displays a member's **current eligibility**, not prospective eligibility. If a member is changing health plans on April 1, 2023, their new enrollment will not be visible until that date.

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# **MASSHEALTHCHOICES.COM OVERVIEW**

# MassHealthChoices.com

The member now has access to a wide range of information and tools to help them **Learn, Compare, and Enroll**



The screenshot shows the homepage of MassHealthChoices.com. At the top, there is a navigation bar with links: "Get answers", "Words to know", "Member materials", "Contacting health plans", and "Contacts and links". Below this is a large hero image of a family (a woman, a young girl, and a man) smiling. Overlaid on this image are three main navigation buttons: "Learn", "Compare", and "Enroll", each with a dropdown arrow and a brief description of the service.

**Welcome**  
If you are a new or current MassHealth member, you can use this website to learn about health plans and providers in your area. [Get started >](#)

**Learn** ▾  
Learn about MassHealth and your health plan choices

**Compare** ▾  
Compare health plans and find providers

**Enroll**  
Enroll in a health plan

---


**Important update**

**New primary care providers and health plans starting April 1, 2023**

- Starting April 1, 2023, some MassHealth health plans will add new primary care providers (PCPs). To learn more, go to [mass.gov/acoproviders2023](https://mass.gov/acoproviders2023).
- You can also learn about new health plan choices in your area at [mass.gov/acoproviders2023](https://mass.gov/acoproviders2023). Or you can read the MassHealth Enrollment Guide at Member materials.

For questions or to learn more, call MassHealth Customer Service at 1-


**It's time to enroll!**



Now is the time to choose health plans and providers for you and your family. You know your health needs best, so it's better if you choose!


[Get started >](#)

**Learn how to choose a health plan**



[Watch the video now >](#)

**Find a primary care provider**

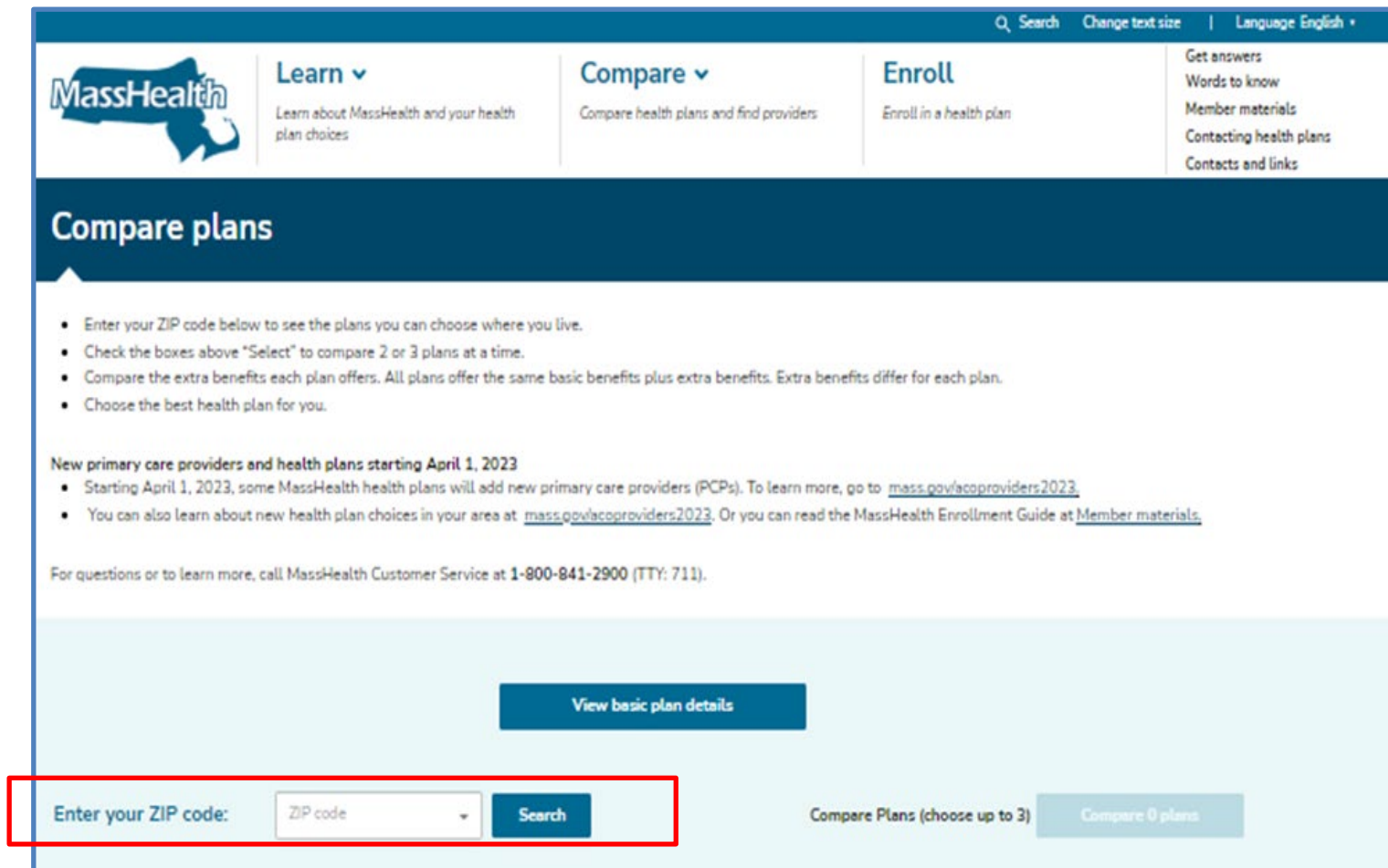


Find primary care providers near where you live. Search by location or type of health plan you have.

[Search now >](#)

# Step 2: Compare

It's now time to **Compare Plans!** The *Compare Plans* tool helps members search for MassHealth health plans available where they live. To get started, all they have to do is enter their ZIP code

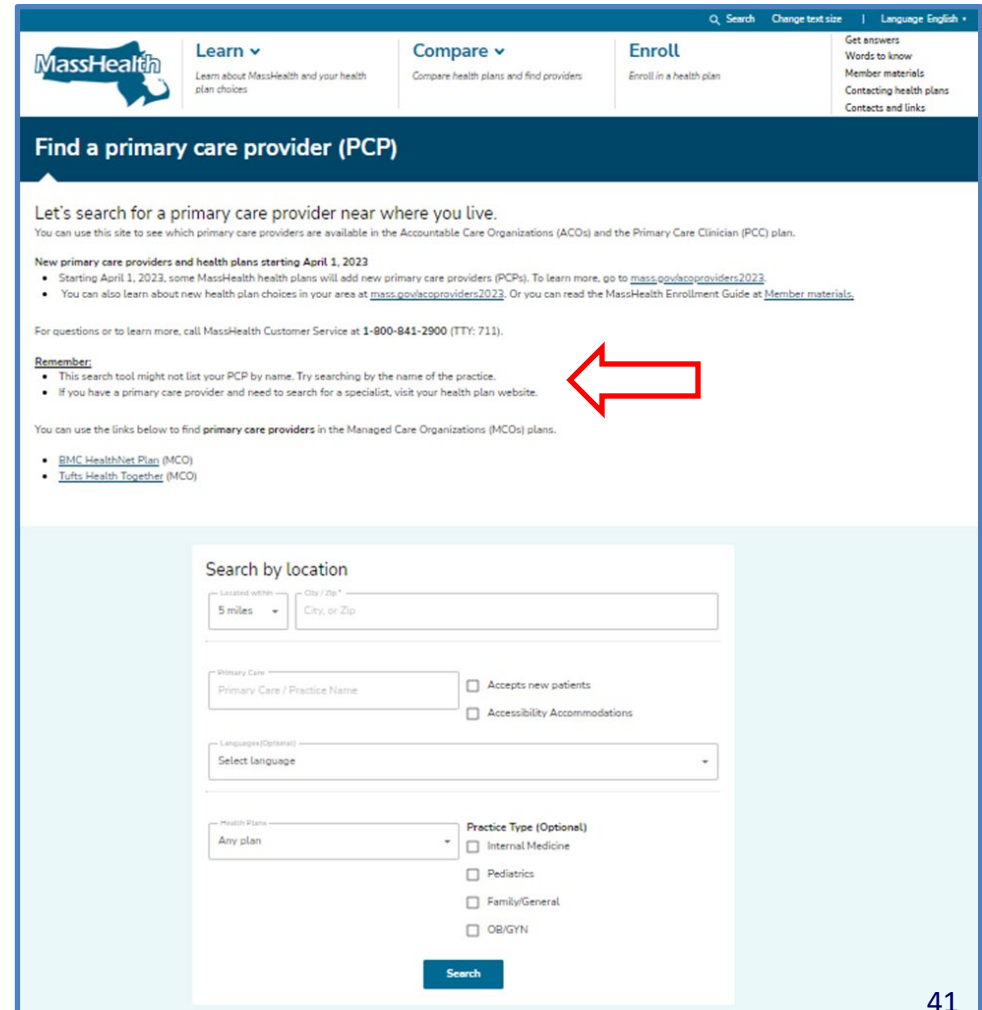


The screenshot shows the MassHealth website's 'Compare plans' section. At the top, there is a navigation bar with the MassHealth logo, a search bar, and links for 'Learn', 'Compare', and 'Enroll'. Below this, the 'Compare plans' heading is followed by a list of instructions: 'Enter your ZIP code below to see the plans you can choose where you live.', 'Check the boxes above "Select" to compare 2 or 3 plans at a time.', 'Compare the extra benefits each plan offers. All plans offer the same basic benefits plus extra benefits. Extra benefits differ for each plan.', and 'Choose the best health plan for you.' There is also a section for 'New primary care providers and health plans starting April 1, 2023' with links to [mass.gov/acoproviders2023](https://mass.gov/acoproviders2023) and [Member materials](#). A contact number '1-800-841-2900 (TTY: 711)' is provided. At the bottom, there is a 'View basic plan details' button and a search form with the text 'Enter your ZIP code:', a 'ZIP code' dropdown menu, a 'Search' button, and a 'Compare Plans (choose up to 3)' button with a 'Compare 0 plans' indicator.



# Step 2: Find a Provider

If the member decides that they want to find a PCP in one of the ACO health plans, they can search using the **Find a Primary Care Provider** tool



MassHealth

Learn **▼**  
Learn about MassHealth and your health plan choices

Compare **▼**  
Compare health plans and find providers

Enroll  
Enroll in a health plan

Get answers  
Words to know  
Member materials  
Contacting health plans  
Contacts and links

## Find a primary care provider (PCP)

Let's search for a primary care provider near where you live.  
You can use this site to see which primary care providers are available in the Accountable Care Organizations (ACOs) and the Primary Care Clinician (PCC) plan.

**New primary care providers and health plans starting April 1, 2023**

- Starting April 1, 2023, some MassHealth health plans will add new primary care providers (PCPs). To learn more, go to [mass.gov/acoproviders2023](https://mass.gov/acoproviders2023).
- You can also learn about new health plan choices in your area at [mass.gov/acoproviders2023](https://mass.gov/acoproviders2023). Or you can read the MassHealth Enrollment Guide at [Member materials](#).

For questions or to learn more, call MassHealth Customer Service at 1-800-841-2900 (TTY: 711).

**Remember:**

- This search tool might not list your PCP by name. Try searching by the name of the practice.
- If you have a primary care provider and need to search for a specialist, visit your health plan website.

You can use the links below to find **primary care providers** in the Managed Care Organizations (MCOs) plans.

- [BMC HealthNet Plan \(MCO\)](#)
- [Tufts Health Together \(MCO\)](#)

**Search by location**

Located within:  City / Zip:

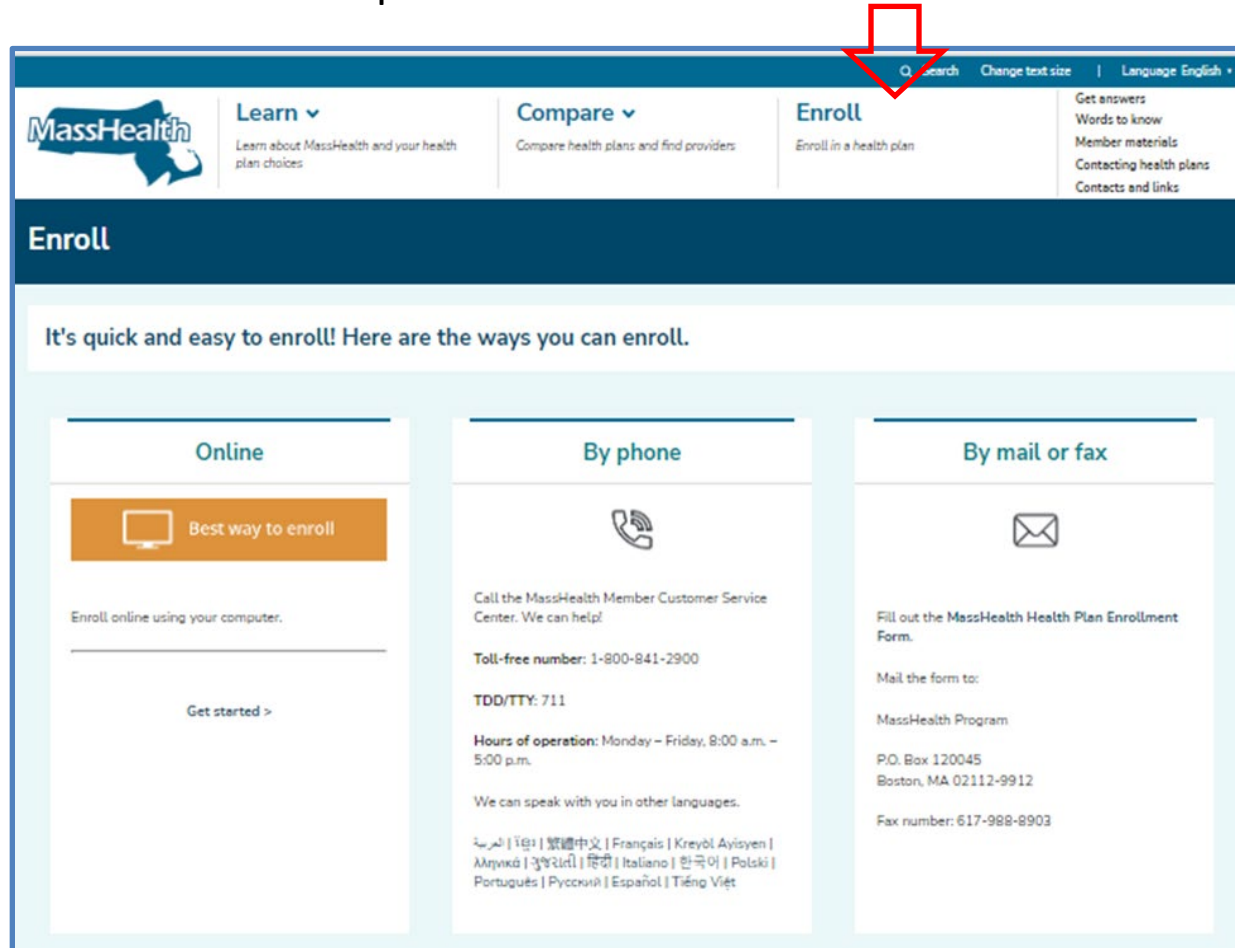
Primary Care:   Accepts new patients  
 Accessibility Accommodations

Language (Optional):

Health Plans:  Practice Type (Optional):  Internal Medicine  
 Pediatrics  
 Family/General  
 OB/GYN

# Step 3: Enroll!

How to Enroll: Member can complete the enrollment form



The screenshot shows the MassHealth website's enrollment page. At the top, there is a navigation bar with the MassHealth logo on the left and several menu items: "Learn", "Compare", "Enroll", and "Get answers". The "Enroll" link is highlighted with a red box. Below the navigation bar, the main heading is "Enroll". The content area features a sub-heading: "It's quick and easy to enroll! Here are the ways you can enroll." There are three columns of enrollment options: "Online" (labeled "Best way to enroll"), "By phone", and "By mail or fax". Each column provides detailed instructions and contact information for that method.

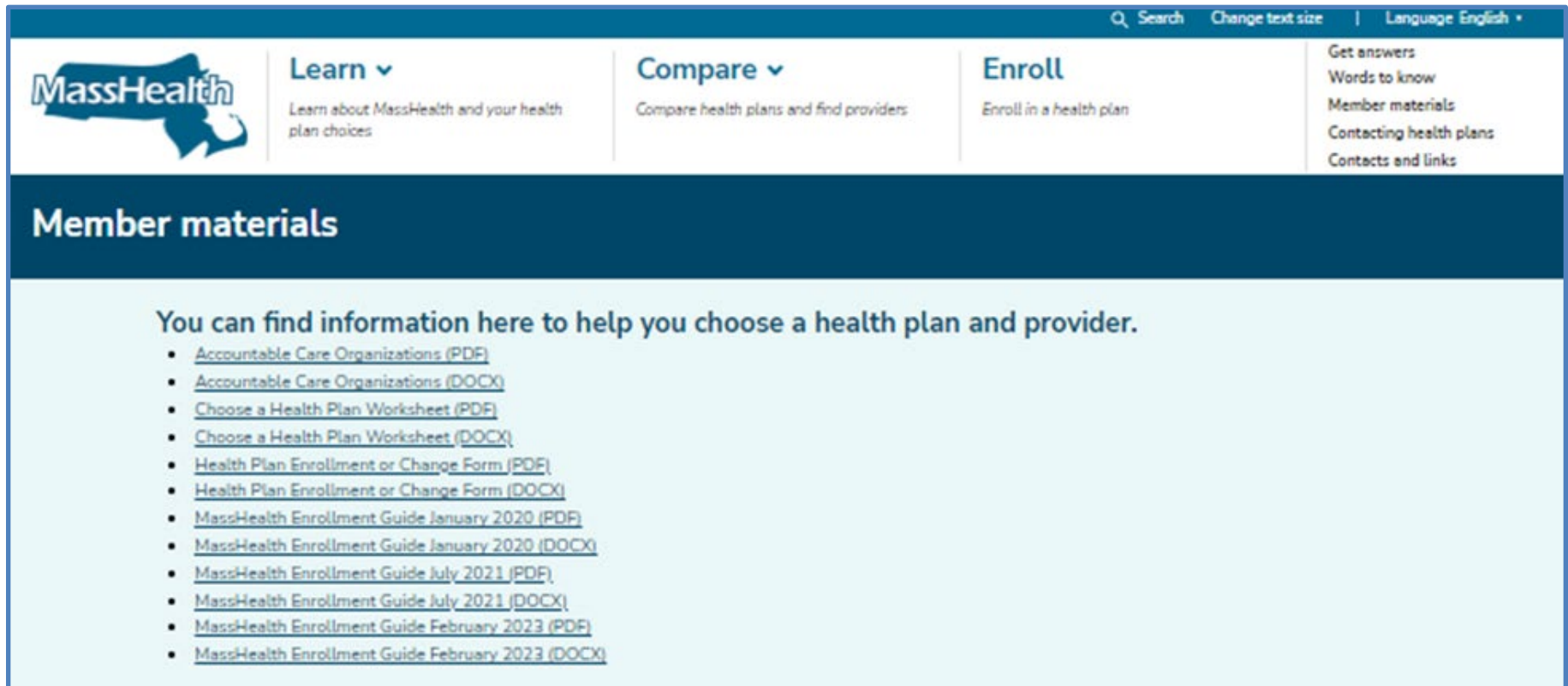
**Online**  
Best way to enroll  
Enroll online using your computer.  
Get started >

**By phone**  
Call the MassHealth Member Customer Service Center. We can help!  
Toll-free number: 1-800-841-2900  
TDD/TTY: 711  
Hours of operation: Monday – Friday, 8:00 a.m. – 5:00 p.m.  
We can speak with you in other languages.  
العربية | 普通话 | 繁體中文 | Français | Kreyòl Ayisyen | Αγγλικά | ગુજરાતી | ភាសាខ្មែរ | Italiano | 한국어 | Polski | Português | Русский | Español | Tiếng Việt

**By mail or fax**  
Fill out the MassHealth Health Plan Enrollment Form.  
Mail the form to:  
MassHealth Program  
P.O. Box 120045  
Boston, MA 02112-9912  
Fax number: 617-988-8903

# Member Materials

Members may use these resources for information to help choose a health plan and provider

A screenshot of the MassHealth website's navigation and content area. At the top right, there are links for "Search", "Change text size", and "Language English". Below this is a navigation bar with four main sections: "Learn" (with a dropdown arrow), "Compare" (with a dropdown arrow), "Enroll", and a list of links including "Get answers", "Words to know", "Member materials", "Contacting health plans", and "Contacts and links". The "Member materials" section is highlighted with a dark blue background and white text. Below this, a light blue box contains the heading "You can find information here to help you choose a health plan and provider." followed by a list of 12 links, each with a bullet point and a file format in parentheses (PDF or DOCX).

Q Search | Change text size | Language English •

**MassHealth** Learn ▾ Learn about MassHealth and your health plan choices

Compare ▾ Compare health plans and find providers

Enroll Enroll in a health plan

Get answers  
Words to know  
Member materials  
Contacting health plans  
Contacts and links

## Member materials

You can find information here to help you choose a health plan and provider.

- [Accountable Care Organizations \(PDF\)](#)
- [Accountable Care Organizations \(DOCX\)](#)
- [Choose a Health Plan Worksheet \(PDF\)](#)
- [Choose a Health Plan Worksheet \(DOCX\)](#)
- [Health Plan Enrollment or Change Form \(PDF\)](#)
- [Health Plan Enrollment or Change Form \(DOCX\)](#)
- [MassHealth Enrollment Guide January 2020 \(PDF\)](#)
- [MassHealth Enrollment Guide January 2020 \(DOCX\)](#)
- [MassHealth Enrollment Guide July 2021 \(PDF\)](#)
- [MassHealth Enrollment Guide July 2021 \(DOCX\)](#)
- [MassHealth Enrollment Guide February 2023 \(PDF\)](#)
- [MassHealth Enrollment Guide February 2023 \(DOCX\)](#)

# **MASSHEALTH PCACO, PCC PLAN, AND FFS HEALTH PLAN DIRECTORY TOOL**

# MassHealth PCACO, PCC Plan, and FFS Health Plan Directory Tool



Mass.gov

Search Mass.gov

LIVING WORKING LEARNING VISITING & EXPLORING YOUR GOVERNMENT

## Find MassHealth doctors, hospitals, or services near you

Use this directory if you are an active MassHealth member and

- You are **not** in a health plan

Or

- Your health plan is listed below:
  - Community Care Cooperative
  - Mass General Brigham ACO
  - Steward Health Choice
  - Primary Care Clinician (PCC) Plan

If your health plan is not listed above, call your plan to find providers.

To find a dentist, visit the [MassHealth Dental Directory](#).

**Find these providers and services near you:**

[Behavioral health provider →](#) [Primary care provider →](#) [Specialists →](#)

[Services →](#) [Hospitals and Facilities →](#) [Search by provider name →](#)

To Learn about your health plan choices, go to [MassHealthChoices](#).

To get help, call the MassHealth Customer Service Center at 1-800-841-2900.

# MassHealth PCACO, PCC Plan, and FFS Health Plan Directory Tool



The screenshot shows the Mass.gov website's 'Specialist Search' tool. At the top, there is a search bar for 'Search Mass.gov' and a 'SEARCH Q' button. Below this is a navigation menu with categories: LIVING, WORKING, LEARNING, VISITING & EXPLORING, and YOUR GOVERNMENT. The main content area is titled '< Home' and 'Specialist Search'. It includes a sub-header: 'Use this tool to find a specialist near where you live. If you are looking for a Dentist visit the [MassHealth Dental Directory](#).' Below this, there are two input fields: 'Located Within' with a dropdown set to '5 miles' and 'Search by Location\*' with a text input 'City or Zip'. A 'Specialty' dropdown menu is open, showing a list of medical specialties. The first two items, 'Acupuncturist' and 'Allergist / Immunologist', are highlighted. The footer contains links for 'Site Policies', 'Feedback', 'State Data', and 'Public Records Requests'. A copyright notice for 2023 is visible in the bottom left corner.

Mass.gov

Search Mass.gov SEARCH Q

LIVING WORKING LEARNING VISITING & EXPLORING YOUR GOVERNMENT

< Home

### Specialist Search

Use this tool to find a specialist near where you live. If you are looking for a Dentist visit the [MassHealth Dental Directory](#).

Located Within Search by Location\*

5 miles City or Zip

Specialty

- Acupuncturist
- Acupuncturist
- Allergist / Immunologist
- Anesthesiologist
- Audiologist
- Cardiologist (Heart)
- Certified Registered Nurse Anesthetist (CRNA)
- Chiropractor
- Dermatologist (Skin)
- Ear, Nose and Throat (ENT)
- Endocrinologist (Glands)
- Gastroenterologist (Stomach and Bowel)
- Geriatrician (Care for Elders)
- Gynecologist (OB / GYN)
- Hematologist (Blood)
- Independent Nurse
- Neonatologist (Newborn)
- Nephrologist (Kidney)
- Neurologist
- Nuclear Medicine Specialist
- Nurse Midwife

Site Policies Feedback

State Data Public Records Requests

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# RESOURCES

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# **COVERED SERVICES INFORMATION FOR PROVIDERS**



# ACO/MCO-Covered Services

MassHealth members enrolled in ACOs 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. (Refer to plans for more information.)

ACO/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
- **Other Covered Services**, including home health (except continuous skilled nursing), durable medical equipment (DME), hospice, therapy, chronic disease hospitals, rehabilitation hospitals, and nursing homes for the first 100 days of admission

# PCDI and Long-Term Services and Supports (LTSS)



- The following long term services and supports will continue to be paid by MassHealth Fee-For-Service (FFS):
  - Personal Care Attendant
  - Adult Foster Care
  - Group Adult Foster Care
  - Adult Day Health
  - Day Habilitation
  - Continuous Skilled Nursing
  - Long-Term (over 100 days) Nursing Facilities, and
  - Long-Term (over 100 days) Chronic Disease and Rehabilitation Hospitals
- These services will not be included in ACO and MCO total cost of care and capitation rates
- If providers have questions about prior authorizations, claims, referrals, or other matters related to LTSS, they should contact MassHealth’s LTSS Provider Service Center, **Optum**, by emailing [support@masshealthltss.com](mailto:support@masshealthltss.com), visiting their website, <http://www.masshealthltss.com>, or by calling 1-844-368-5184

# MassHealth Enrollment Guide



Located at MassHealth Member Guides and Handbooks:

<https://www.mass.gov/index.php/lists/mashealth-health-plan-materials-and-information-for-members>

# MassHealth Customer Service Center



- MassHealth Customer Service Center

Phone: 1-800-841-2900

TTD/TTY: 711

Hours: Self-service available 24 hrs/day in English and Spanish

Other services available Mon-Fri 8:00 a.m. – 5:00 p.m.; Interpreter service available

# MassHealth Interactive Voice Response System: Self-Service Feature



- The MassHealth Self-Service feature of the Customer Service line (1-800-841-2900) is available 24 hours a day, 7 days a week for general member information:
  - Verify MassHealth Coverage:
    - Members can enroll in covered services
  - Get Health Plan Information:
    - Confirm health plan name
    - Health plan phone number
    - Verify address information
  - Request a MassHealth Application:
    - Order a MassHealth application

# MassHealth Voice Response System: Self-Service Feature *(continued)*

- Check PT-1 (Prescription to Transportation)
  - PT-1 status for forms received in the last 2-weeks
  - Reasons a PT-1 was either mailed back to the prescribing provider or denied
- Premium Billing Invoices and/or Notices
  - Multiple account lookup
  - Breakdown of current balance and due date
  - Previous payments received lookup
  - Calculation on Premiums
  - Pay your balance through phone, website, or by mail
- Eligibility Verification System (EVS): MassHealth Providers with access should continue to use EVS to verify member information at every point of contact

**MassHealth Customer Service Center: 1-800-841-2900**

**THANK YOU!**