



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid  
One Ashburton Place  
Boston, Massachusetts 02108



April 6, 2018

To: Interested Parties

Re: Additional Member Supports Through Transition to New Plans

On March 1, 2018, MassHealth launched its restructured delivery system through 17 Accountable Care Organizations (ACOs) across the state, with the goals of increasing members' engagement in their health care, better integrating and coordinating care to meet our members' diverse needs, and paying providers based on quality and outcomes. In addition to ACOs, members can also choose from two Managed Care Organizations (MCOs) and the MassHealth Primary Care Clinician (PCC) Plan. As a reminder, these changes apply to members under age 65 who have MassHealth as their primary insurance.

MassHealth greatly appreciates the active engagement of providers, ACOs, MCOs, enrollment assisters and advocates in supporting members throughout this transition. From November up until March 1<sup>st</sup>, members have learned about their options. Since March 1, members have continued to learn about their options, joined the new ACOs in which their primary care provider (PCP) participates or another plan of their choice, connected with their new plans, and experienced continuity in their care through transition from old to new plans.

As expected, MassHealth is currently experiencing a reduction in call volume to the customer service center as more members understand the new options available to them and make their health care selections.

MassHealth remains committed to ensuring that all members make a successful transition and is taking the following additional steps:

**Continuity of care extended for medical care through May 31**

To help members and providers who need additional time to complete the transition process, all plans will be taking additional steps through **May 31, 2018**, to ensure uninterrupted care for members, including continued coverage for members' existing providers, scheduled appointments and ongoing treatment.

These steps will build on the initial 30-day continuity of care period for all medical services that was available for all members who enrolled in new plans in March. As a reminder, continuity of care for behavioral health remains at 90 days (through May 31, 2018).

Through May 31, members who have not yet transitioned to their plan's in-network providers may continue to see their existing providers. Please note that out-of-network providers must contact the member's new plan, identified in EVS, for authorizations and payment arrangements. Providers should let members know if they are not in the network of the member's new plan and should not make subsequent appointments unless they have made long-term arrangements with the new plan.

In addition, all plans will continue to honor prior authorizations for services and prescriptions from a member's previous plan.

Please contact your member's health plan if you have questions. ACO, MCO, and PCC Plan contact information can be found at the end of this document.

### **Fixed Enrollment will now begin July 1, 2018**

**MassHealth members now have until July 1, 2018, to change their health plan for any reason.**

Fixed Enrollment was originally scheduled to begin in June 2018 for members who enrolled in a new plan in March. The extension until July 1<sup>st</sup> allows for a greater period of transition.

For general information about the Plan Selection Period, please go to

[www.mass.gov/service-details/plan-selection-period](http://www.mass.gov/service-details/plan-selection-period) and for details about the Fixed Enrollment Period, go to [www.mass.gov/service-details/fixed-enrollment-period](http://www.mass.gov/service-details/fixed-enrollment-period).

### **New Service Area Exceptions Process**

Effective **April 9, 2018**, MassHealth is implementing a process to allow members, under certain specific circumstances, to join an Accountable Care Partnership Plan that does not cover the service area in which the member lives. MassHealth will allow current and future members to request a service area exception to enroll in an out-of-area Accountable Care Partnership Plan by contacting the MassHealth Customer Service Center.

Service area exceptions may be granted for the following reasons:

- The member has an established relationship with a PCP who participates in an Accountable Care Partnership Plan that does not cover the service area in which the member resides;
- The member is homeless and a specific Accountable Care Partnership Plan can better accommodate the member's support needs; or
- The member's enrollment in the Accountable Care Partnership Plan significantly

supports language, communication, or cultural needs; specialized health care needs; or other accessibility needs.

MassHealth will respond to all service area exception requests no later than 30 days after receipt. Members whose requests are approved will receive a confirmation letter of enrollment in the requested plan. Denial notices will include information on how to appeal the decision.

MassHealth is aware that some members were previously unable to join an ACO in which their PCP participates because they live outside the ACO's service area. Given the new exceptions process, MassHealth will send letters about the new process to members who, prior to March 1, 2018, had a PCP on record that joined an Accountable Care Partnership Plan and who live outside the service areas that such Accountable Care Partnership Plan covers. MassHealth Customer Service will have a list of these members in order to expedite approval for service area exceptions based on the established PCP relationship. Requests to change plans may be made by phone call (below) or by emailing an enrollment form. If emailing, we urge members to provide the best contact information possible so that enrollment confirmation happens as quickly as possible. The link to electronic enrollment form is <https://masshealth.ehs.state.ma.us/StateForms/>.

### **Customer service and other assistance for members**

Members with questions or needing help enrolling in a new plan are encouraged to:

- Visit <https://www.masshealthchoices.com> to learn about their options and to enroll in a different plan.
- Call MassHealth Customer Service at 1-800-841-2900, TTY: 1-800-497-464. MassHealth has over 200 specially trained customer service staff to address questions related to the ACO transition. As a result of the reduction in call volume, MassHealth Customer Service is returning to its regular office hours, 8:00 a.m. through 5:00 p.m. Monday through Friday.
- Call their health plan. Contact information on ACOs, MCOs and the MassHealth PCC Plan can be found [here](#) and is attached to this letter.
- Attend an in-person enrollment event, where they can receive assistance with understanding their health plan options. Information about upcoming events is available at <https://www.masshealthchoices.com/person-help>.

Thank you.

Accountable Care Partnership Plans	Customer Service Phone	Behavioral Health Phone
Be Healthy Partnership (HNE)	1-800-786-9999	1-800-495-0086 (MBHP)
Berkshire Fallon Health Collaborative	1-855-203-4660	1-888-877-7184 (Beacon)
BMC HealthNet Plan Community Alliance	1-888-566-0010	1-888-217-3501 (Beacon)
BMC HealthNet Plan Mercy Alliance	1-888-566-0010	1-888-217-3501 (Beacon)
BMC HealthNet Plan Signature Alliance	1-888-566-0010	1-888-217-3501 (Beacon)
BMC HealthNet Plan Southcoast Alliance	1-888-566-0010	1-888-217-3501 (Beacon)
Fallon 365 Care	1-855-508-3390	1-888-877-7182 (Beacon)
My Care Family (NHP)	1-800-462-5449	1-800-414-2820 (Beacon)
Tufts Health Together with Atrius Health	1-888-257-1985	1-888-257-1985
Tufts Health Together with BIDCO	1-888-257-1985	1-888-257-1985
Tufts Health Together with Boston Children's ACO	1-888-257-1985	1-888-257-1985
Tufts Health Together with CHA	1-888-257-1985	1-888-257-1985
Wellforce Care Plan (Fallon)	1-855-508-4715	1-888-877-7183 (Beacon)
Primary Care ACO Plans	Customer Service Phone	Behavioral Health Phone
Community Care Cooperative (C3)	1-866-676-9226	1-800-495-0086 (MBHP)
Partners HealthCare Choice	1-800-231-2722	1-800-495-0086 (MBHP)
Steward Health Choice	1-855-860-4949	1-800-495-0086 (MBHP)
MCO Plans	Customer Service Phone	Behavioral Health Phone
BMC HealthNet Plan	1-888-566-0010	1-888-217-3501 (Beacon)
Tufts Health Together	1-888-257-1985	1-888-257-1985
PCC Plan	Customer Service Phone	Behavioral Health Phone
Primary Care Clinician (PCC) Plan	1-800-841-2900	1-800-495-0086 (MBHP)
MassHealth Customer Service: 1-800-841-2900; TTY: 1-800-497-4648		