



Payment and Care Delivery Innovation

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

FACT SHEET: Primary Care Providers (PCPs)

Effective March 1, 2018, as part of the Payment and Care Delivery Innovation (PCDI) initiative, MassHealth is introducing new **Accountable Care Organization (ACO)** health plans to its 1.3 million managed care eligible members. These health plans are designed to emphasize care coordination, member-centric care and align financial incentives. MassHealth will continue to offer Managed Care Organizations (MCOs) and the Primary Care Clinician (PCC) Plan.



We've created this Fact Sheet to help **primary care providers (PCPs)** better understand these payment and care delivery changes as they are introduced over the coming months.

Eligible Members

MassHealth managed care eligible members are:

- Younger than age 65, without any third-party insurance coverage (*including Medicare*)
- Living in the community (*not in a nursing facility*)
- Enrolled in one of the following MassHealth coverage types: *Standard, CommonHealth, CarePlus, or Family Assistance*

Available Plans

What health plans can these members join?

Beginning **March 1, 2018**, MassHealth managed care eligible members will have the option to enroll in one of the following:

- *Accountable Care Partnership Plans*
- *Primary Care ACOs*
- *MCOs*
- *Primary Care Clinician (PCC) Plan*

Who is Not Affected by These Changes?

PCDI does not affect members who receive MassHealth coverage through:

- *Fee-for-service*
- *One Care plans*
- *Senior Care Options (SCO) plans*
- *Program of All-Inclusive Care for the Elderly (PACE) organizations*

What is an ACO?

An ACO is a provider led health plan that holds participating providers financially accountable for both cost and quality of care for members. ACOs are composed of groups PCPs to whom members are attributed. In an ACO, the PCP and their team is responsible for working with the member and the ACO's network of providers to help coordinate care and connect the member with available services and supports. If you are unsure if you are participating in an ACO, talk to your practice.

Types of ACOs

- **Accountable Care Partnership Plans:** A network of PCPs who have exclusively partnered with an MCO to use the MCO's provider network to provide integrated and coordinated care for members.

- **Primary Care ACOs:** 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 Behavioral Health Partnership (MBHP).
- **MCO-Administered ACOs:** 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.

ACO Primary Care Exclusivity

If a primary care practice is participating in an ACO, the practice can only see MassHealth managed care eligible members who are enrolled in that ACO. A primary care practice can only participate in one ACO. MassHealth is performing a special assignment process to keep members with their PCP whenever possible.

Provider Network

“If I am a PCP, contracted with ____, what managed care members can choose me as their PCP?”

	MEMBER POPULATION
PCC Plan	Members enrolled in the PCC plan
Primary Care ACO	Members enrolled in the Primary Care ACO you are contracted with
MCO	Members enrolled in the MCO you are contracted with
MCO-Administered ACO	Members enrolled in the MCO you are contracted with
Accountable Care Partnership Plan	Members enrolled in the Partnership Plan you are contracted with

Prior Authorization/Medical and Pharmacy Claims

“If I am a PCP treating a member enrolled in ____, who do I contact for any required Prior Authorization and where can I submit claims for payment?”

	SOURCE OF PA/PAYER
PCC Plan	MassHealth
Primary Care ACO	MassHealth
MCO	MCO
Accountable Care Partnership Plan	Partnership Plan

More Information

Community Partners

Effective July 1, 2018, Community Partners (CPs) will collaboratively work with ACOs and MCOs to provide care coordination to certain members identified by ACOs, MCOs, or MassHealth. Providers may also refer a member for supports from CPs by contacting the member’s health plan. Behavioral Health Community Partners will provide care management and care coordination to members with significant behavioral health needs. LTSS Community Partners will provide LTSS Care Coordination and navigation to members with complex LTSS needs. Providers will receive communication from their plans and MassHealth about the Community Partners program as the program launch date approaches.

Member Eligibility

Providers can continue to check member enrollment and eligibility using the Eligibility Verification System (EVS). MassHealth will enhance the EVS messages so providers know which type of health plan, including ACOs, a member is enrolled in and who to contact for questions with billing.

Referrals

Referrals are required for certain specialty services in both the PCC plan and Primary Care ACOs (see 130 CMR 450.118(j)). The requirements for referrals for all other plans are subject to the requirements of the health plan in which the member is enrolled.

Referral Circles

Primary Care ACOs will use the MassHealth Fee-for-Service network for specialty services and have the option of defining a Referral Circle, a subset of the MassHealth Fee-for-Service network for whom referral requirements are waived for members in the Primary Care ACO. If a member’s hospital or specialist is part of the Referral Circle of the member’s Primary Care ACO, the member will not need a referral to receive services from that hospital or specialist.

Accountable Care Partnership Plans and MCOs may have 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.

Member Assignment and Noticing

Effective **March 1, 2018**, current members will be assigned to an ACO, MCO, or the PCC Plan based on each member’s PCP relationship in mid-October, 2017. This process, known as special assignment is designed to keep members with their PCP whenever possible. This means that members will be assigned to the health plan that their PCP joins. If a member prefers to follow providers other than their PCP, the member should contact those providers to find out what plans those providers are contracted with and then contact MassHealth customer service for assistance enrolling in a plan that is in their service area and has their preferred providers.

The member assignment and noticing dates below are for members with enrollments effective March 1, 2018. Members with enrollments effective after this date should contact MassHealth for information about their Plan Selection and Fixed Enrollment Periods.

- Member Noticing Begins—11/13/17
- Member Enrollments Effective—3/1/18
- Plan Selection Period—3/1/18–5/31/18
- Fixed Enrollment Period—6/1/18–2/28/19

Further information regarding continuity of care requirements as members and providers move to new health plans will be detailed in MassHealth Provider Bulletins.

Resources for Providers

For more information about these changes, and to register for trainings, please visit:

- www.mass.gov/masshealth-for-providers
- www.masshealthtraining.com