

# CONTINUITY OF CARE

**COMMUNITY HEALTHCHOICES (CHC)** is Pennsylvania's mandatory managed care program for individuals who are eligible for both Medicaid and Medicare (dual eligibles), older adults, and individuals with physical disabilities

**CHC includes provisions to help maintain continuity of care** and avoid interruptions of service for participants when they are first enrolled, as well as when choosing to switch from one managed care organization (CHC-MCO) to another. Continuity of care also includes continuity of long-term services and supports (LTSS) providers. Each CHC-MCO must initially include in its networks all willing and qualified LTSS service providers in the CHC-MCO service regions that are currently enrolled in the Medicaid program to provide home and community-based services in the Office of Long-Term Living (OLTL) waiver programs or nursing facility services. This requirement will apply during the first 180 days of each phase of implementation.

## **LTSS CONTINUITY OF CARE ENDED JUNE 30, 2019 I N T H E S O U T H E A S T R E G I O N**

### **NURSING FACILITY SERVICES UPON IMPLEMENTATION**

- If the CHC participant resides in a nursing facility in the CHC zone, the participant will be permitted to continue receiving care at that facility until he/she leaves the facility or is disenrolled from CHC, or if the facility drops out of the Medicaid program.

### **AFTER IMPLEMENTATION DATE**

- Participants admitted to a facility after implementation will receive the standard 60-day continuity of care protections.

### **OTHER CONSIDERATIONS**

- A change in CHC-MCO, a temporary hospitalization, or therapeutic leave does not interfere with or terminate the continuity of care period as long as the participant remains a resident of the facility.
- The CHC-MCO in which the participant is enrolled must enter into an agreement with the nursing facility to make payments for care during the continuity of care period.

### **HOME AND COMMUNITY-BASED SERVICES UPON IMPLEMENTATION**

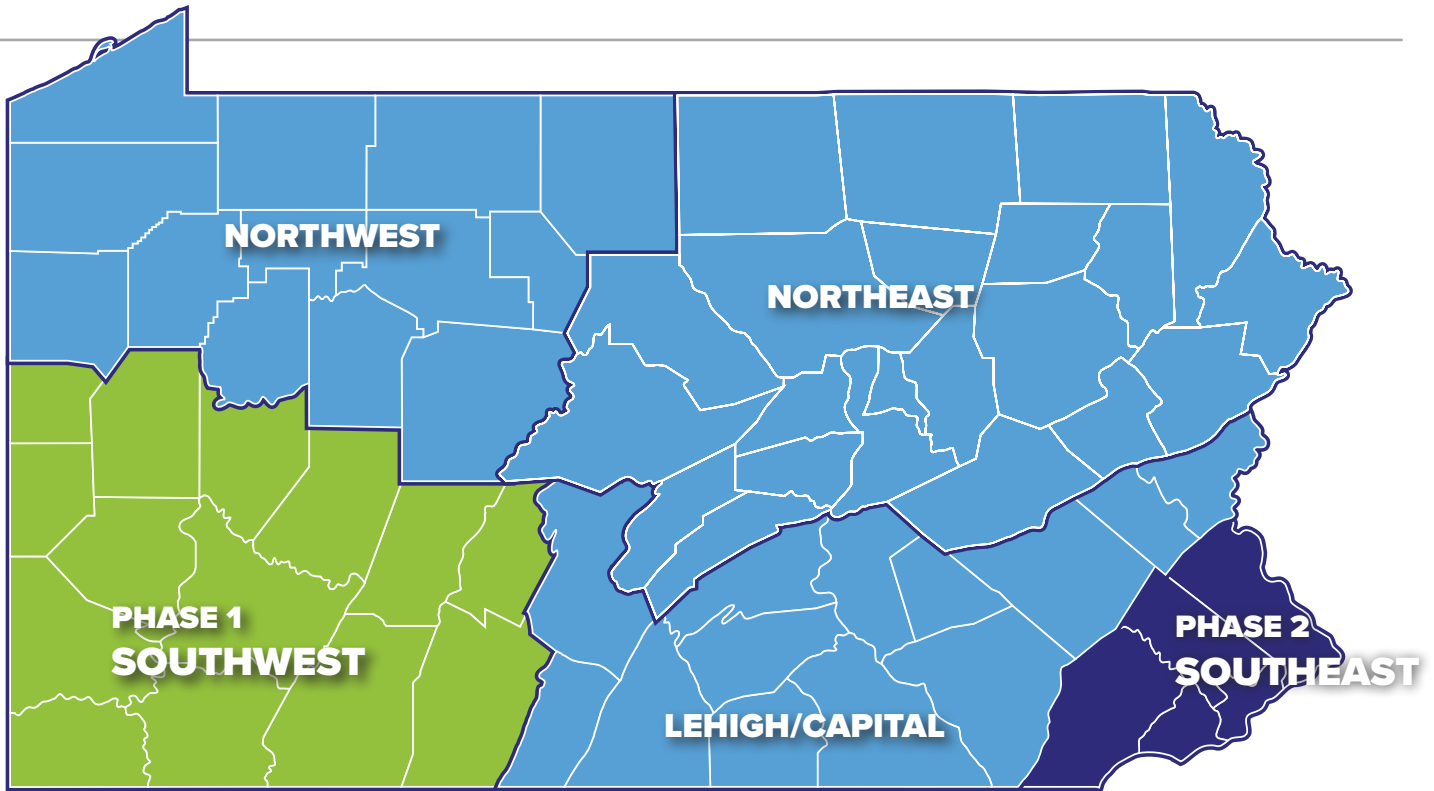
- For participants receiving home and community-based services (HCBS) through a waiver program, the CHC-MCO must continue providing care under the existing service plan using the participant's existing providers, including service coordination entities, for 180 days or until a comprehensive needs assessment is performed and a person-centered service plan is created (whichever is later).
- During the first 180 days, if a participant transfers to a different CHC-MCO, the receiving CHC-MCO must provide previously authorized services for: 1) the greater of 60 days or the remainder of the 180 days; or 2) until a comprehensive needs assessment is performed and a person-centered service plan is created (whichever is later).

### **AFTER 180 DAYS**

- If a participant transfers to a different CHC-MCO, the receiving CHC-MCO must continue to provide previously authorized services for 60 days or until a comprehensive needs assessment is performed and a person-centered service plan is created (whichever is later).
- If a participant chooses to transfer to a different CHC-MCO, service coordination will not be covered under the standard 60-day continuity of care period, since service coordination will be viewed as an administrative function of the CHC-MCO.

## ALL OTHER SERVICES

All other services not categorized as nursing facilities or HCBS will follow the standard 60-day continuity-of-care period. More details about standard continuity of care are available by reading Medical Assistance Bulletin 99-03-13 at [www.dhs.pa.gov/publications/bulletinsearch/bulletinselected/index.htm?bn=99-03-13](http://www.dhs.pa.gov/publications/bulletinsearch/bulletinselected/index.htm?bn=99-03-13).



## CHC IMPLEMENTATION DATE

Below are the initial continuity-of-care dates for CHC implementation. If a participant enrolls in CHC after the implementation date, all services will follow the standard continuity of care.

Zone	Implementation date	HCBS & Service Coordination	All Other Services	Nursing Facility
Southwest	Jan. 1, 2018	June 30, 2018	March 2, 2018	As long as the participant remains a resident
Southeast	Jan. 1, 2019	June 30, 2019	March 2, 2019	
All other zones	Jan. 1, 2020	June 30, 2020	March 2, 2020	

**NEED MORE INFORMATION?**

- **CHC WEBSITE:** HEALTHCHOICES.PA.GOV
- **PROVIDERS** 800-932-0939 // **PARTICIPANTS** 800-757-5042