



PROVIDER QUICK TIPS

#138

Medical Assistance (MA) Providers and Managed Care Organizations (MCOs) Must Ensure Continuity of Care During HealthChoices (HC) Expansion

As noted in Provider Quick Tip #135 at the following link:

<http://www.dhs.pa.gov/publications/bulletinsearch/bulletinselected/index.htm?bn=99-03-13>

the ACCESS Plus Enhanced Primary Care Case Management program and the United Health Voluntary Physical Health (PH) managed care program will end effective September 30, 2012 in thirteen counties of Northwest Pennsylvania, and the MA recipients currently served by these programs will move to one of four new HC Physical Health Managed Care Organizations (HC PH-MCOs) in the new HC New West Zone effective October 1, 2012. This means that more than 90,000 people will move from ACCESS Plus/Fee-For-Service (FFS) to HC PH-MCOs, and more than 30,000 people will move from United Voluntary MCO to a different HC MCO.

All providers enrolled in the MA program and all MCOs and counties under contract with the MA program must ensure continuity of care as described in **MA Bulletin (MAB) number 99-03-13**. This MAB was issued to notify providers of the procedures to ensure the safe transition and continuity of care for MA recipients who are under a clinically appropriate course of treatment for medical and/or behavioral health conditions when they transfer from the FFS program to an MCO, between MCOs and from an MCO to FFS. These procedures address:

1. continuity of prior authorized services for adults, and
2. continuity of “clinically appropriate course of treatment” plans for children and adults.

Providers of services to eligible MA recipients/enrollees are to follow the procedures relating to “Continuity of Prior Authorized Services Between Fee-for-Service and Managed Care Plans and Between Managed Care Plans for Individuals Under Age 21.” These procedures can be found in attachments A through D of the referenced bulletin to ensure continuation of prior authorized services for adults and to ensure continuation of a clinically appropriate course of treatment for children and adults. To access these procedures in detail please see **MAB 99-03-13** at the link below:

<http://www.dhs.pa.gov/publications/bulletinsearch/bulletinselected/index.htm?bn=99-03-13>

Attachment A - Procedure for Continuity of Prior Authorized Services for Adults - Transition from Fee-for-Service to a Managed Care Organization:

http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/d_004021.pdf

Attachment B - Procedure for Continuity of Prior Authorized Services for Adults - Transition from a Managed Care Organization to Fee-for-Service:

http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/d_004022.pdf



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Attachment C - Procedure for Continuity of Prior Authorized Services for Adults - Transition from an MCO to an MCO:

http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/d_004023.pdf

Attachment D - Procedure for Continuity of Care for Course of Treatment Services Not Requiring Prior Authorization for Adults Age 21 and Older and Children Under the Age of 21:

http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/d_004024.pdf

Prior to rendering any service, providers should verify MA recipient eligibility and delivery system enrollment status. Providers may access the Eligibility Verification System (EVS) by utilizing the Provider Electronic Solutions software, the provider's own certified software, or through the PROMISe Internet site at <http://promise.dpw.state.pa.us/> using the patient's social security number and date of birth (mmddyyyy) or their last name, first name and date of birth. If those access methods are not available, providers can access the EVS through the Automated Voice Response System (telephone) by calling 1-800-766-5387 and entering the MA recipient's social security number and date of birth.

The PH-MCOs' provider services telephone numbers and links to their websites can be found below:

HealthChoices New West Zone PH-MCOs	
AmeriHealth Mercy Health Plan https://amerihealthcaritaspa.com/	800-521-6007
Coventry Cares http://www.mycoventrycares.com	866-903-0748
Gateway Health Plan http://www.gatewayhealthplan.com	800-392-1145
UPMC for You http://www.upmchealthplan.com	866-918-1595

Thank you for your service to our MA recipients.
We value your participation.
Check the department's website often at: www.dhs.pa.gov

