



**To: OMHSAS Stakeholders**

**From: Dennis Marion, Deputy Secretary, OMHSAS**

**Subject: Questions regarding BH-MCO enrollment and individual screening for *Healthy PA***

**Date: Dec. 23, 2014**

The Department of Human Services (DHS) is closely monitoring the implementation of *Healthy PA* and has received information from a variety of sources regarding the implementation process.

DHS received reports of issues that could affect the enrollment of individuals into behavioral health managed care. As soon as this information was brought to our attention, immediate action was taken. The following is a brief update of two issues that DHS has reviewed:

**1. New MA applications filed during December 2014 were not assigned to a Behavioral Health Managed Care Organization (BH-MCO).**

This issue was identified on Dec. 2 and DHS immediately convened a management team to resolve the issue. The team identified a change in the case approval process that will be used for the duration of December. The temporary change affected normal BH-MCO enrollment. Once the issue was identified the following action plan was implemented:

- The Office of Income Maintenance (OIM) generated a list of applications that were affected.
- The Office of Mental Health and Substance Abuse Services (OMHSAS) began using this list and an exceptions approval process to enroll eligible applicants into the appropriate BH-MCO.
- The effective date for the BH-MCO enrollment will be corrected to reach back to the date that BH-MCO coverage would have occurred under normal procedures.

DHS will continue to check new applications for the remainder of December to guarantee proper BH-MCO enrollment. After January 1, 2015, new business processing rules will resolve the issue moving forward. DHS will continue monitoring BH-MCO enrollments during the first quarter of 2015 to assure proper enrollment.

## **2. The screening of individuals with behavioral health service needs in the General Assistance (GA) category who likely qualify for the Healthy Plus benefit plan beginning in 2015.**

Individuals who received MA coverage under GA during 2014 and remain MA eligible during 2015 will be matched to one of two newly defined plans (Private Coverage Option or Healthy Plus). Individuals with various qualifying health needs are considered medically frail and will be placed in the Healthy Plus plan.

Individuals who are not medically frail and do not have substantial health needs will be placed in the Private Coverage Option (PCO).

DHS reviewed existing paid claims data to identify qualifying individuals. So far over 22,000 individuals from the GA population have been identified for Healthy Plus enrollment through this process.

In order to be as thorough as possible, DHS will review additional BH-MCO information for individuals who recently received services. BH-MCOs are providing additional encounter data for the second half of 2014. Any additional eligible individuals identified through this special screening will be enrolled into Healthy Plus through an exceptions process.

All individuals within the GA population were invited to complete a health screening tool that would provide the data that would support enrollment into the plan that best meets their needs. This remains a pathway for individuals to be matched to the Healthy Plus benefit plan.

Individuals who received notice of enrollment into PCO coverage can use the health screening tool to communicate medical needs that could result into enrollment for Healthy Plus. Additionally, they are able to "raise their hand" to communicate additional medical needs they believe necessitate being enrolled in a different plan. Individuals who do not complete the health screening tool and who do not have a qualifying history in the encounter data will likely be matched to the PCO. If subsequent medical needs arise at a later time there will be opportunities to be reconsidered for Healthy Plus enrollment.

### **Seeking more information**

Additional information regarding the screening process is available on the *Healthy PA* website ([www.healthypa.com](http://www.healthypa.com)) or if you have questions about your *Healthy PA* benefits, please call the Healthy PA Statewide Customer Service Center at 1-877-418-1187.