



[HOH FIRST NAME] [HOH LAST NAME]

Date: [DATE]

[STREET ADDRESS]

[CITY], [STATE] [ZIPCODE]

Dear [HOH FIRST NAME] [HOH LAST NAME],

## PLEASE READ THIS LETTER!

Starting October 1, 2016, changes are coming that may affect you and family members who are enrolled in a MassHealth Managed Care Organization (MCO) health plan or the Primary Care Clinician (PCC) Plan. The below information explains the changes you need to know about.

**\*\*\* You do not need to do anything if you and your family members are happy with your health plan.\*\*\***

Starting October 1, 2016, members enrolled in a MassHealth MCO health plan will have a 90-day **Plan Selection Period** every year. Starting January 1, 2017, MassHealth members enrolled in an MCO health plan on or before October 1, 2016 will be in a **Fixed Enrollment Period**. During this time, members will only be able to change health plans for certain reasons. **More information on these new periods can be found on pages 2 and 3 of this letter.**

Also on October 1, 2016, members enrolled in the PCC Plan, will need to get referrals from their primary care doctors for certain health care services that did not need referrals before. A referral is an approval you need from your doctor before you can get certain types of health care services. **More information on PCC referral changes can be found on page 4 of this letter.**

### Important Dates!

#### October 1, 2016:

- ✓ For members enrolled in an MCO health plan, start of **Plan Selection Period**.
- ✓ For members enrolled in the PCC Plan, start of PCC referrals for some new services.

#### December 31, 2016:

- ✓ For members enrolled in an MCO health plan, last day to change health plan for any reason.

#### January 1, 2017:

- ✓ For members enrolled in an MCO health plan, start of **Fixed Enrollment Period**. Enrolled members cannot change their health plan until the next **Plan Selection Period** on **October 1, 2017**, except for certain reasons.

## Introducing Plan Selection and Fixed Enrollment Periods

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The new 90-day **MassHealth Plan Selection Period** begins **October 1, 2016**. During this time, if you are enrolled in an MCO health plan, you can change your health plan for any reason until **December 31, 2016**.

**\*\*\*If you are happy with your current health plan, you do not need to do anything.\*\*\***

On **January 1, 2017**, if you are enrolled in an MCO health plan, you will be in your **Fixed Enrollment Period**. During your **Fixed Enrollment Period**, you will not be able to change your health plan unless you meet one of the reasons listed on the next page. Members enrolled in an MCO health plan will have to stay in their health plan until their next **Plan Selection Period** on October 1, 2017.

### What are the MassHealth MCO health plans?

- Boston Medical Center HealthNet Plan
- Neighborhood Health Plan
- Health New England
- Fallon Community Health Plan
- Tufts Health Plan
- CeltiCare Health

If you or a family member has one of the plans listed above, you can change to a different plan available in your area until December 31, 2016. Starting January 1, 2017, you will be in a **Fixed Enrollment Period** and cannot change your MCO plan until the next **Plan Selection Period**, except for special reasons.

### Do these changes apply to all members?

No. If you are enrolled in the PCC Plan, you can choose an MCO health plan at any time. However, if you do choose an MCO health plan, the new Plan Selection and Fixed Enrollment Periods above will apply.

These changes do not apply to children in the care or custody of the Department of Children and Families or the Department of Youth Services. These children can choose another health plan at any time.

### What things should I consider during my Plan Selection Period?

This is a great time to review your current health plan and see if it still meets your health care needs. Ask yourself these questions:

- Are you happy with your current health plan? If you are, you do not need to do anything.
- Is your primary care physician (PCP) or any specialist you see now still in your current health plan's network of doctors?
- Will you need to (or want to) see different doctors than you see now? If yes, are they in your current health MCO plan's network of doctors?
- Have you moved and want to change doctors?

Your **Plan Selection Period** is the right time to find out more information about MassHealth MCO health plans and the doctors in their networks. You can do this by talking to your doctor, visiting the MassHealth or the MCO health plan's website, or by calling us.

### How can I find out more about my MCO health plan or change my health plan?

Call us at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled). If you would like more information about your health plan options, go to [www.mass.gov/masshealth](http://www.mass.gov/masshealth).

To change your health plan, either:

- Go to [www.mass.gov/masshealth](http://www.mass.gov/masshealth) – Click the “**MassHealth Members and Applicants**” button on the left and then click the “**Enroll in a Health Plan**” link.
- Call us at 1-800-841-2900 (TTY: 1-800-497-4648)

During your **Plan Selection Period** you can choose any health plan, including the Primary Care Clinician (PCC) Plan.

### What happens next?

If you are enrolled in an MCO health plan on **January 1, 2017**, you will be in a **Fixed Enrollment Period**. You will get a letter from MassHealth when this happens. Once you are in the **Fixed Enrollment Period**, you will not be able to change your MCO plan until the next **Plan Selection Period**, except for the reasons listed below.

Every year you will have a 90-day **Plan Selection Period**. MassHealth will send you another letter letting you know when your new **Plan Selection Period** starts and ends.

### What if I want to switch health plans during my Fixed Enrollment Period?

If you are in a Fixed Enrollment Period, you may request to change your health plan if one of the following reasons applies to you:

- ✓ You move out of your MCO health plan’s service area.
- ✓ You need related services to be performed at the same time, and those related services are not all available within your MCO health plan’s network, and your primary care provider or another provider determines that receiving those related services separately would be an unnecessary risk to you.
- ✓ Your MCO health plan is not meeting your needs for other reasons including but not limited to poor quality of care, lack of access to covered services or lack of access to providers experienced in dealing with your health-care needs.
- ✓ Your MCO no longer serves your geographic area. MassHealth will let you know if this happens.
- ✓ Your MCO has not provided access to health care providers that meet your health care needs over time, even after you’ve asked for help.
- ✓ MassHealth has information that you are homeless, and your MCO does not have providers who can meet your specific geographic needs.
- ✓ Your MCO is not meeting your language, communication, or other accessibility needs or preferences.
- ✓ Your key network providers, including primary care physicians, specialists, or behavioral health providers, have left your MCO’s network.

- ✓ Your MCO health plan, because of moral or religious objections, does not cover a service you seek.
- ✓ Your MCO has substantially violated a material provision of its contract with MassHealth.
- ✓ MassHealth sanctions your MCO by allowing members to dis-enroll from the MCO. MassHealth will let you know if this happens.

Information about exceptions to the Fixed Enrollment Period can be found in the MassHealth regulations (130 CMR 508.004). MassHealth will send you a letter at the start of your Fixed Enrollment Period that gives you more information.

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## Changes to Primary Care Clinician Plan Referrals

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Starting **October 1, 2016**, if you are enrolled in the Primary Care Clinician (PCC) Plan, you will need to get a referral from your PCC for the following services that did not previously need a referral:

- Chiropractic Services
- Orthotic Services
- Prosthetic Services
- Hearing Instrument Specialist Services
- Imaging Services conducted at an Independent Diagnostic Testing Facility (IDTF)
- Medical Nutrition Therapy/Diabetes Nutrition Management Training

A referral is an approval you must get from your primary care doctor, before you can make some appointments. Your doctor will help you to get any needed referrals. These changes do not impact the benefits you receive from MassHealth.

To see a full list of all services that require a PCC referral, go to [mass.gov/masshealth](http://mass.gov/masshealth).

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## More Information

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To learn more about your current MCO or PCC health plan, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled). If you would like more information about your health plan options, go to [www.mass.gov/masshealth](http://www.mass.gov/masshealth).

If you have questions or need more information about MassHealth, go to [www.mass.gov/masshealth](http://www.mass.gov/masshealth) or call us at 1-800-841-2900 (TTY: 1-800-497-4648).

Sincerely,

MassHealth

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**You can get this information in large print or braille.** Call **1-800-841-2900** from Monday through Friday, 8:00 a.m. to 5:00 p.m. (TTY: 1-800-497-4648).