THE PENNSYLVANIA ENROLLMENT ASSISTANCE PROGRAM (PA EAP)

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Outreach Coordinator
Objectives:

- What is the HealthChoices Program;
- The role of PA Enrollment Services;
- Review the enrollment process;
- Methods used to complete an enrollment and plan transfer;
- Frequently Asked Questions;
- Our contact information;
- Increase awareness and interest in the public meetings and educational series we host;
- Our website www.enrollnow.net.
What is HealthChoices?

- The Medical Assistance (Medicaid) program for Pennsylvania.
- Consumers choose a physical health plan and primary care provider (PCP).
HealthChoices Zones and Plan Choices


Overview:

- County Assistance Office Determines Eligibility
- PA Enrollment Assistance Program
  - PCP -- Primary Care Provider
  - Physical Health Plan
  - Behavioral Health Plan
Our Role At PA EAP:

- Health Plan and Primary Care Provider (PCP) Selections
- Plan Transfers
- Provide Information
Newly Eligible Member Enrollment Process:

- Daily Eligible File
  - Enrollment Packet
  - Outbound Blast Message
  - Reminder Letter
  - Outbound Calls
  - Automated Outbound Dialer
Consumers receive a welcome packet with the following information:

- Welcome Pre-Enrollment Brochure,
- Personalized Enrollment Form,
- Health Plan Comparison Chart,
- Consumer Guide,
- Self-Addressed Stamped Envelope
ACCESS/EBT CARD:

- Consumers eligible for Medical Assistance will be issued an Access or EBT Card

- During the **HealthChoices enrollment window** consumers will receive medical services through the Fee-for Service program

- Consumers **must keep this ACCESS or EBT CARD** even after receiving a Health Plan ID Card

- After enrollment into a HealthChoices plan and PCP choice, providers continue to verify consumers Medical Assistance eligibility using their Access or EBT Card.

- The Access or EBT Card is also needed to seek and receive services from:
  - Behavioral Health Plan
  - Medical Assistance Transportation Program (MATP)
ENROLLMENT METHODS:
Access to information, enrollments, plan changes, and more.

Website:
www.enrollnow.net
Phone:
  • Toll-free number: 1-800-440-3989
  • TTY: 1-800-618-4225

Translation Services are available in your language

Secure Fax:
  • 717-540-6202

Hours of Operation:
  • Monday – Friday: 8:00am to 6:00pm
  • Closed on all state and federal holidays
In the welcome packet consumers receive a paper enrollment form:

This form is:

- Pre-populated with the consumer’s name, address, date of birth, and ID number.
- It lists all family members in the household that need to enroll.
- The enroll by date can found in the upper right-hand corner.
- Self-Addressed Stamped Envelope.
Enrollment Confirmation:

- **Confirmation Letter**
  - Consumer/Family Member Name
  - ID Number
  - PCP Name
  - Health Plan Name
  - Health Plan Member Services Toll Free Number
  - Health Plan Start Date

- **HealthChoices Advisory Committee Meeting Invitation**

- **Post Enrollment Brochure**
Auto-Assignment:

- **Auto-Assignment Letter**
  - Consumer/Family Member Name
  - ID Number
  - Health Plan Name
  - Health Plan Member Services Toll Free Number
  - Health Plan Start Date

- **HealthChoices Advisory Committee Meeting Invitation**

- **Post Enrollment Brochure**
What Happens After I Enroll?

After a consumer completes an enrollment, the health plan will mail an ID card.

Once the health plan coverage starts, a consumer will work with the plan for:

- Billing questions
- Needing to find a new provider
- Changing a PCP
- Referral questions
- Coverage questions
- Needing a replacement ID card
Plan Transfers:

PA-EAP handles MCO Health Plan changes for current consumers. This can be completed at any time.

- No Lock-In Period
- Change in Health Plan = Change in Start Date
- Until the new health plan starts, the consumer will still be covered by the existing health plan.

**PCP only changes:** Are processed by the consumers health plan.
Here are some frequently asked questions we receive from consumers:

- **Who do I contact for an ACCESS/EBT Card?**
  Please call the Statewide Customer Service Center (CSC) toll free number at 1-877-395-8930 or in Philadelphia 215-560-7226.

- **Who do I contact if I do not get a health plan ID Card?**
  If you don’t get a health plan ID Card from the health plan you chose, call your plan’s toll-free number which is available on our website.

- **Can I change my PCP later?**
  Yes. You can change your PCP at any time by calling your health plan.
Who do I call to ask about my benefits or coverage?
Once you are enrolled in a plan, call your plan's member services department at the phone number on Contacting Your Plan page.

If you still need to enroll, please contact the Customer Service Center at 1-877-395-8930 or in Philadelphia (215) 560-7226. (Confusing, question geared towards already enrolled)

How do I update my address and/or phone number?
Please call the Customer Service Center (CSC) toll free number at 1-877-395-8930 or in Philadelphia 215-560-7226.

Do I have health coverage before my health plan start date?
Yes, you have coverage through Fee-For-Service using your Access/EBT card. Use your Access/EBT card to get health care services before your health plan start date. If you have questions, please contact the Fee-For-Service Recipient Service Center at 1-800-537-8862. They will provide you with a list of enrolled providers.
Summary:

PA Enrollment Services:

- Educates consumers with the enrollment process.
- Assists consumers with enrolling into a health plan and a primary care provider of their choice.
- If consumers need to change plans, we can assist them with plan transfers.
- Consumers can make their enrollment selections using our website, by calling the call center or by completing the mail enrollment form.
HealthChoices Consumer Advisory Committee:

- Three meetings per year in each HealthChoices zone: April, July and October
- Involve and educate consumers and the community about HealthChoices
- Opportunity for participants to provide feedback
- Open to the public
- HealthChoices consumers and family members who serve on the committee receive a stipend in the form of a gift card
The Webinar Series provides consumers, stakeholders, and the community access to educational information and resources about topics related to the HealthChoices Program.

- Visit [www.enrollnow.net](http://www.enrollnow.net) for information about upcoming webinars.
- The webinar series is held by teleconference and are phone and web based.
- Archived webinars can be found on our website.
PA Enrollment Services Outreach Team

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Contact Information:

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TTY: 1-800-618-4225

Website: www.enrollnow.net

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LET’S LOOK AT THE WEBSITE:

www.enrollnow.net
APPENDIX:

Additional Resource Information
HealthChoices vs. Community Health Choices (CHC)

**HEALTHCHOICES**

- Pennsylvania’s mandatory managed care program for 2.2 million Medical Assistance participants.

- Participants receive quality medical care and timely access to all appropriate physical and behavioral health services and/or drug and alcohol services.

**COMMUNITY HEALTHCHOICES (CHC)**

- Pennsylvania’s mandatory managed care for dual-eligible individuals and individuals with physical disabilities

- CHC provides coverage for participants who are eligible for both Medicare and Medicaid.
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Contact Information

**HEALTHCHOICES**
- [www.enrollnow.net](http://www.enrollnow.net)
- Phone: 1-800-440-3989
- TTY: 1-800-618-4225

**COMMUNITY HEALTHCHOICES (CHC)**
- [www.enrollchc.com](http://www.enrollchc.com)
- Phone: 1-844-824-3655
- TTY: 1-833-254-0690