

Tips for Choosing a Medicaid Managed Care Plan: New West Zone



ATTENTION: If you currently have ACCESS Plus or you are enrolled in the United HealthCare Community Plan* and you live in Erie, Crawford, Mercer, Venango, Warren, Forest, Clarion, Jefferson, Elk, McKean, Cameron, Clearfield, and Potter Counties, you need to join a Medicaid managed care plan by **September 6th**! If you don't, you'll be assigned to a plan and that plan may not cover the doctors you see or the medications you take. To be sure you can continue to see your doctors and get your medicine after October 1st, you need to join one of these plans:

- ❖ Gateway Health Plan
- ❖ Coventry Cares
- ❖ UPMC for You
- ❖ AmeriHealth Mercy Health Plan

* United HealthCare Community Plan will no longer be doing business in the New West Zone effective as of 10/1.

Step by Step Tips for Choosing a Plan

- 1) **Make a list of all your health care providers** (this includes: your primary care doctor, any specialists you see, your hospital, your dentist, pharmacies you use, and any medical suppliers that you use for items such as wheelchairs, oxygen, incontinence supplies)

Note that your coverage for behavioral health/mental health services is not changing. If you see a therapist, psychiatrist, receive wraparound services or drug & alcohol treatment services, these services are covered by your Behavioral Health Plan and you do not need to include these providers in your list.

Once you have your list ready, you can:

- Contact your doctors and other providers to see which of the four plans they take
- Contact PA Enrollment Services – you can do this by either:
 - Calling 1-800-440-3989 and a representative can check to see which plans work with your doctors and your hospital.
 - Checking the website (www.enrollnow.net) to look up your doctors to see what plans they take.

Hopefully, there will be at least one plan that works with all of your different doctors and other providers you use to get your health care.

- 2) **Make a list of all the medications you take** (include the dosage and quantity, too) – make sure you list all your medications (even those you take for a mental health condition). You will get all your outpatient prescription medications through the plan you choose.

Once you make your list, contact the plan(s) that work with your doctors to check if your medications are covered.

- 3) **Co-Pays and Other Programs** – You can check the Health Plan Comparison Chart that will be sent to you in August that shows the co-pays charged by the different plans and provides information about other plan programs that might be important to you when picking a plan. If you don't have this chart, you can ask PA Enrollment Services about the co-pays and extra programs/benefits offered by the plans or view the chart on www.enrollnow.net.
- 4) After you've decided what plan you want to join, you can **contact PA Enrollment Services to enroll** in a plan and to choose a Primary Care Provider (PCP). If you're not ready to pick a PCP when you choose a plan, you have 14 more days after you join a plan to pick a PCP. If you don't pick a PCP within 14 days, the plan will pick one for you.

Important things to know:

- If you miss the September 6th deadline, you can still choose your own plan (it just won't start until November 1st or later depending on when you join)
- You can change your plan and/or PCP at any time!
- The plan must continue to cover prior authorized services until the end of the authorization period (for children under 21 years old) or for up to 60 days (for adults)
- If you are in a course of treatment, the plan should continue to cover an out-of-network provider for 60 days
- Pregnant women can continue to see their OB/GYN (even if the doctor is not in the plan's network) throughout the pregnancy until the end of the postpartum period (60 days after birth)
- This HealthChoices expansion will have no affect on special education services provided by schools & IUs that are billed to Medical Assistance (known as the School Based ACCESS program)

IMPORTANT NUMBERS

Plan Name	Member Services	Special Needs Unit
Coventry Cares	866-903-0748 <i>TTY: 711</i>	866-427-9721 <i>TTY: 711</i>
AmeriHealth Mercy Health Plan	888-991-7200 <i>TTY: 888-987-5704</i>	888-991-7200 <i>TTY: 888-987-5704</i>
Gateway Health Plan	800-392-1147 <i>TTY: 800-654-5988</i>	800-392-1146 <i>TTY: 711</i>
UPMC for You	866-353-4345 <i>TTY: 800-361-2629</i>	866-463-1462 <i>TTY: 800-361-2629</i>