

DATE: March 24, 2015

OPERATIONS MEMORANDUM #15-03-03

SUBJECT: HealthChoices Expansion Health Care Benefit Package (HCBP) Notices

TO: Executive Directors

FROM: Inez Titus
Acting Director
Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) of the notices recipients will be receiving at the end of March 2015 in preparation for the implementation of HealthChoices Expansion in Pennsylvania (HCE).

BACKGROUND

On February 2, 2015, Governor Tom Wolf announced the transition from the *Healthy Pennsylvania* 1115 Demonstration Waiver (*Healthy PA*) to HCE.

DISCUSSION

A major component of the transition is the change from the *Healthy PA* HCBPs of Healthy and Healthy Plus to a single Adult HCBP. A change (increase or decrease) in services or service limitation, requires a 30-day notice for all MA recipients affected by the change.

All active households with an adult recipient age 21 and over will receive a notice. Children under the age of 21 and those individuals enrolled in the following categories and HCBPs will not receive a notice as they are unaffected by the change in HCBP:

- PG 00, Medicare Cost Sharing.
- TA/TJ 65 or 67, Buy-In only.
- PS 17, Presumptive Eligibility (PE) for Pregnant Women.

These notices will be sent between March 25, 2015 and March 28, 2015 by either the Department of Human Services (DHS) or the individual's Physical Health (PH) Managed Care Organization (MCO) and the individuals will also receive a notice from their Behavioral Health (BH) MCO. A frequently asked questions document will be

available for CAOs and customer service centers to reference for any questions received regarding these notices.

- If the individual is enrolled in a PH MCO, the PH MCO will send notices informing the recipient of any change in benefits and will handle any appeals received. The PH MCOs will send any appeals to the Bureau of Managed Care Operations (BMCO), who will then forward to the Bureau of Hearings and Appeals (BHA).
- If the individual is enrolled in fee for service at the time of transition, DHS will send the notice informing the recipient of any change in benefits and will handle those appeals.
- If the individual is enrolled in a BH MCO, the BH MCO will send notices informing the recipient of any change in benefits. Appeals will be handled using the Complaint and Fair Hearing Processes outlined in the notices. Complaints will be processed by the BH MCO and Fair Hearings will be forwarded to the Division of Quality Management, who will then forward to BHA.
- [Attachment 1](#) is the notice DHS will send. Each MCO will use a version of this notice to meet the requirement.

NEXT STEPS

1. Share and review this information with appropriate staff members.
2. Direct questions regarding this Operations Memorandum to your Area Manager.
3. This Operations Memorandum will become obsolete April 30, 2015.

Attachment