

DATE: September 25, 2017 Revised 10/25/17

OPERATIONS MEMORANDUM #17-09-03

SUBJECT: Community HealthChoices (CHC) Pre-Transition Notices

TO: Executive Directors

FROM: Inez Titus
Director
Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) that CHC pre-transition notices will be sent to individuals within the CHC population groups prior to implementation.

BACKGROUND

CHC will be implemented in three phases until it is statewide. The first phase will roll out January 1, 2018 in the southwest region only. The counties in the southwest region are Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Huntingdon, Indiana, Lawrence, Somerset, Westmoreland. There are five population groups eligible for CHC: Nursing facility ineligible (NFI) dual eligible, long-term care (LTC) dual eligible, LTC non-dual eligible, home and community-based services (HCBS) dual eligible, and HCBS non-dual eligible. Based on the five population groups, the Department of Human Services (DHS) will send notices to inform the recipients of the upcoming change to the delivery mechanism through which they will be accessing their HCBS, LTC services, and Medical Assistance (MA) for NFI dual eligible recipients.

DISCUSSION

DHS will send the notices to CHC eligible individuals through an automatic process, using the current information available in Client Information System (CIS) through a combination of age, open category, program status code, Medicare eligibility, facility code, and/or waiver code. It is important to note that the CAOs do not have to take any action to initiate the notices. The importance of this memo is to inform the CAOs of the mailings and educate the field about the possibility of inquiries and/or questions directed to the CAOs due to this mailing. However, in the event that the CAO receives a request for a re-print of a pre-transition notice for an individual due to either a missing or lost notice or an appeal, they are to follow the instructions found on the

Office of Income Maintenance Intranet located at <http://mydhs/oim/NewInitiatives/index.htm>, to facilitate a re-print and forward the notice to the applicable individual or representative. Pre-Transition notices will not be available in eCIS Correspondence.

The timeline for the upcoming mailings to individuals residing in the southwest region is as follows:

Note: Due to the volume of each mailing, printing and mailing of notices will occur on multiple days. However, each mailing has been assigned a fixed date, based on the last expected day of that mailing, which will appear as “Mail Date” on the notice. It’s possible that a notice could be received by an individual before the Mail Date on the notice.

1. The week of September 25, 2017, pre-transition notices will be sent to NFI duals, with the independent enrollment broker (IEB) to follow up with these individuals. These notices will have a Mail Date of 10/06/2017.
2. The week of October 2, 2017, pre-transition notices will be sent to LTC and HCBS duals and LTC and HCBS non-duals, with the IEB to follow up with these individuals. These notices will have a Mail Date of 10/06/2017.
3. The week of October 23, 2017, pre-transition notices will be sent to newly eligible individuals. These notices will have a Mail Date of 10/27/2017.
4. The week of November 20, 2017, pre-transition notices will be sent to individuals who have become newly eligible since the October 23, 2017 mailing. These notices will have a Mail Date of 11/24/2017.

Note: The week of July 30, 2017, initial post cards were sent to recipients potentially identified as eligible for CHC enrollment.

The receipt of these notices will not change how the existing financial determinations are made in the CAO. If a CAO receives any phone calls or inquiries regarding an individual’s current managed care plan, advanced plan selection, or an individual wishing to change their current plan, they are to direct them to the IEB, who can facilitate the change. The CAO cannot accommodate this request systematically. Individuals and providers must be referred to the Office of Long-Term Living Participant HelpLine at 1-~~800-757-5042~~[800-757-5042](tel:8007575042)[833-735-4416](tel:8007575042), Monday through Friday between 8 a.m. and 4 p.m.; or email RA-PWCHCWaiverProTra@pa.gov.

NEXT STEPS

1. Review this Operations Memorandum with appropriate staff.
2. Contact your Area Manager if you have any questions.

Attachments:

Attachment A: [HCBS Dual Eligible Pre-Transition notice](#)

Attachment B: [HCBS Non-Dual Eligible Pre-Transition notice](#)

Attachment C: [LTC Dual Eligible Pre-Transition notice](#)

Attachment D: [NFI Dual Eligible Pre-Transition notice](#)