



# Welcome!



## Participant Education



- **WHO & WHAT** will be covered by CHC
- **HOW** things will be different & **WHEN**
- **WHY** the change was made
- **WHERE** to turn if you have questions or need help
- Provide information about an alternative to CHC the **LIFE** Program.



# WHAT IS COMMUNITY HEALTHCHOICES (CHC)?

- Pennsylvania's mandatory managed care program for people with both Medicare and Medical Assistance, older adults and adults with physical disabilities.
- CHC uses managed care plans (CHC plans) to make sure that all of your physical health services and home and community-based waiver or nursing home services work together.

# WHY IS THIS CHANGE BEING MADE?

Improve opportunities for community-based services.

Do a better job of coordinating health care & home and community-based waiver services or nursing home care.

Coordinate better with Medicare.

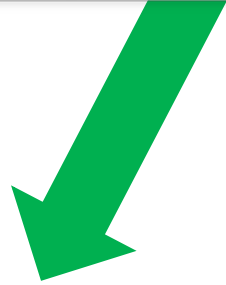


# Health Care

Home and  
Community-Based  
Waiver Services or  
Nursing Home Care



# WORKING TO IMPROVE THE SYSTEM

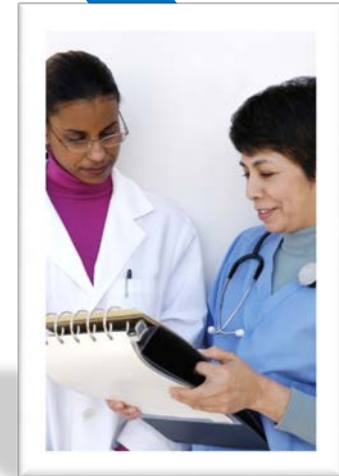
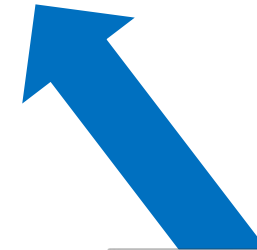


Home Health

Physical Therapy



Primary Care



# WHAT WILL THE CHC PLAN DO?

- 1. Help you manage your health:**  
Manage chronic health conditions
- 2. Get long-term services and supports:** Arrange for home and community-based services or nursing home care
- 3. Coordinate care:** With your Medicare, doctors, specialists



**Healthy at  
Home**

# Community HealthChoices

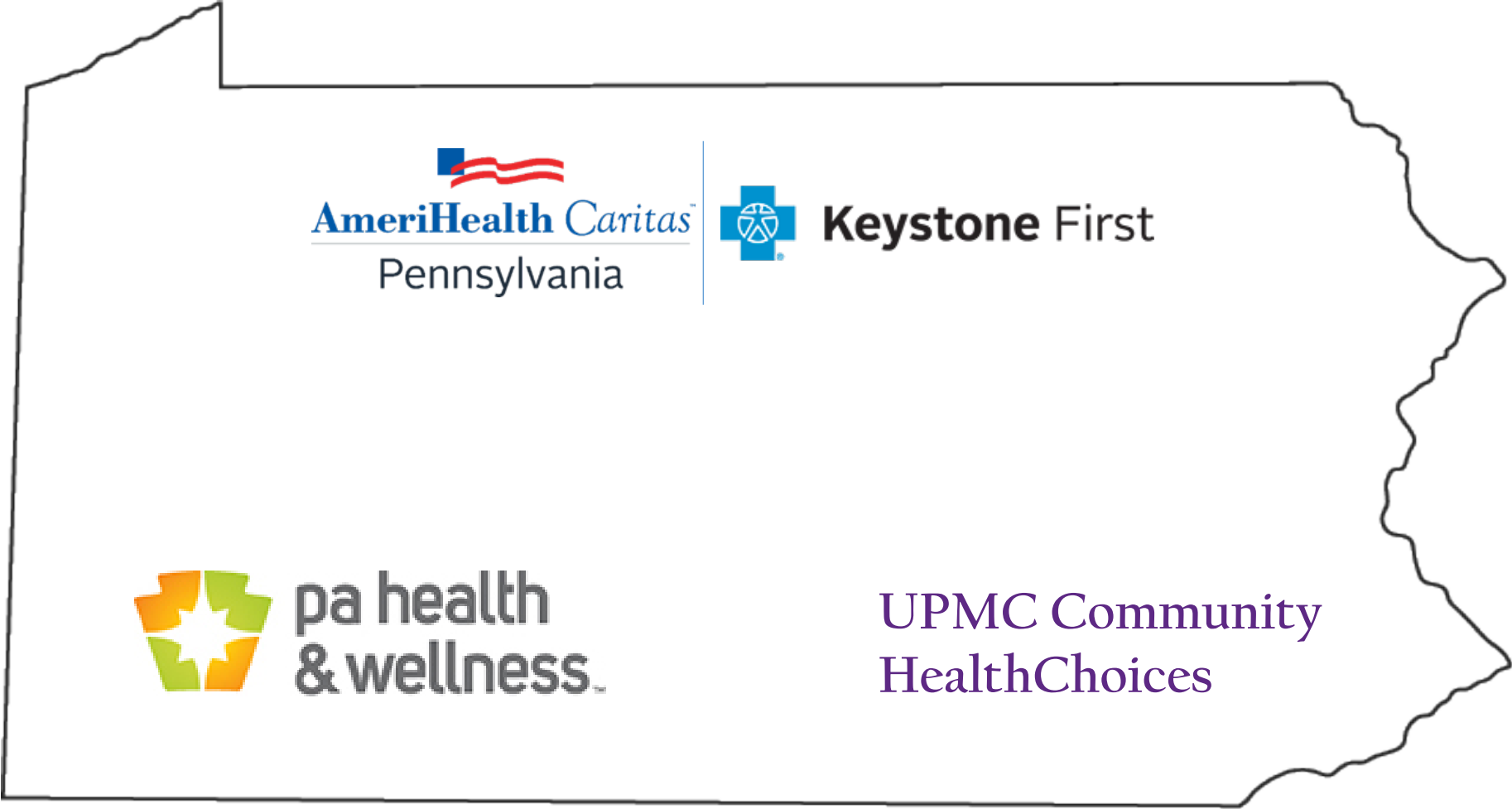
## CHC Plan



Improve the coordination of health care and home and community-based services or nursing home care to maintain your independence.



# CHC PLANS



  
**AmeriHealth Caritas**  
Pennsylvania

 **Keystone First**

 **pa health  
& wellness.**

**UPMC Community  
HealthChoices**

# CHC PLAN

Each CHC plan is:

- Responsible for having an adequate network of providers.
- Held accountable for how well services are delivered.
- Measure & monitor how well they are doing.



# WHO IS COVERED?

## Medicare & Medicaid (Dual-eligible)

Adults age 21+ who are:

Eligible for both Medicare & Medicaid (or medical assistance.)

This is known as being a dual-eligible.

**CHC does not change Medicare at all.**



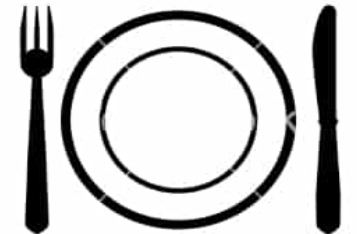
MEDICARE HEALTH INSURANCE	
1-800-MEDICARE (1-800-633-4227)	
NAME OF BENEFICIARY <b>JANE DOE</b>	
MEDICARE CLAIM NUMBER <b>000-00-0000-A</b>	SEX <b>FEMALE</b>
IS ENTITLED TO <b>HOSPITAL (PART A) MEDICAL (PART B)</b>	EFFECTIVE DATE <b>07-01- 07-01-</b>
SIGN HERE → <i>Jane Doe</i>	
Name/Nombre <b>JOHN L SMITH</b>	
Medicare Number/Número de Medicare <b>1EG4-TE5-MK72</b>	
Entitled to/Con derecho a <b>HOSPITAL (PART A) MEDICAL (PART B)</b>	Coverage starts/Cobertura empieza <b>03-01-2016 03-01-2016</b>

# WHO IS COVERED?

## Home and Community Based Services

Adults age 21+who:

- Need the level of care provided by a nursing home.
- Receiving services through a Medicaid home & community-based waiver.



# WHO IS COVERED?

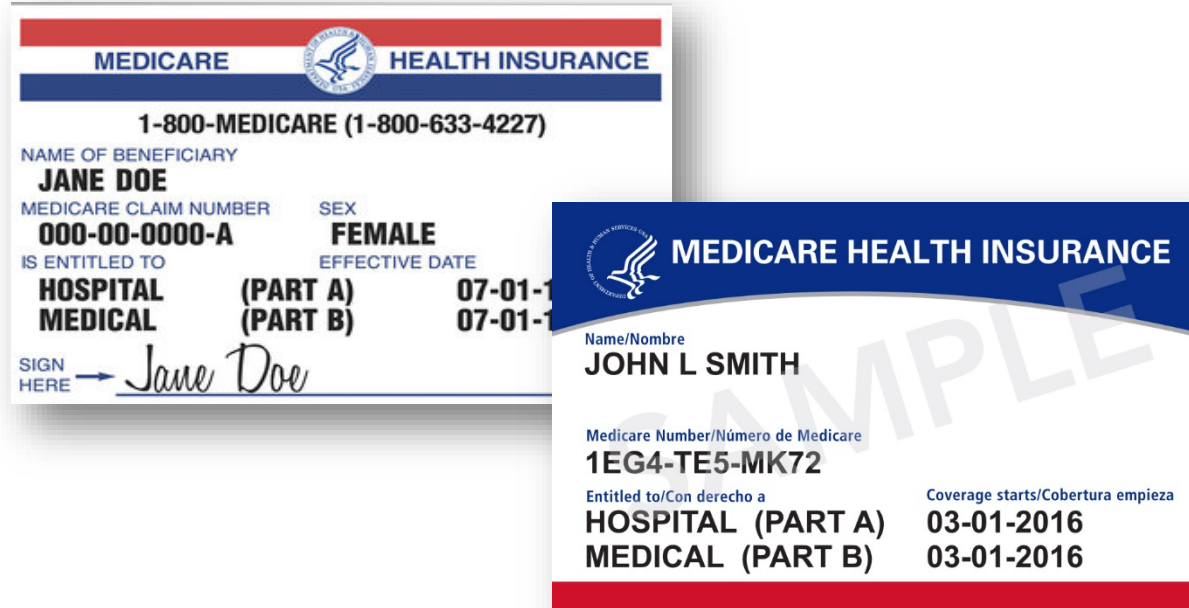
## Nursing Home

Adults ages 21+ who:

- Need the level of care provided by a nursing home.
- Receive services-in a nursing home paid for by Medicaid.



# MEDICARE



- 65 and older or have a severe disability
- Not based on income
- **CHC DOES NOT** change your Medicare

Doctor visits  
Prescription drugs  
Hospital care  
Outpatient care  
Mental health  
Lab work & tests  
Renal dialysis  
Diabetic supplies  
Durable medical equipment  
Prosthetic devices  
Physical therapy  
Occupational therapy

# MEDICAID

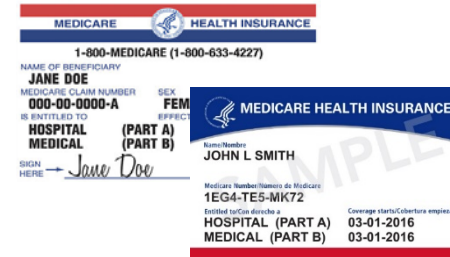


- Also known as Medical Assistance
- Covers physical health, mental health and long-term services

Pay for Medicare premium & deductibles  
Chiropractor  
Podiatrist  
Transportation to Medical Appointments  
Long Term Services & Supports  
Home Health Aide  
Nursing Home Transition  
Some Home Modifications

# REVIEW

Both Medicare & Medicaid



Received Home and  
Community-Based Waiver  
Services



Lives in Nursing Home





# CONTINUITY OF CARE

## Physical Health

The transition period is 60 days for physical health services like doctors visits and lab work.



# CONTINUITY OF CARE

## Home and Community-Based Waiver Services

For the first 180 days, individuals can keep their current home and community-based service providers and service coordinators.



# CONTINUITY OF CARE

## Nursing Home

If you are living in a nursing home on January 1<sup>st</sup> you can stay in the current facility even if it is out of network with your plan as long as you remain a resident of the nursing home.



# WHAT HAPPENS AFTER CONTINUITY OF CARE?

CHC Plans will have a network of providers under contract.

- If your current provider is under contract with the one you choose, you can keep your provider.
- If your current provider is not under contract, you will be asked to choose a new provider.
- You can continue to use your Medicare providers.





# WHAT IF I HIRE & MANAGE MY DIRECT CARE WORKER?

Under Community HealthChoices participants can keep their direct care workers & continue to work with the financial management service as they do today.





# WILL I LOSE SERVICES?

No, you might actually gain some.

- CHC plans must honor participant preferences to live in the community if they want.
- If you are in the community or transition from an nursing facility to the community, the CHC plans must have services in place to make this possible.

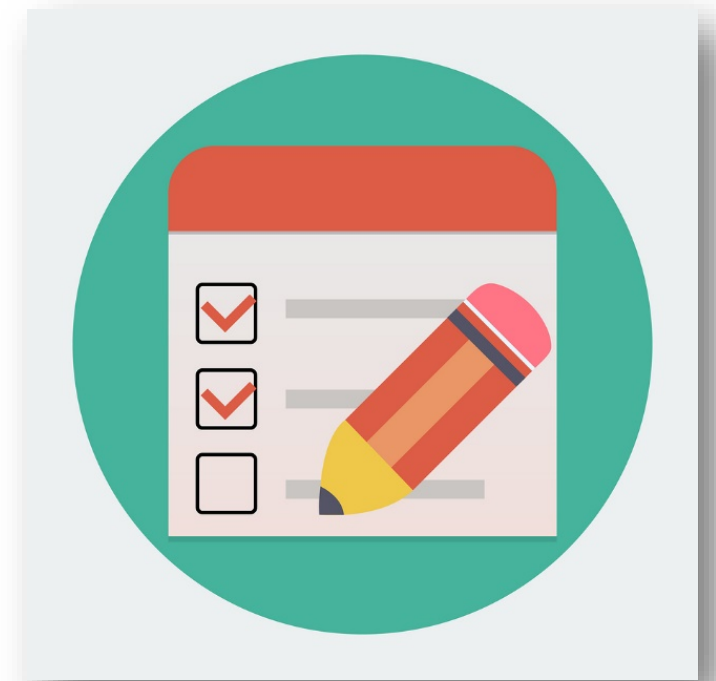


# BEHAVIORAL HEALTH SERVICES

- Provided through existing behavioral health plans.
  - Unless you choose the LIFE Program & Behavioral Health is included.
- **NEW** for individuals living in nursing facilities & Aging Waiver participants.
- CHC plan coordinates all services.

# NEXT STEPS

So, what do you  
need to do now?





# DID YOU GET THIS LETTER IN THE MAIL?



Community  
**HealthChoices**

Community HealthChoices  
PO Box 61440  
Harrisburg, PA 17106-1440

Hasler  
10/06/2017  
US POSTAGE \$000.42<sup>3</sup>

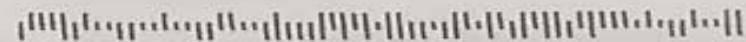


FIRST-CLASS MAIL  
AUTO  
ZIP 20189  
011E11670843

**Important information about  
your health care choices.**

*Open now!*

IAQASMB 15650





# HOW DO I ENROLL?

Pennsylvania uses an Independent Enrollment Broker (IEB) to:

- Walk you through the enrollment process
- Help in selecting a CHC plan
- Provide & discuss options (often by asking about current providers & preferences.)

# CONTACT PENNSYLVANIA'S IEB



**1-844-824-3655**

**Open Monday through Friday 8 am-6 pm**

**[www.enrollchc.com](http://www.enrollchc.com)**

# HOW DO I CHOOSE A PLAN?

- ✓ Make a list of your providers
- ✓ Use the Health Plan Comparison Chart
- ✓ Contact the Independent Enrollment Broker



## Health Plan Comparison Chart

For participants who can get physical and behavioral health benefits, and are eligible for Medicaid long-term services and supports (LTSS)

 AmeriHealth Caritas Pennsylvania 1-855-235-5115 TTY: 1-855-235-5112 www.amerihhealthcaritaschc.com	
<b>Co-pays:</b>	
<b>Ambulance</b>	
▪ Per trip	\$ 0
<b>Dental care</b>	\$ 0
<b>Inpatient hospital</b>	
▪ Per day	\$ 3
▪ Maximum with limits	\$ 21
<b>Medical centers</b>	
▪ Ambulatory surgical center	\$ 3
▪ Federal Qualified Health Center or Regional Health Center	\$ 0
▪ Independent medical/surgical center	\$ 3
▪ Short procedure unit	\$ 3
<b>Medical equipment</b>	
▪ Purchase	Sliding scale
▪ Rental	\$ 0
<b>Medical visits</b>	
▪ Certified nurse practitioner	\$ 0
▪ Chiropractor	\$ 1
▪ Doctor	\$ 0
▪ Optometrist	\$ 0
▪ Podiatrist	\$ 1
<b>Outpatient hospital</b>	
▪ Per visit – outpatient surgical, except maternity	\$ 3
▪ Per visit – non-surgical or diagnostic	\$ 0
<b>Prescriptions</b>	
▪ Generic	\$ 1
▪ Brand name	\$ 3
<b>X-rays</b>	
▪ Per service	\$ 1

 pa health & wellness 1-844-626-6813 TTY: 1-844-349-8916 www.PAHealthWellness.com	
<b>Co-pays:</b>	
<b>Ambulance</b>	
▪ Per trip	\$ 0
<b>Dental care</b>	\$ 0
<b>Inpatient hospital</b>	
▪ Per day	\$ 0
▪ Maximum with limits	\$ 0
<b>Medical centers</b>	
▪ Ambulatory surgical center	\$ 0
▪ Federal Qualified Health Center or Regional Health Center	\$ 0
▪ Independent medical/surgical center	\$ 0
▪ Short procedure unit	\$ 0
<b>Medical equipment</b>	
▪ Purchase	\$ 0
▪ Rental	\$ 0
<b>Medical visits</b>	
▪ Certified nurse practitioner	\$ 0
▪ Chiropractor	\$ 0
▪ Doctor	\$ 0
▪ Optometrist	\$ 0
▪ Podiatrist	\$ 0
<b>Outpatient hospital</b>	
▪ Per visit – outpatient surgical, except maternity	\$ 0
▪ Per visit – non-surgical or diagnostic	\$ 0
<b>Prescriptions</b>	
▪ Generic	\$ 0
▪ Brand name	\$ 3
<b>X-rays</b>	
▪ Per service	\$ 0

UPMC Community HealthChoices 1-844-833-0523 TTY: 1-866-407-8762 www.upmhealthplan.com/chc	
<b>Co-pays:</b>	
<b>Ambulance</b>	
▪ Per trip	\$ 0
<b>Dental care</b>	\$ 0
<b>Inpatient hospital</b>	
▪ Per day	\$ 3
▪ Maximum with limits	\$ 21
<b>Medical centers</b>	
▪ Ambulatory surgical center	\$ 3
▪ Federal Qualified Health Center or Regional Health Center	\$ 0
▪ Independent medical/surgical center	\$ 2
▪ Short procedure unit	\$ 3
<b>Medical equipment</b>	
▪ Purchase	\$ 0
▪ Rental	\$ 0
<b>Medical visits</b>	
▪ Certified nurse practitioner	\$ 0
▪ Chiropractor	\$ 2
▪ Doctor	\$ 0
▪ Optometrist	\$ 0
▪ Podiatrist	\$ 2
<b>Outpatient hospital</b>	
▪ Per visit – outpatient surgical, except maternity	\$ 3
▪ Per visit – non-surgical or diagnostic	\$ 2
<b>Prescriptions</b>	
▪ Generic	\$ 1
▪ Brand name	\$ 3
<b>X-rays</b>	
▪ Per service	\$ 1

### Physical and behavioral health benefits

All CHC participants can get **physical** and **behavioral** health benefits. Your **physical** benefits are listed below. A behavioral health managed care organization will provide your **behavioral** health benefits.

You will get these **physical** health benefits from your CHC health plan:

- Certified registered nurse practitioner services
- Chiropractic services
- Clinic services
- Crisis services
- Contact lenses and eyeglass frames and lenses for persons with aphakia (no eye lens)
- Dental care services
- Durable medical equipment
- Emergency room and ambulance services
- Family planning services and supplies
- Federally qualified health center services and rural health clinic services
- Home health services
- Hospice services
- Inpatient hospital services
- Laboratory services
- Maternity care from a doctor, certified nurse, midwife or birth center
- Medical supplies
- Mobile mental health treatment
- Non-emergency transportation to and from covered services
- Nursing facility services
- Nutritional supplements
- Optometrist services
- Outpatient hospital services
- Peer support services
- Podiatrist services
- Prescription drugs
- Primary care practitioner (PCP) and physician services
- Prosthetics and orthotics (orthopedic shoes and hearing aids are not covered)
- Renal dialysis services
- Physical, occupational, speech, and rehabilitative therapy and rehabilitative services, when provided by a hospital, outpatient clinic or home health provider
- Quitting smoking or tobacco use
- X-rays, MRIs and CTs

Please turn the page for added benefits ►►

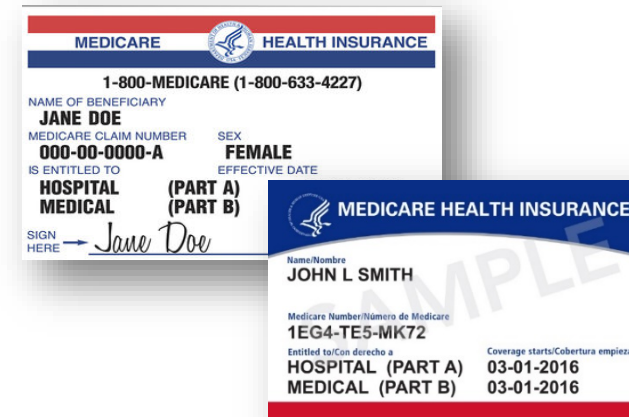
# THINGS TO CONSIDER WHEN CHOOSING A PLAN:

## If You Have Both Medicare & Medicaid

Any extra benefits?

What providers are in the network?

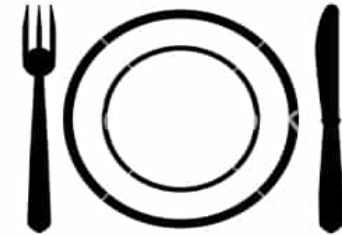
Or, is the LIFE Program a better option for me?



# THINGS TO CONSIDER WHEN CHOOSING A CHC PLAN:

## Receiving Home and Community-Based Services

Which agencies help me get services now?



Are they in network?





# THINGS TO CONSIDER WHEN CHOOSING A CHC PLAN:

## Lives in Nursing Home

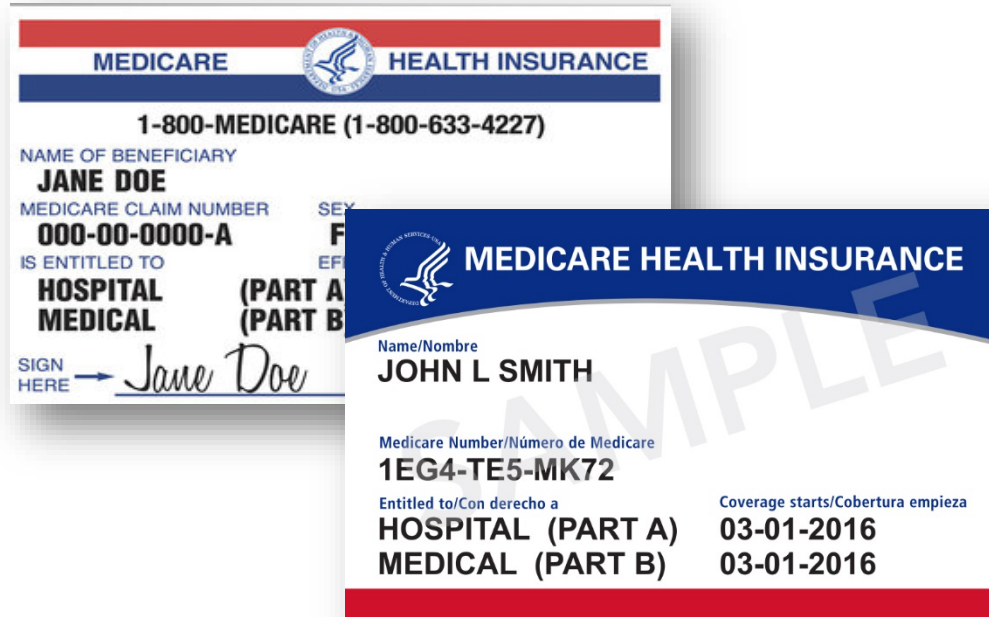
Is my nursing home in network?

How much help can I get to transition back home?



# IMPORTANT!

CHC does **NOT** replace or take away your Medicare



Your Medicare and Medicaid will now work **BETTER** together



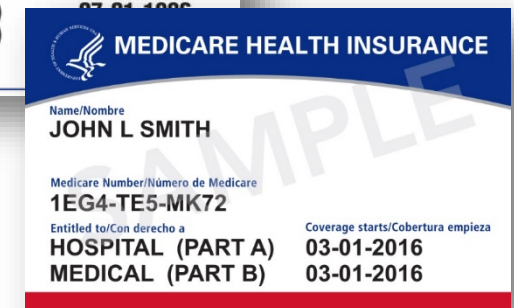
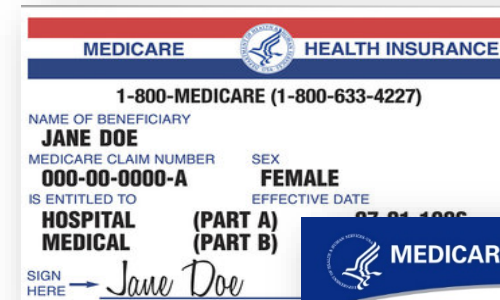
# MORE ON MEDICARE

You may choose to change your Medicare – but you do **NOT** have to.

Continue to have all of the Medicare options available today.

You may choose to have the same plan for both Medicaid & Medicare, or they can be different.

Medicare will continue to cover the same services with the same providers that it does today.

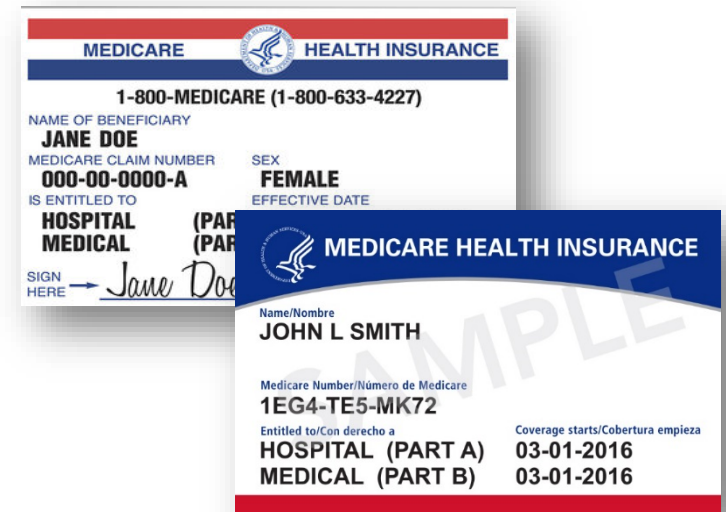


# EVEN MORE ON MEDICARE

Each health plan will also offer a Medicare plan. Like today, enrolling in one of these plans is voluntary.

Some people find that having one company for both Community HealthChoices & Medicare works best for them.

If you have a different company for Medicare, your CHC plan will still work with your Medicare plan & providers.



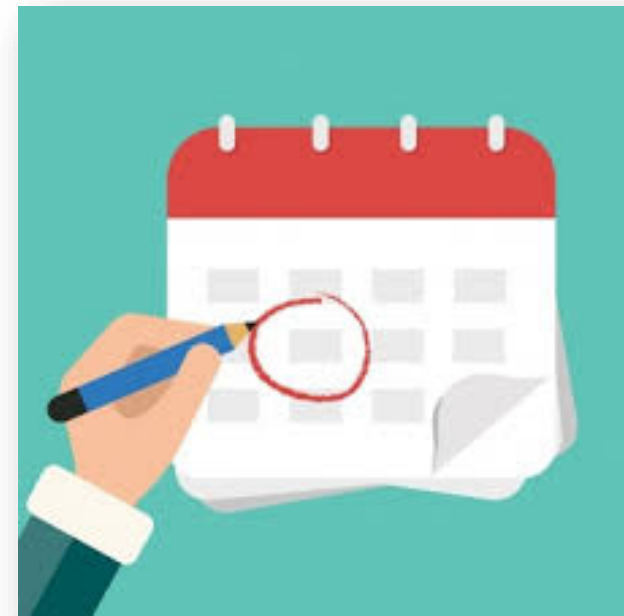
# MEDICARE PLANS

If you have original Medicare or any of these Medicare plans you do not need to make a change to your Medicare coverage:

- ✓ Advantra Cares
- ✓ Allwell Dual Medicare
- ✓ AmeriHealth Caritas VIP Care
- ✓ Cigna-HealthSpring TotalCare
- ✓ Gateway Health Medicare Assured Diamond or Ruby
- ✓ Geisinger Gold Secure Rx
- ✓ Health Partners Medicare Special
- ✓ Humana Gold Plus
- ✓ Keystone VIP Choice
- ✓ United Healthcare Dual Complete
- ✓ United Healthcare Dual Complete ONE
- ✓ UPMC for Life Dual

# IMPORTANT ENROLLMENT DATES

- ✓ Choose your plan by the date that's on your letter.
- ✓ If you do not choose a plan the state will choose one for you which you then can change if you like.
- ✓ You can change your plan in the future if you wish.



# WHAT HAPPENS ONCE I'M ENROLLED?

Get a new card & member handbook



Keep your ACCESS card!



Tell your plan what you need (health risk screening)

Continue getting your home & community-based services or nursing home care.



# LIVING INDEPENDENCE FOR THE ELDERLY (LIFE)

## LIFE is an alternative to Community HealthChoices

A team-based, holistic care for older adults who want to live independently, but want to stay connected in the community.



### Who Qualifies?

- ✓ Ages 55+
- ✓ Financially eligible
- ✓ Need long-term care
- ✓ Can live safely at home with long-term services



To find a LIFE Center near you  
1-800-753-8827

[www.dhs.pa.gov/citizens/LIFE](http://www.dhs.pa.gov/citizens/LIFE)

# WHERE TO TURN FOR HELP AFTER TODAY:

## Independent Enrollment Broker (IEB)

Compare CHC plans, look up your providers, enroll  
1-844-824-3655

## Apprise (through Area Agency on Aging)

Compare Medicare plans, get free on-on-one help  
1-800-783-7067

## Long-Term Living Participant Hotline

Questions, concerns about home based waiver services  
1-800-757-5042