

PCCM Availability – First Mailing

MM/DD/YYYY

Dear HUSKY A Member,

As a HUSKY member in the Waterbury area, you now have an additional health care option available for your family.

While you still have the option of receiving services through one of our three managed care health plans, starting February 1, 2009, you have the added option of receiving services through a new model called Primary Care Case Management (PCCM). This is a pilot program authorized through the legislature. We are starting this program for some HUSKY members in the Willimantic and Waterbury areas. Later, we expect to expand PCCM as an option for HUSKY members statewide.

In the PCCM pilot, physicians and other providers have agreed, in a contract with the Department of Social Services, to provide services that would normally be provided by our managed care health plans. As of today, there are some providers in your area who have agreed to participate in PCCM. In order to enroll in the pilot PCCM, you or someone in your family must currently be under the care of a primary care provider (PCP) who is participating in PCCM. You have received this notice because one of our PCCM providers gave us your name so we could tell you about this option.

PCCM offers the same healthcare services as you currently receive, except that you enroll directly with a Primary Care Provider instead of with a managed care health plan.

If you would like to change to the new PCCM option, you need to choose a PCCM Primary Care Provider for each HUSKY A-eligible member of your family. For example, you may want to enroll your child with a pediatrician and choose an internal medicine doctor for yourself.

General information about PCCM

- The provider(s) you choose as your family's Primary Care Provider(s) must be enrolled with DSS as PCCM-participating provider(s).
- If you choose to enroll in PCCM, each member of your household enrolled in HUSKY must be enrolled with a PCCM Primary Care Provider; but you can choose different PCCM PCPs for each member of your household enrolled in HUSKY
- Your PCCM Primary Care Provider is required to provide case management and coordinate your care. All of the other healthcare providers you use must be enrolled with Medicaid.

- Your PCCM Primary Care Provider's office will help you get appointments with specialists and follow up on your medical conditions.
- Your PCCM Primary Care Provider's office will assist you with appointment scheduling and arranging for transportation to your medical appointments.
- Your PCCM Primary Care Provider's office will offer some evening, weekend hours, and/or early morning hours on weekdays.
- Your PCCM Primary Care Provider is required to have same or next day appointments available for urgent care.

Before you decide whether or not to change to PCCM, you should find out if your Primary Care Provider participates in PCCM. You can:

- Call your PCP directly and ask if he/she is participating in PCCM
- See if your PCP is on the enclosed list
- Call the HUSKY Program at 1-800-511-6874.

To find out if your other providers (specialists such as neurologist, orthopedist, ophthalmologist, optometrist, etc.) are participating with Medicaid, you can:

- Call your medical provider and ask if they accept Medicaid.
- Check the Medicaid website at www.ctdssmap.com.

If one or more of your other current providers, such as specialists, do not participate in Medicaid, they have the option of joining Medicaid; or your Primary Care Provider will refer you to other providers who do participate in Medicaid.

Special information if you are currently a BlueCare Family Plan or Traditional Medicaid member:

You should have received a notice asking you to choose another plan because BlueCare Family Plan and Traditional Medicaid will no longer be part of the HUSKY program as of February 1, 2009. **You must choose one of the current health plans -- Aetna Better Health, AmeriChoice by UnitedHealthCare or Community Health Network of CT -- or enroll in PCCM. If you do not make a choice by January 30, 2009, we will assign you to one of the three health plans.** (Please note that our previous notice listed January 28, 2009, as this date. You also have the option to choose a different plan or join PCCM at any time after January 30, 2009. This is because the HUSKY program allows you the freedom of choice of health plans at any time.)

If you did not receive a notice informing you that you must change out of Blue Care Family Plan or Traditional Medicaid, please call the HUSKY Program at 1-800-511-6874.

If you are currently a member of Aetna Better Health, AmeriChoice by UnitedHealthCare or Community Health Network of CT and you wish to stay with your health plan, you do not have to do anything. Your health plan enrollment and your health care services will continue and your Primary Care Provider will remain. You also have the option to choose a different plan or join PCCM at any time.

If you would like to change to PCCM:

- fill out the enclosed enrollment form and mail it in the enclosed envelope to the HUSKY program as soon as possible;
- fax the form to 860-282-5579; or
- call the HUSKY Enrollment Center at 1-800-511-6874 with your selection. A HUSKY representative will help you.

Remember, whether you choose the new PCCM option or are in a health plan, you will still receive the same benefit package including:

- Medical check-ups
- Immunizations or “shots” at the right age
- Blood and laboratory tests when necessary
- Vision and hearing check-ups
- Hospitalizations
- Maternity and newborn care
- Urgent and emergency care
- Help finding healthcare providers and scheduling appointments
- Free transportation if you need help getting to appointments

Please note that mental health and substance abuse services, pharmacy, and dental coverage will remain the same, whether or not you change to PCCM or are in a health plan.

Thank you and best regards.

Sincerely,

The HUSKY Program
Connecticut Department of Social Services