

Western Massachusetts

Health Access Network Notes



COMMUNITY PARTNERS, INC.

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Jones Library – Amherst, MA

GUEST PRESENTERS:

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Questions:

How do I find out if my client's provider is a part of a particular plan? If that provider is not currently in the plan, what are the chances they may join?

- Most plans have a doctor finder tool. Click here to view the Community Partners [doctor finder page](http://www.compartners.org/pdf/news/11-17-06_cc_docfinder.pdf) (http://www.compartners.org/pdf/news/11-17-06_cc_docfinder.pdf).
- Some plans are actively recruiting new providers. If your client's provider is not a member of a particular plan, your client or provider can contact the plan for options.

Is geographic location taken into consideration when clients are auto-enrolled into a plan?

- Clients will be assigned based on service areas, but these are broad categories that may not mean a plan is close enough to a particular locale.

How do you change plans? How long does it take?

- Enrollees will have 60 days to change health plans for any reason. After the 60-day period has passed, you may only change your health plan for the following reasons:
 - you move and your new address is outside of your health plan's service area
 - you demonstrate to the Connector that your health plan has not provided you with access to health-care providers that meet your health-care needs over time, even after you have asked the health plan for help
 - your primary care provider is no longer part of the health plan you enrolled in or there is a significant change in the health plan's group of providers

- If you switch plans during the first 28 days of the month, the new plan takes effect on the first business day of the next month. If you switch after the 28th day of a given month, the new plan takes effect the first business day of the second following month.

How does someone switch plans?

- Clients can call 1-877-MA-ENROLL to request help in switching plans.

What drugs are covered under Commonwealth Care?

- Network Health & BMC HealthNet's formularies are based on their MassHealth formularies.
- Fallon & NHP's formularies follow their commercial formularies.
- Each plan's formularies can be found on their websites.

Will the Uncompensated Care Pool act as a wrap for Commonwealth Care?

- The UCP does wrap other private insurance.
- Whether it will wrap Commonwealth Care has not been resolved yet. The Connector is working with staff from the Division of Health Care Finance & Policy to work out details of this question.
- Some advocates feel the question has already been answered, and that UCP must wrap under current rules, and encourage providers to bill the Pool in these situations.