



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION
BUREAU OF TENNCARE
310 Great Circle Road
Nashville, Tennessee 37243

IMPORTANT MEMO

DATE: October 1, 2014

TO: LTSS Stakeholders

FROM: Rachel Turner, Assistant Deputy, Quality & Administration
Division of Long-Term Services & Supports (LTSS)

CC: Patti Killingsworth, Chief of LTSS/Assistant Commissioner
Michelle Morse-Jernigan, Deputy Quality & Administration
Mandy Johnson, Director, Elderly & Disabled Adult Services

SUBJECT: CHOICES Member Reassignment

In Tennessee, there are three Managed Care Organizations (MCO) contracted with the Bureau of TennCare to coordinate health care and long-term care service needs for Medicaid recipients. Those MCOs are AMERIGROUP, BlueCare and United Healthcare Community Plan (UHC). There are currently two MCOs serving members in each grand region of the state. Starting January 1, 2015, all three MCOs will begin serving members in each grand region of the state. This will allow members more choices regarding MCO selection in each region, and also provide greater continuity of care should a member move from one region of the state to another.

As part of the transition to statewide contracts, TennCare will reassign approximately 1/3 of the TennCare population, including CHOICES enrollees, to the MCO that will be new in each grand region. Members in East and West Tennessee will transition from BlueCare and UHC to AMERIGROUP; members in Middle Tennessee will transition from AMERIGROUP and UHC to BlueCare. (Members with an intellectual disability enrolled in one of the home and community based services waivers operated by the Department of Intellectual and Developmental Disabilities or receiving services in an ICF/IID (Intermediate Care Facility for Individuals with Intellectual Disabilities) will **not** be reassigned in this process.)

The purpose of this memo is to provide you with information on the TennCare pre-selection notice that will be mailed today, October 1, 2014 to CHOICES members selected for reassignment. The notice has been attached for your reference.

Because CHOICES members have a Care Coordinator and are receiving long-term services and supports, we want to ensure that CHOICES members have more time to get to know their new MCO before the transition occurs. We also want to allow the new MCO time to ensure a seamless transition of the member's long-term services and supports on January 1st.

CHOICES members selected for reassignment will receive two notices. The first notice will tell them they have been selected to move to a new MCO and who the new MCO will be. It will allow the MCO time to begin working with that member to encourage them to move to the new plan, and to make sure their services will continue without interruption. TennCare encourages members who have been selected for reassignment to take time between receipt of the October 1st notice and January 1, 2015 to get to know their new MCO and ask questions to ensure they can continue to receive services from their preferred providers. TennCare also strongly discourages LTSS providers and other stakeholders from attempting to influence members' decisions regarding reassignment. It is important that members have opportunity to make an independent and informed decision once they have opportunity to get to know their new MCO.

The second notice will be mailed around November 14th. The second notice is the same notice that will be mailed to TennCare members who are not in CHOICES that have also been selected for reassignment. The second notice will tell members how to opt out of reassignment if they do not want to change to the new MCO. It will include a form members can complete and send to TennCare if they want to stay in their current MCO.

If any member selected for reassignment to another MCO does not want to transition, s/he will be given an opportunity to opt out of the reassignment before it occurs and remain with their current MCO. Members who do not opt out *before* reassignment will also have a 45-day period *after* their reassignment in which they may request to move back to their previous MCO. However, requests received by TennCare once the transition has occurred will be effective once they are received and processed (they cannot be retroactive).

A second group of CHOICES members will be transitioned in April 2015, using a similar two-notice process. Members not moving until April 1, 2015 will not receive their first notice until around January 1, 2015. (They are scheduled to mail on December 31st, 2014.) The second notice for this group will mail around February 13, 2015. Transitioning CHOICES members in two separate groups will allow MCOs to focus more time on each group in order to help make their transition as seamless as possible.

In the months leading up to reassignment, we anticipate that members will have questions related to the member reassignment process. The member's current and new MCO is prepared to answer any member reassignment questions the member may have and assist the member in preparing for transition to their new MCO. If you receive questions or concerns from a member, please refer them to their current or new MCO.

For questions or concerns related to the CHOICES Member Reassignment, please contact Rachel Turner at Rachel.turner@tn.gov.

We appreciate your assistance in partnering with us to help make this as seamless a transition as possible for the people we work together to serve.

Frequently Asked Questions Regarding Member Reassignment

Why are members being reassigned to another MCO?

There are currently two MCOs serving members in each grand region of the state. Starting January 1, 2015, all three MCOs will begin serving members in each grand region of the state. This will allow members more choices regarding MCO selection in each region, and also provide greater continuity of care should a member move from one region of the state to another. As part of the transition to statewide contracts, TennCare will reassign approximately 1/3 of the TennCare population, including CHOICES enrollees, to the MCO that will be new in each grand region. This will allow each MCO to start out with roughly the same number of members.

When will members who are reassigned actually start receiving services from their new MCO?

January 1, 2015. For the second group of CHOICES members who will receive their first notice after the first of the year, the start date with the new MCO is April 1, 2015.

Why are CHOICES members getting 2 notices?

Because CHOICES members have a Care Coordinator and are receiving long-term services and supports, we want to ensure that CHOICES members have more time to know their new MCO before the transition occurs. We also want to allow the new MCO time to ensure a seamless transition of the member's long-term services and supports on January 1st.

So, CHOICES members selected for reassignment will receive 2 notices. The first notice will tell them they have been selected to move to a new MCO and who the new MCO will be. It will allow the MCO to begin working with that member to encourage them to move to the new plan, and to make sure their services will continue without interruption. TennCare encourages members who have been selected for reassignment to take the time between receipt of the October 1st notice and January 1, 2015 to get to know their new MCO and ask questions to ensure they can continue to receive services from their preferred providers.

The second notice will be mailed around November 14th. The second notice is the same notice that will be mailed to TennCare members who are not in CHOICES that have also been selected for reassignment. The second notice will tell members how to opt out of reassignment if they do not want to change to the new MCO. It will include a form members can complete and send to TennCare if they want to stay in their current MCO.

What if a CHOICES or other TennCare member doesn't want to move?

If any member selected for reassignment to another MCO does not want to transition, s/he will be given an opportunity to opt out of the reassignment before it occurs and remain with their current MCO. Members who do not opt out *before* reassignment will also have a 45-day period *after* their reassignment in which they may request to move back to their previous MCO. (They can only move back to their previous MCO; they can't choose a different MCO until their open enrollment period.) However, requests received by TennCare once the transition has occurred will be effective once they are received and processed (they cannot be retroactive).



STATE OF TENNESSEE
<Health Care Finance and Administration>
<P.O. Box 305240>
<NASHVILLE, TENNESSEE 37230-5240>

Do you need special help?

- Call <1-855-259-0701> for free, or
- See the “Do You Need Special Help?” page with this letter. It tells you where to call.

Se incluye la versión en español

You will be getting a new TennCare health plan in 2015.

Starting January 1, 2015, <new MCO> will be the new health plan for the person(s) listed below:

<<NAM>> <<SSN>>

Why are you getting a new health plan? Right now there are 2 TennCare health plans in each region. Starting January 1, 2015, all 3 TennCare health plans will serve members in all regions of the state. They are Amerigroup, BlueCare and United Healthcare Community Plan. Some people will move into <new MCO> when it starts serving members in the <East/West/Middle> region on January 1, 2015. (<New MCO> is not new to TennCare. It is **only** new to this region.)

You have been picked to move into <new MCO>. You’re a CHOICES member getting nursing home care or home care. So, we are telling you about this move early. Do other family members in your home also have TennCare? We’ll send another letter in a few months that tells you if other family members will move too. Because you’re in CHOICES, we want to give you more time to get to know your new health plan. You should be hearing from them soon. They will work with you to make sure you keep getting the physical, mental health, and long-term care you need.

Do you have **Medicare and Medicaid**? If so, you may be moving to a new health plan so you’ll have the **same health plan** for **Medicare and Medicaid**. If <new MCO> is your health plan for **Medicare and Medicaid**, they can help you get the care you need from **both** programs.

Until December 31, 2014, you’ll still be in <current MCO>. But, your new health plan will be learning about you and the help you need.

Starting January 1, 2015, you’ll move to <new MCO>. Until at least January 31, 2015, you will keep getting the same long-term care services you get now. And, you can get them from the same nursing home or home care providers that you use today.

What happens after January 31, 2015? If your nursing home or home care providers take your new health plan, you won’t have to change. What if they don’t sign up to take your new health plan? Then <new MCO> will help you pick new providers to give your care.

Be sure to ask <new MCO> if your nursing home or home care providers are signed up with them. You may also want to ask if your doctors, clinics and other places you get care take your new health plan.

If you decide you don't want a new health plan

We hope you'll want to move to <new MCO>. You have time to get to know them before you decide. What if you decide you don't want to move to <new MCO>? You will get another letter around December 1, 2014. You will have 30 days after you get that letter to tell TennCare you don't want to move. The letter will tell you what you must do if you want to stay in the health plan you have now.

Do you have questions? Do you need help with this letter? Is it because you have a health, mental health, or learning problem or a disability? Or, do you need help in another language? If so, you have a right to get help, and we can help you. Call **TennCare Solutions** for free at **1-800-878-3192**.

- **Do you have a mental illness and need help with this letter?**
The TennCare Advocacy Program can help you.
Call them for free at **1-800-758-1638**.

We do not allow unfair treatment in our program.

No one is treated in a different way because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help? You can make a **free call** to the <**Tennessee Health Connection**> at <**1-855-259-0701**>.

Attachments:

Do You Need Special Help?

TN A003

Foreign Language Assistance

TN A014