
Physical Health *HealthChoices* Contract Implementation

July 14, 2022



HealthChoices Implementation

Discussion Items



- Highmark Wholecare – Who We Are
- *HealthChoices* in PA Medical Assistance Program
- New PH *HealthChoices* Contract – Overview
- Contract Implementation Timeline
- Current PH HealthChoices Map
- Current and Future PH *HealthChoices* MCO Options – By Zone
- Stakeholder Impact
- Closing
- Key Contacts

Highmark Wholecare

Who We Are



- Highmark Wholecare, formerly known as Gateway Health, is a long-standing Medicaid and Medicare Advantage MCO, holistically serving vulnerable Pennsylvanians for 29 and 16 years respectively
- Based in Pittsburgh, Highmark Wholecare has a current enrollment of over 360,000 members across the Commonwealth
- Highmark Wholecare partners with a robust network of providers including Allegheny Health Network (AHN), UPMC, Penn State Health, Lehigh Valley Health Network (LVHN) and others to provide the best care wherever our members need it
- Highmark Wholecare is committed to achieving improved health outcomes focused on a variety of priorities:
 - Value based strategies
 - Care management innovation and resources
 - Operational excellence, supporting members and providers
 - Identifying and qualifying emerging risk

HealthChoices in PA

Medical Assistance Program



- Behavioral Health *HealthChoices* Program
 - Administered by Office of Mental Health and Substance Abuse Services (OMHSAS)
- Community *HealthChoices* Program
 - Administered by the Office of Long Term Living (OLTL)
- **Physical Health *HealthChoices* Program**
 - Administered by the Office of Medical Assistance Programs (OMAP)

New PH HealthChoices Contract

Overview

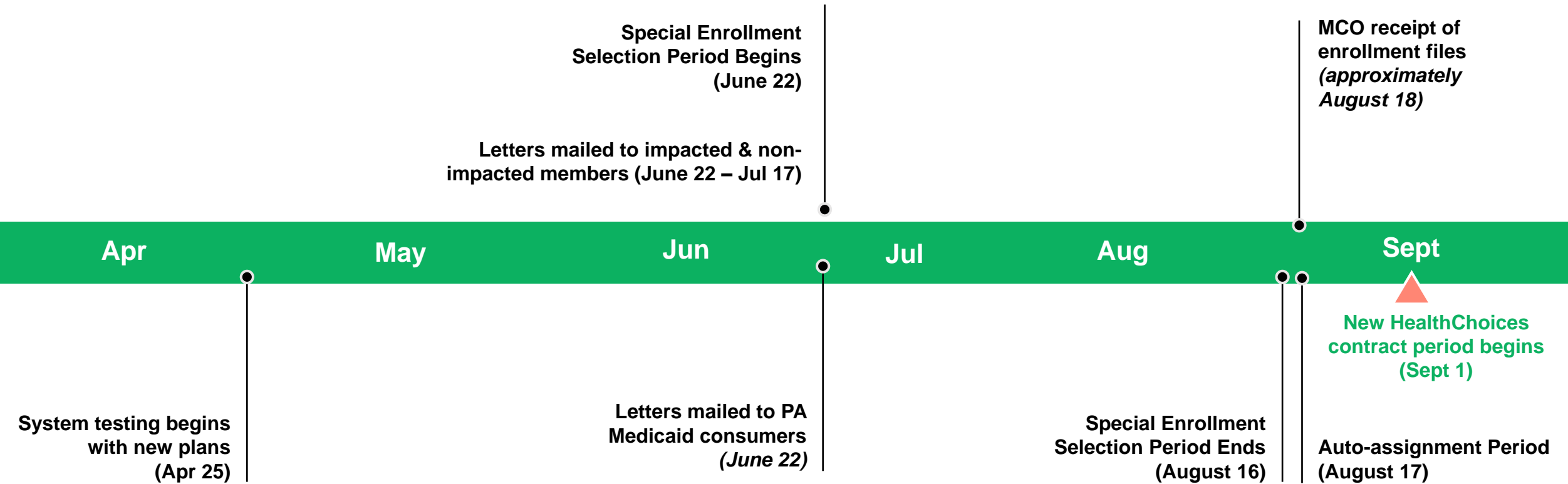


- On September 1, 2022, the PA Department of Human Services (DHS) will begin a new contract period for its Medicaid physical health (PH) HealthChoices Program
- Unprecedented programmatic change in PH the *HealthChoices* Program
- The new contract period will result in a change of Medicaid Managed Care Organization (MCO) options available in each of the five PH HealthChoices zones
- Prior to the implementation of the new contract, all current Medicaid PH-MCO consumers will have an opportunity to select any Medicaid MCO offered in their respective zone between June 22 and August 16, 2022
 - Members happy with their plan do not have to select a new plan, so long as their current plan is still serving their zone
 - Approximately 500,000 Medicaid PH-MCO members will need to select a new Medicaid PH-MCO due to the new contract
 - Members who do not select a health plan and whose current health plan is no longer serving their zone will be auto-assigned a health plan on August 17, 2022
- PH-MCOs are partnering to educate healthcare stakeholders including plan members, providers, and Community Based Organizations (CBOs) through a variety of communication channels and messages

Contract Implementation Timeline



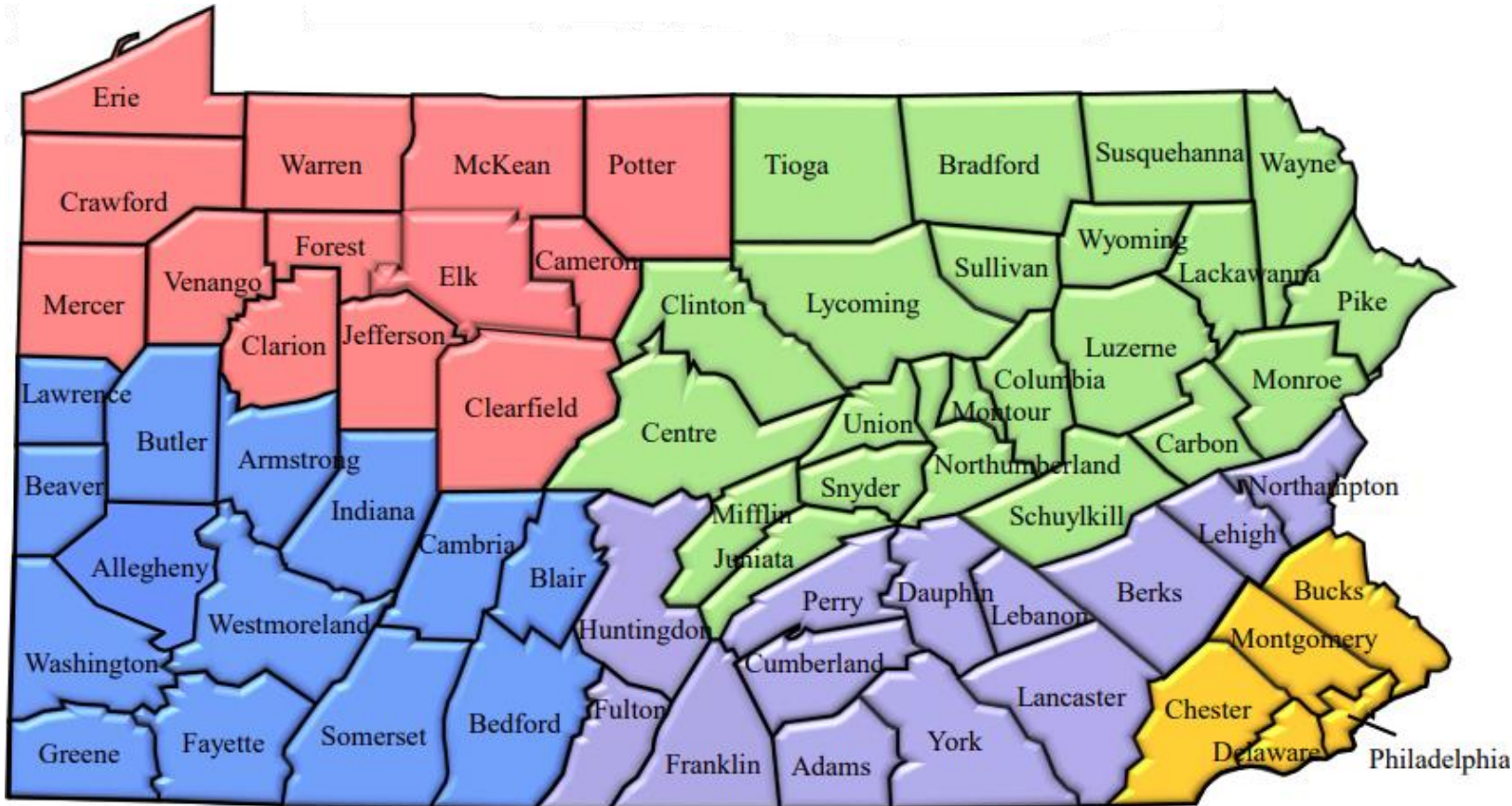
Key Program Dates



¹ Letter distribution will be staggered over a two week period

Current PH HealthChoices Map

All Zones (Through August 31)



- HealthChoices Southeast**
Aetna, Health Partners, Keystone First, United
- HealthChoices Southwest**
Aetna, Highmark Wholecare, United, UPMC
- HealthChoices New West**
AmeriHealth, Aetna, Highmark Wholecare, UPMC
- HealthChoices Lehigh/Capital**
AmeriHealth, Aetna, Highmark Wholecare, United, UPMC
- HealthChoices New East**
AmeriHealth, Aetna, Geisinger

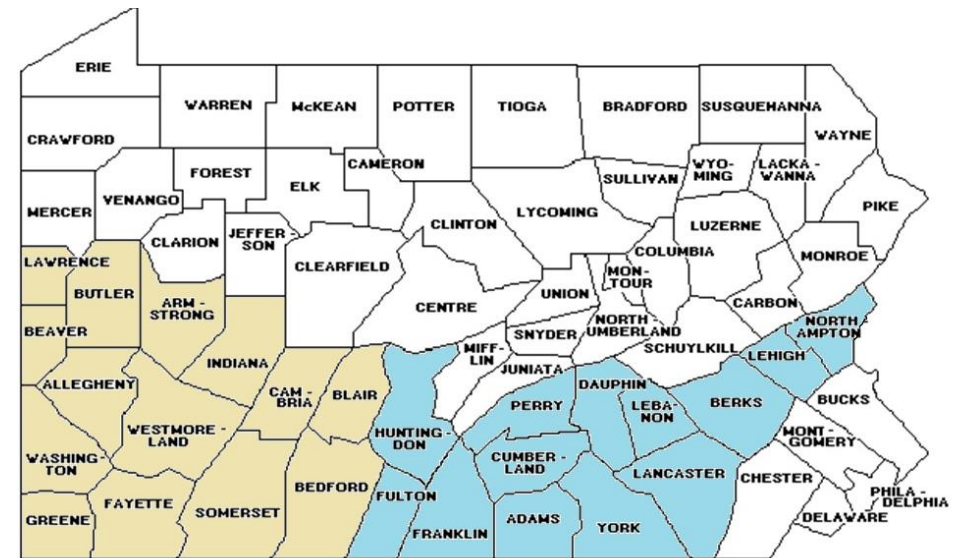
New PH HealthChoices Contract

Highmark Wholecare Zone Map (Sept 1)



Zone	Current MCO Options (Through 8/31/22)	Future MCO Options (Effective 9/1/22)
Lehigh / Capital	<ol style="list-style-type: none"> 1. Highmark Wholecare (formerly Gateway Health) 2. AmeriHealth Caritas 3. UPMC 4. Aetna Better Health 5. United Health Care 	<ol style="list-style-type: none"> 1. Highmark Wholecare (formerly Gateway Health) 2. AmeriHealth Caritas 3. UPMC 4. Geisinger Health Plan 5. Health Partners Plans
Southwest	<ol style="list-style-type: none"> 1. Highmark Wholecare (formerly Gateway Health) 2. UPMC 3. Aetna Better Health 4. United Health Care 	<ol style="list-style-type: none"> 1. Highmark Wholecare (formerly Gateway Health) 2. UPMC 3. AmeriHealth Caritas 4. Geisinger Health Plan 5. Health Partners Plans
Northwest	<ol style="list-style-type: none"> 1. AmeriHealth Caritas 2. UPMC 3. Highmark Wholecare (formerly Gateway Health) 4. Aetna Better Health 	<ol style="list-style-type: none"> 1. AmeriHealth Caritas 2. UPMC 3. Geisinger Health Plan 4. Health Partners Plans
Southeast	<ol style="list-style-type: none"> 1. Health Partners Plans 2. Keystone First (AmeriHealth) 3. United Health Care 4. Aetna Better Health 	<ol style="list-style-type: none"> 1. Health Partners Plans 2. Keystone First (AmeriHealth Caritas) 3. United Health Care 4. Geisinger Health Plan 5. UPMC
Northeast	<ol style="list-style-type: none"> 1. AmeriHealth Caritas 2. Geisinger Health Plan 3. Aetna Better Health 	<ol style="list-style-type: none"> 1. AmeriHealth Caritas 2. Geisinger Health Plan 3. Health Partners Plans 4. UPMC

Future Highmark Wholecare Zones:



- Southwest Zone (14 Counties)
- Lehigh Cap Zone (13 Counties)

New PA PH HealthChoices Contract Implementation

Stakeholder Impact



Stakeholder	Impact
Medicaid PH-MCO Members	<ul style="list-style-type: none">• Current United Health Care members in the Lehigh / Capital and Southwest zones will need to select a new Medicaid PH-MCO between June 22 – August 16 or they will be auto-assigned a new Medicaid PH-MCO on August 17• Current Aetna Better Health members in all 5 zones will have to select a new Medicaid PH-MCO between June 22 – August 16 or they will be auto-assigned to a new Medicaid PH-MCO on August 17• Current Highmark Wholecare members in the Northwest zone will need to select a new Medicaid PH-MCO between June 22 – August 16 or they will be auto-assigned a new Medicaid PH-MCO on August 17• All other members will have the opportunity to select a new Medicaid PH-MCO in their zone, or choose to stay with their current Medicaid PH-MCO
Participating Medicaid PH-MCO Providers	<ul style="list-style-type: none">• Medicaid beneficiaries treated in all five zones may experience a change in Medicaid PH-MCO, potentially affecting access to their current provider(s)<ul style="list-style-type: none">• Members who remain with Highmark Wholecare or select Highmark Wholecare as their new plan will have access to our existing provider network, including AHN, UPMC, Penn State Health, LVHN and others.• Providers in all 5 zones will want to ensure patients covered by Medicaid PH-MCOs exiting the market enroll in another available Medicaid PH-MCO that ensures continuity of care with that provider, or there may be disruption to care patterns• Medicaid beneficiaries enrolled in Medicaid PH-MCOs exiting the market may seek advice in selecting a new MCO from their current providers. Thus, providers and member-facing staff should be prepared to respond to member questions

New PA PH HealthChoices Contract Implementation

Stakeholder Impact



Stakeholder	Impact
Community Based Organizations (CBOs)	<ul style="list-style-type: none">• Medicaid beneficiaries enrolled in Medicaid PH-MCOs exiting the market may seek advice in selecting a new Medicaid PH-MCO. Thus, CBOs and Medicaid beneficiary-facing staff should be prepared to respond to member questions
Medicaid Physical Health Managed Care Organizations (Medicaid PH-MCOs)	<ul style="list-style-type: none">• Medicaid PH-MCOs will likely experience an influx of new members in service zones during and after the Special Enrolment Selection period• Medicaid PH-MCOs exiting zones should expect to follow DHS protocols to support members transitioning to a new Medicaid PH-MCO following self-selection or auto-assignment

New PA PH HealthChoices Contract Closing



- Changes to Medicaid PH-MCO options are anticipated to be effective September 1, 2022.
- All current Medicaid PH-MCO members will have the opportunity to select another Medicaid PH-MCO between June 22 – August 16.
- Approximately **500,000 current Medicaid PH-MCO members will need to select** another Medicaid PH-MCO between June 22 – August 16.
 - Those who don't select another available Medicaid PH-MCO, will be auto-assigned on August 17, 2022.

Important Notes

- The timing of the PH HealthChoices contract implementation could overlap with the end of the current public health emergency (PHE).
- The end of the PHE will prompt the resumption of the Medicaid redetermination process that will dismiss individuals and families determined to be ineligible for the PA Medicaid Program.
- On April 25, 2022, DHS reported that approximately 900,000 Pennsylvanians would be subject to the redetermination process upon the conclusion of the PHE.

Highmark Wholecare will present a future webinar to further explore and summarize the impact of the Medicaid redetermination process that has yet to be finalized.

New PA PH HealthChoices Contract

Key Contacts



- To enroll, constituents can:
 - Contact PA Enrollment Services by phone at (800) 440-3989,
 - Visit www.enrollnow.net, or
 - Download the PA Enrollment Services mobile app (available through the Apple App Store and Google Play)
- For additional information on Highmark Wholecare or the PA PH HealthChoices Program, visit our website at www.highmarkwholecare.com/
 - Look for the 'About Highmark Wholecare' tab
 - Click on 'Legislative Information'
- Or, feel free to reach out directly:

Joe Glinka
Government Affairs Director
Highmark Wholecare
Phone: (412) 255-1336
Email: jglinka@highmarkwholecare.com