



Changes to Medicaid Physical Health (PH) HealthChoices MCO Options For Southwestern PA Effective September 1, 2022

Effective September 1, 2022, there will be changes in the physical health managed care organization (PH-MCO) options available to Medicaid consumers across the state. Medicaid beneficiaries in the Southwest zone— **Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington and Westmoreland counties**—will have new options for care.

Because your legislative district is within this geography, this information is to serve as a resource if any of your impacted constituents should contact you with questions.

Background

PA's Department of Human Services (DHS) has re-procured its PH HealthChoices Program and the new contract per this re-procurement will be effective September 1, 2022. DHS has issued contracts to the Medicaid PH-MCOs who will serve Pennsylvania's most vulnerable citizens for the next five years. The Medicaid PH-MCOs available in some portion or throughout your district will change as follows;

Pre 9/1/22 Medicaid PH-MCO Options	Medicaid PH-MCO Options Effective 9/1/22
Aetna Better Health	AmeriHealth Caritas
Highmark Wholecare (Formerly Gateway Health)	Geisinger Health Plan
United Healthcare	Health Partners Plans
UPMC for You	Highmark Wholecare (Formerly Gateway Health)
	UPMC for You

DHS sent notices to all current Medicaid beneficiaries beginning on June 22 to explain the special enrollment period, how those affected by PH-MCOs leaving the program can choose another PH-MCO and details on how they can enroll. Plan members do not have to choose another plan if their current PH-MCO will still be available in the new plan year.

After receiving the notification letter, all PH HealthChoices members will have the option to select a new PH-MCO by August 16. Plan members do not have to choose another PH-MCO if their current plan will be available in the new plan year.

However, if your constituent is one of approximately 115,000 members enrolled in Aetna Better Health or United Healthcare, he or she will be auto-assigned to a PH-MCO on August 17 if no proactive choice is made.

When making a new PH-MCO selection, we urge your constituents to ensure that they will have access to their current providers and/or health team to ensure continuity of care. Medicaid beneficiaries can confirm that their providers are in a PH-MCO's network by visiting <https://www.enrollnow.net/enroll> or by calling 1-800-440-3989 (TTY: 1-800-618-4225).

FYI: There have been no changes to the provider network due to our name change at Highmark Wholecare. Our members have access to the same benefits and providers as they did before our name change.



Assistance is Available

These changes could prompt constituents to contact you with questions.

For information on available MCOs or questions, individuals can visit the PA Enrollment Services site at <https://www.enrollnow.net/choose/compare-plans> to view and compare available plans in their county or call 1-800-440-3989 (TTY: 1-800-618-4225).

There are four ways to enroll:

1. Online Enrollment: <https://www.enrollnow.net/enroll>
2. Enrollment by Phone: 1-800-440-3989 (TTY: 1-800-618-4225)
Hours: Monday through Friday from 8:00 a.m. to 6:00 p.m.
Customer service offered in multiple languages
3. Download the PA Enrollment Services mobile app (available through the Apple App Store and Google Play)
4. Enrollment by Mail – Completed enrollment forms must be received by August 16, 2022
Enrollment forms should be mailed to:
PA Enrollment Services
P.O. Box 61077
Harrisburg, PA 17106

If you have any questions regarding this programmatic change, please contact Highmark Wholecare Government Affairs Director, Joe Glinka at (412) 255-1336 or jglinka@HighmarkWholecare.com.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association (“Highmark Wholecare”).