Individuals Enrolled Incorrectly in Healthy PA
Private Coverage Option (PCO) Plans

The purpose of this Provider Alert is to share information in a webinar held by OMHSAS for counties and Behavioral Health Managed Care Organizations (BHMCOs) on January 12, 2015.

During December 2014 DHS and OMHSAS received notice from BHMCOs, Counties, and Providers that individuals who had received behavioral health services during 2014 and earlier were slated for PCO enrollment rather than Healthy Plus. The issue relates specifically to some individuals who were eligible for Medical Assistance (MA) under the provisions of General Assistance (GA).

For current General Assistance (GA) recipients:
- In October, two years of MA claims data was reviewed to identify individuals with physical or behavioral health care need.
- Individuals with qualifying physical or behavioral health care needs were considered medically frail and assigned to the Healthy Plus plan, which is delivered through their current HealthChoices Managed Care Organization.
- Individuals who were not identified as having qualifying physical or behavioral health care needs were assigned to the PCO plan; **PCO benefits are not managed by Community Care**.
- In November, current GA recipients, who were not identified as medically frail through claims data, were given the opportunity to complete the health screening tool if they felt that they had complex medical needs.

GA recipients in active behavioral health treatment in 2014 may have been assigned to the PCO due to a lag in claims data. DHS is addressing the issue in partnership with the BHMCOs and Single County Drug and Alcohol Authorities (SCAs). Individuals that have been identified by the BHMCOs and SCAs as being medically frail will be shifted to Healthy Plus and receive coverage through their previous HealthChoices MCO and BHMCO. The review and shift will be completed by January 30th. Counties, BHMCOs and Providers will be able to check status via EVS. DHS will monitor the remediation process through March 2015 (longer if necessary).

**OMHSAS has encouraged the BHMCOs to share the following specific information about how providers can assist individuals impacted by the scenario above:**

Providers who are assisting adults with serious mental illness and/or substance use disorders to apply or re-apply for Medical Assistance are encouraged to use the COMPASS website when submitting applications. Providers should also assist these individuals to accurately complete the new Health Screening Questionnaire so that the individual will be identified as “medically frail”. This will help ensure individuals are assigned to the appropriate managed care option and benefit plan, Healthy Plus. For new applicants, completing the health screening is critical for the identification of individuals who are medically frail. At any time, an individual enrolled in the Healthy or PCO plan may contact their County Assistance Office (CAO) and request to be reviewed as medically frail.
Alert #1 01-14-15  HCAD, HCAL, HC-BL, HC-BK, HC-CH, HCCMP, HC-ER, HCLC, HC-NC, HC-NE, HC-YO

COMPASS website link:
https://www.compass.state.pa.us/compass.web/cmhom.aspx

DHS is aware of this issue and is working towards a resolution. To expedite corrections, OMHSAS encourages providers to assist impacted members to do one of the following:

1. Contact the OMHSAS Administrative Office – (717) 787-6443

2. Contact one of the OMHSAS Regional Field Offices:
   a. Harrisburg Field Office – (717) 705-8395
   b. Pittsburgh Field Office – (412) 565-5226
   c. Northeast Field Office – (570) 963-3040
   d. Southeast Field Office – (610) 313-5844

3. Use the Exception website - https://ereporting.mercer.com/omhsasexception/

For more information about Healthy PA, please refer to the Healthy PA website at:
http://www.healthypa.com/