

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



## **CENTER FOR MEDICARE**

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**DATE:** January 21, 2014

**TO:** Prescription Drug Plans Operating in Massachusetts

**FROM:** Arrah Tabe-Bedward, Director, Medicare Enrollment and Appeals Group  
Sharon Donovan, Director, Program Alignment Group, Medicare-Medicaid Coordination Office

**SUBJECT:** Urgent Guidance and Call Center Information for Prescription Drug Plans (PDPs) in Massachusetts

Please see the urgent information included below and the attached call center supplement for affected PDPs operating in Massachusetts concerning responding to beneficiaries who may be confused about recent disenrollment notices.

MassHealth is currently operating a demonstration under the CMS Financial Alignment Initiative to integrate care and financing for dual eligible individuals. The Massachusetts demonstration is known as “One Care,” and began on October 1, 2013. The three One Care plans (also known as Medicare-Medicaid Plans) participating in the demonstration provide both MassHealth and Medicare benefits to demonstration enrollees. The three plans are:

- Commonwealth Care Alliance (H0137)
- Fallon Total Care (H2005)
- Network Health (H7419)

Enrollment into One Care occurs via both opt-in enrollment and passive enrollment. MassHealth has passively enrolled approximately 6,400 dual eligible individuals into a One Care plan for an April 1, 2014 coverage effective date. MassHealth is preparing letters to these individuals informing them of their passive enrollment in a One Care plan.

One Care plans provide prescription drug coverage, so an individual cannot be enrolled in a One Care plan and a PDP at the same time. When an individual is enrolled in a One Care plan, that person’s PDP coverage automatically ends.

When MassHealth submitted passive enrollment transactions to CMS for 6,400 individuals the week of January 6, 2014, those individuals’ current PDPs received disenrollment transactions effective April 1, 2014, by normal operations. Per Medicare requirements, the PDPs then had 10 days to send disenrollment notices to those individuals.

All of these beneficiaries will receive the PDP disenrollment notices before getting the notice from MassHealth telling them that they are being enrolled in a One Care plan effective April 1, 2014. This is creating confusion and anxiety for beneficiaries. This sequence of events is not what was intended, and CMS and states (Massachusetts and others) participating in the Financial Alignment Initiative will work to ensure that the proper sequencing of notices and transactions occurs in the future.

Your Customer Service Team may receive questions from beneficiaries who received a disenrollment notice from your PDP, effective April 1, 2014. Please use the attached information concerning how to identify these members and respond to those inquiries. If members have questions about One Care, including how to opt out or about the passive enrollment process, please direct them to call MassHealth Customer Service Monday–Friday, 8:00 a.m.–5:00 p.m. at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled).

For additional information about One Care, please see:

- MassHealth One Care webpage:  
<http://www.mass.gov/eohhs/consumer/insurance/onecare/>
- CMS One Care webpage: <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/Massachusetts.html>

Please contact Jennifer Baron in the Medicare-Medicaid Coordination Office at [Jennifer.Baron@cms.hhs.gov](mailto:Jennifer.Baron@cms.hhs.gov) with any questions.

## Attachment

### Call Center Supplement

#### **Intended audience**

Prescription Drug Plans (PDPs) that currently enroll beneficiaries who are included in the upcoming wave of passive enrollment into the Massachusetts financial alignment demonstration, known as One Care

#### **Background**

The One Care program is a demonstration for dual eligible individuals under the CMS Financial Alignment Initiative. There are three One Care plans (also known as Medicare-Medicaid Plans):

- Commonwealth Care Alliance (H0137)
- Fallon Total Care (H2005)
- Network Health (H7419)

MassHealth has passively enrolled approximately 6,400 dual eligible individuals to a One Care plan for an April 1, 2014 coverage effective date. MassHealth is preparing letters to these individuals informing them of their automatic enrollment in a One Care plan. One Care plans provide prescription drug coverage, so an individual cannot be enrolled in a One Care plan and a PDP at the same time. When an individual is enrolled in a One Care plan, that person's PDP coverage automatically ends.

When MassHealth submitted passive enrollment transactions to CMS for 6,400 individuals the week of January 6, 2014, those individuals' current PDPs received disenrollment transactions effective April 1, 2014, by normal operations. Per Medicare requirements, the PDPs then had 10 days to send disenrollment notices to those individuals. All of these beneficiaries will receive the PDP disenrollment notices before getting the notice from MassHealth telling them that they are being enrolled in a One Care plan effective April 1, 2014. This is creating confusion and anxiety for beneficiaries. This sequence of events is not what was intended, and CMS and states (Massachusetts and others) participating in the Financial Alignment Initiative will work to ensure that the proper sequencing of notices and transactions occurs in the future.

If members have questions about One Care, including their selection for passive enrollment and how to opt out of One Care, they should call MassHealth Customer Service Monday–Friday, 8:00 a.m.–5:00 p.m. at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled).

#### **Responding to Members' Concerns**

If beneficiaries contact you with concerns about changes to their PDP coverage, please determine if they have a future One Care plan coverage effective date of April 1, 2014. Plans can find the contract number of the organization that submitted the transaction causing the automatic

disenrollment on the DTRR (reply TRC 014 – Disenrollment due to enrollment in another plan). If the organization number (H number) is one of the 3 noted above, and the disenrollment effective date is 03/31/2014, it is a passive enrollment. If so, explain to these beneficiaries that MassHealth is passively enrolling them in a One Care plan, which is why they are being disenrolled from their Part D plan. It is important that these beneficiaries also understand the following:

- One Care will be providing notification and materials to affected beneficiaries this month.
- Beginning April 1, 2014, individuals who have been passively enrolled in a One Care plan will receive all MassHealth and Medicare benefits, ***including Medicare Part D***, from the One Care plan (unless they opt out of One Care or choose to enroll in another One Care plan or Medicare Advantage or Prescription Drug Plan before April 1, 2014).
- The beneficiary's One Care plan will become her/his new Medicare Part D plan, which means the last day of coverage in his/her current PDP will be March 31, 2014.
- Beneficiaries will continue to receive their prescription drug benefits from their current PDP until their One Care coverage begins on April 1, 2014.
- Beneficiaries will ***not*** be disenrolled from their current PDP until their new coverage in One Care takes effect. Please reiterate to beneficiaries that they *should not experience a gap in prescription drug coverage*.
- Beneficiaries may stay in their current PDP if they choose not to be in the One Care program (i.e., opt out of One Care).
- If members have questions about One Care, including how to opt out, they should call MassHealth Customer Service Monday–Friday, 8:00 a.m.–5:00 p.m. at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled).