



Four Gateway Center
444 Liberty Avenue, Suite 2100
Pittsburgh, PA 15222-1222



This is a reminder that starting June 22, your patients who receive Medicaid benefits may need to choose a new Physical Health Managed Care Organization (PH MCO). They will get a letter from the Department of Human Services (DHS) asking them to sign up during the consumer choice period from June 22 to Aug. 16, 2022.

There are two potential situations your Medicaid patients may face:

1. Your patient is a Highmark Wholecare Medicaid member.

If your patient is already a Highmark Wholecare Medicaid member, they don't have to do anything to keep their Highmark Wholecare Medicaid plan. They'll have access to the same benefits and providers that they do now.

2. Your patient is a member of an MCO no longer providing Medicaid.

If your patient is a member of an MCO that won't be providing Medicaid plans effective Sept. 1, 2022, your patient must choose a new Medicaid plan. If they don't, not to worry, they will be assigned a new plan. However, if they are auto-assigned, they may not have access to their trusted providers and specialists.

Please keep in mind, your patients can choose Highmark Wholecare as we will remain a contracted MCO for your patients in the Lehigh Capital zone. To choose Highmark Wholecare or another MCO as their new plan, they can call 1-800-440-3989 (TTY: 1-800-618-4225), option 6, or visit [PAenrollnow.net](https://www.paenrollnow.net).

If you or your patients have any questions about the consumer choice period, please contact us at the following:

Providers please call: 1-800-392-1147, option 2, (TTY 711)

Patients please call: 1-800-392-1147, option 2, (TTY 711)

Or visit our website: [GoWholecare.com](https://www.GoWholecare.com)

Thank you! We appreciate all that you do for your patients.

Your partner in health,

Highmark Wholecare

Provider FAQ – Pennsylvania HealthChoices (PHC) Special Enrollment Period (June 22 – August 16, 2022)

1. What is the PA HealthChoices Special Enrollment Period?

The MCOs that are contracted to provide Medicaid plans in PA will change, effective September 1, 2022. Because MCOs will be entering and exiting the HealthChoices program, all Medicaid beneficiaries will have the opportunity to choose a new MCO during a special Medicaid enrollment period. This special enrollment period will take place June 22 - August 16, 2022.

2. Will Highmark Wholecare (formerly Gateway Health) be contracted with DHS and still provide Medicaid plans in the Lehigh/Cap and Southwest regions?

YES! We are proud to be still a part of the HealthChoices program and WILL still provide Medicaid plans in the region. Your patients who are already Highmark Wholecare members won't have to do anything to keep their Highmark Wholecare coverage. Patients who would like to become Highmark Wholecare members can enroll in our plan by visiting <https://www.enrollnow.net/enroll> or by calling 1-800-440-3989.

3. Which MCOs will provide Medicaid plans in the HealthChoices program in the Lehigh Cap and Southwest zones?

Pennsylvanians who are eligible for Medicaid will be able to choose from the following MCOs:

- Highmark Wholecare (formerly Gateway Health)
- AmeriHealth Caritas
- Geisinger
- Health Partners
- UPMC

The following MCOs will no longer be available Medicaid plans in the Lehigh Cap and Southwest zones:

- Aetna
- UnitedHealthcare

4. How will Medicaid beneficiaries be notified?

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

5. What does this mean for my patients?

After receiving the notification letter in June, all HealthChoices members will have the option to select a new health plan by August 16, 2022. Plan members do not have to choose another plan if their current plan will be available in the new plan year. However, if your patient is enrolled in a plan that will no longer be a part of the HealthChoices program (i.e., Aetna or United), he or she will be auto-assigned to a plan if no proactive choice is made.

Important Note: When making a new MCO selection, we urge your patients to ensure that they will have access to their current providers and/or health team to ensure continuity of care. Your patients can

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confirm that their providers are in a health plan’s network by visiting <https://www.enrollnow.net/enroll> or by calling 1-800-440-3989.

6. How can my patients choose their MCO?

For information on available plans, 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.

There are three 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. **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

7. How else can I help my patients?

Your patients trust and rely on you and may ask for guidance if they are choosing a new Medicaid health plan. We hope that this FAQ helped you to feel prepared to help your patients to:

- Understand their health plan options and the special enrollment period
- Ensure continuity of care by choosing a plan that allows them to keep their provider(s)
- Understand all the ways that patients can enroll in Medicaid benefits

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