

ACO/BeHealthy PartnershipSM – Provider Frequently Asked Questions

Starting March 1, 2018, Health New England will be part of the new Accountable Care Organization (ACO) program in collaboration with the Baystate Health Care Alliance. Health New England is the health plan administrator for the new MassHealth Accountable Care Partnership Plan called BeHealthy PartnershipSM. Health New England's MCO contract with MassHealth will expire on February 28, 2018.

One of the main goals of the BeHealthy Partnership is to provide Medicaid members with better coordinated care and access to key medical and mental health care when and where they need it. This coordination will occur within the health center where the member's PCP practices.

Why is the MCO/ACO change happening?

The Massachusetts Executive Office of Health and Human Services (EOHHS) has received approval for a new five-year Medicaid (MassHealth) 1115 waiver initiative. Under this initiative, Delivery System Reform Incentive Payment (DSRIP) funds will be used to support the redesign of the MassHealth program to help hospitals and other providers change how they provide care to Medicaid beneficiaries. This includes the creation of Accountable Care Organizations (ACOs). Typically, ACOs are provider-led health systems, or organizations with similar characteristics, that assume financial accountability for the cost and quality of their patients' care.

What is an Accountable Care Partnership Plan (Model A)?

An Accountable Care Partnership plan is a group of PCPs who have partnered exclusively with a single managed care organization (MCO) to use the MCO's provider network that includes doctors, nurse practitioners, hospitals, and other health care providers to provide integrated and coordinated care for members.

What is the BeHealthy Partnership?

The BeHealthy Partnership is a collaborative effort between Baystate Health Care Alliance (BHCA) LLC, a newly formed ACO subsidiary of Baycare, and Health New England. In August 2017, the BeHealthy Partnership was selected to participate in MassHealth's ACO program. The BeHealthy Partnership is an Accountable Care Partnership Plan (Model A).

The BeHealthy Partnership is comprised of five Springfield-area community health centers:

- Baystate General Pediatrics at High Street
- Brightwood Health Center
- Caring Health Center (a federally qualified community health center)
- High Street Health Center Adult Medicine
- Mason Square Neighborhood Health Center

What does this change mean for current Medicaid members?

The vast majority of MassHealth/Medicaid members who currently receive care from a PCP at one of these five health centers will automatically become BeHealthy Partnership members, effective March 1, 2018. Members outside of the new ACO service areas who receive care from other PCPs will either need to select a PCP at one of the five health centers or enroll in another MassHealth Accountable Care Organization in their local service area in order to keep their current PCP. MassHealth will allow members to switch ACOs for any reason through May 31, 2018, provided they live in a service area that the ACO operates in. For more information, visit www.masshealthchoices.com.

What does this change mean for the Medicaid provider network?

Effective March 1, 2018, our **Medicaid PCP network will be changing** and we will only cover Medicaid members who live within our new service areas, which surround Holyoke, Northampton, Springfield, and Westfield. Most notably this excludes most of Berkshire and Franklin counties, which we'll stop serving after March 1.

Our **network of specialists and hospitals is NOT changing** and we will continue to work with our contracted specialists and hospitals throughout Western Massachusetts.

What is happening to Health New England's other lines of business?

Health New England's Commercial and Medicare lines of business are **not changing** and will continue with business as usual.

What if I have patients who are not part of the new BeHealthy Partnership Plan?

Direct patients scheduling services after March 1, 2018, including patients currently undergoing treatment for cancer services, pregnancy, or other long-term treatment plans, to their new health plan. The member's new health plan will work with the member and providers to avoid interruptions in care.

How does this affect Medicaid reimbursement?

Providers should be aware that Medicaid reimbursement is also being changed beginning March 1, 2018. As part of the overall ACO/MCO changes, EOHHS has restructured the MassHealth provider fee schedule. Historically, the Primary Care Clinician (PCC) plan paid physicians at 100% of Medicaid, and MCOs paid at 110% of Medicaid. Similarly, hospitals have been paid at 100% of Medicaid for PCC plan members and 105% for MCO members.

The new MassHealth fee schedule establishes uniform rates that will be paid for PCC, ACO and MCO members, so providers will be paid at the same universal statewide rate for *all* MassHealth members, regardless of whether the member is enrolled in an ACO, MCO or PCC plan. Additional information can be found at www.mass.gov/masshealth-for-providers.

Questions?

From Members/Patients: MassHealth notified Medicaid members in writing in November and December 2017 about the changes to their plans and what actions they needed to take, if any. If you get questions from members, please direct them to call the MassHealth Customer Service Center at (800) 841-2900 or TTY (800) 497-4648, Monday – Friday, 8:00 a.m. – 5:00 p.m.

Providers: Should you have any questions about these changes, please contact Health New England Provider Relations at (800) 842-4464, extension 5000, Monday – Friday, 8:00 a.m. – 5:00 p.m. If you are a PCP at one of the five health centers listed, please contact your health center's practice manager with questions.