



Commonwealth of Massachusetts
Executive Office of Health and Human Services
www.mass.gov/masshealth

May 2010

This is an important message about your MassHealth benefits and Health Safety Net (HSN) copayments.

There will be several changes to your MassHealth benefits or Health Safety Net (HSN) copayments.

- **Adult dental:** Effective July 1, 2010, dental benefits will change for all MassHealth members aged 21 and older, except for those members who are Department of Developmental Services (DDS)-eligible individuals, which means members who have been determined by DDS to be eligible for DDS services. DDS-eligible individuals will receive additional information about their dental coverage from DDS. **There will be no change in dental benefits for MassHealth members under age 21 and for DDS-eligible individuals regardless of age.**
- **Copayments:** Effective July 1, 2010, copayments for those drugs that currently have a \$2 copayment are going up to \$3. This includes most generic and over-the-counter drugs. This change will affect MassHealth members including MassHealth MCO enrollees and HSN patients.
- **Acute inpatient hospital stays:** Effective for acute hospital admissions beginning October 1, 2010, MassHealth plans to no longer cover acute hospital inpatient stays after the first 20 days for MassHealth members who are 21 years of age or older. This change does not apply to inpatient stays provided in a Department of Mental Health (DMH)-licensed acute psychiatric unit within a Department of Public Health (DPH)-licensed acute hospital or in a rehabilitation unit within a DPH-licensed acute hospital.
- **Nonemergency transportation:** Effective for transportation on or after July 1, 2010, MassHealth is changing certain nonemergency transportation benefits.

Adult Dental

Effective July 1, 2010, dental benefits will change for all MassHealth members aged 21 and older, except for those members who have been determined by the Department of Developmental Services (DDS) to be eligible for DDS services (DDS-eligible individuals).

MassHealth Members Aged 21 and Older (who are not DDS-eligible individuals)

Effective July 1, 2010, MassHealth will cover **only** the following dental services:

- diagnostic services (exams and X-rays);
- preventive services (cleanings);
- extractions (removing teeth);
- emergency care visits; and
- some oral surgery, such as biopsies and soft-tissue surgery.

This means that, effective July 1, 2010, MassHealth will **no longer** pay for the following services:

- restorative (fillings);
- endodontic (root canal);
- periodontic (deep scaling);
- crowns;
- dentures (full, partial, or repair); and
- surgical procedures related to full or partial dentures.

MassHealth members who are affected by these changes may access dental services through the Health Safety Net at community health centers that offer dental services. For information on the Health Safety Net, go to www.mass.gov/healthandsafetynet.

Your dentist may bill you for services provided after June 30, 2010, that are no longer covered by MassHealth.

Members with Dental Prior Authorizations

If you get a prior authorization (PA) for services no longer covered as of July 1, 2010, your dentist must begin the procedure **before** July 1, 2010.

If your dentist begins a procedure (like a root canal) that will not be covered as of July 1, 2010, MassHealth will still pay for the procedure, but only if it has begun before July 1, 2010, as noted above, and is completed by the date on which the PA expires or September 30, 2010, whichever is earlier.

Important: These changes do not apply to MassHealth members under the age of 21 and members who are DDS-eligible individuals.

Questions about Dental Coverage

If you have questions about this change, call MassHealth Dental Customer Service at 1-800-207-5019 (TTY: 1-800-466-7566 for people with partial or total hearing loss). DDS-eligible individuals or their guardians may call their DDS area office with any questions.

Copayment Change

Effective July 1, 2010, MassHealth and Health Safety Net (HSN) copays for most covered generic and over-the-counter drugs will go up from \$2 to \$3, for both first-time prescriptions and refills. The copay for certain covered generic and over-the-counter drugs mainly used for diabetes, high blood pressure, and high cholesterol will stay at \$1. These drugs are called antihyperglycemics (such as metformin), antihypertensives (such as lisinopril), and antihyperlipidemics (such as simvastatin).

Other pharmacy copay rules stay the same. Some examples of the rules that are staying the same are below.

- The copay for covered brand-name drugs will stay \$3 for both first-time prescriptions and refills.
- Sometimes a copayment is not required. The rules for when a person does not have to pay a copay have not changed.
- If your prescription is covered by MassHealth and you are not able to pay a copay at the time of service, the pharmacy still must fill your prescription. However, the pharmacy can bill you later. You should not go without necessary medications because you cannot afford the copay now.
- The cap on the amount of copays you must pay within a calendar year is not changing. The total amount you can be charged for pharmacy copays within a year is still \$200.
- Copays for the Children's Medical Security Plan (CMSP) and Healthy Start are not changing.

Members Enrolled in a MassHealth MCO

The MCO pharmacy copay rules are the same as for all other MassHealth members.

Questions

If you have questions about copayments and are a **MassHealth member**, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss).

If you are enrolled in a **MassHealth MCO**, you may also contact the customer service center at the MCO.

- Boston Medical Center HealthNet Plan (BMCHP): 1-888-566-0010 (English and other languages) or 1-888-566-0012 (Spanish) (TTY: 1-866-765-0055 for people with partial or total hearing loss)
- Fallon Community Health Plan (FCHP): 1-800-341-4848 (TTY: 1-877-608-7677 for people with partial or total hearing loss)
- Health New England: 1-800-786-9999 (TTY: 1-800-439-2370 for people with partial or total hearing loss)
- Neighborhood Health Plan (NHP): 1-800-462-5449 (TTY: 1-800-655-1761 for people with partial or total hearing loss)
- Network Health (NH): 1-888-257-1985 (TTY: 1-888-391-5535 for people with partial or total hearing loss)

If you are a **Health Safety Net** patient and have questions about your copayments, call 1-877-910-2100.

Acute Hospital Inpatient Stays

Effective for hospital admissions beginning October 1, 2010, MassHealth plans to no longer cover acute hospital inpatient stays after the first 20 days for MassHealth members who are 21 years of age or older.

MassHealth will continue to cover all medically necessary inpatient stays provided in a Department of Mental Health (DMH)-licensed acute psychiatric unit within a Department of Public Health (DPH)-licensed acute hospital or in a rehabilitation unit within a DPH-licensed acute hospital.

If you have both Medicare and MassHealth, and

- 1) MassHealth pays for your Medicare premiums, copays, and deductibles, and
- 2) Medicare pays for the hospital stay described above for you,

then MassHealth will pay its portion of the coinsurance and deductible for that hospital stay.

A hospital may bill you for the portion of a hospital stay that is no longer covered by MassHealth.

Important: This change does not apply to MassHealth members under the age of 21.

Questions

If you have questions about this change, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss).

Nonemergency Transportation

MassHealth is changing certain nonemergency transportation benefits. These changes will affect individuals currently eligible to get nonemergency transportation benefits.

Effective for transportation on or after July 1, 2010, you will no longer be able to get paid back for personal vehicle mileage costs or costs for arranging your own ride when going to MassHealth-covered services. You will still be able to get paid back for the cost of taking public transportation to MassHealth-covered services if the ride you take meets MassHealth requirements. If MassHealth decides that there are exceptional circumstances, you may be able to get paid back for transportation costs that are not for public transportation.

Individuals currently eligible to receive nonemergency transportation benefits may still get a ride to MassHealth-covered services if the ride you need meets MassHealth requirements. If you need help getting to your MassHealth-covered service, you should talk to the doctor or other person who is providing the MassHealth-covered service about how to request transportation services.

Questions

If you have questions about this change, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss).

Notice of Privacy Practices

MassHealth has a notice that explains how we may use and disclose medical information we have about our members. We call this our "Notice of Privacy Practices." You can get a copy of this notice by writing to MassHealth Customer Service, 55 Summer Street, 8th Floor, Boston, MA 02110, or by calling MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss). You can also see this notice by going to www.mass.gov. Click on Information for MassHealth Members, then Applications and Member Forms, and finally, Notice of Privacy Practices.

<Mailing Date>

Dear MassHealth CommonHealth Member,

As of July 1, 2010, MassHealth CommonHealth members will be required to enroll in a MassHealth managed care health plan, except in limited circumstances where a member is ineligible for enrollment. This is an opportunity to review all of your health plan options and choose the health plan that is best for you.

Please take a few minutes to review the enclosed materials. The enclosed MassHealth Managed Care Plan Comparison Chart and MassHealth Managed Care Enrollment Form identify and describe all the health plans that will be available in your region as of July 1, 2010. To choose a health plan, please call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648) between 8 A.M. and 5 P.M., Monday through Friday, by [date]. A MassHealth customer service representative can answer any questions you may have about the health plans, including whether your doctor is in a particular plan or whether a particular plan is available in your region, and will enroll you in the plan of your choice. You may also enroll in the health plan of your choice by completing the enclosed MassHealth Managed Care Enrollment Form and mailing it to MassHealth by [date]. For ease of care coordination, MassHealth recommends, but does not require, that all members of your household enroll in the same plan.

Please note that all eligible MassHealth CommonHealth members must enroll in a MassHealth managed care plan by [date]. If you do not choose a plan by [date], MassHealth will assign you to a plan. However, if you are not happy with your assignment, you may change your health plan at any time.

We at MassHealth are working hard to provide you with the best health care coverage possible. We look forward to continuing to serve you and your family's health care needs.

Sincerely,

MassHealth

<Mailing Date>

Dear MassHealth Member,

As of July 1, 2010, you will have additional managed care options. In addition to the PCC Plan, you may enroll in a MassHealth managed care organization. This is an opportunity to review all of your health plan options and choose the health plan that is best for you.

Please take a few minutes to review the enclosed MassHealth Managed Care Plan Comparison Chart that identifies and describes all the health plans that will be available in your region as of July 1, 2010. If you choose to remain in the Primary Care Clinician (PCC) Plan, you do not need to do anything. If you choose to change from the PCC Plan, please call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648) between 8 A.M. and 5 P.M., Monday through Friday. A MassHealth customer service representative can answer any questions you may have about the health plans, including whether your doctor is in a particular plan or whether a particular plan is available in your region, and will enroll you in the plan of your choice. You may also request that an Enrollment Guide, which contains more information about MassHealth's managed care programs, be mailed to you.

Please note that for ease of care coordination, MassHealth recommends, but does not require, that all members of your household enroll in the same plan. Please also note that if you choose to change health plans, your current health plan may share your personal health information with your new health plan to the extent permitted by law in order support a smooth transition of your care.

We at MassHealth are working hard to provide you with the best health care coverage possible. We look forward to continuing to serve you and your family's health care needs.

Sincerely,

MassHealth

NOTICE

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The health plan options for some members will be changing. Listed below are the health plans available by region on 7/1/10.

Northern Region

Boston Medical Center HealthNet Plan
Neighborhood Health Plan
Network Health

Boston/Greater Boston Region

Boston Medical Center HealthNet Plan
Neighborhood Health Plan
Network Health

Southern Region

Boston Medical Center HealthNet Plan*
Neighborhood Health Plan
Network Health

Central Region

Boston Medical Center HealthNet Plan
Fallon Community Health Plan
Neighborhood Health Plan
Network Health

Western Region

Boston Medical Center HealthNet Plan
Health New England
Neighborhood Health Plan
Network Health**

Please note that the PCC Plan is also available statewide.

*BMCHP is not available on Martha's Vineyard and Nantucket.

**Network Health will not be available for new enrollees at this time. Members who are currently enrolled with Network Health may remain enrolled with Network Health.