



July, 2010

Dear Neighborhood Health Plan Provider:

Over the last several months, Managed Care Organizations (MCOs) such as Neighborhood Health Plan (NHP) have been engaged in an MCO procurement process. I am pleased to inform you that MassHealth has awarded Neighborhood Health Plan a new contract effective July 1, 2010.

The following is a summary of changes to your MassHealth patients beginning in July 1, 2010 as a result of the MCO procurement process:

Statewide Coverage

NHP's Service Area is now statewide and will include all five regions (Northern, Greater Boston, Southern (including the Cape and Islands), Central, and Western regions). This expanded service area allows us to offer our comprehensive benefits package to eligible individuals, in addition to offering more referral choices to both members and providers by significantly growing our provider network in the newly approved areas.

Expanded Eligibility for Members

MassHealth Managed Care Plans such as NHP will now be an option to the following MassHealth members:

- Essential Members (previously restricted to enrollment in the Primary Care Clinician Plan/PCCP)
- CommonHealth members with Third Party Liability (mandatory enrollment)
- HIV, Breast and Cervical Cancer waiver programs (previously restricted to enrollment in the PCCP)

MassHealth recently began notifying your patients of their new choices, specifically describing the MCO choices by region and providing instructions for selecting one of the MCO options.

MassHealth members (as described above) for whom enrollment is mandatory and fail to choose an MCO will be auto-assigned to one of the MCO options in their region. Those in the Primary Care Clinician Plan who do not choose to switch to an MCO will remain in the PCCP. Since there is no lock-in, MassHealth members may choose to switch managed care options at any time.

Additionally, in late summer, all currently enrolled MassHealth managed care members will receive a *Notification of Member Managed Care Options*, providing a comprehensive summary of changes effective as of 7/1/10 and an updated MCO comparison grid and summary of benefits guide. Please note that this *Notification of Member Managed Care Options* process will **not** result in a loss of coverage or benefits for your patients.

Benefit Changes

Pharmacy Copayments — Covered drugs with a current \$1 copayment in addition to those with no co-pay requirements remain unchanged. However, those drugs subject to a \$2 pharmacy co-pay increase to \$3 as of July. This includes most generic and over-the-counter drugs.

Dental Benefits — Effective July 1, 2010 for all MassHealth members aged 21 and older, except for those members who are Department of Developmental Services eligible, the dental benefit is limited to diagnostic and preventative services only.



Restorative services are available for services provided in Community Health Center Dental Programs, and will be reimbursed by the Health Safety Net Program. For further information contact the MassHealth Dental Customer Service 1-800-207-5019.

We thank you for your continued excellent care of Neighborhood Health Plan members. If you have any questions about these changes, please contact the NHP Customer Care Center at 800-462-5449, your Provider Relations representative directly or e-mail the Provider Relations Department at prweb@nhp.org.

Sincerely,



Paul Mendis, MD
Chief Medical Officer



Jennifer Kent Weiner
Vice President, Provider Network Management