

CMA Program Guide

Neighborhood Health Plan
Getting better together.

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Welcome

Welcome to Neighborhood Health Plan's Community Medical Alliance (CMA) Programs. The CMA Programs are designed for certain MassHealth Members who qualify and who have chronic illness and other high risk medical and psychiatric conditions that include advanced HIV/AIDS, severe physical disabilities, mental retardation, and developmental disabilities. The CMA Programs provide culturally competent complete health care for selected NHP Members with complex health care needs.

As a participant in these programs, you will have your own Primary Care Provider (PCP) and CMA Program Nurse Practitioner or Physician Assistant. The CMA Programs serve Members' needs by delivering care in the most appropriate setting. These settings may include your home as well as healthcare Providers' offices, clinics, and hospitals.

The CMA Programs are completely voluntary. You will not lose any of your MassHealth health care benefits by participating in this program.

This Guide will tell you about the CMA Programs and how to get services. Use it with your NHP Member Handbook and other materials (such as the Getting Started brochure and your Provider Directory) to help you understand how Neighborhood Health Plan (NHP) works. Please call NHP's CMA Program Customer Care Center (refer to numbers listed at bottom of page) if you have questions or need more information about NHP.

Questions? Contact NHP's Customer Care Center
800-462-5449 (TTY 800-655-1761)
Monday–Friday, 8:30 A.M.–6:00 P.M.

CMA Program Customer Care Center

The CMA Program Customer Care Center is part of Neighborhood Health Plan. The CMA Program Customer Care Center is designed to support your needs as a CMA Program Member, and can help you and your health care Providers understand the program and what it offers.

The CMA Program Customer Care Center is available to assist you with changes in eligibility. They can also assist you with medical bills you may receive by mistake and help resolve pharmacy issues as well as other problems. (For more information on what to do if you get a bill, you may also refer to page 41 of your NHP Member Handbook.)

To make sure you receive the best care, we ask that you contact us with any changes in your membership. Call the CMA Program Customer Care Center as soon as possible if you:

- **Have lost your Medicaid/MassHealth benefits.**
- **Are going to lose your Medicaid/MassHealth benefits.**
- **Become eligible for Medicare.**
- **Have any other type of health insurance.**

To speak with a representative, call the CMA Program Customer Care Center (refer to phone numbers at bottom of page).

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MassHealth Customer Service Center

For information about access to services not covered by NHP that are available directly through MassHealth, including non-Emergency transportation to medical services, contact the CMA Program Customer Care Center at the phone numbers listed at the bottom of this page. A CMA Program Customer Care Representative will answer any questions you have about the MassHealth service and help you get that service, if you are eligible. The CMA Program Customer Care Representative may also refer you to the MassHealth Customer Care Center for additional information about that MassHealth service.

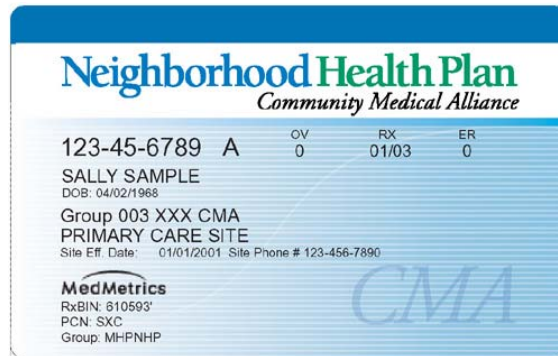
Translation and Alternate Formats

This guide and the NHP Member Handbook are available in Spanish. Translation services are available for other languages. Braille and larger font size formats of this guide and the Member Handbook are also available. Contact the CMA Program Customer Care Center for more information (refer to phone numbers below).

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Your NHP/CMA Program Member ID Card and MassHealth Card

As a Member of Neighborhood Health Plan, you will receive an NHP/CMA Program Member ID card. Your NHP/CMA Program Member ID card has important information about you, your prescription coverage, and Behavioral Health (mental health and substance abuse) services. Please read your NHP/CMA Program Member ID card carefully to make sure all the information is correct. If you have problems accessing services or if you ever lose your NHP/CMA Program Member ID card, call the CMA Program Customer Care Center (see phone numbers at bottom of page). Remember to carry your NHP/CMA Program Member ID card with you at all times. You must show this card whenever you get healthcare services. A sample NHP/CMA Program Member ID card is shown below:



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You will also receive a MassHealth card. Remember to carry your MassHealth card and your NHP/CMA Program Member ID Card with you at all times and show both cards whenever you get healthcare services. An example of a MassHealth card is below.



Primary Care

As a participant in NHP's CMA Programs, you have your own Primary Care Provider (PCP). You also have your own CMA Program Nurse Practitioner or Physician Assistant. Your PCP and your CMA Program Nurse Practitioner or Physician Assistant work with you to help you meet your health care needs. You are an important Member of your health

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care team. Tell your PCP and CMA Program Nurse Practitioner or Physician Assistant about what is important to you, ask them questions and discuss with them any concerns you have.

All of your health care is provided or arranged by your PCP and your CMA Program Nurse Practitioner or Physician Assistant. If you are sick, or if you need any health care, it is very important that you speak with your CMA Program Nurse Practitioner or Physician Assistant. **You can reach a CMA Program Nurse Practitioner or Physician Assistant 24 hours per day by calling 1-888-816-6000 or the number on the front of your NHP/CMA Program Member ID card.** This number is also shown on the CMA Program magnet provided in your member kit.

Specialty Care

If you need specialty care, your PCP, or CMA Program Nurse Practitioner or Physician Assistant will refer you to a Specialist. Examples of Specialists are a cardiologist (heart doctor), audiologist (hearing doctor), allergist (allergy doctor) and neurologist (brain/nervous system doctor). Your Primary Care Site may schedule your appointment with the Specialist. Be sure to show your NHP/CMA Program Member ID card and MassHealth card whenever you see a Specialist. Your PCP and CMA Program Nurse Practitioner or Physician Assistant will communicate with the Specialists to stay informed about your care. For more information about Referrals and Specialists, please consult your NHP Member Handbook on page 16.

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Part D/Pharmacy Coverage for CMA Program Members with Medicare

If you are a Neighborhood Health Plan (NHP) Member with both Medicare and CMA coverage, your prescription drug benefit is covered by Medicare effective January 1, 2006. This is a result of the Medicare Modernization Act of 2003. Most of your prescription drugs will be covered under this new Medicare benefit.

You should have received a new ID card for your Medicare prescription drug coverage. Beginning on January 1, 2006, you should show your new ID card when filling a prescription.

There are some drugs that NHP will continue to cover. For example, NHP will continue to cover your over-the-counter (OTC) drugs. NHP copay exceptions will still apply for NHP covered drugs (see page 24 of the NHP Member Handbook). For more information, contact the CMA Program Customer Care Center (refer to numbers listed at bottom of page). To find out more about your Medicare Prescription Drug Coverage you may:

- **Contact your CMA Program Nurse Practitioner or Physician Assistant.**
- **Contact Medicare at 800-633-4227; TTY users should call 877-486-2048.**
- **Go to Medicare's web site at www.medicare.gov.**
- **Refer to your *Medicare and You 2006 Handbook* .**
- **Go to www.cms.com on the internet.**

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Remember to carry all your ID cards with you to the pharmacy. Please show your NHP/CMA Program Member ID card and the Medicare Prescription ID card when filling a prescription.

Behavioral Health

(Mental Health and Substance Abuse) Care

NHP Members have access to a full range of Behavioral Health (mental health and substance abuse) Services. If you need Behavioral Health care, such as individual or group counseling, you can see any Provider in NHP's Behavioral Health care network. Your Provider Directory tells you which Behavioral Health Providers are in the network. As a CMA Program Member, you may also work with CMA Behavioral Health Clinicians. They can help you find a Behavioral Healthcare Provider and services. They can also help you follow your treatment plan. You may also make an appointment on your own. If you have questions, please call the CMA Program Customer Care Center (see phone numbers listed below).

Other Health Care

Your PCP and CMA Program Nurse Practitioner or Physician Assistant will arrange any other healthcare you need, including, but not limited to:

- **Visiting Nurses.**
- **Home Health Aides.**
- **Physical, occupational, and speech therapists.**
- **Durable medical equipment, such as wheelchairs, special mattresses, and other supplies you may need.**

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If you have questions about other healthcare services, please call the CMA Program Customer Care Center (refer to phone numbers listed at bottom of page).

Your NHP Benefits

As a participant in NHP's CMA Programs, you have the same benefits as other NHP Members. CMA will consider your need for any additional medically necessary benefits on an individual basis. Ask your PCP or CMA Program Nurse Practitioner or Physician Assistant for more information.

For a summary of the benefits you are entitled to, refer to the Covered Services List that was provided with your NHP Member kit. If you need another copy of the NHP Member Handbook or Covered Services List, or if you have any questions about your Covered Services and benefits, please call the CMA Program Customer Care Center (see phone number listed at bottom of page).

Emergency Care

NHP/CMA Program Members are covered for care in Emergencies. An Emergency is a health condition that you believe will put your health in serious danger if you do not receive immediate medical attention. Examples of Emergencies are chest pain, poisoning, trouble breathing, severe bleeding, convulsions, or having thoughts of hurting yourself or others. If you think your health problem is an Emergency and needs immediate attention, call 911 or your local Emergency phone number at once, or go to the nearest Emergency room right away. If you are experiencing a Behavioral Health

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(mental health or substance abuse) Emergency, you may also contact the Emergency Services Program (ESP) in your area. For a list of Emergency rooms and Behavioral Health (mental health and substance abuse) Emergency Services Programs (ESP) in all areas of the state, refer to your NHP Provider Directory. You do not need a Referral from your PCP or CMA Program Nurse Practitioner or Physician Assistant in an Emergency. Tell the admitting staff that you are a Member of NHP's CMA Program. Show your NHP/ CMA Program Member ID card and MassHealth card. Tell the admitting staff to call your PCP or CMA Program Nurse Practitioner or Physician Assistant as soon as possible.

Emergencies Away From Home

If you think you are having an Emergency when you are traveling, call 911 or the local Emergency phone number at once, or go to the nearest Emergency room right away. Tell the admitting staff that you are a Member of NHP's CMA Program, and show your NHP Member ID card and MassHealth card. Tell the admitting staff to call either your PCP or CMA Program Nurse Practitioner or Physician Assistant as soon as possible. For information on accessing other services when away from home, see page 18 in your *NHP Member Handbook*.

Urgent Care

Urgent Care is care for a health problem that needs medical attention right away but that you do not believe is an Emergency. Urgent Care may be needed to prevent you from becoming seriously ill.

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If you are experiencing an Urgent medical problem, call your PCP, or CMA Program Nurse Practitioner or Physician Assistant. You may reach a CMA Program Nurse Practitioner or Physician Assistant 24-hours a day at 1-888-816-6000 or the number on the front of your NHP/CMA Program Member ID card. This number is also shown on the CMA Program magnet provided in your member kit.

If you are experiencing an Urgent Behavioral Health (mental health or substance abuse) problem, you should call your Behavioral Health Provider or call your CMA Program Nurse Practitioner or Physician Assistant or your CMA Behavioral Health clinician. You may also see any Behavioral Health Provider in NHP's network. Call the CMA Program Customer Care Center (phone number listed at bottom of page) or refer to the NHP Provider Directory. An on-call CMA Program Nurse Practitioner or Physician Assistant, PCP or Behavioral Health Provider can also be reached 24 hours a day.

If you prefer, call your Primary Care Site to schedule an Urgent Care visit. They should be able to see you within 48 hours, and you'll be able to avoid waiting to be seen at the Emergency department.

Your Rights as A Member

You have certain rights as a Member of MassHealth and NHP. If you are not happy with the care you receive or a decision made about your health care coverage, or if NHP does not provide you prompt access to healthcare services or does not make a

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prompt decision about a healthcare coverage request, you may have a right to file a Grievance or an Appeal. For more information on your rights, and how to file a Grievance or an Appeal, refer to your NHP Member Handbook on pages 42 to 50.

Authorizations and Referrals may be required to access certain services. For additional information about these, refer to your NHP Member Handbook on page 20 and Covered Services List included with your Member kit.

CMA Program Responsibilities

Neighborhood Health Plan's Community Medical Alliance Programs are dedicated to providing quality health care. We work to deliver health care with respect for Member individuality and dignity. Please refer to your Member Handbook for a complete list of your rights as a Member of NHP.

As a participant in the CMA Programs, it is your responsibility to:

- **Call your PCP or CMA Program Nurse Practitioner or Physician Assistant whenever you need health care.**
- **In an Emergency call 911 or your local Emergency phone number at once or go to the nearest Emergency room right away. If you are experiencing a Behavioral Health (mental health or substance abuse) Emergency, you may also contact the Emergency Services Program (ESP) in your area.**

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For a list of Emergency Rooms and Behavioral Health (mental health and substance abuse) Emergency Services Programs (ESP) in all areas of the state, refer to your NHP Provider Directory.

- **Call your PCP, or CMA Program Nurse Practitioner or Physician Assistant as soon as possible after an Emergency.**
- **Form a satisfactory relationship with a PCP.**
- **Let NHP know when you have a problem or a Grievance or an Appeal. (Please refer to your Member Handbook for information about how to file a Grievance or Appeal). You may also file complaints with MassHealth at 800-841-2900 (TTY 800-497-4648), or call the CMA Program Customer Care Center (phone numbers listed at bottom of page).**

If you feel that you cannot meet the responsibilities of participating in the CMA Program, please tell your PCP, your CMA Program Nurse Practitioner or Physician Assistant, or the CMA Program Customer Care Center (phone numbers at bottom of page).

You may contact NHP at:

Neighborhood Health Plan
Attn: CMA Program Customer Care Center
253 Summer Street
Boston, MA 02210

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If you are a MassHealth Member and have questions about your health plan enrollment options with MassHealth managed care Providers, including NHP, please call the MassHealth Customer Service Center at 800-841-2900 (TTY 800-497-4648). Their hours of operation are from 8:00 am to 5:00 pm, Monday through Friday.

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