



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #11-101-OPE

MANDATED MANAGED CARE ENROLLMENT

<p>Date: November 3, 2011</p>	<p>Subtopic(s): Managed Care, Medicaid</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform staff that due to recent changes in the Medicaid program, applicants/recipients of Medicaid who were not previously enrolled in a managed care plan, must now choose a specific managed care plan appropriate to their medical needs.</p> <p>There will be onsite New York Medicaid Choice enrollment specialists at select job centers who can assist all applicants/recipients in choosing the managed care plan that best meets their medical needs. New York Medicaid Choice is responsible for providing education and assistance with enrollment options, selection of a plan, disenrollments, transfers, complaints, and grievances.</p> <p>Effective November 1, 2011, Cash Assistance (CA) applicants are required to select a Medicaid managed care plan at the point of application. The JOS/Worker must urge all applicants to meet with the onsite New York Medicaid Choice enrollment specialist in order to choose the most appropriate plan. If an applicant does not choose a plan within 10 days after case acceptance, he/she will be automatically enrolled in a plan at random. If an applicant chooses a plan and his/her case is accepted for CA, the applicant will be enrolled in that plan immediately.</p> <p>All current Medicaid recipients not enrolled in a managed care plan will receive a packet in the mail around the time of their CA recertification from New York Medicaid Choice informing them that they must enroll in a managed care plan.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

During recertification, the JOS/Worker can check WMS to see if the recipient has already been enrolled in a managed care plan by selecting option **#10 (MA History)** from the **WMS Individual Inquiry Menu**. If any code other than code **30** (PCP Full Coverage) is displayed, which indicates enrolled in managed care plan, the JOS/Worker must inform him/her that they have to choose a specific managed care plan and urge them to meet with the onsite New York Medicaid Choice enrollment specialists. Recipients who do not choose a managed care plan will be automatically enrolled in a plan at random 30 days after recertification.

Individuals can call the Medicaid Choice Helpline at 1-800-505-5678 for more information.

Effective Immediately.