

CeltiCare Health Commonwealth Care Health Plan Termination: January 31, 2015

Effective February 1, 2015, CeltiCare Health will no longer be offering Commonwealth Care health insurance coverage. The State of Massachusetts has discontinued this line of health insurance; and on January 31, 2015, all members enrolled in CeltiCare Health's Commonwealth Care plan will have their coverage terminated.

If you currently have CeltiCare Health Commonwealth Care members as patients, they should enroll in another plan during Open Enrollment (November 15 through February 15). If a member has not yet enrolled for new health care coverage, please encourage him or her to visit www.MAHealthConnector.org. Members can re-apply for coverage and enroll in a new plan by filling out the application that will determine their eligibility.

If the member does not enroll in a plan by the Open Enrollment deadline, February 15, 2015, they will be uninsured.

Members can call the MA Health Connector at 1-877-623-6765 or visit www.MAHealthConnector.org for more information.

To assist you during this transition, a set of Frequently Asked Questions (FAQs) follows.

Frequently Asked Questions

Commonwealth Care Health Insurance Program Discontinued as of 1/31/2015

Why is Commonwealth Care Insurance no longer available?

- o Effective February 1, 2015, CeltiCare Health will no longer be offering Commonwealth Care health insurance coverage. The State of Massachusetts has discontinued this line of health insurance; and on January 31, 2015, all members enrolled in CeltiCare Health's Commonwealth Care plan will have their coverage terminated.

After January 31, 2015, if a CeltiCare Commonwealth Care member has scheduled an appointment and presents a CeltiCare Commonwealth Care card should I accept it?

- o No, please ask the member if they have enrolled in a new health insurance and ask them for their new health insurance card.
- o Providers should check the state EVS system to verify health plan coverage.
- o If you currently have CeltiCare Health Commonwealth Care members as patients, they should enroll in another plan during Open Enrollment (November 15 through February 15). If a member has not yet enrolled for new health care coverage, please encourage him or her to visit www.MAHealthConnector.org. Members can re-apply for coverage and enroll in a new plan by filling out the application that will determine their eligibility.
- o If the member does not enroll in a plan by the Open Enrollment deadline, February 15, 2015, they will be uninsured.

If I have CeltiCare Commonwealth Care claims that I have not submitted as of January 31, 2015 how long do I have to submit these claims and where do I submit them?

- o Timely filing for the CeltiCare Health Plan Commonwealth Care program allows 90 days for submission from the date of service.
- o For claims prior to February 1, 2015, continue to submit claims the same way you have been submitting them to Cenpatico today.

If I have questions after January 31, 2015 regarding a CeltiCare Commonwealth Care member or a claim issue who do I contact?

- o Please go online and Check the secure portal www.cenpatico.com
- o Or call our Provider Services Call Center at 1-866-896-5053.

Will I still be contracted with CeltiCare Health Plan after my Commonwealth Care Contract terminates?

- o Please check your contract with Cenpatico to see if you are contracted with either of our other two products CarePlus or Ambetter (QHP).

How can I check the member's eligibility on February 1, 2015 to see if they have signed up for a new health insurance?

- To verify eligibility, by calling EVS at **MassHealth EVS (AVR) - 1-800-554-0042** or by looking on the MassHealth website www.massresources.org/mashealtheligibility_check.html

If I need a prior authorization for a CommCare member, how do I obtain one?

- Prior Authorizations can be requested in 3 ways:
 1. Via the Cenpatico secure portal www.cenpatico.com
 2. Fax Prior Authorization Requests to 1-866-694-3649
 3. Call for Prior Authorization at 1-866-896-5053
- Copies of Prior Authorization Forms can be found at:
<http://www.cenpatico.com/providers/massachusetts/ma-provider-tools/?state=Massachusetts>