



## P R O V I D E R   B U L L E T I N

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**To: All Managed Care Providers**

**Subject: Hoosier Healthwise Open Enrollment**

## Overview

To enhance continuity of care, the Hoosier Healthwise program will implement Open Enrollment effective March 1, 2009. Open Enrollment is an improvement to the Hoosier Healthwise program. Currently, Hoosier Healthwise members can change their health plans at any time. Under Open Enrollment, members can change health plans only at the following times:

- Anytime during their first 90 days enrolled with a new health plan
- Annually during their open enrollment period
- Anytime there is “just cause”

## General Enrollment Framework

Continuing current practice, each Hoosier Healthwise member will have 30 days to select a primary medical provider (PMP) and managed care organization (MCO). If a member does not choose within 30 days, he or she will be auto-assigned to a PMP and an MCO. Following enrollment with an MCO, in accordance with federal requirements, members maintain the right to change MCOs during the first 90 days of enrollment. Following this 90-day period, eligible members remain enrolled with the same MCO for nine months unless they have “just cause.”

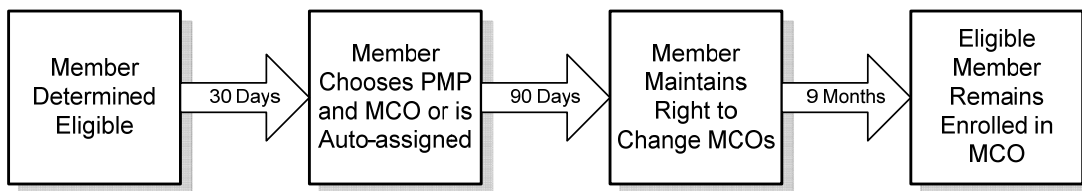


Figure 1 – Enrollment Process

## Just Cause Reasons

Enrollees are permitted to request a transfer from an MCO for just cause during the 12-month lock-in period. Just cause reasons are as follows:

- Lack of access to medically necessary services covered under the MCO’s contract with the State.
- The MCO does not, for moral or religious objections, cover the service the enrollee seeks.

- The enrollee needs related services performed at the same time and not all related services are available within the MCO's network. The enrollee's primary care provider or another provider determines that receiving the services separately would subject the enrollee to unnecessary risk.
- Lack of access to providers experienced in dealing with the enrollee's health care needs.
- Poor quality of care. Poor quality of care includes failure to comply with established standards of medical care administration and significant language or cultural barriers.

The member must first contact his or her MCO so the health plan can attempt to resolve the concern. If the member remains dissatisfied with the outcome, he or she can contact the enrollment broker to request disenrollment. The enrollment broker will review the request and make a disenrollment determination.

## Changes for Providers

Open Enrollment provides opportunities for increased continuity of care. Implementation will not significantly change how you provide services to Hoosier Healthwise members. Providers should continue to check a member's eligibility prior to rendering services or requesting prior authorization.

To complete a full-panel add, the member must be within his or her fee-for-service window or the 90-day open enrollment period, or be active within the same MCO as the provider completing the full-panel add. **Full-panel adds must be fully processed before the end of the 90-day open enrollment period.**

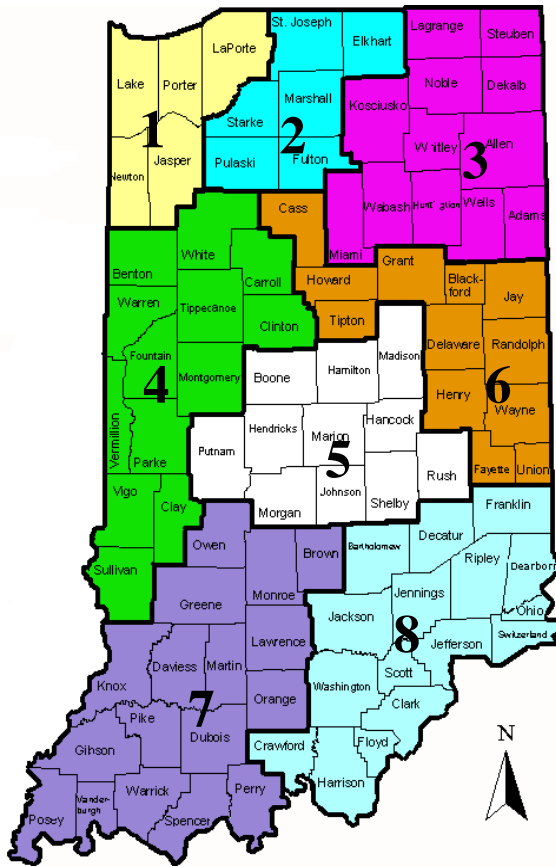
A provider's panel can follow when the PMP decides to transfer to another MCO. For example, a provider decides to leave MCO A and enroll only in MCO B. The provider's entire panel enrolled in MCO A would follow the provider to MCO B.

## Implementation Schedule

Open enrollment will occur in phases based on the geographic regions shown in Table 1 – Implementation Schedule.

Table 1 – Implementation Schedule

Region	Implementation Date
Central	March 1, 2009
Northwest, North Central, Northeast, and West Central	June 1, 2009
East Central, Southwest, Southeast	September 1, 2009



<u>Effective Date</u>	<u>Region</u>
March 1, 2009	Central
June 1, 2009	Northwest North Central Northeast
September 1, 2009	West Central East Central Southwest Southeast

1	2	3	4	5	6	7	8
<b>Northwest Region</b>	<b>North Central Region</b>	<b>Northeast Region</b>	<b>West Central Region</b>	<b>Central Region</b>	<b>East Central Region</b>	<b>Southwest Region</b>	<b>Southeast Region</b>
Jasper	Elkhart	Adams	Benton	Boone	Blackford	Brown	Bartholomew
Lake	Fulton	Allen	Carroll	Hamilton	Cass	Daviess	Clark
LaPorte	Marshall	DeKalb	Clay	Hancock	Delaware	Dubois	Crawford
Newton	Pulaski	Huntington	Clinton	Hendricks	Fayette	Gibson	Dearborn
Porter	Starke	Kosciusko	Fountain	Johnson	Grant	Greene	Decatur
	St. Joseph	Lagrange	Montgomery	Madison	Henry	Knox	Floyd
		Miami	Parke	Marion	Howard	Lawrence	Franklin
		Noble	Sullivan	Morgan	Jay	Martin	Harrison
		Steuben	Tippecanoe	Putnam	Randolph	Monroe	Jackson
		Wabash	Vermillion	Rush	Tipton	Posey	Jefferson
		Wells	Vigo	Shelby	Union	Orange	Jennings
		Whitley	Warren		Wayne	Owen	Ohio
			White			Perry	Ripley
						Pike	Scott
						Spencer	Switzerland
						Vanderburgh	Washington
						Warrick	

Figure 2 – Proposed Hoosier Healthwise Open Enrollment Implementation Schedule, Including Region Map