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Press Release

MEDICAID MANAGED CARE CHANGES TRANSPORTATION PROCESS

If you are one of the 24,000 individuals in Randolph County that receive Medicaid or help those that do, please be aware. Most people will get the same Medicaid services in a new way --- through health plans. This is called “*Medicaid Managed Care*.”

There are new players in Medicaid Managed Care. These new players are the *Enrollment Broker* and the *Prepaid Health Plans* (PHP). A PHP is a group of doctors, hospitals and other health care professionals. They work together to provide needed care for patients. Each PHP has its own network of qualified doctors and health care professionals. The local Department of Social Service’s basic role in determining eligibility for Medicaid does not change, but beneficiaries will need to add these new players to their contact list.

After a beneficiary enrolls in a plan, the PHP will send them information and a new Medicaid card. That card will be used to get health care services. For those who live in Randolph County, the deadline to enroll is September 13, 2019. On September 16, 2019, PHPs and PCPs will be automatically assigned for those that did not select a PHP or PCP with the Enrollment Broker.

A benefit for those eligible for Medicaid is that they may request transportation to medical appointments. This is called Non-Emergency Medicaid Transportation (NEMT). Beginning November 1, 2019, *Medicaid Managed Care* beneficiaries will arrange NEMT transportation to and from providers through their PHP.

Once a PHP is chosen beneficiaries will contact their plan directly to arrange transportation for their medical appointments. That means that NEMT transportation requests for travel up until November 1, 2019 may be made through their local departments of Social Services, but travel arrangements for travel on or after November 1, 2019, beneficiaries enrolled in *Medicaid Managed Care* must request and coordinate transportation (NEMT) needs through their PHP.

Only the Enrollment Broker (which is a separate entity from your local DSS) can answer questions and enroll beneficiaries in a PHP. For information about Medicaid eligibility, contact your local DSS. For more information about choosing and enrolling in a health plan, call the Enrollment Broker, Maximus, directly at **1-833-870-5500**.

For questions about or arranging NEMT for Medicaid Managed Care beneficiaries, please contact your Prepaid Health Plan (PHP) directly at the number provided in your welcome package.

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