



Centers for Medicare & Medicaid Services
Atlanta Regional Office
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September 9, 2016

MEDICARE ALERT

Attention: All Providers (Please Share with Billing Staff)

**Subject: Advicare Advocate's Transition from Healthy Connections Prime Services
Claims Allowed for Services Provided Before Sept. 1, 2016**

On June 1, 2016, Advicare Corp., a managed care organization in South Carolina, was purchased by WellCare Health Plans, Inc. As a result of this purchase Advicare Advocate, Advicare's Medicare-Medicaid Plan (MMP), no longer participates in the Healthy Connections Prime program. On September 1, 2016, existing Advicare Advocate members transitioned to new health insurance, either with another MMP or traditional Medicare and Healthy Connections Medicaid.

1. Can providers still file claims for services provided to Advicare Advocate members?

Yes, Advicare Advocate will continue to process provider claims for dates of service prior to September 1, 2016 as long as they meet the timely filing requirement of 365 days. Claims can be sent to: Advicare, P.O. Box 5547, Hauppauge, NY 11788.

2. What will happen to members who were enrolled with Advicare Advocate?

Although Advicare Advocate is no longer part of the Healthy Connections Prime program, all members will continue to receive their health care services, including prescription drugs, either through another MMP or under Original Medicare and Healthy Connections Medicaid. There is **no gap in coverage for Medicaid, Medicare or Medicare Part D prescription drugs**. The specifics of how each member transitioned depended on which county they lived in.

In most counties where Advicare Advocate served as an MMP, members were passively enrolled (auto- assigned) into a new MMP with an effective date of September 1, 2016¹. There are six remaining counties (Aiken, Anderson, Cherokee, Dorchester, Greenwood and Oconee) that were not eligible for passive enrollment due to the departure of Advicare Advocate. Detailed in the following chart are these counties and how members who live in them were transitioned out of Advicare Advocate.

¹ In order to be eligible for passive enrollment, individuals must meet the following criteria at the time of enrollment: reside at home, live in a county with two or more MMPs and not have comprehensive health care insurance (e.g., Medicare Advantage). Counties with two or more MMPs after Advicare Advocate's departure are: Abbeville, Allendale, Bamberg, Barnwell, Beaufort, Berkeley, Calhoun, Charleston, Chester, Chesterfield, Clarendon, Colleton, Dillon, Edgefield, Florence, Georgetown, Greenville, Hampton, Jasper, Kershaw, Laurens, Lee, Lexington, Marion, Marlboro, McCormick, Newberry, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Union and Williamsburg.

Counties	Members' Transition
<p>Counties Eligible for Opt-In Enrollment Only: <i>Anderson, Cherokee, Greenwood and Oconee</i></p>	<p>With Advicare Advocate's departure, there is only one MMP serving these counties so passive enrollment is not available. Members were disenrolled and now have fee-for-service Healthy Connections Medicaid and Original Medicare with a Part D plan. To join Healthy Connections Prime, individuals in these counties must call Healthy Connections Choices at (877) 552-4642, Monday-Friday, 8 a.m. to 6 p.m. and say they want to join (opt-in) the remaining MMP. TTY users call (877) 552-4670.</p>
<p>Counties No Longer Participating in Healthy Connections Prime: <i>Aiken and Dorchester</i></p>	<p>With Advicare Advocate's departure, there are currently no MMPs serving these counties. MMPs will continue to build their networks with the intention of expanding into these counties in the future. Advicare Advocate members in these counties will now receive healthcare coverage from Original Medicare, a Medicare Part D prescription drug plan and fee-for-service Healthy Connections Medicaid. If members need help understanding the change, they can call Healthy Connections Choices at (877) 552-4642, Monday-Friday, 8 a.m. to 6 p.m. TTY users can call (877) 552-4670.</p>

3. What happened to individuals who were passively enrolled (auto-assigned) with Advicare Advocate with a coverage start date of July 1, 2016 (also known as "Wave 2")?

These enrollments were cancelled and the individuals' current health care coverage did not change. Individuals eligible for passive enrollment will be auto-assigned to a new MMP with an effective coverage date of November 1, 2016.²

4. How will members keep getting medical care while their insurance coverage changes?

Members **will not have any gap in Medicare, Medicaid or prescription drug coverage**, and if they switched MMPs there is a six month "continuity of care" period to help them adjust. This period began on the first day of coverage by the new MMP.

If a member transferred to another Healthy Connections Prime MMP, he/she will be able to continue to see his/her current doctors and other providers for the first six months in the new plan while the MMP tries to bring any non-participating providers into their network or enter a single case agreement with them. The new MMP will honor all prior authorizations for upcoming medical procedures and make sure members have access to their current prescriptions for six months.

For members receiving waiver services, participants will maintain their provider and service authorization levels for waiver services during the continuity of care period, unless there is a change in the service needs. Depending on the member's options, the new MMP Care Coordinator or the State Case Manager will work with the Waiver Case Manager to help transition the member.

Note: Healthy Connections Prime covers the same Medicaid services as Healthy Connections Medicaid, so a member leaving the Healthy Connections Prime program should not have trouble accessing care.

5. Where can I find more information on Advicare Advocate's transition?

You can find the full FAQ on the Advicare Advocate transition on the Healthy Connections Prime website: <https://msp.scdhhs.gov/SCDUE2/press-release/advicare-advocate-transition>. If you have questions, please email PrimeProviders@scdhhs.gov.

² Counties that have individuals who were passively enrolled into Wave 2 are: Allendale, Beaufort, Berkeley, Calhoun, Charleston, Chesterfield, Clarendon, Colleton, Dillon, Florence, Georgetown, Hampton, Jasper, Lee, Marion, Marlboro, Orangeburg and Williamsburg.