

## Continuity of Care



### How are existing out-of-network providers and services affected by a beneficiary’s enrollment with Healthy Connections Prime?

Healthy Connections Prime is committed to improving health outcomes for members by providing better care, better value and better health. Beneficiaries who enroll in a Medicare-Medicaid plan have a six month continuity of care period. During this transition period, plans are required to ensure that care continues uninterrupted. This includes ongoing procedures or appointments. In some instances the Medicare-Medicaid plans elect to extend this period for members.

### How are members protected during the continuity of care transition period?

Medicare-Medicaid plans will:

- Allow all members receiving any services at the time of enrollment to maintain their current providers for six months, including those who are not part of the Medicare-Medicaid plan’s network.
- Maintain their current service levels during the transition period.
- Provide all current prescription drugs. When appropriate, a transition process for members who are prescribed Part D drugs that are not on their plan’s formulary will be provided.
- Maintain current service authorization levels for all direct care waiver services (including, but not limited to, personal care, waiver nursing, adult day health and home delivered meals) unless a significant change has occurred and is documented during the long term care assessment and/or reassessment.

### What is the transition process for providers?

During the transition period, Medicare-Medicaid plans will contact providers who offer services to members, but who are not currently network providers and provide them information on becoming in-network providers.

Out-of-network primary care providers and specialists providing an ongoing course of treatment will be offered single case agreements to continue to care for the member beyond the six month transition period if the provider chooses not to participate in the Medicare-Medicaid plan’s network.

**CONTINUITY OF CARE OPTIONS**

- 1

**Full Contract**

Serve any member
- 2

**Single Case Agreement**

Serve one particular member beyond the six month transition period
- 3

**Transition Process**

Serve for up to six months while member transitions to a Healthy Connections Prime provider

### How are payments handled under the continuity of care period?

Medicare-Medicaid plans will provide payments to out-of-network providers at the current Medicare and Medicaid fee-for-service rates, regardless of the setting and type of care for authorized services.

### Who do I contact if I have other questions about Healthy Connections Prime?

If you have other questions about Healthy Connections Prime, please visit [www.scdhhs.gov/prime](http://www.scdhhs.gov/prime) or email [PrimeProviders@scdhhs.gov](mailto:PrimeProviders@scdhhs.gov) for help with a specific question or concern.