

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



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**DATE:** April 19, 2019

**TO:** UnitedHealthcare Medicare Advantage Dual-eligible Special Needs Plan Operating in South Carolina

**FROM:** Jerry Mulcahy, Director, Medicare Enrollment and Appeals Group, Center for Medicare  
Sharon Donovan, Director, Program Alignment Group, Medicare-Medicaid Coordination Office

**SUBJECT:** Guidance and Call Center Information for UnitedHealthcare Medicare Advantage Dual-eligible Special Needs Plan (D-SNP) in South Carolina

The South Carolina Department of Health and Human Services (SCDHHS) is operating a demonstration of the capitated model under the CMS Financial Alignment Initiative demonstration to integrate care and financing for individuals dually eligible for Medicare and Medicaid. The demonstration is called “Healthy Connections Prime.” Under the demonstration, the Medicare-Medicaid Plans (MMPs) provide both Medicaid and Medicare benefits to demonstration enrollees.

In October 2018, South Carolina passively enrolled demonstration-eligible beneficiaries (beneficiaries) into MMPs if they were enrolled in one of the five other D-SNPs operating in the State. In April, SCDHHS will again passively enroll demonstration-eligible beneficiaries currently enrolled in UnitedHealthcare’s D-SNP (Contract R7444). These passive enrollments into an MMP will be effective July 1, 2019. Enrollment in a Healthy Connections Prime plan will automatically disenroll beneficiaries from their UnitedHealthcare D-SNP.

Please see the information included below and the attached call center supplement for the affected D-SNP operating in South Carolina to assist in responding to passively enrolled beneficiaries who have questions about the disenrollment notices UnitedHealthcare’s D-SNP will send beginning in April 2019. The disenrollment notices, which will be prompted and sent to beneficiaries when SCDHHS submits passive enrollment transactions, will inform beneficiaries that their Medicare health plan will end due to passive enrollment.

Passive enrollment will occur into the MMPs in the counties they serve:

Healthy Connections Prime Demonstration Project Contract Number and Marketing Name	Count
H1723 Absolute Total Care	Abbeville, Allendale, Anderson, Bamberg, Barnwell, Beaufort, Berkeley, Calhoun, Charleston, Chester, Chesterfield, Clarendon, Colleton, Dillon, Edgefield, Fairfield, Florence, Georgetown, Greenville, Greenwood, Hampton, Jasper, Kershaw, Laurens, Lee, Lexington, Marion, Marlboro, McCormick, Newberry, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Union, Williamsburg
H2533 Molina Healthcare of South Carolina, Inc.	Abbeville, Allendale, Anderson, Bamberg, Berkeley Barnwell, Calhoun, Charleston, Chester, Chesterfield, Clarendon, Colleton, Dillon, Edgefield, Fairfield, Florence, Georgetown, Greenville, Greenwood, Hampton, Jasper, Kershaw, Laurens, Lee, Lexington, Marion, Marlboro, McCormick, Newberry, Oconee, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Union, Williamsburg

Healthy Connections Prime Demonstration Project Contract Number and Marketing Name	County*
H8213 Select Health of South Carolina, Inc.	Abbeville, Allendale, Anderson, Bamberg, Barnwell, Beaufort, Berkeley, Calhoun, Charleston, Cherokee, Chester, Chesterfield, Clarendon, Colleton, Dillon, Edgefield, Fairfield, Florence, Georgetown, Greenville, Greenwood, Hampton, Jasper, Kershaw, Laurens, Lee, Lexington, Marion, Marlboro, McCormick, Newberry, Oconee, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Sumter, Union, Williamsburg

\* The following six counties are in the demonstration's geographic area but have no MMPs: Aiken, Darlington, Dorchester, Horry, Lancaster, and York, so passive enrollment does not occur there.

Medicare-Medicaid plans provide all Medicare and Medicaid benefits as well as Part D prescription drug coverage. Therefore, an individual cannot be enrolled in an MMP and a D-SNP at the same time. When an individual is enrolled into an MMP, that individual's D-SNP enrollment automatically ends.

South Carolina will start sending letters to approximately 2,952 UnitedHealthcare D-SNP beneficiaries in late April 2019, informing them of their passive enrollment in the Healthy Connections Prime plan and their option to opt out of the passive enrollment or make another enrollment decision prior to the enrollment effective date (example attached).

When the state submits passive enrollment transactions to CMS in mid-April 2019, the UnitedHealthcare D-SNP will receive disenrollment transactions by normal operations. Per Medicare requirements, the D-SNP then has 10 days to send disenrollment notices to those individuals indicating they are being disenrolled due to passive enrollment in an MMP, specifically the model notice for disenrollment prompted by passive enrollment (see section 50.4.1 and Exhibit 12c of Chapter 2 of the Medicare Advantage Managed Care Manual<sup>1</sup>).

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<sup>1</sup> [https://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicareMangCareEligEnrol/Downloads/CY\\_2019\\_MA\\_Enrollment\\_and\\_Disenrollment\\_Guidance.pdf](https://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicareMangCareEligEnrol/Downloads/CY_2019_MA_Enrollment_and_Disenrollment_Guidance.pdf)

Your Customer Service Team may receive questions from beneficiaries who received a disenrollment notice from your organization. Please use the attached information to identify these beneficiaries and respond to those inquiries. If beneficiaries have questions about Healthy Connections Prime plan, including how to opt out of about the passive enrollment process, please direct them to:

- Call **South Carolina Healthy Connections Choices**, Toll-free at 1-877-552-4642, TDD/TTY 1-877-552-4670, Monday to Friday from 8 a.m. – 6 p.m. Eastern Daylight Time (EDT) free of charge.

Members with questions about Medicare or who wish to opt out of Healthy Connections Prime can call 1-800-Medicare (1-800-633-4227), TTY users should call 1-877-486-2048.

For additional information about the Healthy Connections Prime demonstration, please see:

- Healthy Connections Prime: <https://msp.scdhhs.gov/SCDue2/>
- CMS Medicare-Medicaid Financial Alignment Initiative webpage: <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-MedicaidCoordination.html>

Please send any questions to [MMCOCAPSMODEL@CMS.HHS.GOV](mailto:MMCOCAPSMODEL@CMS.HHS.GOV)

## Attachment 1

### Call Center Supplement

#### Intended audience

UnitedHealthcare D-SNP operating in South Carolina (CMS Contract R7444) whose current enrollees are included in the upcoming wave of passive enrollment into the Medicare-Medicaid Plans in the South Carolina Financial Alignment Demonstration, known as Healthy Connections Prime plan.

#### Background

The Healthy Connections Prime program is a demonstration for dual eligible individuals under the CMS Financial Alignment Initiative. Under the demonstration, Healthy Connections Prime provides both Medicaid and Medicare benefits to demonstration enrollees.

Healthy Connections Prime Demonstration Project Contract Number and Marketing Name	*County
H1723 Absolute Total Care	<ul style="list-style-type: none"><li>• Abbeville, Allendale, Anderson, Bamberg, Barnwell, Beaufort, Berkeley, Calhoun, Charleston, Chester, Chesterfield, Clarendon, Colleton, Dillon, Edgefield, Fairfield, Florence, Georgetown, Greenville, Greenwood, Hampton, Jasper, Kershaw, Laurens, Lee, Lexington, Marion, Marlboro, McCormick, Newberry, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Union, Williamsburg</li></ul>

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\* The following six counties are in the demonstration's geographic area but have no MMPs: Aiken, Darlington, Dorchester, Horry, Lancaster, and York, so passive enrollment does not occur there.

South Carolina will begin passively enrolling those demonstration eligible beneficiaries April, 2019. Passive enrollment will be effective July 1, 2019. Letters are being sent to beneficiaries in advance of passive enrollment informing them of their eligibility for enrollment in a Medicare-Medicaid Plan.

Medicare-Medicaid Plans (MMPs) provide Medicare Part A and B, as well as, Part D prescription drug coverage, so an individual cannot be enrolled in a Medicare-Medicaid Plan and a D-SNP at the same time. When an individual is enrolled in a Medicare-Medicaid Plan, that person's D-SNP enrollment automatically ends.

When enrollment transactions are submitted to CMS, those beneficiaries' current D-SNP (offered by UnitedHealthcare) also receives disenrollment transactions by normal operations. Per Medicare requirements, the UnitedHealthcare D-SNP then has 10 days to send disenrollment notices to those individuals indicating they are being disenrolled due to enrollment in an MMP. Beneficiaries may have questions about these notices.

If members have questions about Healthy Connections Prime, including their selection for passive enrollment or how to opt out, they should:

- Call **South Carolina Healthy Connections Choices**, Toll-free at 1-877-552-4642, TDD/TTY 1-877-552-4670, Monday to Friday from 8 a.m. – 6 p.m. Eastern Daylight Time (EDT) free of charge.

If beneficiaries have questions about Medicare or wish to opt out of Healthy Connections Prime, they may also contact 1-800-Medicare (1-800-633-4227), TTY users should call 1-877-486-2048.

### **Responding to Members' Concerns**

If beneficiaries contact you with concerns about changes to their D-SNP coverage, please determine if they have a future Healthy Connections Prime plan coverage effective date. Plans can find the contract number of the organization that submitted the transaction causing the automatic disenrollment on the DTRR. Specifically, TRC 340 (Disenroll-New MMP) is generated to notify a Plan when the beneficiary is disenrolled due to MMP passive enrollment so the Plan may take the appropriate actions. This TRC 340 replaces the TRC 014 sent to the Plans when disenrollment is due to the MMP passive enrollment (please note that TRC 014 will continue to be sent when disenrollment is due to an individual voluntarily electing an MMP).

If the organization contract number (H number) is one of the Healthy Connections Prime Demonstration plans listed above, it is an enrollment into Healthy Connections Prime Plan. If so, explain to these beneficiaries that the South Carolina Department of Health and Human Services (SCDHHS) is passively enrolling them in the Healthy Connections Prime Plan, which is why they are being disenrolled from their D-SNP. It is important that these beneficiaries also understand the following:

- SCDHHS has provided or will be providing notification and materials to affected beneficiaries.
- Individuals who have been passively enrolled in a Medicare-Medicaid Plan will receive all Medicaid and Medicare benefits, ***including Medicare Parts A, B and D***, from the Healthy Connections Prime Plan (unless they opt out of the Financial Alignment Demonstration or choose to enroll in another Healthy Connections Prime Plan, MA plan, or PDP).
- Beneficiaries will continue to receive their Medicare Advantage benefits from the UnitedHealthcare D-SNP until their Healthy Connections Prime Plan coverage begins. The Healthy Connections Prime Plan will become the beneficiary's new Medicare plan.
- Beneficiaries will ***not*** be disenrolled from the UnitedHealthcare D-SNP until their new coverage in Healthy Connections Prime Plan takes effect. Please reiterate to beneficiaries that *they should not experience a gap in coverage*.
- Beneficiaries may stay in the UnitedHealthcare D-SNP if they choose not to be in the Healthy Connections Prime Plan (i.e., opt out of Healthy Connections Prime). Beneficiaries have until the day prior to their Healthy Connections Prime Plan enrollment effective date to opt out and may do so by calling 1-800-MEDICARE (1-800-633-4227), TTY users should call 1-877-486-2048, or Healthy Connections Prime (see below).
- Members with questions about Medicare can call 1-800-Medicare (1-800-633-4227), TTY users should call 1-877-486-2048.
- If members have questions about Healthy Connections Prime, they should:
  - Call **South Carolina Healthy Connections Choices**, Toll-free at 1-877-552-4642,



TDD/TTY 1-877-552-4670, Monday to Friday from 8 a.m. – 6 p.m. Eastern Daylight Time (EDT) free of charge.

## Attachment 2

<Member's Name>  
<Address>  
<City><State><Zip>

<Medicaid ID Number>  
<Date>

Dear <Name>:

### **IMPORTANT: YOU ARE BEING ENROLLED INTO A NEW HEALTH AND PRESCRIPTION DRUG PLAN FOR YOUR MEDICARE AND MEDICAID SERVICES**

You are getting this letter because you have both Medicare and Medicaid and the way you get your health care is changing. You will soon be enrolled in an enhanced program called Healthy Connections Prime that covers your Medicare, South Carolina Healthy Connections Medicaid, and prescription drug benefits. This Healthy Connections Prime Medicare-Medicaid Plan is designed to help your Medicare and Medicaid work better together, and includes new benefits and services that are not available to you now, such as no insurance premiums, no costs for doctor visits and hospital stays, a care team, and a personalized care plan that fits your needs. We chose <Plan Name> for you because other members in your household are enrolled in this plan, your doctors work with this plan or this plan operates in your county.

#### **Your new coverage starts <Enrollment Date>**

If you do nothing, you will be automatically enrolled in <Plan Name>. If you do not make another choice by <CutoffDate> your new coverage will start on <Enrollment Date>. <Plan Name> will send you a new health and drug member ID card to use. This new card will replace the Medicare and Medicaid cards you use now.

For more information about <Plan Name> or to find out what benefits <Plan Name> covers, call South Carolina Healthy Connections Choices at (877) 552-4642 Monday-Friday from 8 a.m. – 6 p.m. TTY users should call (877) 552-4670. This call is free.

#### **You have other options**

If you **do not** want to be enrolled in <Plan Name>, you have other options, including:

- **Keep your current Medicare and Healthy Connections Medicaid coverage.** Call South Carolina Healthy Connections Choices at (877) 552-4642 before <Enrollment Date> and tell them that you do not want to be in <Plan Name> (you want to “opt out”). They can help you find out how to keep your current coverage or talk to you about similar options available to you.



- **Join a different Healthy Connections Medicare-Medicaid Plan that will include your Medicare, Healthy Connections Medicaid, and prescription drug benefits.** Call South Carolina Healthy Connections Choices at (877) 552-4642 before [<CutoffDate>](#) and tell them you do not want to be in [<Plan Name>](#) and you want to join a different plan.

**Note:** You can leave your Healthy Connections Prime plan at any time and choose another plan. However, once you leave your Healthy Connections Prime Plan, there are limits for when you can join or leave other types of Medicare plans. For more information, please contact 1-800-MEDICARE (1-800-633-4227). TTY users should call (877) 486-2048.

### What you should do now

**Step 1: Review all of your options carefully before making any decisions about your health care coverage.** To talk about your options, call South Carolina Healthy Connections Choices at (877) 552-4642.

### Step 2: Decide which option is best for you:

- **To enroll in [<Plan Name>](#),** you do not have to do anything.
- **To choose another option** (listed under “You have other options” on page 1), call South Carolina Healthy Connections Choices at (877) 552-4642 by [<CutoffDate>](#). If you do not call and choose another health care option before [<Enrollment Date>](#), you will be automatically enrolled in [<Plan Name>](#).

### [<Plan Name>](#) and Medicare Part D

You may have received a letter from your current Medicare Part D prescription drug plan telling you that beginning [<Enrollment Date>](#), your prescription drug plan won’t cover your prescription drugs. That is because you are being enrolled in a new health care and drug plan. [<Plan Name>](#) will become your new Medicare Part D plan, which means your last day of coverage in your current prescription drug plan will be [<DayPriorEnrollmentBeginDate \(GMC logic = 1 day before “Enrollment Date”\)>](#). You cannot keep your current Part D plan and be in [<Plan Name>](#) at the same time. You will continue to receive your prescription drug benefits from your current plan through [<DayPriorEnrollmentBeginDate \(GMC logic = 1 day before “Enrollment Date”\)>](#). Your new prescription coverage from [<Plan Name>](#) will start on [<Enrollment Date>](#). There will be no gap in your prescription drug coverage.

### Get more information

- If you need help comparing your health care options or understanding information you get from plans, call an enrollment counselor with South Carolina Healthy Connections Choices. Their phone number is (877) 552-4642. TTY users should call (877) 552-4670.
- If you have questions about Medicare or need help with your Medicare options, call 1-800 MEDICARE (1-800-633-4227). TTY users should call (877) 486-2048.

With Healthy Connections Prime, you have **one card, one plan,** and **one phone number** for all your health care needs.

This information is available for free in other languages and formats, like Braille or large print.