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Commissioner

STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

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To: The Honorable Toni N. Harp, Senate Chair, Appropriations Committee
The Honorable John C. Geragosian, House Chair, Appropriations Committee
The Honorable Paul R. Doyle, Senate Chair, Human Services Committee
The Honorable Toni E. Walker, House Chair, Human Services Committee
The Honorable Dan Debicella, Senate Ranking Member, Appropriations Committee
The Honorable Craig A. Miner, House Ranking Member, Appropriations Committee
The Honorable Robert J. Kane, Senate Ranking Member, Human Services Committee
The Honorable Lile R. Gibbons, House Ranking Member, Human Services Committee

Members of the Appropriations and Human Services Committees

From: Michael P. Starkowski
Commissioner

Date: January 26, 2010

Re: Report on Status of the Primary Care Case Management Pilot Program

I am pleased to report to you on the development and implementation of the Primary Care Case Management pilot as an enrollment option in the HUSKY A program. This document provides you with reference background and updated information on this promising initiative, which we call HUSKY Primary Care.

In accordance with Section 16, Public Act No. 07-2, June Special Session, the Commissioner of Social Services has initiated "a primary care case management pilot program of not less than one thousand individuals who are otherwise eligible to receive HUSKY Plan, Part A (Medicaid managed care) benefits."

Pursuant the terms of the amendment to its 1915 (b) Medicaid Managed Care Waiver (HUSKY A), the Department of Social Services was further directed to implement the following changes to the Primary Care Case Management (PCCM) Pilot Program:

- PCCM shall be operational in the Greater New Haven and Greater Hartford areas no later than January 1, 2010.
- The Commissioner of Social Services shall commission an independent evaluation of the cost, quality, and access impacts of the PCCM programs in Waterbury and Windham by July 1, 2010 and shall submit the evaluation to the Human Services and Appropriations Committees. The Commissioner shall identify any deficiencies in the program and recommend remediation measures.

PCCM program is successful in containing costs and improving quality and access; and (B) an adequate number of primary care physicians (PCP's) for both children and adults have submitted applications with the Department of Social Services.

- New PCPs shall be allowed to enroll in PCCM at any time in any geographical area where PCCM is in effect.
- The Department of Social Services shall inform HUSKY A enrollees in approved geographic areas of the availability of PCCM to the same extent that the Department informs such enrollees of the ability to enroll in a Managed Care Organization.
- For purposes of this amendment, "geographical area" means Hartford, New Haven, Waterbury, and Windham, and towns that are contiguous to said cities.

The Department of Social Services was also instructed to report to the Human Services and Appropriations Committees on the status of the PCCM program on January 1, 2010. While this report fulfils the reporting requirement, the Department reserves the right to issue an addendum at a later date reviewing updates related to the recent January 1, 2010, expansions to the Hartford and New Haven communities.

It should be emphasized that as of this date, all of the requirements of the pilot listed above are implemented.

HUSKY Primary Care

The Primary Care Case Management (PCCM) Pilot Program is now known as HUSKY Primary Care (please see Attachment A), and is the fourth option available to HUSKY A clients living in eligible pilot sites. HUSKY Primary Care was selected as the "brand name" for the pilot to provide it a recognizable name commensurate with those of the managed care organizations.

The pilot is being implemented through six separate sequential and overlapping stages which include: recruitment of providers, recruitment of clients, roll-out of pilot sites, development of case management standards and protocols, data collection and analysis, and evaluation of the pilot.

Provider Recruitment

The success of the Primary Care Case Management pilot depends upon the enthusiastic and active participation of primary care providers. Leaders of successful PCCM programs in other states, when asked about the key factors leading to their states' early success, consistently point to a cadre of providers invested in a successful Medicaid program who are willing to give of their time and energy to ensure the program's success.

Toward that end, the Department of Social Services began recruiting providers in collaboration with provider organizations with which the Department had close and on-going working relationships. The Department collaborated in particular with the Connecticut State Medical Society and the Connecticut Chapter of the American Academy of Pediatrics, both of which volunteered their services to help promote the PCCM pilot. The Department additionally reached out to other provider organizations with a strong history of Medicaid participation, including the Community Health Center Association of Connecticut and the Connecticut Academy of Family Practice, and requested that these organizations notify their membership of provider informational sessions, held in New Haven on October 21, 2008, and in Hartford on October 23, 2008. A third scheduled meeting in Windham on October 22, 2008, was not held

due to lack of provider response. Ultimately, providers from Windham did apply to participate in the pilot.

In addition to the open provider informational meetings, the Department conducted numerous other informational activities in an effort to encourage primary care providers to enroll. These included:

- The American Academy of Pediatrics webinar series "Lunch and Learn," which reached over 100 practices;
- The Board of the Connecticut Child Health and Development Institute;
- Meetings of the New London and Fairfield County Medical Societies; and
- The Departments of Community Pediatrics at Connecticut Children's Medical Center and Yale-New Haven Hospital.

After these initial outreach sessions, the Department received numerous applications from primary care providers across the state interested in participating in the PCCM pilot. After review of all of the applications, and to ensure adequate numbers of providers for both children and adult HUSKY A members, the Waterbury and Windham areas were chosen as the initial pilot sites. It should be noted that, although there was interest in participation from all areas of the state, only in these two communities were a significant percentage of the Medicaid providers serving adult clients interested in joining the pilot.

The PCCM pilot was therefore implemented in Waterbury with 42 providers from two private pediatric practices, the StayWell Health Care Center and Franklin Medical Group; and in the Windham area with 11 providers from two private pediatric practices and the Generations Family Health Center.

Beginning in the summer of 2009, the Department began recruiting providers in the Hartford and New Haven areas to support opening the pilot to HUSKY A clients in these communities, effective January 1, 2010. A list of the practices, health centers, hospital and provider groups in the New Haven and Hartford areas with which the Department has met or spoken in 2009 is attached (please see Attachment B).

The Department began offering HUSKY Primary Care in Hartford and surrounding communities on January 1, 2010, with 47 providers enrolled from the Burgdorf/Bank of America Health Center, Charter Oak Health Center (not including its site at CCMC), Community Health Services, Inc., East Hartford Community HealthCare, and the Family Medicine Center at Asylum Hill.

Similarly, HUSKY Primary Care became available in New Haven effective January 1, 2010, with 122 providers enrolled from four private pediatric practices, the Cornell Scott-Hill Health Center, Fair Haven Community Health Center and the Primary Care Centers at Yale-New Haven Hospital.

As of the date of this report, the Department is processing additional applications and has verbal commitments from several other providers and groups for the New Haven and Hartford pilots. In accordance with the PCCM program design, the Department will continue to accept provider applications and include additional providers from all eligible practices within the four pilot sites.

Client Information/Education
All eligible HUSKY A enrollees have been informed of the new PCCM option primarily through direct mail client notices and brochures sent by the Department. Samples of notices are attached (please see Attachment C). This direct mail notice was an investment to ensure that information about the new enrollment option was provided in the most effective way possible to all HUSKY A members in pilot towns, as a complement to information provided by participating HUSKY Primary Care providers.

In addition, the Department developed a stand-alone client brochure (mentioned above) and has included HUSKY Primary Care in our "Tips on Choosing a HUSKY A Option" document, which is provided to all new HUSKY A-eligible families before they make a decision on an enrollment option. The brochure is also made available to all participating practices to be able to use in their offices to inform eligible patients about the opportunity to enroll in HUSKY Primary Care.

Consumer information about HUSKY Primary Care is incorporated into the Department's HUSKY Plan website (www.huskyhealth.com).

Marketing of a Medicaid managed care program, including marketing by contracted Primary Care Case Management providers, is governed according to 42 C.F.R. § 438.104. This definition recognizes that, just as managed care entities have an interest in growing their enrollment, PCCM providers are also entitled to promote enrollment in HUSKY Primary Care. In contrast, as an impartial administrator of the overall HUSKY program, promoting one model of care management over others by 'marketing' of HUSKY Primary Care is not an appropriate role for the Department.

The Department promotes awareness of the overall HUSKY program and informs prospective members of their options for enrollment. The Department's informational materials (for example, the website and comparison chart) present HUSKY Primary Care as an equal enrollment option. Additionally, the Department has supplied participating practices and other parties with PCCM-specific brochures and signs. PCCM providers are also welcome to develop and use any additional marketing materials and methods, subject to the Department's approval.

The Department's role in marketing of HUSKY Primary Care is further defined in an October 1, 2009, letter to the co-chairs of Medicaid Managed Care Council's PCCM subcommittee, which is attached (please see Attachment D).

Roll-out of Pilot Sites
PCCM was offered to HUSKY A clients as a fourth option in stages. Introduction of the program was gradual to allow both the providers and the Department the time to address initial implementation issues. Graduated implementation also allowed some practices to overcome their fear that they would be inundated with new HUSKY patients under PCCM, each bearing considerably more clinical responsibilities under the requirements of the pilot than HUSKY members who are in MCOs.

The first group of clients to whom PCCM was offered as a coverage option were those HUSKY A patients who were identified as active patients of PCCM participating practitioners in

Waterbury and Windham areas, effective February 1, 2009. All households of HUSKY A clients identified by participating practices as existing patients were sent notices in January 2009.

In July 2009, all HUSKY A clients living in Waterbury, Windham, and contiguous towns became eligible for PCCM, expanding the pilot to clients not identified as existing patients of participating practices. Notices and brochures about HUSKY Primary Care were sent to all HUSKY A members in these towns, including approximately 16,000 households. In addition, all new enrollees living in these areas are offered the option of choosing among the three MCOs or HUSKY Primary Care within the HUSKY Program (please see Attachments E & F).

HUSKY Primary Care was offered as a fourth HUSKY A choice in Hartford, New Haven and contiguous towns for enrollments effective January 1, 2010. All HUSKY A members in these towns – including over 40,000 households – were sent notices and brochures about HUSKY Primary Care in December. Notices to those newly eligible for HUSKY A in these towns also include all four health care options.

Provider Input on Protocols and Quality Improvement

One of the major factors leading to successful PCCM programs in other states (most notably, North Carolina), is the active involvement of primary care providers, committed to caring for Medicaid clients, in the design and implementation of the pilot program. To provide interested PCPs in Connecticut this opportunity, providers and staff from their practices were invited to participate in the PCCM Provider Advisory Group, which held its initial meeting at the

Department of Social Services on January 6, 2009. At this meeting, the overall structure and purpose of PCCM and the Connecticut pilot were discussed. The providers were then asked in meetings conducted by conference calls over the following months, to advise the Department in the development of the following:

- Case management – conduct
  - Risk assessment
  - Written care plans
  - Coordinate care/referrals/linkages with community resources
- Disease management/education
- Evaluation/management of pilot
  - Patient outcomes/measures for evaluation
  - Quality initiatives;
  - Disease management programs;
- Reporting methodologies, including for clinical and process data;
- Practice guidelines

The Provider Advisory Group opted to break up into three subcommittees. The first, chaired by Sandra Carbonari, MD, a Waterbury pediatrician, reviewed care coordination protocols and practices and chose several forms to assess clients' ongoing medical and social needs and risks, and several care plan formats to address these risks. The second subcommittee, chaired by Nancy Quimby, APRN, an adult nurse practitioner from the Generations Family Health Center, reviewed chronic diseases with significant impact on the HUSKY A population, and chose three (asthma in children, diabetes mellitus in adults, and obesity in all ages) for emphasis in the PCCM pilot. The subcommittee then reviewed current disease management programs to address these needs. The subcommittee chose several to offer to providers and further decided to work

on developing a program for obesity as it was unable to identify a program which completely met the needs of HUSKY Primary Care clients. The third subcommittee, chaired by Marjorie Berry, CEO of East Hartford Community HealthCare, looked at data management needs for the pilot and developed measures by which to evaluate the pilot.

All three subcommittees reported their recommendations at several meetings of the Provider Advisory Group, resulting in a document entitled "HUSKY Primary Care: Primary Care Case Management (PCCM) Pilot Program Care Coordination, Care Plan and Disease Management Standards and Measures for Programmatic Success," which was released to all participating sites in September 2009 (please see Attachment G). Department staff have also met and spoken with each site regarding implementation of the activities discussed in the document.

Data Collection and Analysis

As a pilot program, and consistent with the requirements of the 1915(b) waiver renewal, the success of HUSKY Primary Care must be carefully evaluated.

The Provider Advisory Group subcommittee on the pilot evaluation made recommendations for data to be collected and reported by the providers to help evaluate the program. These recommendations balanced the need for access to data for the evaluation with the recognition that busy provider practices would not immediately be able to hire additional staff to support data reporting. The subcommittee therefore proposed reporting of clinical data that would otherwise be unavailable to the Department through claims processing, and that the Department would analyze claims based data and report it back to the Provider Advisory Group. Clinical data reported by the providers is included in the Standards and Measures document cited above.

In addition, the Department committed to developing a reporting tool to support practices in their efforts to report their clinical data to the Department. A screen shot of this electronic tool is attached (please see Attachment H).

The first data report was due to the Department in October, 2009. As of the date of this report, several practices have not completed or submitted their initial reports. In discussions with the practices, both those reporting and those yet to do so, the main barrier noted is the extremely heavy patient volumes experienced by practices in October and November due to expanded recommendations for influenza vaccinations and the second wave of the H1N1 influenza pandemic.

The Department is analyzing provider claims in an attempt to monitor the pilot to ensure that all programmatic requirements are being met. There are several challenges confronting this effort. First is the claims process itself; the Department allows claims to be submitted for payment up to 12 months after the date of service. Although most providers do not take 12 months to submit claims, the time between first submission, resubmission of unclean initial submissions, and adjudication of claims appeals may often take many months. Secondly, a significant percentage of Medicaid clients lose their eligibility during any one year for many reasons, therefore the group of enrollees continuously participating in the pilot becomes smaller.

Pilot Evaluation

The Department has been directed to identify an independent evaluator to evaluate the pilot and report to the Human Services and Appropriations Committees by July 2010. The Commissioner shall identify any deficiencies in the program and recommend remediation measures. The

Department chose Mercer Government Human Services Consulting, a part of Mercer Health & Benefits LLC, which is the HUSKY program's External Quality Review Organization, to conduct the evaluation. Mercer is accredited by the federal Centers for Medicare and Medicaid Services as an external quality review agency, and is therefore capable to perform an independent evaluation of PCCM.

Initial meetings with Mercer to discuss the evaluation were held in December 2009. Further meetings will be held in early 2010 when a more significant number of claims should be available to begin to evaluate the pilot.

Next Steps

HUSKY Primary Care is now offered as a fourth plan option for over 40% of all HUSKY A recipients, the largest portion of these recipients becoming eligible for the program effective January 1, 2010. As a new option for clients, it is too early to assess its acceptance by the provider community and/or client acceptance of PCCM. Early enrollment in the original two pilots (Waterbury and Windham areas) has been low. As of January 1, 2010, 253 HUSKY A beneficiaries have elected PCCM as their coverage option.

Provider interest in joining HUSKY Primary Care seems to be growing in enthusiasm, particularly in the New Haven area and especially among those practices and clinics which historically demonstrated a commitment to caring for Medicaid clients.

Summary

The Department of Social Services has made every effort to fulfill the statutory requirements regarding implementation of the PCCM program. We have done this in an open and transparent fashion, with the inclusion of input from providers and other interested parties. As we move forward with regular monitoring and the evaluation of the pilot program, we will continue to provide information and education to clients and providers on this opportunity to participate. The ultimate success of the initiative will be measured on a few major factors: the acceptance and enrollment by HUSKY A clients, the participation of providers, quality of and access to health care, health outcomes of the enrollees, and impact on the overall health care costs in HUSKY A.

Cc: Deputy Commissioner Claudette Beaulieu
Mark Schaefer
Robert Zavoski
Rivka Weiser
Richard Spencer
David Dearborn
Carolyn Treiss
Heather Severance

What is HUSKY Primary Care?

HUSKY Primary Care is **Connecticut's Primary Care Case Management (PCCM) program**, one of four HUSKY A healthcare options now available in your area.

In **HUSKY Primary Care**, family members enroll directly with Primary Care Providers instead of enrolling in one of the three HUSKY managed care health plans.

Health care benefits are the same in **HUSKY Primary Care** as in a managed care health plan.

Primary Care Providers in the program provide:

- Care coordination to help you get appointments with specialists, follow up on your medical conditions, and link you with community resources and services you need.
- Same or next day appointments for urgent care.
- Some evening hours, weekend hours, and/or early morning hours on weekdays to visit or contact your provider.

Why enroll in HUSKY Primary Care?

- You can enroll directly with your Primary Care Provider, who knows your health care needs best!
- Your Primary Care Provider and his or her staff will work with you to help coordinate your care and help you manage any health problems.

HUSKY Primary Care

Connecticut's Primary Care Case Management (PCCM) program

...a Different Approach to Health Care

Check out **HUSKY Primary Care** on the internet:
www.huskyhealth.com
click on ENROLLMENT
You can also call 1-877-CT-HUSKY
(1-877-284-8759) for more information.

Connecticut Department of Social Services
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HUSKY services are available without regard to race, color, creed, gender, sexual orientation, disabilities, learning disabilities, national origin, ancestry or language barriers.

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click on Enrollment

Hartford Area

HUSKY PRIMARY CARE

How will I get healthcare in HUSKY Primary Care?

As with a HUSKY managed care health plan, you will get primary care, such as regular check-ups and office visits when you are sick, from your Primary Care Provider.

In **HUSKY Primary Care**, you do not join a HUSKY managed care health plan – you enroll directly with a Primary Care Provider.

The Primary Care Provider offers the same services offered by a managed care health plan, such as health education, reminders about immunizations and well-child visits, and help scheduling appointments.

If you need to see a specialist, your Primary Care Provider will help you find one who participates in Medicaid. Your Primary Care Provider will make the referral to the specialist.

For emergencies, you can use any hospital. All general hospitals in Connecticut are enrolled.

For all HUSKY A members, whether you join **HUSKY Primary Care** or a HUSKY managed care health plan:

- Behavioral health, dental, and pharmacy services and providers are the same.
- You can get transportation to appointments.

Your gray CONNECT CARD will get you access to all your healthcare needs: medical, dental, pharmacy & behavioral

Who can join HUSKY Primary Care?

- HUSKY A members who live in these towns can enroll: Hartford, East Hartford, West Hartford, Newington, Wethersfield, Bloomfield, Windsor, and South Windsor.
- To join, each family member in HUSKY A must choose a Primary Care Provider who participates in **HUSKY Primary Care**.

How do I find out which Primary Care Providers are in HUSKY Primary Care?

- See the list on the right for a selection of groups with participating Primary Care Providers, or
- Call the HUSKY enrollment center at 1-800-656-6684, or
- Visit www.huskyhealth.com and click on Enrollment.

How do I sign up for HUSKY Primary Care?

- You can complete an enrollment form, or
- Call the HUSKY enrollment center at 1-800-656-6684.

Please call us if you need information in an alternative format. For callers with hearing impairment: TDD/TTY 1-800-410-1681.

Hartford Area
Groups with Primary Care Providers

Below is a list of groups with participating Primary Care Providers (PCPs). The list includes the main office of the group. Some groups also have other offices.
To enroll, you need to choose Primary Care Providers for each family member in HUSKY A.
For names of Primary Care Providers, visit www.huskyhealth.com and click on Enrollment, or call HUSKY at 1-800-656-6684

Burgdorf/Bank of America Health Center
131 Coventry Street, Hartford
Phone: 860-714-2813 (Medical)
860-714-2816 (Pediatrics)
860-714-2815 (Obstetrics/Gynecology)

Charter Oak Health Center
21 Grand Street, Hartford
Phone: 860-550-7500

Community Health Services
500 Albany Avenue, Hartford
Phone: 860-249-9625

East Hartford Community HealthCare
94 Connecticut Boulevard, East Hartford
Phone: 860-528-1359

Family Medicine Center at Asylum Hill
(only for existing patients, family members of existing patients, and pregnant women)
99 Woodland Street, Hartford
Phone: 860-714-4212

The list above is current as of December 14, 2009. To find out if more Primary Care Providers have joined, call HUSKY at 1-800-656-6684. You can also ask your Primary Care Provider if he or she is interested in participating.

What is HUSKY Primary Care?

HUSKY Primary Care is **Connecticut's Primary Care Case Management (PCCM) program**, one of four HUSKY A healthcare options now available in your area.

In **HUSKY Primary Care**, family members enroll directly with Primary Care Providers instead of enrolling in one of the three HUSKY managed care health plans.

Health care benefits are the same in **HUSKY Primary Care** as in a managed care health plan.

Primary Care Providers in the program provide:

- Care coordination to help you get appointments with specialists, follow up on your medical conditions, and link you with community resources and services you need.
- Same or next day appointments for urgent care.
- Some evening hours, weekend hours, and/or early morning hours on weekdays to visit or contact your provider.

Why enroll in HUSKY Primary Care?

- You can enroll directly with your Primary Care Provider, who knows your health care needs best!
- Your Primary Care Provider and his or her staff will work with you to help coordinate your care and help you manage any health problems.

HUSKY Primary Care

Connecticut's Primary Care Case Management (PCCM) program

...a Different Approach to Health Care

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www.huskyhealth.com
click on ENROLLMENT
You can also call 1-877-CT-HUSKY
(1-877-284-8759) for more information.

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HUSKY Primary Care

Connecticut's Primary Care Case Management (PCCM) program

...a Different Approach to Health Care

Check out HUSKY Primary Care

Connecticut's Primary Care Case Management (PCCM) program

on the internet:

www.huskyhealth.com

click on Enrollment

New Haven Area

HUSKY PRIMARY CARE

How will I get healthcare in HUSKY Primary Care?

As with a HUSKY managed care health plan, you will get primary care, such as regular check-ups and office visits when you are sick, from your Primary Care Provider.

In **HUSKY Primary Care**, you do not join a HUSKY managed care health plan – you enroll directly with a Primary Care Provider.

The Primary Care Provider offers the same services offered by a managed care health plan, such as health education, reminders about immunizations and well-child visits, and help scheduling appointments.

If you need to see a specialist, your Primary Care Provider will help you find one who participates in Medicaid. Your Primary Care Provider will make the referral to the specialist.

For emergencies, you can use any hospital. All general hospitals in Connecticut are enrolled.

For all HUSKY A members, whether you join **HUSKY Primary Care** or a HUSKY managed care health plan:

- Behavioral health, dental, and pharmacy services and providers are the same.
- You can get transportation to appointments.

Your gray CONNECT CARD will get you access to all your healthcare needs: medical, dental, pharmacy & behavioral

Who can join HUSKY Primary Care?

- HUSKY A members who live in these towns can enroll: New Haven, Hamden, North Haven, East Haven, West Haven, Orange and Woodbridge.
- To join, each family member in HUSKY A must choose a Primary Care Provider who participates in **HUSKY Primary Care**.

How do I find out which Primary Care Providers are in HUSKY Primary Care?

- See the list on the right for a selection of groups with participating Primary Care Providers, or
- Call the HUSKY enrollment center at 1-800-656-6684, or
- Visit www.huskyhealth.com and click on Enrollment.

How do I sign up for HUSKY Primary Care?

- You can complete an enrollment form, or
- Call the HUSKY enrollment center at 1-800-656-6684.

Please call us if you need information in an alternative format. For callers with hearing impairment: TDD/TTY 1-800-410-1681.

New Haven Area Groups with Primary Care Providers

Below is a list of groups with participating Primary Care Providers (PCPs). The list includes the main office of the group. To enroll, you need to choose PCPs for each family member in HUSKY A.

For names of Primary Care Providers, visit www.huskyhealth.com and click on Enrollment, or call HUSKY at 1-800-656-6684

Children's Medical Group
299 Washington Avenue, Hamden
Phone: (203) 288-4288

Cornell Scott-Hill Health Center
428 Columbus Avenue, New Haven
Phone: (203) 503-3000

Fair Haven Community Health Center
(existing patients only)
374 Grand Avenue, New Haven
Phone: (203) 777-7411

Long Wharf Pediatrics
(existing patients only, with some exceptions)
150 Sargent Drive, New Haven
Phone: (203) 781-4321

New Haven Pediatric and Adolescent Medical Services
1423 Chapel Street – Suite 2B, New Haven
Phone: (203) 752-0706

Pediatric and Medical Associates
(existing patients only)
200 Orchard Street – Suite 108, New Haven
Phone: (203) 865-3737

Pediatrics Plus* PC
13 Peck Street, North Haven
Phone: (203) 239-4627

Yale New Haven Hospital Primary Care Centers
789 Howard Avenue, New Haven
Phone: (203) 688-5555

- **Adult Primary Care Center**
- **Pediatric Primary Care Center**
- **Women's Center**
- **Nathan Smith Clinic** - 15 York Street, New Haven. Phone: (203) 688-5303

The list above is current as of January 19, 2010. To find out if more Primary Care Providers have joined, call 1-800-656-6684. You can also ask your PCP if he or she is interested in participating.

Provider groups in the New Haven and Hartford areas that DSS has spoken to or met with about HUSKY Primary Care in 2009

New Haven Area

- Children's Medical Group
- Cornell Scott-Hill Health Center
- Fair Haven Community Health Center
- Hamden Pediatrics
- Long Wharf Pediatrics
- New Haven Pediatric and Adolescent Medical Services
- Pediatric and Medical Associates
- Pediatrics Plus* PC
- St. Raphael's Hospital
- Whitney Pediatrics
- Yale New Haven Hospital Primary Care Centers

Hartford Area

- Blue Hills Family Medicine
- Burgdorf Bank of America Health Center
- Charter Oak Health Center
- Charter Oak Health Center at CCMC
- Collins Medical Associates 2, PC
- Community Health Services
- East Hartford Community HealthCare
- Family Medicine Center at Asylum Hill
- Hartford Hospital
- Saint Francis Hospital

Independent Practice Associations (IPAs)/ Physician Hospital Organizations (PHOs):

- Hartford PHO
- Physician's Health Alliance
- Saint Francis PHO
- Yale New Haven Community Medical Group

HUSKY Primary Care,
Connecticut's Primary Care Case Management (PCCM) program,
is now available in the New Haven area

For some HUSKY A members, there is now an additional option besides enrolling in a HUSKY managed care health plan. This new option is called **HUSKY Primary Care.** Clients who live in the following towns can enroll in the HUSKY Primary Care option: New Haven, Hamden, North Haven, East Haven, West Haven, Orange and Woodbridge. The option is also available now in the Waterbury and Windham areas. HUSKY Primary Care offers the same healthcare services as you currently get, except that you enroll directly with a Primary Care Provider (PCP) instead of with a managed care health plan.

If you would like to change to HUSKY Primary Care, you need to choose a participating Primary Care Provider for each HUSKY A-eligible member of your family. For example, you may want to enroll your child with a pediatrician and choose an internal medicine doctor for yourself.

General information about HUSKY Primary Care:

- HUSKY Primary Care is Connecticut's **Primary Care Case Management (PCCM)** pilot program.
- Your Primary Care Provider's office will work with you to help coordinate all of your healthcare needs.
    - They will help you get appointments with specialists and follow up on your medical conditions.
    - They will link you with community resources and services you need.
    - They will have same or next day appointments available for urgent care.
    - They will offer some evening hours, weekend hours, and/or early morning hours on weekdays.
- The other healthcare providers (specialists) you use must be enrolled with Medicaid (Title 19). Your Primary Care Provider will help you find specialists. You can ask the specialists your family sees if they participate in Medicaid (Title 19) or are interested in joining.
- You can choose a different Primary Care Provider for each member of your household.
- For emergencies, you can use any hospital. All general hospitals in Connecticut are enrolled.
- See the enclosed fact sheet for more information.

Before you decide whether or not to change to the **HUSKY Primary Care** option, you should find out if your PCP participates, or if there is another PCP in **HUSKY Primary Care** that you want to choose.

To find out which Primary Care Providers are available in HUSKY Primary Care:

- Call the HUSKY Program at 1-800-656-6684
- Check the HUSKY website at www.huskyhealth.com and select "Enrollment"
- See the enclosed fact sheet for information

You can also ask your current Primary Care Provider if he or she is interested in participating in HUSKY Primary Care, Connecticut's PCCM program.

Please note: If you wish to stay with your HUSKY managed care health plan (Aetna Better Health, AmeriChoice by UnitedHealthcare, or Community Health Network of Connecticut), you do not have to do anything. You can continue to see your Primary Care Provider in your HUSKY managed care health plan.

If you would like to change to HUSKY Primary Care:

- fill out the enclosed enrollment form and mail it in the enclosed envelope to the HUSKY program as soon as possible; or
- fax the form to 860-282-5579; or
- call the HUSKY Enrollment Center at 1-800-656-6684 with your selection. A HUSKY representative will help you.

Remember, whether you choose HUSKY Primary Care or remain enrolled in your current HUSKY managed care health plan, you will still receive the same benefit package, including:

- Medical check-ups
- Immunizations or "shots" at the right age
- Blood and laboratory tests when necessary
- Vision and hearing check-ups
- Hospitalizations
- Maternity and newborn care
- Urgent and emergency care
- Help finding healthcare providers and scheduling appointments
- Transportation if you need help getting to appointments

Please note that mental health and substance abuse services, prescription medications, and dental coverage will remain the same whether or not you change to the HUSKY Primary Care option or stay with your current managed care health plan.

Connecticut Behavioral Health Partnership (CT BHP)
Mental health and substance abuse services are provided by the Connecticut Behavioral Health Partnership (CT BHP). For more information about CT BHP please call 1-877-552-8247 from 9 a.m. to 7 p.m., or go to their website at www.ctbhp.com.

Pharmacy
Prescription medications are available to you by presenting your gray CONNECT card or Medicaid client ID number at the pharmacy. For more information, call 1-866-409-8430 or check out our pharmacy website at www.ctdssmap.com.

Connecticut Dental Health Partnership (CT DHP)
Your dental benefits are managed by CT DHP. If you have any questions or need more information about your dental benefits, please call the Connecticut Dental Health Partnership's customer service number toll–free at 1–866–420–2924, Monday through Friday from 8 a.m. to 5 p.m.

Sincerely,

The HUSKY Program
Connecticut Department of Social Services

What is HUSKY Primary Care?

HUSKY Primary Care is **Connecticut's Primary Care Case Management (PCCM) program**, one of four HUSKY A healthcare options now available in your area.

In **HUSKY Primary Care**, family members enroll directly with Primary Care Providers instead of enrolling in one of the three HUSKY managed care health plans.

Health care benefits are the same in **HUSKY Primary Care** as in a managed care health plan.

Primary Care Providers in the program provide:

- Care coordination to help you get appointments with specialists, follow up on your medical conditions, and link you with community resources and services you need.
- Same or next day appointments for urgent care.
- Some evening hours, weekend hours, and/or early morning hours on weekdays to visit or contact your provider.

Why enroll in HUSKY Primary Care?

- You can enroll directly with your Primary Care Provider, who knows your health care needs best!
- Your Primary Care Provider and his or her staff will work with you to help coordinate your care and help you manage any health problems.

HUSKY Primary Care

Connecticut's Primary Care Case Management (PCCM) program

...a Different Approach to Health Care

Check out **HUSKY Primary Care** on the internet:
www.huskyhealth.com
click on ENROLLMENT
You can also call 1-877-CT-HUSKY
(1-877-284-8759) for more information.

Connecticut Department of Social Services
Publication #09-04nh (12/09 mailing)

HUSKY services are available without regard to race, color, creed, gender, sexual orientation, disabilities, learning disabilities, national origin, ancestry or language barriers.

HUSKY Primary Care

Connecticut's Primary Care Case Management (PCCM) program

...a Different Approach to Health Care

Check out HUSKY Primary Care
Connecticut's Primary Care Case Management (PCCM) program
on the internet:
www.huskyhealth.com
click on Enrollment

New Haven Area

How will I get healthcare in HUSKY Primary Care?

As with a HUSKY managed care health plan, you will get primary care, such as regular check-ups and office visits when you are sick, from your Primary Care Provider.

In **HUSKY Primary Care**, you do not join a HUSKY managed care health plan – you enroll directly with a Primary Care Provider.

The Primary Care Provider offers the same services offered by a managed care health plan, such as health education, reminders about immunizations and well-child visits, and help scheduling appointments.

If you need to see a specialist, your Primary Care Provider will help you find one who participates in Medicaid. Your Primary Care Provider will make the referral to the specialist.

For emergencies, you can use any hospital. All general hospitals in Connecticut are enrolled.

For all HUSKY A members, whether you join **HUSKY Primary Care** or a HUSKY managed care health plan:

- Behavioral health, dental, and pharmacy services and providers are the same.
- You can get transportation to appointments.

Your gray CONNECT CARD will get you access to all your healthcare needs: medical, dental, pharmacy & behavioral

HUSKY Primary Care

Who can join HUSKY Primary Care?

- HUSKY A members who live in these towns can enroll: New Haven, Hamden, North Haven, East Haven, West Haven, Orange and Woodbridge.
- To join, each family member in HUSKY A must choose a Primary Care Provider who participates in **HUSKY Primary Care**.

How do I find out which Primary Care Providers are in HUSKY Primary Care?

- See the list on the right for a selection of groups with participating Primary Care Providers, or
- Call the HUSKY enrollment center at 1-800-656-6684, or
- Visit www.huskyhealth.com and click on Enrollment.

How do I sign up for HUSKY Primary Care?

- You can complete an enrollment form, or
- Call the HUSKY enrollment center at 1-800-656-6684.

Please call us if you need information in an alternative format. For callers with hearing impairment: TDD/TTY 1-800-410-1681.

New Haven Area Groups with Primary Care Providers

Below is a list of groups with participating Primary Care Providers (PCPs). The list includes the main office of the group. Some groups also have other offices.
To enroll, you need to choose Primary Care Providers for each family member in HUSKY A.
There is a list of names of Primary Care Providers on the back of the enrollment form.

Cornell Scott-Hill Health Center
428 Columbus Avenue, New Haven
Phone: (203) 503-3000

Fair Haven Community Health Center
(existing patients only)
374 Grand Avenue, New Haven
Phone: (203) 777-7411

Long Wharf Pediatrics
(existing patients only, with some exceptions)
150 Sargent Drive, New Haven
Phone: (203) 781-4321

Pediatric and Medical Associates
(existing patients only)
200 Orchard Street – Suite 108, New Haven
Phone: (203) 865-3737

Pediatrics Plus* PC
13 Peck Street, North Haven
Phone: (203) 239-4627

Yale New Haven Hospital Primary Care Centers
789 Howard Avenue, New Haven
Phone: (203) 688-5555

- **Adult Primary Care Center**
- **Pediatric Primary Care Center**
- **Women's Center**
- **Nathan Smith Clinic** - 15 York Street, New Haven. Phone: (203) 688-5303

The list above is current as of December 7, 2009. To find out if more Primary Care Providers have joined, call HUSKY at 1-800-656-6684. You can also ask your Primary Care Provider if he or she is interested in participating.

HUSKY
Healthcare for UninSured Kids and Youth

HUSKY A Health Care Option Enrollment Change Form

You can use this form to choose a new HUSKY A health care option for your family members. If you have questions or would like help filling this out, please call **1-800-656-6684**.

1. Applicant Information: The person enrolling the family members (head of household) fills out this section. **If we have questions, we may need to reach you. Please be sure to give us the best phone number where we can reach you during the day.**

First name	Middle Name	Last Name	**Head of Household ID Number**

Daytime Telephone #	Evening Telephone	Cell Phone Number

Mailing Address	Apt #	City/Town	State	Zip

2. Health Care Option Choice: Below are the options your family members can join.

Please select one choice for your family:

- ❑ **Aetna Better Health**
- ❑ **AmeriChoice by UnitedHealthcare**
- ❑ **Community Health Network of Connecticut**
- ❑ **HUSKY Primary Care** (Connecticut's Primary Care Case Management, or PCCM, program)

3. *Optional*: Please include the reason for your change:

_____

4. Choosing a Primary Care Provider (PCP): Include the name of each family member and the name and address of the Primary Care Provider (PCP) you choose for that member. Please choose a PCP regardless of which option you choose above. Be sure the PCP is available in the option you chose. If you choose the HUSKY Primary Care option, you need to choose a participating PCP for each family member in HUSKY A so we can process your enrollment. If you have any questions, call **1-800-656-6684**.
Attach a sheet of paper if more space is needed.

Name of Family Member First, MI, Last	Client ID Number	First and Last Name of PCP	PCP's Address or Town	Existing patient of this PCP?
1.				Yes / No
2.				Yes / No
3.				Yes / No
4.				Yes / No
5.				Yes / No
6.				Yes / No

Please sign and date this form below.

5. Signature:

_____ _____
Signature of Head of Household Date

Return this form to: HUSKY PROGRAM P.O. Box 280747 East Hartford, CT 06128-0747
OR fax it to 860-282-5579

Primary Care Providers in HUSKY Primary Care,
Connecitcut's Primary Care Case Management Program
(New Haven Area, as of December 7, 2009)

To enroll in HUSKY Primary Care, you will need to pick a participating Primary Care Provider for **each** member of your household enrolled in HUSKY A. For example, you may want to enroll your child with a pediatrician and an internal medicine doctor for yourself.
Providers with a star (*) next to their name are not available as of December 7, 2009. They will be available soon.
More PCPs are joining the program. For more information or to enroll, call HUSKY at 1-800-656-6684.

Cornell Scott-Hill Health Center - 428 Columbus Avenue, New Haven. Phone: (203) 503-3000
(Other sites include: Dixwell Health Center, New Haven; West Haven Health Center, West Haven; Cornell Scott-Hill Health Center Ansonia, Ansonia; School-Based Health Centers in New Haven)
Adult Nurse Practitioners: Jennifer Brackett, Andrew Yim; **Family Nurse Practitioners:** Veronica Egbunike, Janina Gilo, Robert Hill; **Internal Medicine:** Robert Douglas Bruce, Carol Elrington, Karin Michels-Ashwood, Cheryl Walters; **Nurse Practitioner:** Celia Gote*; **Pediatric Nurse Practitioners:** Jacqueline Baker, Marguerite Kyle*, Tina McGillicuddy, Kathleen Stone; **Pediatricians:** Margaret Boron, Stephen Updegrove, Meredith Williams, Robert Windom; **Physician:** Nesrine Rizk; **Physician Assistants:** Alain Bissainthe, Bryce DelVecchio, Cheryl Drezek, Robert Howell, Gerald Kayingo, Natalie Lourenco, Crystal Ryder, Jaime Stewart

Fair Haven Community Health Center ***(existing patients only)***
374 Grand Avenue, New Haven. Phone: (203) 777-7411.
To find out which Primary Care Providers are participating, call HUSKY at 1-800-656-6684.

Long Wharf Pediatrics ***(existing patients only, with some exceptions)***
150 Sargent Drive, New Haven. Phone: (203) 781-4321
Pediatricians: Dennis Durante, Kathleen Fearn, Richard Halperin, Lucille Semeraro; **Physician Assistant:** Betsey Park

Pediatric and Medical Associates ***(existing patients only)***
200 Orchard Street – Suite 108, New Haven. Phone: (203) 865-3737
Pediatricians: Ronald Angoff*, Nancy Brown*, Gregory Germain*, Dyan Griffin*

Pediatrics Plus PC - 13 Peck Street, North Haven. Phone: (203) 239-4627
Pediatricians: Allison Cohen, Stephanie Slattery, Elsa Stone, Edward Zalitis*

Yale New Haven Hospital Primary Care Centers

- **Adult Primary Care Center -** 789 Howard Avenue, New Haven. Phone: (203) 688-5555

Adult Nurse Practitioner: Genice Nelson*; **Internal Medicine:** Aniyizhai Annamalai*, Rina Garcia, Inginia Genao, Leora Horwitz*, Walter Kernan, Kusum Mathews*, Pinar Oray-Schrom, Stefani Russo, Emily Wang, Kathleen White, Laura Whitman

- **Pediatric Primary Care Center -** 789 Howard Avenue, New Haven. Phone: (203) 688-5555

Pediatric Nurse Practitioners: Nancy Banasiak, Angela Crowley, Ann Drabinski, Carolyn Federici, Patricia Jackson-Allen, Pao-Lin (Cathy) Liu, Mikki Meadows*, Alison Moriarty Daley, Earlene Peckham*, Elaine Romano*, Sarah Vaughan, Denise Wagner; **Pediatricians:** Andrea Asnes, Andrea Benin, Karen Dorsey*, Ada Fenick, Howard Fink, Brian Forsyth, John Leventhal, Paul McCarthy, Jonathan Miller, Marjorie Rosenthal, Sheryl Ryan, John Samuel*, Eugene Shapiro, Richard Shiffman

- **Women's Center -** 789 Howard Avenue, New Haven. Phone: (203) 688-5555

Certified Nurse Midwives: Elke Bachmann*, Susan Hally, Heather Reynolds, Marianne Stone-Godena; **Obstetric Nurse Practitioner:** Martha Mitchell*; **Obstetricians/Gynecologists (OB/GYNs):** Richard Bercik, Madeline Dick*, Brian Karsif, Angie Lee*, Shefali Pathy*, Julia Shaw*

- **Nathan Smith Clinic -** 15 York Street, New Haven. Phone: (203) 688-5303

Infectious Disease: Dana Dunne, John Francis, Gerald Friedland, Jose Salvana, Sandra Springer, Merceditas Villaneuva, Krystn Wagner; **Internal Medicine:** Nancy Angoff*; **Nurse Practitioner**: Julia Womack*; **Physician Assistant:** Timothy Hatcher

HUSKY Primary Care,
El Programa de Administración de Casos de Atención Primaria,
está disponible en el área de New Haven, ahora

Para algunos miembros de HUSKY A, hay ahora una opción adicional además de inscribirse en un plan de salud de atención administrada de HUSKY. Está nueva opción se llama **HUSKY Primary Care**. Los clientes que viven en los siguientes pueblos pueden inscribirse en la opción de HUSKY Primary Care: New Haven, Hamden, North Haven, East Haven, West Haven, Orange o Woodbridge. La opción también está disponible en las áreas de Waterbury y Windham. HUSKY Primary Care ofrece los mismos servicios de atención médica que usted recibe en la actualidad, excepto que usted se inscribe directamente con un Proveedor de Atención Primaria (PCP) en lugar de hacerlo con un plan de salud de atención administrada.

Si usted desea cambiar a HUSKY Primary Care, usted necesita escoger un Proveedor de Atención Primaria, que participe, para cada miembro de HUSKY A de su familia. Por ejemplo, usted puede inscribir a su hijo con un pediatra y escoger un médico de medicina interna para usted.

Información general acerca de HUSKY Primary Care:

- **HUSKY Primary Care** es el programa piloto de la **Administración de Casos de Atención Primaria de Connecticut (Connecticut's Primary Care Case Management program, o programa PCCM, en inglés).**
- La oficina del Proveedor de Atención Primaria trabajará con usted para ayudarle a coordinar todas sus necesidades de atención médica.
    - Ellos le ayudará a hacer citas con especialistas y se mantendrán informados de su condición médica.
    - Ellos le informarán de los recursos y los servicios de la comunidad que usted necesita.
    - Ellos tendrán citas para el mismo día o para el día siguiente disponibles para atención de urgencia.
    - Ellos ofrecerán horas por la noche, horas los fines de semanas, y/o horas tempranas los días entre semana.
- Los otros proveedores de atención médica y los especialistas que usted usa tienen que participar con Medicaid/Título 19. Su Proveedor de Atención Primaria lo ayudará a buscar especialistas. Usted puede preguntarle a los especialistas, que ven a su familia, si ellos participan con Medicaid (Título19) o si están interesados en participar.
- Usted puede escoger un Proveedor de Atención Primaria diferente para cada miembro de su casa.
- Para emergencias, usted puede usar cualquier hospital. Todos los hospitales generales en Connecticut participan.
- Vea la hoja de datos para más información.

Antes de decidir si va a cambiar o no a la opción de **HUSKY Primary Care,** usted debe averiguar si su PCP participa, o si hay otro PCP de **HUSKY Primary Care** que usted desee escoger.

Para averiguar cuáles Proveedores de Atención Primaria están disponibles en HUSKY Primary Care:

- Llame al Programa HUSKY al 1-800-656-6684
- Visite el sitio Web de HUSKY www.huskyhealth.com y seleccione "Inscripción" (en inglés - "Enrollment")
- Vea la hoja de datos adjunta para más información.

Usted puede también preguntarle a su Proveedor de Atención Primaria, que tiene ahora, si él o ella está interesado(a) en participar en HUSKY Primary Care, el programa PCCM.

Por favor note: Si usted desea permanecer con su plan médico de atención administrada de HUSKY (Aetna Better Health, AmeriChoice by UnitedHealthcare, o Community Health Network of Connecticut), no tiene que hacer nada. Usted puede continuar viendo a su Proveedor de Atención Primaria de su plan médico de HUSKY.

Si usted desea cambiar a HUSKY Primary Care:

- llene el formulario de inscripción adjunto y envíelo en el sobre adjunto al programa HUSKY lo más pronto posible; o
- envíe el formulario por fax al 860-282-5579; o
- llame al Centro de Inscripción de HUSKY al 1-800-656-6684 con su selección. Un representante de HUSKY lo ayudará

Recuerde, ya sea que usted escoja la HUSKY Primary Care o que permanezca inscrito en su plan médico actual de de HUSKY, usted recibirá el mismo paquete de beneficios, incluyendo:

- Chequeos médicos
- Vacunas o "inyecciones" a la edad apropiada
- Exámenes de sangre y de laboratorio cuando sean necesarios
- Chequeos de la visión y del oído
- Hospitalizaciones
- Atención de maternidad y de recién nacidos
- Atención urgente y de emergencia
- Ayuda para encontrar proveedores de atención médica y para hacer citas
- Transporte si usted necesita ayuda para llegar a las citas

Por favor note que los servicios de salud mental y abuso de sustancias, medicamentos que requieren receta, y los servicios dentales permanecerán igual, si usted cambia a HUSKY Primary Care o si permanece con su plan médico actual.

Colaboración de Salud Mental y de Tratamiento de Abuso de Sustancias de Connecticut (Connecticut Behavioral Health Partnership - CT BHP, en inglés)
Los servicios de salud mental y abuso de sustancias son ofrecidos por la Colaboración de Salud Mental y de Tratamiento de Abuso de Sustancias de Connecticut (CT BHP). Para más información acerca de CT BHP por favor llame al 1-877-552-8247 de 9 a.m. a 7 p.m., o visite su sitio Web en www.ctbhp.com.

Farmacia
Los medicamentos que requieren receta están disponibles para usted presentando su tarjeta gris CONNECT o el número de cliente de Medicaid en la farmacia. Para más información, llame al 866-409-8430 o visite nuestro sitio Web en www.ctdssmap.com.

Colaboración de Salud Dental de Connecticut (Connecticut Dental Health Partnership - CT DHP, en inglés)
Sus beneficios dentales están administrados por CT DHP. Si usted tiene preguntas o necesita más información acerca de sus beneficios dentales, por favor llame al número gratis de la Colaboración de Salud Dental de Connecticut al 1–866–420–2924, de lunes a viernes de 8 a.m. a 5 p.m, o visite su sitio Web en www.ctdhp.com.

Sinceramente,

El Programa HUSKY
Departamento de Servicios Sociales de Connecticut

¿QUÉ ES HUSKY PRIMARY CARE?

HUSKY PRIMARY CARE es **el programa de Administración de Casos de Atención Primaria de Connecticut (en inglés – Primary Care Case Management [PCCM]),** una de las cuatro opciones de seguro médico de HUSKY A disponibles ahora en esta área.

Con **HUSKY PRIMARY CARE,** miembros de la familia se inscriben directamente con Proveedores de Atención Primaria en lugar de inscribirse con un plan de salud administrado de HUSKY.

HUSKY PRIMARY CARE ofrece los mismos beneficios de salud que los planes de salud administrados.

Los Proveedores de Atención Primaria le proporcionan:

- Coordinación de atención médica para ayudarle a conseguir citas con especialistas, dar seguimiento de sus condiciones médicas, y conectarlo con los recursos y servicios comunitarios que usted necesite.
- Citas de atención urgente para el mismo día o el día siguiente.
- Citas o comunicación con su proveedor de atención primaria en la noche, temprano durante la semana o los fines de semana.

¿POR QUÉ INSCRIBIRME EN HUSKY PRIMARY CARE?

- Usted se puede inscribirse directamente con su Proveedor de Atención Primaria, ¡el(la) conoce mejor sus necesidades de salud !
- Su proveedor de Atención Primaria y su personal trabajarán con usted para ayudarle a coordinar su atención médica y ayudarle a manejar sus problemas de salud.

HUSKY PRIMARY CARE

El programa de Administración de Casos de Atención Primaria de Connecticut

...UN ENFOQUE DIFERENTE EN LA ATENCIÓN MÉDICA

Infórmese sobre **HUSKY PRIMARY CARE** por Internet:
www.huskyhealth.com
haga clic en ENROLLMENT
También puede llamar al
1-877-CT-HUSKY (1-877-284-8759)
para más información

El Departamento de Servicios Sociales de Connecticut
Publicación #09-04nh-S (12/09 mailing)
Los servicios de HUSKY están disponibles sin tener en cuenta raza, color, credo, sexo, orientación sexual, incapacidad, incapacidad de aprendizaje, origen nacional o barreras de idioma.

HUSKY PRIMARY CARE

El programa de Administración de Casos de Atención Primaria de Connecticut

...UN ENFOQUE DIFERENTE EN LA ATENCIÓN MÉDICA

Infórmese sobre
HUSKY PRIMARY CARE

El programa de Administración de Casos de Atención Primaria de Connecticut (en inglés – Primary Care Case Management [PCCM])
por Internet:
www.huskyhealth.com
haga clic en Enrollment

ÁREA DE NEW HAVEN

¿CÓMO RECIBIRÉ LA ATENCIÓN DE SALUD CON HUSKY PRIMARY CARE?

Al igual que en un plan HUSKY de salud administrada, usted recibirá atención primaria, tales como los chequeos regulares y visitas de consultorio cuando se enferme, de su Proveedor de Atención Primaria.

En **HUSKY PRIMARY CARE,** usted no se hace miembro de un plan HUSKY de salud adminstrado - más bien se inscribe directamente con un Proveedor de Atención Primaria.

El Proveedor de Atención Primaria ofrece los mismos servicios que con un plan de salud administrado, tales como educación de salud, recordatorios sobre vacunas y visitas de niño sano, y ayuda para hacer sus citas.

Si necesita ver a un especialista, su Proveedor de Atención Primaria le ayudará a encontrar uno que participe en Medicaid. Su Proveedor de Atención Primaria hará el referido al especialista.

Para emergencias, usted puede utilizar cualquier hospital. Todos los hospitales generales en Connecticut están inscritos.

Para todos los miembros de HUSKY A, ya sea como miembro de **HUSKY PRIMARY CARE** o de un plan HUSKY de salud administrado:

- Los servicios y proveedores de servicios de salud mental, dentales y de farmacia son iguales.
- Puede tener transportación a las citas.

Su tarjeta gris CONNECT le dará acceso a todas sus necesidades de atención de salud: médicas, dentales, de farmacia y de salud mental.

HUSKY PRIMARY CARE

¿QUIÉN PUEDE INSCRIBIRSE EN HUSKY PRIMARY CARE?

- Miembros de HUSKY A que residan en estos pueblos: New Haven, Hamden, North Haven, East Haven, West Haven, Orange o Woodbridge.
- Para inscribirse, cada miembro de la familia en HUSKY A tiene que escoger a un Proveedor de Atención Primaria que participe en **HUSKY PRIMARY CARE.**

¿CÓMO PUEDO AVERIGUAR CUÁLES PROVEEDORES DE ATENCIÓN PRIMARIA ESTÁN EN HUSKY PRIMARY CARE?

- Vea la lista a la derecha para una selección de grupos de Proveedores de Atención Primaria que participan, o
- Llame al centro de inscripción al 1-800-656-6684, ó
- Visite www.huskyhealth.com y haga clic en Enrollment.

¿CÓMO ME INSCRIBO EN HUSKY PRIMARY CARE?

- Puede llenar la inscripción, o
- Llamar al centro de inscripción al 1-800-656-6684.

Por favor llámenos si necesita información en otro formato. Para personas que tengan impedimento de audición, llame a: TDD/TTY 1-800-410-1681.

Área de New Haven
Grupos de Proveedores de Atención Primaria

Vea la lista de los grupos de Proveedores de Atención Primaria. Esta lista incluye la oficina principal del grupo. Algunos grupos también tienen otras oficinas. Para inscribirse, usted tiene que escoger un Proveedor de Atención Primaria para **cada** miembro de su familia que tiene HUSKY A. **La lista con los nombres de los Proveedores de Atención Primaria esta en el reverso de la forma de inscripción**.

Cornell Scott-Hill Health Center
428 Columbus Avenue, New Haven
Teléfono: (203) 503-3000

Fair Haven Community Health Center
(pacientes actuales solamente)
374 Grand Avenue, New Haven
Teléfono: (203) 777-7411

Long Wharf Pediatrics ***(pacientes actuales solamente, con algunas excepciones)***
150 Sargent Drive, New Haven
Teléfono: (203) 781-4321

Pediatric and Medical Associates
(pacientes actuales solamente)
200 Orchard Street – Suite 108, New Haven
Teléfono: (203) 865-3737

Pediatrics Plus* PC
13 Peck Street, North Haven
Teléfono: (203) 239-4627

Yale New Haven Hospital Primary Care Centers
789 Howard Avenue, New Haven
Teléfono: (203) 688-5555

- **Adult Primary Care Center**
- **Pediatric Primary Care Center**
- **Women's Center**
- **Nathan Smith Clinic** - 15 York Street, New Haven. Teléfono: (203) 688-5303

La lista de arriba se actualizó el 7 de Diciembre 2009. Para averiguar si se han añadido Proveedores de Atención Primaria adicionales, llame a HUSKY al 1-800-656-6684. Usted también puede preguntarle a su Proveedor de Atención Primaria si el/ella están interesados en participar en HUSKY PRIMARY CARE.

Formulario para Cambiar la Inscripción de la Opción de Atención Médica HUSKY A

Healthcare for UninSured Kids and Youth

Puede usar este formulario para escoger una nueva opción de atención médica HUSKY A para los miembros de su familia. Si usted tiene preguntas o si desea ayuda para llenar este formulario, por favor llame al **1-800-656-6684**.

1. Información del Solicitante: La persona que inscribe a los miembros de la familia (jefe de familia) llena esta sección. **Si tuviéramos preguntas, podríamos necesitar ponernos en contacto con usted. Por favor asegure darnos el mejor número de teléfono donde podamos ponernos en contacto con usted durante el día.**

Nombre de Pila	Segundo Nombre	Apellido	**Número de Identificación del Jefe de Familia**

# de Teléfono durante el día	# de Teléfono durante la Noche	Número de Teléfono Celular

Dirección	Apt #	Ciudad/Pueblo	Estado	Código Postal

2. Escoja la Opción de Atención Médica: Más abajo están las opciones en las cuales los miembros de su familia pueden participar.

Por favor escoja una para su familia

- ❑ **Aetna Better Health**
- ❑ **AmeriChoice by UnitedHealthcare**
- ❑ **Community Health Network of Connecticut**
- ❑ **HUSKY Primary Care (Administración de Casos de Atención Primaria de Connecticut, en inglés - PCCM)**

3. *Opcional*: Por favor incluya sus razones para el cambio:

_____

4. Escoja un Proveedor de Atención Primaria (PCP, por sus siglas en inglés): Incluya el nombre de cada miembro de la familia y el nombre y la dirección del Proveedor de Atención Primaria (PCP) que escoge para ese miembro. Por favor escoja un PCP sin importar cuál opción usted seleccionó arriba. Asegúrese de que su PCP está disponible en la opción que escoge. Si escoge la opción HUSKY Primary Care, usted necesita escoger un PCP con participación para cada miembro de la familia en HUSKY A de modo que podamos procesar su inscripción. Si tiene preguntas, llame al **1-800-656-6684**.

Adjunte una hoja de papel adicional en caso de que necesite más espacio.

Nombre del Miembro de la Familia Nombre, Segundo Nombre, Apellido	Número de Identificación del Cliente	Nombre y Apellido del PCP	Dirección o Pueblo del PCP	¿Paciente actual de este PCP?
1.				Sí / No
2.				Sí / No
3.				Sí / No
4.				Sí / No
5.				Sí / No
6.				Sí / No

Por favor fírmelo y ponga la fecha más abajo.

5. Firma:

_____ _____

Firma del Jefe de Familia Fecha

Devuelva este formulario a: HUSKY PROGRAM P.O. Box 280747 East Hartford, CT 06128-0747

O envíelo por fax al 860-282-5579

Proveedores de Atención Primaria en HUSKY Primary Care,
El Programa de Administración de Casos de Atención Primaria
(área de New Haven, revisado el 7 de Diciembre 2009)

Si desea inscribirse en HUSKY Primary Care, revise la lista de los Proveedores de Atención Primaria ("PCP" – en inglés) que usted puede escoger Para inscribirse, tendrá que escoger un Proveedor de Atención Primaria ("PCP") para **cada** miembro de su familia que esté inscrito en HUSKY A. Por ejemplo, usted puede inscribir a su hijo con un pediatra y a un médico de medicina interna (adultos) para usted.
Los proveedores con la estrella, *, junto a su nombre no son disponibles en 12/7/09, pero lo estarán muy pronto.
Mas PCPs están participando cada dia. Para mas información o para inscribirse, llame a HUSKY al 1-800-656-6684.

Cornell Scott-Hill Health Center - 428 Columbus Avenue, New Haven. Teléfono: (203) 503-3000
(Otras oficinas en: Dixwell Health Center, New Haven; West Haven Health Center, West Haven; Cornell Scott-Hill Health Center Ansonia, Ansonia; Centros de Salud en las Escuelas de New Haven)
Enfermeras Registradas de Práctica Avanzada - Adultos: Jennifer Brackett, Andrew Yim; **Enfermeras Registradas de Práctica Avanzada – Familia:** Veronica Egbunike, Janina Gilo, Robert Hill; **Médico de Adultos:** Robert Douglas Bruce, Carol Elrington, Karin Michels-Ashwood, Cheryl Walters; **Enfermera Registrada de Práctica Avanzada:** Celia Gote*;**Enfermeras Registradas de Práctica Avanzada - Pediatría:** Jacqueline Baker, Marguerite Kyle*, Tina McGillicuddy, Kathleen Stone; **Pediatras:** Margaret Boron, Stephen Updegrove, Meredith Williams, Robert Windom; **Médico:** Nesrine Rizk; **Ayudantes de Médico:** Alain Bissainthe, Bryce DelVecchio, Cheryl Drezek, Robert Howell, Gerald Kayingo, Natalie Lourenco, Crystal Ryder, Jaime Stewart

Fair Haven Community Health Center ***(pacientes actuales solamente)***
374 Grand Avenue, New Haven. Teléfono: (203) 777-7411
Para saber cuales Proveedores de Atención Primaria participan, llame a HUSKY al 1-800-656-6684.

Long Wharf Pediatrics ***(pacientes actuales solamente, con algunas excepciones)***
150 Sargent Drive, New Haven. Teléfono: (203) 781-4321
Pediatras: Dennis Durante, Kathleen Fearn, Richard Halperin, Lucille Semeraro; **Ayudante de Médico:** Betsey Park

Pediatric and Medical Associates ***(pacientes actuales solamente)***
200 Orchard Street – Ste 108, New Haven. Teléfono: (203) 865-3737
Pediatras: Ronald Angoff*, Nancy Brown*, Gregory Germain*, Dyan Griffin*

Pediatrics Plus PC - 13 Peck Street, North Haven. Teléfono: (203) 239-4627
Pediatras: Allison Cohen, Stephanie Slattery, Elsa Stone, Edward Zalitis*

Yale New Haven Hospital Primary Care Centers

- **Adult Primary Care Center -** 789 Howard Avenue, New Haven. Teléfono: (203) 688-5555

Enfermeras Registradas de Práctica Avanzada - Adultos: Genice Nelson*; **Médico de Adultos:** Aniyizhai Annamalai*, Rina Garcia, Inginia Genao, Leora Horwitz*, Walter Kernan, Kusum Mathews*, Pinar Oray-Schrom, Stefani Russo, Emily Wang, Kathleen White, Laura Whitman

- **Pediatric Primary Care Center -** 789 Howard Avenue, New Haven. Teléfono: (203) 688-5555

Enfermeras Registradas de Práctica Avanzada - Pediatría: Nancy Banasiak, Angela Crowley, Ann Drabinski, Carolyn Federici, Patricia Jackson-Allen, Pao-Lin (Cathy) Liu, Mikki Meadows*, Alison Moriarty Daley, Earlene Peckham*, Elaine Romano*, Sarah Vaughan, Denise Wagner; **Pediatras:** Andrea Asnes, Andrea Benin, Karen Dorsey*, Ada Fenick, Howard Fink, Brian Forsyth, John Leventhal, Paul McCarthy, Jonathan Miller, Marjorie Rosenthal, Sheryl Ryan, John Samuel*, Eugene Shapiro, Richard Shiffman

- **Women's Center -** 789 Howard Avenue, New Haven. Teléfono: (203) 688-5555

Enfermeras Partera Certificadas: Elke Bachmann*, Susan Hally, Heather Reynolds, Marianne Stone-Godena; **Enfermeras Certificada Obstetricia:** Martha Mitchell*; **Obstetras/Ginecólogos (OB/GYNs):** Richard Bercik, Madeline Dick*, Brian Karsif, Angie Lee*, Shefali Pathy*, Julia Shaw*

- **Nathan Smith Clinic -** 15 York Street, New Haven. Teléfono: (203) 688-5303

Médicos, Enfermedades Infecciosas: Dana Dunne, John Francis, Gerald Friedland, Jose Salvana, Sandra Springer, Merceditas Villaneuva, Krystn Wagner; **Medicina Adultos:** Nancy Angoff*; **Enfermera Registrada de Práctica Avanzada**: Julia Womack*; **Ayudante de Médico:** Timothy Hatcher

MICHAEL P. STARKOWSKI
Commissioner

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
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October 1, 2009

The Hon. Toni E. Walker
Ellen Andrews, PhD
Co-Chairs, MMCC Primary Care Case Management Subcommittee

Dear Representative Walker and Dr. Andrews:

I understand that the Medicaid Managed Care Council's HUSKY Primary Care Case Management (PCCM) Subcommittee met on September 16, 2009, to review the status of implementation of the HUSKY Primary Care pilot. A variety of issues were raised in that meeting and I would like to take this opportunity to offer clarification and comment.

1. Investment in marketing:

Federal rules at 42 C.F.R. § 438.104 define marketing as "any communication, from an MCO, PIHP, PAHP, or PCCM to a Medicaid recipient who is not enrolled in that entity, that can reasonably be interpreted as intended to influence the recipient to enroll in that particular MCO's, PIHP's, PAHP's, or PCCM's Medicaid product, or either to not enroll in, or to disenroll from, another MCO's, PIHP's, PAHP's, or PCCM's Medicaid product." As is clear from this definition, federal law recognizes that managed care entities have a vested interest in growing their enrollment and naturally will seek to undertake marketing activities. PCCM providers are entitled to promote enrollment in HUSKY Primary Care. As an impartial administrator of the overall HUSKY program, it is not an appropriate role for the Department to promote one model of care management over others.

That being said, the Department *is* committed to promoting awareness of the overall HUSKY program and informing prospective members of their options for enrollment. In the materials in which the Department presents HUSKY enrollment options (for example, our website and comparison chart), we include HUSKY Primary Care. Additionally, we have supplied participating practices and other parties with PCCM-specific brochures and signs. Although we understand that PCCM providers face infrastructure and resource constraints, PCCM providers are welcome to develop and submit any additional marketing materials and methods to the Department for approval.

In summary, the Department is fulfilling provisions of the Amendment to the 1915(b) Medicaid Managed Care Waiver (as approved by the Committees of Cognizance on March 31, 2009). With respect to this subject the Amendment states: "The Department of Social Services shall inform HUSKY A enrollees in approved geographic areas of the availability of PCCM to the same extent that the Department informs such enrollees of the ability to enroll with a Managed Care Organization."

When considering these factors, it is worth noting that there is a distinction between general public information and outreach about the availability of the HUSKY Plan as a whole (with the goal of prompting parents to actually apply for HUSKY health coverage); and the more specific public information and outreach about the next step after a family is determined eligible for HUSKY A (with the goal of making an informed enrollment choice among HUSKY Primary Care or one of three Managed Care Organizations).

2. Marketing provisions in the PCCM contracts:

The Department's intent, with respect to marketing provisions in the HUSKY Primary Care and MCO contracts, is to ensure full compliance with federal Medicaid managed care regulations. *See* 42 C.F.R. § 438.104. These regulations apply the same rules to marketing, whether conducted by an MCO or a PCCM.

The marketing language used in the PCCM contract is substantially similar to the language used in the MCO contracts, but tailored to the PCCM role and function. For example, the Department does not have provisions related to health education because this is a routine element of every physician/patient encounter.

In the subcommittee meeting, particular concern was raised regarding the marketing guideline language related to "unsolicited personal contact." This language is based on the federal Medicaid managed care regulation, which prohibits "cold-call marketing." The regulation requires that the MCO and PCCM contracts prohibit "door-to-door, telephone or other cold-call marketing activities." 42 C.F.R. § 438.104(b)(1)(v). "Cold-call marketing" is defined as "any unsolicited personal contact by the MCO, PIHP, PAHP, or PCCM with a potential enrollee for the purpose of marketing." 42 C.F.R. § 438.104(a). The Department's contracts, therefore, are consistent with the requirements of federal law.

It should be recognized that the Department's staff members have conducted multiple meetings with the PCCM providers. Rivka Weiser and Dr. Robert Zavoski meet and speak regularly with the PCCM providers and their staff members, including conference calls scheduled as the Provider Advisory Group and its subcommittees. In addition, Dr. Zavoski and Richard Spencer, the Manager of the Managed Care Unit, conducted numerous meetings over the past year as part of the Department's efforts to build the new HUSKY and Charter Oak Health Plan provider networks. Collaboration with the provider community is the base upon which the PCCM pilot and the remainder of our health programs are built. I believe the Department continues to demonstrate a strong commitment to strengthening its ties with our provider community. Regarding marketing in particular, if we find that PCCM providers are uncertain about how to undertake marketing in a manner that is consistent with federal law, the Department would be pleased to emphasize this subject in our ongoing contacts or a series of special meetings with PCCM providers.

3. Distribution of brochures:

The Department dedicated writing and design resources to produce a consumer brochure that is fully descriptive of HUSKY Primary Care. In late summer, the brochure was further revised to accommodate issues raised by the Subcommittee. Final brochures and signs about HUSKY Primary Care have been sent to Department of Social Services regional offices in Waterbury and Willimantic and WIC offices in the areas where PCCM is currently available. Information about how to obtain additional copies of brochures has also been included.

4. Auto-assignment to PCCM:

PCCM is currently a pilot program and, as such, it is premature to consider PCCM as a default enrollment option for new enrollees. Auto-assigning individuals to already strained independent PCCM practices may tax the new pilot and may discourage other providers from joining the PCCM pilot. Our preliminary review also suggests that auto-assignment would involve a fair amount of manual work by our staff (assigning individuals/family units to individual PCCM providers) and that it would likely need to be limited to lifespan providers such as FQHCs. In addition, the HUSKY waiver specifically excludes PCCM from auto-assignment and would need to be modified in order for auto-assignment to be considered when the capacity of PCCM expands in the future. In the meantime, for those clients who live in the geographic areas of PCCM, the Department remains committed to providing information regarding all four HUSKY healthcare options. Members in these areas can choose to enroll in PCCM at any time.

5. Freedom of Information language in the provider agreements:

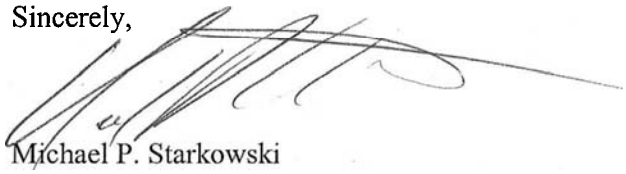
As defined in federal law, primary care case management means "a system under which a PCCM contracts with the State to furnish case management services (which include the location, coordination and monitoring of primary health care services) to Medicaid recipients." 42 C.F.R. § 438.2. PCCMs are expected to establish policies and procedures that govern the coordination and monitoring activities that they undertake, and are accomplished in various ways. For example, coordination and monitoring may be reflected in PCCMs' policies, procedures and systems, such as the design of the electronic health record. In addition, PCCMs may accomplish care coordination through subcontracts. Multiple PCCMs may pool their resources and subcontract with an entity that coordinates care and facilitates necessary referrals and linkages.

All of these policies and procedures, operating protocols, system design elements, and subcontracts may affect the way care is coordinated and monitored. It can influence a patient's choice of supports and services; it may affect patient satisfaction and adherence to prescribed regimens; and it may affect health outcomes. In other words, these program components will undoubtedly affect whether and to what extent PCCM providers are successful in accomplishing program goals. The development and implementation of these policies and procedures, operating protocols, system design elements, and subcontracts is made possible by PCCM capitation payments, over and above the payment for the delivery of health care services.

PCCM care coordination functions are analogous (if not identical to) the care coordination and case management functions that exist in managed care organizations. Like PCCMs, MCOs establish policies and procedures, operating protocols, information systems, and subcontracts to achieve their care coordination goals. We have acknowledged and declared that these activities, as performed by the MCOs, may be considered governmental functions. It stands to reason, therefore, that this same rationale would apply to PCCM. In both cases, these care coordination and case management functions exist alongside and support the effective delivery of health care services. Accordingly, it is the Department's strong position that the policies and procedures, operating protocols, systems, and subcontracts that are established by PCCM providers should be freely available to any interested party through the Freedom of Information Act (FOIA). Of course, this would not include client-specific information or records, which are protected under HIPAA. Access to the above-referenced program materials under FOIA can help ensure that referral practices are fair; that policies support free and informed choice of providers and treatments; and that any incentives that might exist are appropriate and in the best interest of our clients. This access can also facilitate required professional evaluation of the PCCM pilot.

I appreciate the opportunity to provide follow-up on the range of issues discussed in the PCCM Subcommittee and hope that these comments clarify the Department's approach to successful implementation of HUSKY Primary Care.

Sincerely,



Michael P. Starkowski
Commissioner

MPS:ms

cc: The Hon. Toni N. Harp, Chair, Medicaid Managed Care Council
The Hon. Edith G. Prague, Vice-Chair, Medicaid Managed Care Council
Members of the Medicaid Managed Care Council
Members of the PCCM Subcommittee
Mariette McCourt, RN, MSN, MA
Mark Schaefer, PhD
Robert Zavoski, MD
Rivka Weiser, MPH