

Frequently Asked Questions for Centennial Care

I've heard there will be changes to the Medicaid Managed Care Organizations (MCOs) that provide Centennial Care services. Is that true?

Yes. Starting on January 1, 2019, there will be changes to the MCOs that provide Medicaid services.

How will I find out about the changes?

Around October 1, 2018, you will get a letter from HSD in a **turquoise envelope**. It will tell you about the changes to the MCOs and what you need to do to choose your MCO.

Can I stay with the MCO I have now?

The MCO you have now will provide services through December 31, 2018. Of the current Centennial Care MCOs, only Presbyterian Health Plan (PHP) and Blue Cross Community Centennial (BCBSNM) are contracted with the State to provide services after December 31, 2018. Western Sky Community Care (WSCC) will also be available as a new MCO providing services starting January 1, 2019.

Do I have to select a different Centennial Care MCO for January 1, 2019?

If you do not select a MCO, you will be automatically assigned to one. PHP and BCBSNM members who wish to remain with PHP or BCBSNM do not have to actively select a MCO. They will be automatically re-enrolled with PHP or BCBSNM if they do not choose a different MCO.

I was enrolled with United Healthcare but now I am enrolled with Presbyterian. What happened to United?

United Healthcare and Presbyterian entered into an agreement to transition United's Medicaid membership to Presbyterian on September 1, 2018. United Healthcare is no longer providing Medicaid services.

How Do I Choose a Centennial Care MCO for services starting in January 2019?

Beginning in October 2018, members may call **1-888-997-2583** or go online to:
<https://www.yes.nm.us>.

Where Can I Find More Information about the Centennial Care MCOs that are currently contracted to provide services starting January 1, 2019?

Blue Cross Community Centennial (BCBSNM)

Member Services: 1-866-689-1523

Website: www.bcbsnm.com/community-centennial

Presbyterian Health Plan (PHP)

Member Services: 505-923-5200 (in Albuquerque) or 1-888-977-2333 (toll free)

Website: www.phs.org

Western Sky Community Care (WSCC)

Member Services: 1-855-688-6589

Website: <http://www.WesternSkyCommunity.com>

Do all of the MCOs provide the same healthcare services and benefits?

Generally, yes, the health benefits are the same. Each MCO offers unique value-added services that include but are not limited to:

- Native American healers to address both physical and behavioral health issues;
- Full medical benefits and partial dental benefits to all women who are enrolled in pregnancy related category of eligibility; and
- School sports physicals to 12-18 year old members.

Is Molina Healthcare available after December 31, 2018?

Molina Healthcare was not selected by the State to provide services after December 31, 2018; however, Molina is appealing the State's decision through its appeal rights with the court. The letter in the turquoise envelope will list the contracted MCO from which you may select.