

## Behavioral Health Frequently Asked Questions

### ***What is Centennial Care?***

Centennial Care is the new name of the New Mexico Medicaid program. Centennial Care will begin January 1, 2014 and services will be provided by four managed care organizations (MCOs). These services include physical health, behavioral health, long-term care and community benefits.

### ***What is a Managed Care Organization (MCO)?***

A managed care organization (MCO) is an insurance company that contracts with providers and medical facilities to provide healthcare services to its members.

### ***Are Behavioral Health Services covered under Centennial Care?***

Yes. If you are currently enrolled in Medicaid, all of the current Medicaid behavioral health services will be covered. Also, 3 new services behavioral health will be added: Respite for children, Recovery Services and Family Support Services.

### ***Who are the Managed Care Organizations (MCOs) offering Centennial Care coverage?***

- Blue Cross Blue Shield of New Mexico
- Molina Health Care of New Mexico, Inc.
- Presbyterian Health Plan, Inc.
- United Health Care Community Plan of New Mexico

### ***When does Centennial Care start?***

Centennial Care starts on January 1, 2014. You will be able to choose a Centennial Care managed care organization (MCO) starting October 15, 2013.

### ***Why is New Mexico changing its Medicaid program(s) to Centennial Care?***

New Mexico is changing to Centennial Care to make it easier for you. You will be able to get the care you need in one place. Whether you need to see your primary care doctor, a mental health provider or if you have long-term care needs, your Centennial Care managed care organization can help you get the care you need.

### ***Who may be eligible for Centennial Care?***

Most individuals who are currently enrolled in a New Mexico Medicaid program will be eligible for Centennial Care. For all Medicaid programs, you have to meet certain federal guidelines. These include citizenship, residency and income requirements. For more information on Centennial Care, please visit our web site at [www.CentennialCare.net](http://www.CentennialCare.net).

### ***What does the Federal Poverty Level (FPL) have to do with Centennial Care Eligibility?***

To be eligible for Centennial Care, you have to be financially eligible. The financial guidelines are set by the US Dept of Health and Human Services and are called the Federal Poverty Levels (FPLs). FPLs are based on your income and your total household size. Different types of coverage in Centennial Care may have different FPL guidelines.

### ***Who will receive services through Centennial Care?***

Most, but not all, people who are eligible for New Mexico Medicaid will get their services from a Centennial Care managed care organization (MCO). If you are enrolled in the DD waiver, you will receive acute care services through Centennial Care and continue to receive waiver services as you do now. And, Native Americans who are currently enrolled in CoLTS or who meet a nursing facility level of care will receive services through Centennial Care.



# CENTENNIALCARE

***Can I keep seeing my Behavioral Health provider under Centennial Care?***

Yes. Unless you and your Care Coordinator decide that a different provider might be better for you.

***Will there be more or less Behavioral Health Services available to me with Centennial Care?***

Centennial Care's goal is to ensure you get the right services, at the right time, in the right place. All of the current Medicaid behavioral health services will be covered and 3 new services will be added: Respite for children, Recovery Services and Family Support Services.

***Do I need to apply for Centennial Care if I am already enrolled in a NM Medicaid program?***

No. If you are already enrolled in a New Mexico Medicaid program, you do not need to fill out a new application. But, you will need to pick the managed care organization (MCO) you want to provide your Centennial Care services.

***My kids are enrolled in New MexiKids. Do I have to switch them to Centennial Care?***

With the exception of Native Americans, all kids currently enrolled in New MexiKids will be enrolled into Centennial Care starting January 1, 2014.

***What services are covered under Centennial Care?***

Centennial Care covers physical health, behavioral health, long-term care and community benefits. Depending on your healthcare needs, the managed care organization (MCO) that you choose to provide your care may assign someone to help you coordinate your care so that you receive all of the services you need.

***If I live a long way from services that I need will Centennial Care pay for me to see doctors that aren't part of my managed care organizations (MCO's) network? Do I need a referral or prior authorization?***

In Centennial Care, MCOs are required to find you the providers you need. Your MCO's care coordinator will help you find the provider you need and make an appointment. If you have to travel, Medicaid will make transportation available and pay the cost.

***How can I get to doctor appointments that are far away from my home?***

The MCO's care coordinator will assist you to make arrangements for transportation to appointments. Centennial Care coverage will make transportation available and pay the cost.

***How will my providers know that I am enrolled in Centennial Care?***

Your Centennial Care managed care organization (MCO) will issue a Member ID Card to you. You should show your ID card when you get treatment or when you fill prescriptions.

***When will I be able to choose my Managed Care Organizations (MCOs)?***

In the Fall of 2013, you will get a orange envelope from the Human Services Department (HSD) asking you to select a Centennial Care MCO. This letter will let you know how to make your choice on the phone, on-line or through the mail. If the MCO that you have right now is also a Centennial Care MCO, you may be able to re-enroll with them. If you do not choose an MCO, you will automatically assigned to one. Native Americans who do not need of long-term care services are not required to choose and will not be assigned to an MCO since they can remain in fee-for-service.



***How can I choose the Centennial Care Managed Care Organization (MCO) that is right for me?***

Ask your doctors which Centennial Care MCO(s) they're contracted with. You should also check each of the MCO(s) provider listings to find out which doctors are part of their network. You may also find out what extra benefits each of the MCOs offer. When you get your orange MCO enrollment letter from the Human Services Department (HSD), it will include a phone number and a website for each MCO so that you can get the answers you need to choose the MCO that is best for you.

***Once I choose a Managed Care Organization (MCO), will I be able to change to a different MCO?***

Yes. You can change your MCO in the first 90 days after choosing or being assigned to one. You also have the chance to change your Centennial Care MCO each year when it's time for you to renew your coverage.

***I have heard that I can't change my Centennial Care Managed Care Organization (MCO) after I am "locked in." What does this mean?***

After you pick or get assigned to an MCO, you have 90 days to switch to a different MCO for any reason. After that 90 day period, you are "locked in" to receive services from that MCO and can only change to a different MCO for certain reasons. To request an MCO switch after you are locked in, you must submit the request in writing. For more information on how to submit a request, you may call the New Mexico Medicaid Call Center at 1-888-997-2583 .

***If I don't pick a Centennial Care Managed Care Organization (MCO), can I still get services in January?***

Yes. If you don't pick a Centennial Care MCO, you will be assigned to one (unless you are not required to enroll in managed care) and will get services from that MCO starting January 1, 2014. If you are enrolled with a current New Mexico Medicaid MCO that is also going to be a Centennial Care MCO, you will be automatically assigned to your current MCO.

***Will Centennial Care managed care organizations (MCOs) have a list of providers in the state that I can see for care?***

Yes. When you choose your MCO, you will receive a provider directory and a member handbook with information that tells you what providers are in the MCO network and how you can get the care you need.

***How do I know if my doctor is contracted with a Centennial Care Managed Care Organization (MCO)?***

Ask your doctor if they are contracted with a Centennial Care MCO. You can also check the provider directories on the MCO websites.

***Is Centennial Care the same as the Affordable Care Act (ACA)?***

No. Centennial Care is the new name for the New Mexico Medicaid program. Under the ACA, some people who are not eligible for Medicaid may be able to receive federal subsidies that can help them buy other insurance coverage on the New Mexico Health Insurance Exchange.



# CENTENNIAL CARE

***Is Centennial Care the same as Medicaid Expansion for Adults?***

Medicaid Expansion is part of Centennial Care. The Expansion provides Medicaid eligibility to adults who are at or below 133% of the Federal Poverty Level (FPL). Adults who qualify for this category will receive their Medicaid services through a Centennial Care managed care organization (MCO). Native Americans who are eligible through the Expansion may enroll in Centennial Care or receive services through fee for service.

***I still have questions. Where can I get more information?***

For more information about Centennial Care, you may go to the Centennial Care web site at [www.CentennialCare.net](http://www.CentennialCare.net) or call the New Mexico Medicaid Call Center at 1-888-997-2583.



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