

Frequently Asked Questions for Centennial Care 2.0

Who are the new MCOs for Centennial Care 2.0 and when do they start?

The three Centennial Care 2.0 MCOs are:

1. Blue Cross/Blue Shield of New Mexico (BCBS)
2. Presbyterian Health Plan (PHP)
3. Western Sky Community Care (WSCC)

The Centennial Care 2.0 MCOs will begin providing services on **January 1, 2019**. Members may remain with their current MCO through December 31, 2018.

When can Molina and United Healthcare members select a different MCO?

HSD will have an open enrollment period starting in October 2018 through the first week of December 2018 for a January 1, 2019 effective date. After January 1, 2019, members may select a different MCO during their annual recertification period.

Do I have to select a Centennial Care 2.0 MCO?

If you are a current Molina or United Healthcare member, you can select a new Centennial Care 2.0 MCO during the open enrollment period. If you do not select a MCO, you will be automatically assigned to one. PHP and BCBS members who wish to remain with the PHP or BCBS do not have to actively select a 2.0 MCO. They will be automatically re-enrolled with PHP or BCBS if they do not choose a different MCO. If a current member wants a different Centennial Care 2.0 MCO then he/she must select a different 2.0 MCO during the open enrollment period.

How Do I Choose a Centennial Care 2.0 MCO?

Beginning in October 2018, members may call 1-888-997-2583 to choose a Centennial Care 2.0 MCO. They may also make a selection online at <https://www.yes.nm.us>.

Where Can I Find More Information about the Centennial Care 2.0 MCOs?

Before choosing a Centennial Care 2.0 MCO, you should call or visit all of the MCOs' websites:

BCBS

Member Services: 1-866-689-1523

Website: www.bcbsnm.com/community-centennial

PHP

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

Website: www.phs.org

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.