



Enrollment Booklet



GreenMountainCare
A HEALTHIER STATE OF LIVING

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Welcome to Primary Care Plus (*PC Plus*)!

This booklet gives the answers to many of the questions that people ask us about *PC Plus*. If you still have questions after reading this booklet, please call us at 1-800-250-8427.

What is *PC Plus*?

PC Plus is a new way for Green Mountain Care to help you get the health care services you need. Once you are a member of *PC Plus*, the Department of Vermont Health Access pays your primary care provider (PCP) a special fee to be your health care partner. Your PCP works with you to arrange your health care services. Together, you and your PCP make sure you get the care you need to stay healthy, and treatment when you are sick or injured.

Green Mountain Care encourages providers to offer quality, medically necessary covered services to all members and does not encourage physicians to limit, deny or restrict medically necessary covered services. Green Mountain Care will not discriminate against you based on federally-prohibited conditions. More information about Green Mountain Care Programs is available by calling Green Mountain Care Member Services at 1-800-250-8427.

VHAP Managed Care

All VHAP members must enroll in *PC Plus* to keep getting coverage. When you get an orange *PC Plus* enrollment form, call Member Services or mail back the form. Providers in *PC Plus* are paid to help manage member care. They do not get a financial incentive to reduce or limit a member's health care.

Medicaid or Dr. Dynasaur Managed Care

Medicaid and Dr. Dynasaur members without other insurance must enroll in *PC Plus* to keep getting coverage. When you get an orange *PC Plus* enrollment form, call Member Services or mail back the form.

Medicaid and Dr. Dynasaur members in *PC Plus* can choose a PCP who is within 30 minutes of their work or home. If there are not at least two PCPs within 30 minutes, you do not have to be in *PC Plus*. You will also be asked to choose a dentist for any children in your household that are 1-18 years old.

Important:

If you have other health insurance (besides Medicaid, Dr. Dynasaur, or VHAP) that covers doctors and hospitals you may not need to join *PC Plus*. To let us know about it, call 1-800-250-8427 right away.

How to join *PC Plus*

To join *PC Plus* you need to choose a PCP. A PCP is a provider who works with you to make sure you get the medical care you need. Your primary care provider is your health care partner. He or she will treat you when you are sick or injured and send you to other health care providers when you need special types of care. This is called a referral. In most cases, you must get a referral from your PCP before you go to another health care provider or a specialist.

If you already have a provider, there is a good chance that he or she is already part of *PC Plus*. To find out who can be your PCP, ask your provider, go to www.vtmedicaid.com and click on Provider Look-Up, or call 1-800-250-8427 for a list of PCPs in your area or help deciding on a PCP. You need to let us know your PCP choice even if you have been on *PC Plus* before.

1. Read this booklet.
2. Decide who you want as your **PCP (primary care provider)**. If you don't let us know who you want for a PCP or dental provider, we will choose one for you.
➔ Also, choose a dental provider for children ages 1-18 who are enrolling in *PC Plus*.
3. **As soon as you can**, tell us the name of the PCP that you want. You can tell us by mail or telephone.

By Mail:

Fill out the enrollment form and send it back to us as soon as you can.

By Telephone:

Call a Member Services Representative at 1-800-250-8427 to sign up over the phone. People with hearing disabilities may call (TDD/TTY) 1-888-834-7898. Translators are available.

What happens after I join *PC Plus*?

After you join *PC Plus* it may take a few weeks for the change to take effect. You will get an ID card and a letter in the mail that tells you the exact date your new coverage starts and the name of your PCP. You may have to pay a premium before your coverage begins. If you have questions about your start date or premium, call Green Mountain Care Member Services 1-800-250-8427.

Call your PCP to set up a first visit (if you are not already seeing him or her). Always call your PCP first before going to another health care provider or to the emergency room (except in real emergencies).

You will also get a letter telling you the name of the dentist you chose for children ages 1-18 enrolling in *PC Plus* in your household.

Can my current provider be my PCP?

Yes, your current provider can be your PCP if he or she has signed up with *PC Plus*. If not, you need to choose a new provider who is part of *PC Plus*. If you don't know if your provider is signed up with *PC Plus*, ask him or her, go to www.vtmedicaid.com and click on Provider Look-Up, or call 1-800-250-8427.

What if I don't have a PCP?

If you don't have a PCP and are having trouble choosing one, you may want to talk to your family, friends, or current health care providers. If you still need help or have questions call 1-800-250-8427.

Can I keep my specialists?

A specialist is a provider who takes care of things like heart problems, cancer, or broken bones. In order to see a specialist you need a referral from your PCP.

What if I want to choose a specialist as my PCP?

In some cases, you may choose a specialist as your PCP. For more information call us at 1-800-250-8427.

What happens if I need to visit my specialist a lot?

If you see your specialist a lot you may ask your PCP for something called a standing referral. A standing referral is when your PCP approves a certain number of visits ahead of time. This way, you won't need to talk to your PCP every time you have an appointment with your specialist.

How do I get services in *PC Plus*?

PC Plus covers all of the services that you had with regular Medicaid or Dr. Dynasaur, and VHAP. The only difference is your PCP must send you (refer you) to another provider for most specialists. Some examples of services that **require** a referral are:

- Diabetic Counseling
- Home Health
- Hospice
- Inpatient Hospitalization
Emergency admissions do not need a referral
- Lab Tests
- Naturopathic physicians
If naturopath is not the PCP
- Occupational, Physical, or Speech Therapy
- Outpatient Hospital Care
- Podiatry
Non-routine foot-care only (routine foot care is not covered)
- Radiation and chemotherapy
- Surgery
- X-rays

After you are a member of *PC Plus* there are some specialists that do not require a referral. You can get the following services without a referral:

- Family planning services,
- Chiropractic care,
- Dental care (Medicaid or Dr. Dynasaur only),
- Routine eye exams,
- Eyeglasses (Medicaid or Dr. Dynasaur members under age 21 only),
- Transportation services (Medicaid or Dr. Dynasaur only),
- Personal care services for children (Medicaid or Dr. Dynasaur only), and
- Mental health and substance abuse services.

What to do in a medical emergency:

A medical emergency is a condition that you think is a serious risk to your health. Some examples of medical emergencies are damage to your eyes, sudden or severe chest pain, shortness of breath, and severe bleeding. When you have a medical emergency, call 911 (if available) or go to the nearest emergency room right away. Tell your PCP about the emergency within two days.

Your rights

- You have the right to be treated with respect and courtesy.
- You have the right to be treated with thoughtfulness.
- You have the right to choose your own primary care provider.
- You have the right to change your primary care provider.
- You have the right to be free from any form of restraint or seclusion used as a means of bullying, discipline, convenience, or retaliation.
- You have the right to ask for an appeal if you have been denied services you think you need.
- You have the right to file a grievance if you are unhappy or feel you have been mistreated.
- You have the right to ask for a fair hearing if medical benefits are denied, reduced, or end and you disagree with the decision.

Your responsibilities

- Choose a PCP as soon as you can.
- If you get premium bills in the mail, pay the bills on time.
- After you are a member of PC Plus, call your PCP before going to other providers for care.
- Call Green Mountain Care Member Services at 1-800-250-8427 if you have a question or complaint.
- Always carry your ID card with you.

Remember, there are two ways to join...

By telephone

Call a Member Services Representative at 1-800-250-8427 Monday through Friday from 7:45 a.m. to 4:30 p.m. (except Vermont state holidays). Translators are available. People with hearing disabilities may call TDD/TTY 1-888-834-7898.

By mail

Choose a PCP and find out if he or she is signed up with *PC Plus* by asking him or her, going to www.vtmedicaid.com and clicking on Provider Look-Up, or calling 1-800-250-8427. Fill out the enrollment form and return it as soon as you can.

How can Green Mountain Care Member Services help me?

We can answer questions about:

- How *PC Plus* works,
- Which PCPs and specialists are part of *PC Plus*,
- What to do if your provider is not a PCP in *PC Plus*, and
- How to get more information.

What if I still have questions?

Green Mountain Care Member Services is here to help you!

Call us at 1-800-250-8427 from 7:45 a.m. to 4:30 p.m., Monday through Friday (except Vermont state holidays).

**Attention! If you need help in your language,
please call 1-800-250-8427**

**Attention ! Si vous avez besoin d'assistance
dans votre langue, appelez le : 1-800-250-8427**

**¡Atención! Si necesita ayuda en su idioma,
por favor llame al 1-800-250-8427**

**Pažnja! Ako vam je potrebna pomoć na vašem
jeziku, pozovite 1-800-250-8427**

**သတိပြုရန်! မိတ်ဆွေသည် သင့်ဘာသာစကားဖြင့် အကူအညီ လိုပါက၊
ကျေးဇူးပြုပြီး 1-800-250-8427 ကိုခေါ်ပါ။**

**ध्यान दिनुहोस्! तपाईंलाई आफ्नो भाषामा मद्दत चाहिएको छ भने कृपया
1-800-250-8427-मा फोन गर्नुहोस्।**

**Ogow! Haddii aad u baahan tahay in lagugu
caawiyo luqaddada, fadlan wac 1-800-250-8427**

**Muhimu! Kama wahitaji usaidizi kwa lugha yako,
tafadhali piga simu 1-800-250-8427**

Green Mountain Care Member Services

For questions call: 1-800-250-8427(TDD/TTY) 1-888-834-7898
Call for free interpreter services or alternate formats.
Open 7:45 a.m. to 4:30 p.m. Monday through Friday
(except for State of Vermont holidays)