

**FREQUENTLY ASKED QUESTIONS FOR HORIZON NJ HEALTH MEMBERS
CONCERNING PERSONAL CARE ASSISTANCE (PCA) AND PEDIATRIC MEDICAL DAY CARE
(PMDC) PROVIDERS
WHO LEAVE THE HORIZON NJ HEALTH NETWORK**

1. What are the changes affecting personal care assistant and children's pediatric medical day care provider services?

Effective October 1, 2012, Horizon NJ Health will reduce the amount of reimbursement they pay their personal care assistant (PCA) and pediatric medical day care (PMDC) providers. Some of these providers may no longer want to continue in the Horizon NJ Health network and may choose to leave the Horizon NJ Health network.

2. Can I continue to see my PCA (PMDC) provider if my PCA or PMDC provider chooses to leave Horizon NJ Health's network?

You will be able to see your current Horizon NJ Health PCA (PMDC) provider for four months from October 1, 2012 until February 1, 2013. After February 1, 2013, your PCA or PMDC services must come from a provider who participates in Horizon NJ Health's network.

3. Do I have to change health plans if I want to continue to see my existing PCA or PMDC provider?

If your PCA or PMDC chooses not to participate with Horizon NJ Health any longer then, yes. If you wish to continue receiving services from your current PCA or PMDC, then you must enroll in a Medicaid managed care health plan in which your PCA or PMDC provider participates.

4. How do I know which Medicaid/managed care health plan has my PCA or PMDC provider in its network?

Your PCA works for a provider agency that hires PCAs. (One example of such a provider agency is Bayada Home Health Care.) If you know which provider your PCA works for, you can call the NJ FamilyCare toll-free number to help you find the Medicaid/managed care health plan where your PCA participates. The representative will also have this information for your PMDC provider. You should also keep in mind that the health plan you choose should also be the health plan where your primary care provider (PCP) and other doctors you see participate. The NJ FamilyCare telephone number is 1-800-701-0710 (TTY: 1-800-701-0720).

5. What should I do about choosing a new PCA or PMDC if I want to remain with Horizon NJ Health after my current PCA or PMDC provider leaves the Horizon NJ Health network?

You should call Horizon NJ Health's member services number at 1-877-765-4325 (TTY 1-800-654-5505) as soon as possible so that their representatives can guide you in choosing another PCA or PMDC in their network.

**FREQUENTLY ASKED QUESTIONS FOR
HORIZON NJ HEALTH PROVIDERS WHO LEAVE THE HORIZON NJ HEALTH (HNJH) NETWORK
DUE TO THE REDUCTION IN RATES**

- 1. If I chose to leave the HNJH network, will HNJH transfer their members who I currently serve to a new agency?**

Yes, HNJH is responsible for providing continuity of care for their members with existing providers until they have transitioned to an in-network provider.

- 2. Many of my clients have had the same personal care assistant (PCA) caring for them for years. If I chose to leave the Horizon Network and my client wishes to keep their current PCA, can I tell them to enroll in another HMO that I do participate with?**

If the client wishes to change HMOs, the client would need to call NJ FamilyCare at 1-800-701-0710 (TTY 1-800-701-0720) and request to change HMOs. A member must have "good cause" to change HMOs outside of the annual open enrollment period which runs from October 1st through November 15th. As the member's provider, you would need to call the new HMO to obtain an authorization to provide services.

- 3. If I stay in the HNJH network, the new PCA hourly rate reduction may require me to reduce the hourly wage that I pay my staff. If a PCA leaves my agency for an agency that pays a higher hourly rate, will the State allow my client to follow their PCA to a new agency? I have a letter dated June 22, 2009 from the Director of the Division of Disability Services that states "A reason which IS NOT acceptable for client to transfer agencies is that the current home health aide has changed employers." How will the State still address this?**

The June 22, 2009 letter was issued before PCA services were carved into the managed care program. While HMOs generally permit members to change from one in-network provider to another, they also monitor these requests to ensure the member is making this choice of their own free will. If an HMO has reason to believe a provider coerced or otherwise caused a member to change provider agencies for reasons that were not in the best interest of the member, the HMO will notify the State and may separately take action with the contracted provider agency.

- 4. Why did the State allow HNJH to reduce the PCA hourly rate and pediatric medical day care (PMDC) per diem rate?**

The State is not involved with payment rate negotiations that take place between a Medicaid HMO and the HMO's contracted providers. However, the State closely monitors the HMO to insure that the HMO has adequate contracted providers available to serve Medicaid beneficiaries.

- 5. When HNJH reduced rates to PCA agencies and PMDC providers go into effect, will the other HMOs also reduce rates that they pay these providers?**

The State is not involved with the payment rate negotiations that take place between a Medicaid HMO and the HMO's contracted providers. State staff members will continue to monitor network adequacy and member access for these services.