

# SPECIAL BULLETIN

FOR HEALTH OPTIONS PROVIDERS

JANUARY 16, 2015

## HEALTH OPTIONS MEMBER ID CARDS AND PCP ASSIGNMENTS

Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) now offers Medicaid benefits to Delawareans through Health Options. As you know, Health Options benefits were effective on Jan. 1, 2015. We have partnered with Gateway Health and they provide administrative support for Health Options members and providers.

It has come to our attention that some Health Options members recently received ID cards that had the Gateway Health logo printed on them. This logo was printed in error and all affected members will soon receive new ID cards with the Health Options logo.

**In the meantime, if a member presents an ID card that has a Gateway Health logo, please do not refuse to provide services to this member.** Instead, use the information on the card (e.g., member's name and ID number) to verify eligibility and benefits information via NaviNet®.

### PCP ASSIGNMENTS

You may remember that most Health Options members are required to select a primary care physician (PCP). If they do not, they are auto-assigned to a PCP, generally based on their address. For the first 90 days of 2015, Health Options will cover services provided by a PCP to any member, regardless of PCP assignment.

However, please keep the following in mind if a member presents at your office with another PCP listed on their ID card:

- Members can call Member Services at 1-844-325-6251 to have their PCP assignment changed.
- For the first 90 days of 2015, a PCP's office can make an immediate change to a member's assigned PCP, **if the member is present**. Simply call Provider Services at 1-844-325-6252. Keep in mind that the member must be present to make this change.
  - The process of making immediate changes will be reevaluated when the 90-day period has ended.

If you have any questions regarding the information in this bulletin, please call your Highmark Delaware Provider Relations Representative or Health Options Provider Services at 1-844-325-6252. As always, thank you for your support.

