



# **Primary Care Plus Enrollment Booklet**





# Table of Contents

Welcome to Primary Care Plus ( <i>PC Plus</i> )!	3
What is <i>PC Plus</i> ?	3
Medicaid or Dr. Dynasaur Managed Care	3
Important:	3
How to join <i>PC Plus</i>	4
By Mail:	4
By Telephone:	4
What happens after I join <i>PC Plus</i> ?	4
Can my current provider be my PCP?	5
What if I don't have a PCP?	5
Can I keep my specialists?	5
What if I want to choose a specialist as my PCP?	5
What happens if I need to visit my specialist a lot?	5
How do I get services in <i>PC Plus</i> ?	6
What to do in a medical emergency:	6
Your Rights and Responsibilities	7
Remember, there are two ways to join...	7
By telephone	8
By mail	8
How can Green Mountain Care Customer Support Center help me?	8
What if I still have questions?	8
Green Mountain Care Customer Support Center	9

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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 the Customer Support Center at 1-800-250-8427.

## **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 the Customer Support Center 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 who are under 19 years old.

## **Important:**

If you have other health insurance (besides Medicaid or Dr. Dynasaur) 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](http://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 under age 19 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 Customer Support 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 the Customer Support Center at 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 who are under 19 years old 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](http://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,
- Routine,
- Eyeglasses (members under age 21 only),
- Transportation services,
- Personal care services for children, and
- Mental health and substance abuse services.

## **What to do in a medical emergency:**

An emergency is a sudden and unexpected illness, medical condition, or mental health condition, with symptoms that you believe could be a serious threat to your health or life if you don't get medical attention right away.

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 and Responsibilities

## You have the right to

- Be treated with respect and courtesy,
- Be treated with thoughtfulness,
- Choose and change your providers,
- Get facts about your program services and providers,
- Get complete, current information about your health in terms you can understand,
- Be involved in decisions about your health care, including having your questions answered and the right to refuse treatment,
- Ask for and get a copy of your medical records and ask for changes to be made to them when you believe the information is wrong,
- When you believe the information in them is wrong, get a second opinion from a qualified provider who is enrolled in Vermont Medicaid,
- Complain about your program or your health care
- Be free from any form of restraint or seclusion used as a means of bullying, discipline, convenience, or retaliation, and
- Ask for an appeal if you have been denied services you think you need.

## You also have the responsibility to

Take care of your health by:

- Telling your provider about your symptoms and health history;
- Asking questions when you need more information or don't understand something;
- Following the treatment plans you and your provider have agreed to;
- Keeping your appointments or calling ahead to cancel if you can't make it;
- Learning about your program rules so that you can make the best use of the services that you can get;
- Making sure you have referrals from your PCP (when needed) before going to other providers;
- Paying premiums and copays when they are required;
- Calling to cancel or reschedule your appointment (within 24 hours whenever possible) if you can't go to an appointment



# Remember, there are two ways to join...

## By telephone

Call a Customer Support Representative at 1-800-250-8427 Monday through Friday from 8:00 a.m. to 8:00 p.m. (except Vermont state holidays).

## 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](http://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 Customer Support Center 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?

The Green Mountain Care Customer Support Center is here to help you!

Call us at 1-800-250-8427 from 8:00 a.m. to 8:00 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 Customer Support Center**

**For questions call: 1-800-250-8427(TDD/TTY) 1-888-834-7898**

Call for free interpreter services or alternate formats.

Open 8:00 a.m. to 8:00 p.m. Monday through (except for State of Vermont holidays)