

Systemic Issue Causing CHC Disenrollment

Date: 07/02/18

TO: Office of Long-Term Living (OLTL) Community HealthChoices (CHC) Providers

This notice is to advise CHC providers that a systemic issue was identified for some CHC enrolled participants. Providers processing eligibility checks via the PROMISE™ Eligibility Verification System (EVS) will not see the CHC-MCO eligibility or plan information for EVS processing dates 7/1/2018 forward. Claims with dates of service 7/1/2018 forward are also impacted by this issue.

The Department has identified a resolution and anticipates the records will be corrected no later than Wednesday 7/4/2018.

In order to ensure continuity of care for impacted participants, please continue to render services based upon CHC eligibility as of 6/30/18. In order to avoid claims processing denials, please hold submission of your impacted claims until 7/5/2018.

If you have any questions regarding this notification, please contact the OLTL Provider Inquiry Unit at RA-ProviderOperation@pa.gov or 1-800-932-0939.

A listserv has been established for ongoing updates on the CHC program. It is titled OLTL-COMMUNITY-HEALTHCHOICES, please visit the ListServ Archives page at <http://listserv.dpw.state.pa.us> to update or register your email address.

Please share this email with other members of your organization as appropriate. Also, it is imperative that you notify the Office of Long-Term Living for changes that would affect your provider file, such as addresses and telephone numbers. Mail to/pay to addresses, email addresses, and phone numbers may be updated electronically through ePEAP, which can be accessed through the PROMISE™ provider portal. For any other provider file changes please notify the Bureau of Quality and Provider Management Enrollment and Certification Section at 1-800-932-0939 Option #1.

To ensure you receive email communications distributed from the Office of Long-Term Living, please visit the ListServ Archives page at <http://listserv.dpw.state.pa.us> to update or register your email address.