

December 28, 2020

Dear Home and Community Based Services Provider,

We are contacting you with a reminder that PA Health & Wellness (PHW) will not reimburse services that a Participant is not eligible to receive. This has been a requirement since the implementation of the Community HealthChoices (CHC) program and it remains in place.

Participant eligibility is subject to change; therefore, it is vital to check EVS to verify a recipient’s eligibility each time services are provided. The State’s PROMISE™ Eligibility Verification System (EVS) enables you to determine a participant’s Medical Assistance eligibility, as well as the Participant’s **scope of coverage**. *Do not assume that a Participant is eligible for Long Term Services & Supports (LTSS) or Home and Community Based Services (HCBS) because he/she has a PHW CHC ID card.*

For more information on verifying CHC Eligibility in PROMISE™, please refer to the following document: http://www.healthchoices.pa.gov/cs/groups/webcontent/documents/document/c_281178.pdf

Example

HCBS Waiver Eligible “CHC20-COMMUNITY HEALTH CHOICES WAIVER”:

Managed Care	Category: PIW Program Status: 00 Service Program: CHC20-COMMUNITY HEALTHCHOICES WAIVER	CHC20-COMMUNITY HEALTHCHOICES WAIVER	01/31/2019
Co-Insurance	PA Medicaid-No Co-Insurance: 0%		
Co-Payment	MA-Pharmacy Generic Prescriptions/Refills: \$1.00	01/01/2019	01/31/2019

If you are experiencing challenges with a CHC Participant’s eligibility for HCBS or LTSS services, please reach out to that Participant’s County Assistance Office (CAO) to request assistance. CAO contact information is located on the DHS website: <https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>.

If you have any questions, please reach out to Provider Services at 844-626-6813.

Thank you for your continued partnership,
PA Health & Wellness