

URGENT:

On 7/25/2019, the ePACES eligibility verification display changed for Health Home (HH) and Care Coordination Organizations (CCO/HH) RRE Codes. During this update it came to our attention that the HH, Care Management Agency (CMA), and CCO/HH are being identified as a managed care plan in the "Medicaid Managed Care" field. **HH, CMA and CCO/HH are not managed care plans, they provide care management services.** A correction to the display is forthcoming.

To distinguish between a Medicaid Managed Care Plan and a HH, CMA, or a CCO/HH, the Managed Care Plan will show the address of the Plan, Phone Number and Plan Code. The address area will be blank for HH, CMA, or CCO/HH. Provider names for HH, CMA, and CCO/HH appearing without an address will also display in the "Medicaid Exceptions" field next to RRE codes A1, A2, or I5-I9 codes.

Providers must look for the provider address in the Medicaid Managed Care field to confirm enrollment in a Managed Care plan. Due to the incorrect display **no** medical services should be refused for these members (see below screenshots).

Please contact eMedNY at 1-800-343-9000 with any questions.

The image contains three screenshots of the ePACES eligibility verification display, each showing a different member's record. Each record is divided into two main sections: 'Medicaid Managed Care' and 'Medicaid Exceptions'.

First Screenshot:

- Medicaid Managed Care:** Plan name: CCO Health Home. Address, Phone, and Plan Codes fields are empty.
- Medicaid Exceptions:** A table with two columns: Exception Code and Provider.

Exception Code	Provider
16	9876543210 CCO Health Home
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Second Screenshot:

- Medicaid Managed Care:** Two entries. The first has Plan name: Care Management Agency and empty address/phone/code fields. The second has Plan name: Health Home and empty address/phone/code fields.
- Medicaid Exceptions:** A table with two columns: Exception Code and Provider.

Exception Code	Provider
A1	0123456789 Care Management Agency
A2	1234567890 Health Home

Third Screenshot:

- Medicaid Managed Care:** Two entries. The first has Plan name: UNITED HEALTHCARE OF NY INC, Address: 77 WATER STREET 14TH NEW YORK, NY 100054407, Phone: (866) 362-3368, and Plan Codes: MO. The second has Plan name: Health Home A and empty address/phone/code fields.
- Medicaid Exceptions:** A table with two columns: Exception Code and Provider.

Exception Code	Provider
A2	0123456789 Health Home A
K1	
K3	