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.