

## Update on Transition of California PCIP Subscribers to Federally-Administered PCIP

During May and June 2013, MRMIB staff completed many tasks to facilitate the transition California Pre-Existing Condition Insurance Program (PCIP) subscribers to the federally-administered PCIP. These included:

- ✓ Press Release issued to media outlets, statewide government, and health care reporters regarding the PCIP Transition. (May 20, 2013)
  - ✓ Public Service Announcement initiated to advise PCIP subscribers and applicants about the transition recorded for the PCIP toll-free telephone lines. (May 22, 2013)
  - ✓ Transition notice mailed to California PCIP subscribers. (May 23, 2013)
  - ✓ Email Blast sent to Enrollment Entities, Certified Applicant Assistants, Insurance Agents and Brokers regarding the PCIP transition. (May 23, 2013)
  - ✓ May 2013 Billing Statement included an "Important Message" about the transition to the federally-administered Program mailed to PCIP subscribers. (May 24, 2013)
  - ✓ Frequently Asked Questions posted to the PCIP website about the transition to the federally-administered PCIP. (May 30, 2013)
  - ✓ PCIP Website updated with an article about the transition to the federally-administered Program posted under the multiple tabs. (May 30, 2013)
    - About Tab
    - PCIP Tab
    - Cost Tab
    - Downloads Tab
    - Outreach Materials Tab
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- ✓ Handbook Errata inserted in the application handbook to inform applicants about enrollment suspension for the California PCIP program and the transition to the federally-administered Program. (May 31, 2013)
  - ✓ Call Center Training provided to the Administrative and Third Party Administrative Vendors call center staff regarding general benefits and transition related questions.
    - Program Alerts to PCIP Administrative Vendor Call Center Staff. (June 4, 2013)

- Call Center Scripts distributed to PCIP Third Party Administrator, PCIP Administrative Vendor and the Department of Managed Health Care (DMHC). (June 4, 2013)
- ✓ **Prior Authorization** tracked and reported by the Third Party Administrator for all services. (June 3, 2013)
- ✓ **Reinstatement letter** revised to include information about the transition if a California PCIP subscriber is reinstated prior to 7/1/13. (June 4, 2013)
- ✓ **Facebook link to federal PCIP website** developed for PCIP followers. (June 5, 2013)
- ✓ **Tweet message** sent to PCIP subscribers and followers. (June 5, 2013)
- ✓ **Facebook and Twitter accounts** to be disabled and closed effective July 31, 2013.
- ✓ **Specialty Services reports** created to aid federally-administered PCIP in the transition of specific types of care including:
  - Dialysis treatment
  - Subscribers expected to be hospitalized on 7/1
  - Subscribers in long term care facilities
  - Pending transplants
  - Specialty prescriptions
- ✓ **Federal Notices** sent by CMS to California PCIP subscribers which included instructions on how the subscriber can activate their coverage in the federally-administered PCIP. (June 10, 2013)

The Notice was also posted:

- Third Party Administrator Vendor website
  - PCIP Administrative Vendor website
  - MRMIB website
  - Transmitted to DMHC
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- ✓ **Pre-transition letter** to be mailed to all California PCIP subscribers. (June 15, 2013)