

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

Since the June 12, 2013 Board Meeting, MRMIB staff, its Administrative Vendor and Third Party Administrator completed the following tasks to facilitate the transition of California Pre-Existing Condition Insurance Program (PCIP) subscribers to the federally-administered PCIP:

- ✓ Application/Handbook errata sheet was inserted into both of the electronic English and Spanish versions on the PCIP website informing applicants of the transition to the federally-administered program. (June 17, 2013)
- ✓ Call Center Training provided to the Administrative and Third Party Administrative Vendors, and Department of Managed Health Care, regarding prior authorization questions. (June 17, 2013)
- ✓ Specialty Services reports updated and reported to the federally-administered PCIP program including:
  - Pending transplants (June 19, 2013)
  - Specialty prescriptions (June 19, and June 28, 2013)
  - Subscribers hospitalized on (July 1- 2, 2013)
  - Subscribers in long-term or rehabilitation care on (July 1- 2, 2013)
- ✓ PCIP Administrative Vendor and Third Party Administrator began to “warm transfer” calls received at the toll-free telephone lines to the federally-administered program. (June 21, 2013)
- ✓ Administrative Vendor forwarded misdirected subscribers premium payments to the federally administered PCIP program. (June/July 2013)
- ✓ Births tracked by the Third Party Administrator are reported weekly to the federally-administered PCIP program. (June/July 2013)
- ✓ Administrative Vendor mailed the PCIP Final Transition Notice, including Certificate of Credible Coverage to CA PCIP subscribers. (July 1, 2013)
- ✓ Maternity cases tracked by the Third Party Administrator are reported to the federally administered PCIP program to identify newborns for coverage. (July 3, 2013)
- ✓ Administrative Vendor provided subscriber updates to the federally-administered PCIP Program. (July 5, 2013)

- ✓ Administrative Vendor sends Tweet reminder messages each Wednesday through July 31, 2013 to CA PCIP followers' regarding the transition to the federally-administered PCIP program.
- ✓ Updated PCIP Transition Call Center Scripts provided to Administrative Vendors, Third Party Administrators, and Department of Managed Health Care. (July 10, 2013)