

CA PCIP Transition of Subscribers to the Federal PCIP

Call Center Scripts to MAXIMUS

Effective 5/20/13

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CSRs will utilize the following general scripts below for Inbound and Outbound Calls relating to eligibility, enrollment, financial, refund, and benefits questions.

INBOUND CALLS: Eligibility & Enrollment Related Questions

Question:

Why is California no longer operating the state's PCIP program starting on July 1, 2013?

<Insert greeting and call verification>

Beginning July 1, 2013, California will no longer operate the PCIP program for the federal government. The federal government will operate the program instead.

California PCIP will transition PCIP subscribers from the California PCIP to the Federal PCIP program on June 30, 2013. To continue your health coverage after June 30, 2013, you will need to activate a new PCIP benefit plan through the federally-run PCIP before July 1, 2013 by sending in your premium payment.

<Insert inbound closure>

Question:

I received the notice about PCIP Notice of Transition, what is this change about?

<Insert greeting and call verification>

The PCIP Notice of Transition letter is to let you know that starting July 1, 2013, California will no longer operate the PCIP program for the federal government. The federal government will operate the program instead.

California PCIP will transition PCIP subscribers from the California PCIP to the Federal PCIP program on June 30, 2013. To continue your health coverage after June 30, 2013, you will need to activate a new PCIP benefit plan through the federally-run PCIP before July 1, 2013 by sending in your premium payment.

In mid-June, the National Finance Center, the enrollment administrator for the federally-run PCIP, will send you an Enrollment Letter with information about the federally-run PCIP plan, how much it costs, and how to activate your coverage. You will not need to complete a new application to qualify for the federally-run PCIP.

<Insert inbound closure>

Question:

What is the Enrollment Letter?

<Insert greeting and call verification>

The Enrollment Letter is from the National Finance Center with information about the federally-run PCIP plan, how much it costs, and how to activate your coverage. You will not need to complete a new application to qualify for the federally-run PCIP.

It is important to pay your first month's premium to maintain your health

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coverage. If you choose to do that, you will be a member of the federally-run PCIP program. You'll be enrolled in the Transition Plan and have a new benefits administrator.

For more information about the Enrollment Letter, you can go to: www.pcip.gov, or call 1-800-220-7898 Monday through Friday, 5 a.m. to 3:30 p.m., Pacific Time.

<Insert inbound closure>

Question:

Why am I being disenrolled from (CA) PCIP?

<Insert greeting and call verification>

CA PCIP is administered by the Managed Risk Medical Insurance Board (MRMIB) as a contractor to the federal Department of Health and Human Services. Beginning July 1, 2013, California will no longer operate this federal program and subscribers will be transitioned to the federally-run program. This transition will help ensure that funds are available for existing PCIP subscribers.

<Insert inbound closure>

Question:

What if I don't want to be transitioned to the Federal PCIP – do I have other options?

<Insert greeting and call verification>

MRMIP, the California state high risk pool is still open for new enrollment and available for individuals with a pre-existing condition. The PCIP/MRMIP application is for both programs. For information about MRMIP, you may go to: www.mrmib.ca.gov and click on the Major Risk Medical Insurance Program tab, or, call 1-800-289-6574, Monday through Friday, 8:30am to 7pm. The call is toll free.

If you don't want MRMIP and you want to keep your PCIP coverage the federally-run PCIP is the only option.

<Insert inbound closure>

Question:

If I am transitioned to the Federal PCIP will my coverage and premiums remain the same or change?

<Insert greeting and call verification>

The Federal PCIP program's National Finance Center will mail you information about your coverage and monthly premium. For information about covered services, you can go to: www.pciplan.com. Or you can call the National Finance Center at 1-866-717-5826, Monday through Friday, 5 a.m. to 8 p.m., Pacific Time. TTY users should call 1-866-561-1604. For general information on the federally-run PCIP you can go to their website at www.pcip.gov.

<Insert inbound closure>

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INBOUND CALLS: Financial/Refund Related Questions

Question:

When I transfer to Federal PCIP, will the California AIDS Drug Assistance Program (ADAP) through the Office of AIDS continue to pay for my monthly PCIP premium?

<Insert greeting and call verification>

The federally-run PCIP program accepts third party payments. California is currently in discussion with the federally-run PCIP program to see how the premium payment process for third party payments will function. Once the process has been finalized, the information will be sent to each subscriber.

<Insert inbound closure>

Question:

Why is my Billing Statement for July 2013 Coverage showing a \$0.00 premium amount due?

<Insert greeting and call verification>

California PCIP coverage ends on June 30, 2013. To continue your health coverage after June 30, 2013, you will need to activate a new PCIP benefit plan through the federally-run PCIP before July 1, 2013 by sending in your premium payment. Therefore, you do not owe any premium to the California PCIP program for July 2013.

<Insert inbound closure>

Question:

I submitted an initial payment with my application, how will I get my refund?

<Insert greeting and call verification>

Once your Initial payment has been verified, a refund will be processed. The refund check will be sent to the mailing address indicated on the application. Please allow time for the refund to be processed. All refunds will be processed within 3 weeks of verification.

<Insert inbound closure>

Question:

I have a credit balance on my account, how will I get my refund?

<Insert greeting and call verification>

After the balance on your account has been verified, a refund will be processed. It will be sent to your mailing address on file. Please allow time for the refund to be processed. All refunds will be processed within 3 weeks of verification.

<Insert inbound closure>

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INBOUND CALLS: Benefits Related Questions

Question:

Can you tell me if my provider is in the new network?

<Insert greeting and call verification>

Generally, you may obtain services from any provider willing to accept Medicare level rates in the federal PCIP program. For covered services for DME and tissue or organ transplant, you must use current federally-run PCIP network providers. Please call the federal PCIP program customer service department at 1-800-220-7898 (5 a.m. to 3:30 p.m. Pacific Time, Monday through Friday) for assistance.

<Insert inbound closure>

Question:

Will my benefits or coverage be the same?

<Insert greeting and call verification>

There are some differences in benefits and coverage in the federal PCIP program. If you have specific questions regarding coverage and cost sharing, you can call the federal PCIP program customer service department at 1-800-220-7898 (5 a.m. to 3:30 p.m. Pacific Time, Monday through Friday) for assistance.

The federal PCIP program will be mailing all subscribers a benefits and cost sharing summary. In addition, the website for the federal PCIP program also provides benefits related information and allows you to download a copy of the plan document. The website address is www.pciplan.com, look under the tab titled "plan materials".

<Insert inbound closure>

Question:

I have a procedure scheduled, what happens?

<Insert greeting and call verification>

All CA PCIP subscribers will be mailed guidance about the transition of care. If you are in the course of treatment or have a procedure scheduled, it is critical that you follow required pre-authorization of benefits procedures even if you were already authorized by CA PCIP. For assistance, please call the federal PCIP program at 1-800-220-7898 (5 a.m. to 3:30 p.m. Pacific Time, Monday through Friday). There is also additional information on prior authorization requirements on the federal website at www.pciplan.com.

<Insert inbound closure>

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OUTBOUND CALLS: Eligibility & Enrollment Application Screening

Scenario:

CA PCIP Transition of Subscribers to Federal PCIP - Applicant selected PCIP only, both PCIP and MRMIP, or both boxes are blank.

<Insert greeting and call verification>

We recently received and reviewed your application for the PCIP program. Following the federal direction on February 15, 2013, PCIP no longer accepts new enrollments in the program for applications received after March 2, 2013.

Also, starting on July 1, 2013, California will no longer operate the PCIP federal program. This means, the federal government will operate the PCIP program for current California subscribers.

However, the Major Risk Medical Insurance Program (MRMIP), the California state high risk pool, is still open for new enrollments and available for individuals with a pre-existing condition. If you are interested, we can screen your application for MRMIP eligibility. Are you interested in being screened for MRMIP?

- **Yes** – I will submit a work request indicating you would like to be screened for MRMIP.
<Indicate all needed missing information>
 1. Collect MRMIP program preference over the phone.
 2. If Health Plan Selection is missing, provide information on available plans in applicant's area and the premium amount. Also, inform applicant you are able to obtain the plan selection over the phone.
 3. Inform applicant of the additional Missing Information that cannot be taken over the phone (i.e. premium payment, denial/offer letter etc.)
 4. Submit a work request to Eligibility to inform applicant Opted IN for MRMIP.
- **No** – I will submit a work request indicating you would **not** like to be screened for MRMIP. We will **not** forward your application to the MRMIP per your direction. Instead, we will send you a letter to inform you about the PCIP enrollment suspension and confirmation that you did not want your application to be screened and forwarded to the MRMIP. Also, if you submitted an initial premium payment with your application, we will process a refund to you once it clears the bank. We will send the refund check to the mailing address indicated on your application. This process can take up to 8 weeks.

<Insert inbound/outbound closure>