



MCO Provider Single Case Agreements

Dear Provider,

As of September 1, 2022, Aetna Better Health of Pennsylvania will no longer be providing services to Medical Assistance (MA) consumers in Pennsylvania. These MA consumers must soon select a new Physical Health Managed Care Organization (PH-MCO).

MA consumers currently covered by exiting PH-MCOs who do not proactively select a new PH-MCO will be automatically assigned to one by the Department of Human Services (DHS).

Some of your patients could be assigned to a new PH-MCO with whom you do not contract. It is vitally important for MA consumers in a course of treatment to be able to continue with that treatment for up to a 60-day period when they change from one PH-MCO to another PH-MCO.

If you do not participate with the PH-MCO that covers a patient on September 1, 2022, Aetna Better Health of Pennsylvania strongly encourages you to contact that PH-MCO to enter into a single case agreement or other financial arrangement. This will allow the consumer's care to be transitioned to another provider to support positive outcomes or allow the consumer to select a different PH-MCO with whom you have a contractual arrangement. Please remember that MA regulations prohibit providers from charging MA beneficiaries cash, other than copays, for covered services.

Approximately 500,000 MA consumers statewide will need to change PH-MCOs. DHS will not be able to process immediate or retroactive PH-MCO change requests because of this volume. The standard timeframe to enroll a consumer into a different PH-MCO is 15 to 45 days, depending upon when a consumer initiates a request in the month. Therefore, providers should not instruct patients to request immediate or retroactive PH-MCO enrollments from DHS.

DHS issued Medical Assistance Bulletin [99-03-13](#) that describes the Continuity of Care requirements for MA providers and PH-MCOs. The bulletin can be found [here](#) and the relevant attachments are at the following links: [Attachment C](#) and [Attachment D](#). Medical Assistance Bulletin [MAB 99-96-01](#) describes the Continuity of Care requirements for children under age 21.

If you have any questions about this message, please contact Aetna Better Health Provider Relations team at 1-866-638-1232.