

## **Peach State Health Plan Member Integration FAQs**

Centene, which owns Peach State Health Plan, has purchased WellCare. Effective May 1, 2021, you will be a new Peach State Health Plan member. We are committed to making sure that you keep getting high-quality medical care. We also want to make this change as easy as possible for you. Here's some information to help you understand the upcoming change.

### **CAN I TRANSITION TO PEACH STATE HEALTH PLAN NOW INSTEAD OF MAY 1, 2021?**

In March, all WellCare members will have a special enrollment period. Members will be given the option to choose either Peach State or a different Medicaid health plan.

- WellCare members who do NOT choose a plan will become Peach State members as of May 1, 2021.
- WellCare members who choose another plan will become members of the plan they have chosen effective May 1, 2021.

### **IS MY WELLCARE ID CARD STILL VALID?**

You can continue to use your WellCare ID card to get prescriptions and access healthcare services through April 30, 2021.

### **WILL PEACH STATE HEALTH PLAN CHANGE ITS NAME TO WELLCARE?**

No, Peach State Health Plan will continue to operate under the Peach State Health Plan name.

### **YOUR COVERAGE AFTER MAY 1, 2021**

- ❖ **The questions below are for WellCare members who will become Peach State members on May 1, 2021.**

### **WHAT HAPPENS AFTER MAY 1, 2021?**

You will receive your new member ID card from Peach State Health Plan. You will use your Peach State Health Plan member ID card to get care.



## **WHEN CAN I START USING MY NEW BENEFITS?**

You can start using your Peach State Health Plan benefits on May 1, 2021. Peach State Health Plan will mail new member ID cards and welcome packets to all new members in April 2021. Please make sure you show your new Peach State Health Plan ID card to your doctor and at the pharmacy on May 1, 2021. Your new card will give you access to your Peach State Health Plan benefits.

## **WHEN WILL I RECEIVE MY NEW ID CARD?**

Peach State Health Plan will mail new member ID cards and welcome packets to all new members in April 2021. You do not need to call us to request a new ID card. Please make sure you show your new Peach State Health Plan ID card to your doctor and pharmacy on May 1, 2021.

## **I RECEIVED MY NEW PEACH STATE HEALTH PLAN ID CARD. MY PRIMARY CARE PROVIDER (PCP) OR MY PRIMARY CARE DENTIST (PCD) INFORMATION IS INCORRECT.**

Please contact Peach State Health Plan Member Services at 1-800-704-1484 (TTY/TDD: 1-800-255-0056) to verify and update your PCP or PCD information. If you do not have a PCP or PCD, Member Services can help you choose one.

## **SHOULD I CONTACT MY DOCTOR TO TELL THEM ABOUT MY PLAN CHANGE?**

You do not have to contact your doctor to tell them about your new plan. You will receive a Peach State Health Plan member ID card that will allow you to get care on May 1, 2021. Please make sure you show your new Peach State Health Plan ID card to your doctor and pharmacy on May 1, 2021.

## **WILL THERE BE ANY CHANGES TO MY CURRENT HEALTHCARE APPOINTMENTS OR PROCEDURES?**

This transition should not impact your scheduled appointments or procedures. We will honor your previous health plan's authorized services through the service completion date. After that time, we may require authorization for the service. We will let you stay with an out-of-network specialist doctor until you are able to find a doctor in our network that can provide the services you need. If you have any issues, please call Peach State Health Plan Member Services at 1-800-704-1484 (TTY/TDD: 1-800-255-0056) as soon as possible.



## **WILL THIS CHANGE HAVE AN IMPACT ON MY CURRENT MEDICINE PRESCRIBED BY MY DOCTOR?**

This will not cause an immediate change to your current prescriptions. We will honor your previous health plan's authorized services for [60 days] after coming onto our plan. After that time, we may require authorization for the service. It is important to discuss your current prescriptions with your doctor to make sure Peach State Health Plan covers them after the [60-day] transition of care period. If you do experience any issues, please call Peach State Health Plan Member Services at 1-800-704-1484 (TTY/TDD: 1-800-255-0056) as soon as possible.

## **MY MEDICINE WITH WELLCARE IS NOT LISTED AS A PREFERRED DRUG WITH PEACH STATE HEALTH PLAN. WILL I BE ABLE TO CONTINUE TO TAKE THIS MEDICINE?**

We will not make changes to your current medicine right away. We will honor your previous health plan's authorized services for 60 days after coming onto our plan. After that time, we may require authorization for the service. It is important to discuss your current medicine with your doctor to make sure Peach State Health Plan covers them. If you have any issues, please call Peach State Health Plan Member Services at 1-800-704-1484 (TTY/TDD: 1-800-255-0056) as soon as possible.

## **WHAT IS MY NEW RX BIN AND GROUP NUMBER?**

RXBIN: 004336  
RXPCN: MCAIDADV  
RXGROUP: RX5439

## **CAN I CONTINUE TO SEE MY CURRENT PROVIDER?**

Peach State Health Plan and WellCare utilize 99% of the same networks, so it is possible that your provider is already in the network. If you would like to check to see if your doctor is in network with Peach State Health Plan, you may search our online provider directory via the [Find A Provider Tool](#).

If you are currently receiving care from a provider that does not participate with Peach State Health Plan, please call Peach State Health Plan Member Services at 1-800-704-1484 (TTY/TDD: 1-800-255-0056). Member Services will be happy to assist you with locating another provider if your provider does not participate with Peach State Health Plan.



## **CASE MANAGEMENT**

### **WHAT IS CASE MANAGEMENT?**

The case management program helps members learn more about their health care condition. All covered members are eligible for case management services. Any member can refer themselves or be referred for case management services.

### **HOW CAN I CONTACT OR ENROLL IN CASE MANAGEMENT?**

- Call: 1-866-635-7045 prior to May 1<sup>st</sup>, 2021.
- Call: 1-800-504-8573 after May 1<sup>st</sup>, 2021

### **HOW DO I GET HELP WITH FOOD, RENT, HOUSING, MEDICATION, NON-MEDICAL TRANSPORTATION? OR FAMILY ASSISTANCE SUCH AS DIAPERS, FORMULA, CRIBS OR OTHER SOCIAL NEEDS?**

A phone call to our Community Connections Help Line can connect you with services. This service is available to members, non-members and caregivers. Our Peer Coaches will listen to your needs and refer you to existing resources all over the country or right in your local area.

Call the Community Connections Help Line at 1-866-775-2192 for more information. Video Relay users may call 1-855-628-7552.