

March 6, 2023

Important Update on MCO Status and Recent Enrollee Communications

We are contacting our provider partners to share an update on the status of CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst CHPDC) as a managed care organization (MCO) operating in the District's Medicaid program. Please see the attached provider and enrollee communications.

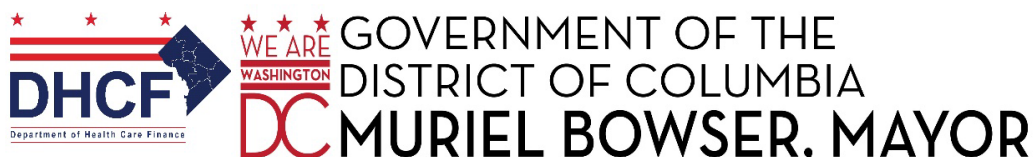
CareFirst CHPDC continues to work tirelessly on behalf of District Medicaid enrollees to maintain our status as a contracted MCO. CareFirst CHPDC's performance in the Medicaid program—operationally and as a community partner—has earned us the right to continue to deliver healthcare services on behalf of beneficiaries enrolled in the District's Medicaid program.

As CareFirst CHPDC awaits a decision from the Superior Court about legal steps to stop the near-term movement of enrollees, the Department of Health Care Finance (DHCF) is moving forward with transition plans—including communications to enrollees making them aware that on March 31, 2023, CareFirst CHPDC enrollees will transition to another MCO. We strongly disagree that the decision to move forward with new MCO contracts is in the best interest of the Medicaid beneficiaries of the District.

To our providers who show up daily to care for our enrollees—we understand your concerns based on this decision. The fight is not over; CareFirst intends to exhaust all legal remedies available. We know you will continue to provide a high-quality care experience to the District's MCO enrollees.

Our goal is to keep you fully informed, so you are equipped to support the transition and there is minimal disruption to our enrollees, your business, and our community as a whole. Attached you will find a notice we recently sent out to our enrollees that may address some of your questions as well.

Thank you for being a valued CareFirst CHPDC partner.



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

You can count on us to remain embedded in the community via the D.C. Health Exchange, social impact and community giving, volunteerism, and many other efforts that support our mission. Serving D.C. Medicaid Enrollees is an extension of our mission, and we will continue to advocate for an equitable outcome in the best interest of the Medicaid beneficiaries of the District.

What does this mean for our provider network and our enrollees (your patients)?

We have an active Medicaid contract with you and expect all terms and conditions will continue to be met through the duration of the contract. Timely responses to our requests for medical records and other clinical information are more important now than ever to ensure we can properly identify enrollee care needs that will be addressed by their new MCO.

In return, you can expect CareFirst will fulfill its obligations as well. We will process all claims received within normal timely filing deadlines with dates of service through March 31, 2023. Claims processes (submission process, filing deadlines, status inquiry, and appeal rights) will remain unchanged. We encourage you to submit claims in a timely manner as we will retain staffing in the coming months to address the volume of claims we expect to receive early on.

Eligibility and benefits are likely to change for dates of service after March 31, 2023, for CareFirst enrollees. What about currently scheduled care occurring **after March 31, 2023?**

- *For routine outpatient care:* We encourage you to check benefits to determine if you are still in network with the enrollee's new MCO. Enrollees are able to continue seeing their current providers through June 30, 2023, to ensure continuity of care. While all CareFirst CHPDC enrollees will be moved to another MCO to start, open enrollment and redetermination processes could change their eligibility and/or assigned MCO later in the year.
- *For planned procedures where CareFirst has an approved authorization on file and for high-risk members in active care plans:* CareFirst will take extra care to work with the District's Department of Health Care Finance (DHCF) to ensure continuity of care for those enrollees.
- *For services without an authorization already on file:* Identify the responsible MCO for the enrollee and contact that MCO's prior authorization department for appropriate approval.



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

CareFirst BlueCross BlueShield
Community Health Plan
District of Columbia
1100 New Jersey Ave. SE
Suite 840
Washington, D.C. 20003
www.carefirstchpdc.com



Our D.C. Medicaid medical and behavioral health networks are closed to new practice and practitioner applications, effective March 1, 2023. For enrollment changes that are pending at the time of this communication, please call (202) 821-1145 and select Option 2 for Credentialing to discuss your unique situation further. Enrollee-specific questions that cannot be answered by DHCF or CareFirst CHPDC communications may be directed to Enrollee Services at (202) 821-1100.

Claims for dates of service on or after April 1, 2023 should be submitted to the enrollee's new MCO.

We will keep you informed of any changes to the above timeline or processes – please periodically check our provider website at <https://www.carefirstchpdc.com/providers.html> for new developments.

Please note, this communication only applies to CareFirst BlueCross BlueShield Community Health Plan District of Columbia and our D.C. Medicaid enrollees. Our commercial networks operating in the District remain unchanged and all contracts intact



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

CareFirst BlueCross BlueShield Community Health Plan District of Columbia is an independent licensee of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.