Centennial Care - Urgent and Important!

Centennial Care 2.0 - Do you know what this means for you and your family member who is medically fragile?

- As you may know, Centennial Care is "New Mexico Medicaid." Centennial Care 2.0 is the second five-year period of Centennial Care that begins 1/1/2019.

- By 10/15/2018, everyone who receives New Mexico Medicaid (Centennial Care) should receive a large TURQUOISE-colored envelope from NM Medicaid via US Mail. This very important mailing includes instructions for you to select a Managed Care Organization (MCO) for your family member who is Medically Fragile, effective 1/1/2019. Your MCO is the insurance company that provides your Medicaid services. (Note: You will also receive a TURQUOISE envelope for any other Medicaid recipient who lives at the same address).

- The information in your TURQUOISE envelope should include a list of the MCOs from which you can make your choice. MCOs who are contracted with the State beginning 1/1/2019 are:
  - BlueCross/Blue Shield of New Mexico
  - Presbyterian Health Plan
  - Western Sky Community Care

- Note that Molina will no longer be a NM Medicaid MCO provider as of 1/1/2019. If Molina is your current MCO, they will continue to be your MCO only through 12/31/18. If you currently use Molina and do not select one of the three MCOs listed, you will be auto-assigned to one of the three available MCOs, effective 1/1/2019.

- You can stay with the same MCO if you choose (unless you currently use Molina) or move to one of the others, effective 1/1/2019. However, please make sure you follow the instructions in the TURQUOISE envelope to ensure that you are assigned your choice.

- The open enrollment period is 10/1/2018-11/30/2018. Please make sure you get your questions answered and then respond to the information in the TURQUOISE envelope by 11/30/2018.

- All Centennial Care enrollees who choose or are assigned to an MCO during open enrollment will have 3 months (starting 1/1/2019) to change their MCO.
• If you do not receive a TURQUOISE envelope by 10/15/2018, the State has indicated that you should contact their help line at Medicaid Customer Service Hotline at (888) 997-2583.

• The State recently held presentations on Centennial Care 2.0 around the State. Below is a link to the slides from this presentation:

http://www.hsd.state.nm.us/uploads/files/Final%20w%20MCOsBCBS_First(1).pdf

• Individuals at the State and MCOs, your MFCMP Case Manager and Lori Steward, Medically Fragile Family Specialist, are all available to answer questions during this time of transition.

Remember: The Open Enrollment Period Ends November 30, 2018!