

NOTIFICATION TO THE MCO DURING MONTH ONE OF DILIGENT SEARCH

Last updated 10/3/19

Background: Per DOH Policy CMAs are required to notify the MCO that the client is Disengaged during M1 of Diligent Search. MCO's have different policies about what constitutes "notification to the MCO".

Confidentiality Issues: CMAs can only contact the MCO directly if the MCO is consented on the DOH-5055/DOH-5201, or if the CMA has a BAA with the MCO. If it is not on the 5055, and there is not BAA, then you must contact CCMP, and ask us to notify the MCO on your behalf.

Plan Name	Diligent Search Notification	Lost to Care Contact Name(s)	Phone Number(s)	E-mail(s) **If more than one listed, email all contacts**
WellCare	Optional to send a secure email (no more than monthly) with a list of Disengaged clients. Email must include client names, CINs, DOBs, addresses, Health Home, and the specific information we are requesting. If we send the information in a spreadsheet, the file name must be "Diligent Search Efforts [Name of CMA]".	Lynette Prince	646 592-1536	Lynette.Prince@wellcare.com
		Laci Beckett	917-229-1908	Laci.Beckett@wellcare.com
Fidelis	Send a secure email with the <i>Fidelis Health Home Inquiry Form</i>			SMHealthHomeInquiry@fideliscare.org
United Health Care	Send a secure email with the <i>United Diligent Search spreadsheet</i> attached (no more than one email per week).	Susan Jackson	612 486-1916	UHC_Member_Request@uhc.com
Affinity	TBD, for now call or send a secure email with the client names, CINs, and the specific information you are requesting.	Tony Joseph	718 794-6559	tjoseph@affinityplan.org
		Danielle Pignatelli	718- 794 - 6648	dpignatelli@affinityplan.org
AmidaCare	TBD, for now call or send a secure email with the client names, CINs, and the specific information you are requesting.	Health Home Provider Line	844 402-4277	HealthHomeUnit@amidacareny.org
Empire BCBS/Amerigroup/Healthplus	Send a secure email (subject "Disengaged- Month 1 Diligent Search") with the client names and CINs to the HARP email, with a cc to Indira and Girlaine.			NYHARP@empireblue.com
		Indira Green	347-346-2984	indira.green@empireblue.com
		Girlaine Rosier-Santos	(347) 452-1358	Giraine.RosierSantos@empireblue.com
Emblem Health	TBD, for now call or send a secure email with the client names, CINs, and the specific information you are requesting.			HealthHomeMemberInquiry@emblemhealth.com
Health First	TBD, for now call or send a secure email with the client names, CINs, and the specific information you are requesting.			HHOps@healthfirst.org
MetroPlus	TBD, for now call or send a secure email with the client names, CINs, and the specific information you are requesting.	Lisa Molinari	212 908-8494	molinl@metroplus.org
VNS	TBD, for now call or send a secure email with the client names, CINs, and the specific information you are requesting.	Alan Rice	212 609-5671	Alan.Rice@vnsny.org