

November 11, 2009

Dear Provider,

As a valued Managed Health Services (MHS) provider, we wanted to make you aware of a new program that has been added to the Indiana Health Coverage Programs array of services. The Right Choices Program (RCP) has been developed by the Office of Medicaid Policy and Planning, in an effort to safeguard against the inappropriate and unnecessary use of Medicaid services. To achieve this goal, stakeholders: members, providers, the managed care plans and the State, will collaborate to create medical homes for members of the Right Choices Program and, ultimately, provide quality health care through care management.

Beginning January 1, 2010, members identified as high utilizers will be assigned to one (1) primary medical provider, one (1) pharmacy and one (1) hospital. Based on thresholds established by the state, some members will be reviewed by a clinical team at MHS and the member may be placed in the RCP. As the member's primary lock-in physician, you will be better able to manage the member's care and coordinate service delivery. This includes all referrals to any specialists (including carve out services if prescriptions are expected). The designated lock-in hospital and pharmacy should work closely with you in the provision of appropriate medical services to the member. A case management nurse at MHS will complete the member's team of experts and be available to both the member and provider as a resource.

As the Right Choices Program continues to be redesigned and developed by the State, we will continue to communicate with all of our providers. We will keep you aware of your rights and responsibilities as an Indiana Health Coverage Programs provider as it relates to this care management and utilization program. If you would like more information about the RCP, please do not hesitate to contact your Provider Relations Specialist.

Again, thank you for serving our MHS members.

Sincerely,



Patrick Rooney,
President & CEO
Managed Health Services