



Brand New Day Consolidation into Central Health Medicare Plan

Vendor/IPA FAQs

brand new day
HEALTHCARE YOU CAN FEEL GOOD ABOUT



1. Will there be operational changes in 2025?

Yes; by January 1, 2025 operations will follow Molina Healthcare policy and procedures. Outbound data files sent by the plan will transition to the Molina Healthcare formats and timeframes. Similarly, all inbound files sent to Molina Healthcare will need to be sent in the plan's formats and according to the plan's due dates. The plan has sent the file format layouts, hosted informational sessions, and established testing timelines. For more information, please contact your plan representative.

2. What is an EAE D-SNP?

An Exclusively Aligned Enrollment (EAE) D-SNP is a program where Medicare and Medi-Cal benefits are managed by the same health plan. Now that Central Health Medicare Plan is part of Molina Healthcare, members will experience better integration of their Medicare and Medi-Cal services. Additionally, our new EAE product is available for CHP members in the following counties: Los Angeles, Riverside, Sacramento, San Bernardino, and San Diego.

3. What will happen to members not enrolled in an EAE D-SNP?

Your Central Health Medicare Plan patients will continue to be enrolled in their current D-SNP. Brand New Day members will transition to a new Central Health Medicare Plan D-SNP. Their Annual Notice of Change (ANOC) will contain more information.

4. Do my IPA and/or participating providers need to have a Molina Medi-Cal contract in order to stay in the network?

No, IPAs and their participating providers do not need to have a Molina Medi-Cal contract in order to participate in the Central Health Medicare Plan network.

5. How can I look up other providers in the network?

Beginning October 1, 2024, you can search our online Provider Directory at centralhealthplan.com/doctor to find a healthcare provider within a specific area.

6. Will Central Health Medicare Plan offer the same benefits that were available through Brand New Day?

Under Central Health Medicare Plan, members will enjoy similar benefits, such as \$0 premiums; low MOOPs; vision, dental, and hearing benefits; and OTC and grocery allowances. Our benefits vary by plan and sometimes change year over year.

On or before October 1, 2024, members will receive their Annual Notice of Change (ANOC) that will contain information regarding details about any benefit changes.

7. When will my patients receive their Central Health Medicare Plan member ID card?

Current members will receive a new ID card in December. New members with effective dates on and after January 1, 2025 will receive a member ID card within ten days of their enrollment.

8. How is the plan communicating with my patients regarding the change to Central Health Medicare Plan?

On or before October 1, 2024, Central Health Medicare Plan will send members their Annual Notice of Change (ANOC). Their ANOC will explain the change from Brand New Day to Central Health Medicare Plan. The plan's Concierge team will also contact members by phone to communicate the changes and answer questions.

9. If a patient has questions about the transition of Brand New Day to Central Health Medicare Plan, what should I tell them?

On or before October 1, 2024, Central Health Medicare Plan will send members their Annual Notice of Change (ANOC). Their ANOC will explain the change from Brand New Day to Central Health Medicare Plan and will contain information about any benefit changes. It is important for your patients to know that:

- They are not losing their health care coverage.
- Their Brand New Day plan will automatically change over to a Central Health Medicare Plan effective January 1, 2025 and will include the same valuable programs and services.
- They will continue to have access to favorite benefits and programs, including our convenient flex card, rewards for completing healthy actions, and our valued care management program. Some members may also be eligible for enhanced dental benefits.
- For more information, members can contact Central Health Medicare Plan Member Services at 1-866-314-2427, TTY: 711, from 8:00 a.m. to 8:00 p.m., seven days a week.

General Information

Claims

Brand New Day Claims with dates of service or admission date up to 12/31/2024

- No changes to claims submission process
- Continue to send claims to the IPA or Plan according to standard practice
 - » For claims submitted to the plan:
Brand New Day
Attn: Claims Department
Manhattan Data LLC.
26741 Portola Pkwy. Ste. 1E #930
Foothill Ranch CA 92610-1763
- **Electronic Claims:** Submit via Office Ally with payor ID UC001
- **Claims status**
 - » Provider portal: <https://aerial.carecoordination.medecision.com/ucipa/physician/LoginDefault.aspx>
 - » Claims Inquiry: 1-866-255-4795

Central Health Medicare Plan

- **Paper Claims** – All dates of service (DOS):
Central Health Plan
PO Box 14246
Orange, CA 92863
- **Electronic claims:**
 - » Provider Portal* – For DOS $\geq$ 1/1/2025 submit via Molina's Availity Portal at availity.com/MolinaHealthcare, select Central Health Medicare Plan.
 - » EDI Claims* – For all DOS submit to SSI with payor ID CHCPI
- **Claims status**
 - » Provider Portal – For DOS $\geq$ 1/1/2025 check Molina's Availity Portal at availity.com/MolinaHealthcare
 - » Claims Inquiry: For all DOS you can continue calling 866-314-2427 and try our new Provider Toll Free (TFN)* 866-403-8296.

**New Provider TFN, Portal and Clearing House beginning January 1, 2025*

Provider Portal supported by Availity

Molina Availity Portal at [Availity.com/MolinaHealthcare](https://availity.com/MolinaHealthcare)

Authorization fax numbers

- Outpatient Prior authorization (includes OP Behavioral Health): 1-844-251-1450
- MMP/FIDE/EAE Inpatient and Inpatient Behavioral Health: 1-844-834-2152
- MMP/FIDE/EAE Post Acute: 1-833-912-4454
- Advanced Imaging: 1-877-731-7218
- Transplant: 1-877-813-1206

Phone Numbers

- General Line: 1-866-314-2427
- Auth Phone Number: Beginning January 1, 2025, call our new Provider TFN at 1-866-403-8296.(IVR prompt for authorizations on the provider services line)