

## **Primary Care Case Management and HUSKY – Frequently Asked Questions for Consumers**

Last February the state began offering a new option to HSUKY Part A families– HUSKY Primary Care in the Waterbury and Willimantic areas. By January 2010, it will be available in the New Haven and Hartford areas as well. HUSKY Primary Care is a way of running Medicaid without HMOs. Thirty other states successfully use similar programs to run their health care systems – both providers and patients are generally more satisfied with these programs than with HMOs, it is easier to get health care services and people are healthier. HUSKY Primary Care reduces HUSKY hassles and lets you and your provider determine the best care for you and your family. You and your provider work together as a team to keep you and your family healthy.

### **How will it work?**

Right now you have to choose an HMO, either CHN, Aetna Better Health, or AmeriChoice, to stay in HUSKY. After you've chosen an HMO, you have to find a doctor or other provider nearby who takes your HMO and has an opening. You see your provider for basic, regular health care like check ups and when you feel sick. If you need tests or to see a specialist, you have to find one that takes your HMO.

In HUSKY Primary Care, you don't have to pick an HMO; you can skip that step. You choose a Primary Care Provider (PCP) who agrees to provide you with basic, regular health services and to coordinate all your care. HUSKY Primary Care is completely voluntary; no one is defaulted into HUSKY Primary Care. After you choose HUSKY Primary Care, you then choose an available PCP in your area with an opening. PCPs are paid for the services they provide your family, as well as a monthly fee for coordinating your health care services.

In HUSKY Primary Care, you don't have to figure out who to call with your health care problems; you call your PCP. You don't have to call around to find a specialist if you need one; your PCP takes care of that. You don't have to call and get your test results and then get back to your doctor to figure out what you need; your PCP takes care of that. You don't have to remember when it's time to come back for a check up or for follow up care; your PCP will get in touch with you. In a true emergency, you should go to the emergency room whether you are in PCCM or an HMO.

You may find that you have a choice of more providers under PCCM. Other states that have switched to similar programs from HMOs have found that more providers join the program.

### **Who can be a PCP in HUSKY Primary Care?**

- Family medicine physicians
- General practitioners
- Primary care physicians associated with community health centers
- Internists
- Pediatricians
- Osteopaths
- OB/GYNs
- APRNs
- Nurse midwives
- Physician Assistants
- Specialists, per patient request and DSS approval

### **What are PCPs responsible for in HUSKY Primary Care?**

- Providing timely routine health care services
- Making referrals for appropriate specialty care and tests, collecting the results and following up with you
- Identifying a person who works with them who is responsible to manage your care – you will receive this person’s name and number to call whenever you have a problem or a question
- Your PCP will meet with you to assess your family’s health needs and set up a plan to keep you healthy
- PCPs must have care available at least 30 hours/week with some weekend and/or evening hours – you will be given a number to call with questions or problems at other times
- Your PCP will provide you with the information and support you need to manage your own care
- PCPs will coordinate any behavioral health, prescriptions or dental care you need with those providers and plans

### **What are my responsibilities in HUSKY Primary Care?**

- You must contact your PCP first for all medical problems, except in emergencies and as allowed under state or federal law
- You must receive a referral from your PCP before getting tests or going to a specialist
- You must work with your PCP to manage your own care

### **How can I get started with HUSKY Primary Care?**

- Ask your doctor or clinic if they plan to participate in PCCM
- If they need more information, have them call us at the number below
- Sign up for HUSKY Primary Care when you receive a letter from DSS or call the HUSKY toll-free line at 1-877- CT HUSKY (1-877-284-8759).

For more information, check out our PCCM website at [www.cthealthpolicy.org/pccm](http://www.cthealthpolicy.org/pccm) or call us toll-free at 1-888-873-4585.