

## PROVIDER ACTION GRID FOR MCO NEWBORN COORDINATOR ASSISTANCE

SCENARIO	PROVIDER ACTION	NEWBORN COORDINATOR ACTION
Baby not on EVS; Mother's MCO known	Call NC of Mother's MCO	<ul style="list-style-type: none"> <li>* Call DHMH to assist getting baby enrolled in HealthChoice via an 1184.</li> <li>* Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed.</li> <li>* Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed.</li> <li>* Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.</li> </ul>
Baby not on EVS; Mother's MCO not known	Call DHMH 1-800-456-8900, then NC of Mother's MCO	<ul style="list-style-type: none"> <li>* DHMH will complete 1184</li> <li>* NC will authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed.</li> <li>* Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed.</li> <li>* Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.</li> </ul>
Baby is on EVS and MCO is identified but baby is not in MCO system	Call NC of Baby's MCO	<ul style="list-style-type: none"> <li>* Assist getting baby enrolled in MCO system.</li> <li>* Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed.</li> <li>* Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed.</li> <li>* Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.</li> </ul>

Baby is enrolled with MCO but is assigned to different PCP in same MCO	Call NC of Baby's MCO	<ul style="list-style-type: none"> <li>* Facilitate transfer of baby to member panel of PCP in attendance</li> <li>* Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed.</li> <li>* Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed.</li> <li>* Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.</li> </ul>
Baby is enrolled with MCO but attending provider is either not participating with HealthChoice or not participating with baby's MCO	Call NC of Baby's MCO	<ul style="list-style-type: none"> <li>* Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed.</li> <li>* Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed.</li> <li>* Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.</li> </ul>
Mother wants baby in MCO of siblings and PCP is participating with sibling's MCO	Call NC of Baby's current MCO	<ul style="list-style-type: none"> <li>* Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed.</li> <li>* Work with mother and Benova to transfer baby to new MCo and PCP effective 10 days in future</li> <li>* Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.</li> </ul>
Baby enrolled in Mother's MCO but attending PCP doesn't participate with Mom's MCO	Call NC of Baby's MCO	<ul style="list-style-type: none"> <li>* Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed.</li> <li>* Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed.</li> <li>* Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.</li> </ul>

Baby previously confirmed enrolled in one MCO but changes MCOs unexpectedly	Call NC of original MCO	<ul style="list-style-type: none"> <li>* Confirm mom's desire to have baby in original MCO</li> <li>* Call DHMH to facilitate change of MCO</li> <li>* Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed.</li> <li>* Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed.</li> <li>* Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.</li> </ul>
Mother is not in Medicaid system at time of delivery	Refer Mother to MCHP Hotline 1-800-456-8900 or the local health department to request a MCHP application.	N/A