

Oct. 26, 2017

Subject: Revised card policy for Centennial Care managed care organizations

Presbyterian Health Plan, Inc. (Presbyterian) strives to keep providers informed and up to date with changes in policies. We would like to take this opportunity to notify providers of the required components of the revised card policy regarding member Medicaid ID cards issued by Centennial Care managed care organizations (MCOs).

Beginning Dec. 1, 2017, the Medical Assistance Division of the Human Services Department (HSD) will no longer issue blue Medicaid ID cards to Medicaid members enrolled with Centennial Care MCOs. Presbyterian will notify members that they will no longer receive a blue Medicaid ID card. We will mail new Centennial Care ID cards no later than Jan. 2018.

Note: Medicaid members who are not enrolled with a Centennial Care MCO will continue to receive blue Medicaid ID cards.

Providers should check myPRES for eligibility verification for members who may not have their new Presbyterian Centennial Care ID card at the time of visit. We want this transition to be as smooth as possible for both the member and the provider. For any questions, please use the information below to contact your Provider Network Management relationship executive.

Provider Network Management



Hours: Monday through Friday, 8 a.m. to 5 p.m.



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Contact Guide: www.phs.org/ContactGuide



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