



Brand New Day Consolidation  
into Central Health Medicare Plan

## Provider FAQs

brand new day  
HEALTHCARE YOU CAN FEEL GOOD ABOUT



### 1. What will change for my patients?

We are working diligently to ensure that your patients encounter minimal disruption. Your patients will continue to experience the same excellent service and care under the Central Health Medicare Plan name. We have thoughtfully carried over our plan designs and programs that focus on their specific needs, including our C-SNPs and valued care management program.

### 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, your dual-eligible patients will experience better integration of their Medicare and Medi-Cal services. Additionally, Central Health Medicare Plan is able to continue to enroll new members in D-SNPs in Los Angeles, Riverside, Sacramento, San Bernardino, and San Diego counties.

### 3. What will happen to my patients not enrolled in an EAE D-SNP?

Central Health Medicare Plan members 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 providers need to have a Molina Medi-Cal contract in order to stay in the network?

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

## **5. Where do I send claims if I am not contracted with Central Health Medicare Plan?**

Please contact the phone number listed on the member ID card for authorization. For services not requiring an authorization, claims can be sent to the address listed on the member ID card. Services provided by non-contracted providers are processed according to Medicare guidelines.

For patients enrolled in the D-SNP program, services covered under the Medi-Cal benefit are forwarded to Molina Health Plan for processing.

## **6. How can I look up providers in the network?**

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

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

Under Central Health Medicare Plan, your patients 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, your patients will receive their Annual Notice of Change (ANOC) that will contain information regarding details about any benefit changes.

## **8. When will members 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.

## **9. How is the plan communicating with my patients regarding the transition of Brand New Day 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.

## **10. 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 healthcare 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, your patients 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](http://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](http://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](http://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)