



## Frequently Asked Questions UnitedHealthcare One Care

The Executive Office of Health and Human Services (EOHHS) has selected UnitedHealthcare Community Plan as one of five organizations to proceed to contract negotiations to participate as One Care Plans.

### **Q1. What is UnitedHealthcare One Care?**

A1. The UnitedHealthcare One Care program is a Medicare-Medicaid Enrollee (MME) demonstration program offered to individuals ages 21 – 64 who are eligible for both MassHealth Standard and Medicare. As a participating care provider, you'll be joining a network of hospitals, physicians and other care providers who share UnitedHealthcare's commitment to serving economically disadvantaged and medically underserved populations.

### **Q2. When does this take effect?**

A2. The program goes into effect on 1/1/2021.

### **Q3. Is UnitedHealthcare officially a One Care Plan?**

A3. No. The Executive Office of Health and Human Services (EOHHS) has selected UnitedHealthcare as one of the five plans to proceed to contract negotiations for One Care. UnitedHealthcare Community Plan has submitted a proposal to the Massachusetts One Care request for responses, which would allow UnitedHealthcare Community Plan to launch UnitedHealthcare One Care benefit plan. As of the first week of March 2020, UnitedHealthcare is currently in the negotiation period, with the final award announcement TBD.

### **Q4. What members will be part of this network?**

A4. This program is for individuals ages 21 – 64 who are eligible for both MassHealth Standard and Medicare. Those who enroll in One Care will be able to receive both MassHealth and Medicare services, including all medical and behavioral health services, and long-term services and supports

### **Q5. As a provider, how can I participate in the One Care provider Network?**

A5. All health care professionals and facilities must hold both a current Medicare and Massachusetts Medicaid identification (ID) number in order to be eligible to participate in this program. To request a Massachusetts Medicaid ID number from Massachusetts Health and Human Services, go to [mass.gov/masshealth](https://www.mass.gov/masshealth) > MassHealth Providers > Apply to Become a Mass Health Provider.

**Q6. When will Optum providers receive additional information/updates regarding One Care?**

A6. Optum expects to have additional provider details and resources available in the near future, including:

- Fee Schedules
- Provider Education
- Links to the website
- Provider Manuals