



Brand New Day Consolidation into Central Health Medicare Plan

Broker FAQs

brand new day
HEALTHCARE YOU CAN FEEL GOOD ABOUT



1. What will change for my clients?

We are working diligently to ensure that your clients encounter minimal disruption. Your clients 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 clients will experience better integration of their Medicare and Medi-Cal services. Additionally, you can continue to enroll new members in the Central Health Medicare Plan D-SNPs in Los Angeles, Riverside, Sacramento, San Bernardino, and San Diego counties.

3. What will happen to my clients who are not enrolled in an EAE D-SNP?

Your clients will continue to be enrolled in their current 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. Will my clients with Brand New Day plans need to find new providers?

We are working to align the provider networks so that your clients can continue to get care from the same primary care provider and specialists they trust. We will notify your clients if a new primary care provider or IPA will be assigned to them.

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 to find a healthcare provider within a specific area.

7. How can I look up pharmacies in the network?

Effective 1/1/2025, our pharmacy benefit manager will change to CVS/Caremark. Members will receive a new ID card that will include updated prescription benefit information. Beginning October 15, 2024, you can search our online Pharmacy Directory at centralhealthplan.com/chp/PartD/PharmacyDirectory to find a pharmacy within a specific area.

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

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

9. When will my clients 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.

10. How is the plan communicating with my clients regarding the change 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.

11. If my clients have 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 your clients 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 clients 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 clients 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.