

For applicants who do not choose a managed care plan, do not pend for their choice in managed care plans, and do not enroll them if there is only one plan available. They will auto-enroll in a randomly selected managed care plan.

If the client is not satisfied with the managed care plan they are auto-enrolled in, they will have 30 days from the date they were auto-enrolled to request another plan. If a client notifies staff that they would prefer a managed care plan other than the one in which they were auto-enrolled, the eligibility worker should send an e-mail to [DMAP,CES](#).

Implementation/Transition Instructions: When a client is auto-enrolled in a managed care plan and calls their CAF SSP branch with 30 days because they are not satisfied with the managed care plan, send an e-mail to [DMAP, CES](#) with the client's name, date of birth, recipient ID and the managed care plan they wish to be enrolled in.

Training/Communication Plan: Cover the information in this transmittal with all eligibility staff.

Local/Branch Action Required:

- Begin using the new EFC for OHP-OPU higher education students.
- Do not require OHP Standard applicants to choose a managed care plan as an eligibility requirement.

Central Office Action Required: No action required. The Family Services Manual has been updated.

Field/Stakeholder review: Yes No

If yes, reviewed by:

Filing Instructions:

If you have any questions about this policy, contact:

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| Contact(s): | SSP-POLICY, Medical | | |
| Phone: | | Fax: | |
| E-mail: | | | |