



## Health and Recovery Plans (HARP) and Healthfirst's Personal Wellness Plan (PWP)

### What is the Health and Recovery Plan program?

The HARP program is a Medicaid Managed Care plan created by New York State to better assist adults diagnosed with serious mental illness (SMI) and substance use disorders (SUDs) in their recovery. HARP members are covered under standard Medicaid and are eligible for an enhanced healthcare benefit package of vocational, educational, and social support services.

### What is Healthfirst's Personal Wellness Plan?

PWP is the plan name of Healthfirst's HARP offering. PWP members can use the same provider they have under Medicaid while receiving the enhanced PWP benefits.

### What benefits do PWP members receive?

In addition to the full benefits of standard Medicaid, PWP members have access to enhanced Behavioral Health and Home- and Community-Based Services (BH-HCBS) and to Community Oriented and Empowerment Services (CORE) to help prevent and manage chronic health conditions and recover from SMI and SUDs.

These services include:

- Psychosocial Rehabilitation (PSR)
- Community Psychiatric Support and Treatment (CPST)
- Habilitation
- Empowerment Services/Peer Supports
- Family Support and Training
- Non-Medical Transportation
- Prevocational Services
- Transitional Employment Services
- Intensive Supported Employment
- Ongoing Supported Employment
- Educational Support Services

### Who is eligible?

Eligible PWP members:

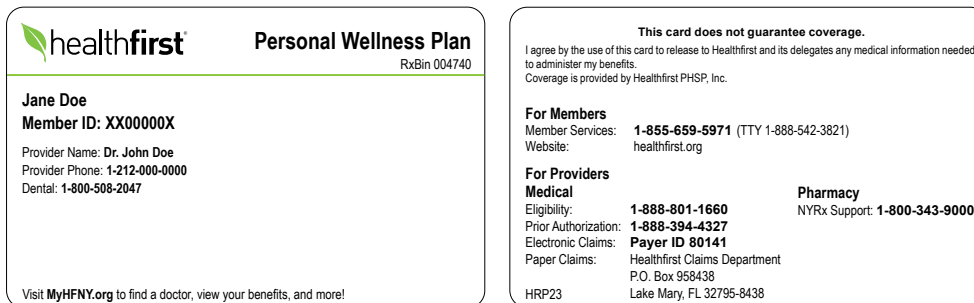
- are Medicaid beneficiaries
- are 21 years old or older
- have a primary diagnosis of a serious mental health or substance use disorder
- are not enrolled in both Medicaid and Medicare or any Office for People with Developmental Disabilities (OPWDD) program

# Frequently Asked Questions

## How can I check if my Healthfirst patient is a PWP member?

There are two ways to check if a Healthfirst member is enrolled in PWP:

1. Check their Member ID card.



2. Check the patient's status in e-PACES. In the restriction/exception code part of the report, if their status is **H1**, **H2**, or **H3**, then the patient is a PWP member. You can also call New York Medicaid Choice at **1-855-789-4277** to verify a patient's status.

## How can I help a PWP member access their BH-HCBS benefit package?

All HARP BH-HCBS benefits are administered through Health Homes. Health Homes are community-based care management agencies that serve as the primary point of contact with the member and have overall responsibility for coordinating services with providers. If a member is already enrolled in a Health Home, they should be referred to their Health Home to be connected with BH-HCBS benefits. If a member is not enrolled in a Health Home or if they can't remember which Health Home they're enrolled in, please contact Provider Services for help at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.

## How can I check to see if my Healthfirst patient is eligible to enroll in PWP?

There are two ways to check if a Healthfirst member is eligible to enroll in PWP:

1. Check the Healthfirst provider portal, which will show if the patient is HARP/PWP eligible.

Member Details		Current Coverage and Benefit Details	
Member ID:	WX12345Y	Medical Plan:	HEALTH AND RECOVERY PROGRAM - HARP
CIN#:		Benefit Plan:	HEALTHFIRST PERSONAL WELLNESS PLAN
Name:	DOE, JANE	Benefit Details:	<a href="#">SUMMARY OF BENEFITS</a>
Gender:	FEMALE	Group Number:	BP-MAN
Date of Birth:	09/01/1993	Benefit Package:	MCB2
Age:	30	Company No.:	01
SSI Member:	NO	Coverage Status:	<b>ENROLLED</b>
Phone Number:	1 - 555 - 123 - 4567	Effective Date:	12/01/2022
Address:	ADDRESS 1, ADDRESS 2, CITY, STATE, FULL ZIP	Termination Date:	

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2. Check the patient's status in e-PACES. In the restriction/exception code part of the report, if their status is **H9**, then the patient is HARP/PWP eligible. You can also call New York Medicaid Choice at **1-855-789-4277** to verify a patient's eligibility.

## **If a patient is HARP eligible, how can I help them enroll in PWP?**

Instruct the patient to call Healthfirst Member Services at **1-855-659-5971** (TTY 1-888-542-3821), Monday to Friday, 8am–6pm. We will help the patient with the enrollment process.

## **What if I have more questions about HARP or PWP?**

Provider Services is here to help! Call us with any questions at:

### **Healthfirst Provider Services**

**1-888-801-1660**

**Monday to Friday, 8:30am–5:30pm**