IA Health Link: Medicaid Program Changes

Member Services
Iowa Medicaid Enterprise

Meeting Agenda

- Introductions
- IA Health Link Program Overview
- Managed Care Organizations Overview
- How to Choose a Managed Care Organization
- Enrollment Assistance

What is Changing?

- **WHO** administers the benefits is changing
- <u>Note:</u>
  - Benefits stay the same
  - Eligibility stays the same (with DHS)
  - Application process stays the same (with DHS)

What is a Managed Care Organization?

- A Managed Care Organization, or MCO, is a health plan that coordinates care for a member

IA Health Link

- IA Health Link is now the name for the Iowa Medicaid managed care program
- Links together physical health care, behavioral health care, and long term care under one program

Iowa's Managed Care Organizations

- DHS has chosen four managed care organizations:
  - Amerigroup Iowa, Inc.
  - AmeriHealth Caritas Iowa, Inc.
  - UnitedHealthcare Plan of the River Valley, Inc.
  - WellCare of Iowa, Inc.

Who is Impacted

Members Enrolling in Managed Care

- Low income families and children
- Iowa Health and Wellness Plan
- Long Term Care
- HCBS Waivers
- ***hawk-I***
- MEPD (Medicaid for Employed People with Disabilities)
- Dual Eligible

Members Staying with Iowa Medicaid

- Program of All-inclusive care for the elderly (PACE) (member can opt in)
- American Indians/Alaskan Natives (can opt in)
- Programs where Medicaid already pays premiums: Health Insurance Premium Payment Program (HIPP), Medicare Savings Program only
- Medically Needy
- Undocumented persons eligible for short-term emergency services only
- Presumptively eligible

Member Benefits

- Same benefits as you receive today, with additional benefits that the MCOs are able to provide

- Dental services continue as today – “carved out” of MCO

Benefits Include

- Physical health care, behavioral health care, transportation, etc.
- Facility-based services
- Home and Community-Based Services (HCBS) waiver services
- ALL State Medicaid plan services

Your Current Health Care Providers

- You may be able to keep your current medical health providers, mental health providers, and case management agency until at least June 30, 2016.
  - As long as your provider(s) choose to participate with the MCOs
- Long Term Care/In home services and support providers will have the chance to be part of the MCOs through the end of December 2017

Health Care Providers Continued

- Each MCO will have a network of providers across the state of Iowa
- If you would like to change your provider, you can choose from the MCO's network of providers

Eligibility and Annual Renewal

- No changes to current Medicaid application or eligibility process, including waiver lists
  - Applications continue to be processed by DHS
  - Application still available online, phone, paper

- Eligibility is first made by DHS, then a member is enrolled in a MCO

Member Enrollment Activities

Overview of Enrollment Process						
October 2015	**November 2015**	**November/ December 2015**	**December 2015**	**January 2016**	**February 2016**	**March 2016**
Introductory Mailings by population	**MCO Enrollment Begins**	**Enrollment assistance continues**	**December 17, 2015: Last Day to Make MCO Choice for January 2016**	**January 1: Begin Coverage with MCO**		**March 19: Member must have Good Cause to make change**
			December 18, 2015- March 18, 2016: Member can change MCO without Good Cause			

Step 1: Introductory Mailings

- Introductory mailings sent to members in early October, and posted online in English and Spanish:
  - Long Term Care and HCBS Waivers
  - Traditional Medicaid groups
  - Current managed care
  - ***hawk-i***
- Mailings includes:
  - Timeline
  - FAQ specific to population
  - Contacts for questions

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New Health Coverage Options for You!

What is new?
The Department is seeking federal approval from the Centers for Medicare and Medicaid Services (CMS) to join most Iowa Medicaid programs together into one managed care program called IA Health Link. This new program will give you the same health coverage you know and use, but will be covered by a Managed Care Organization (MCO) that you get to choose.

In order to receive federal approval, Iowa will need to demonstrate that the Department, the MCOs, and your health care providers are ready to meet your needs through the new program. If the Department demonstrates that the new program is ready, it will begin on January 1, 2016.

What is a managed care organization?
A managed care organization (MCO) is a health plan. The coverage offered by the providers in the MCO will be just right for you.

Will my benefits change?
Your benefits will not change and you do not need to do anything right now. Your benefits will be covered by an MCO. The MCO that you choose will have a network of providers across Iowa for you to pick from. If you receive covered dental services, they will be the same. More information will be sent to you about your health plan options in the near future.

Can I keep my provider?
You may be able to keep your current medical health providers and mental health providers until at least June 30, 2016, as long as your provider(s) choose to participate with the MCOs. Each managed care organization will have a network of providers across the state of Iowa. If you would like to change your provider, you can choose from the managed care organization's network of providers.

How can I learn more?
To learn more, please visit www.dhs.iowa.gov/ime/members or call 1-800-338-8366, Monday through Friday, from 8 a.m. until 5 p.m.

You are being sent this letter because you are eligible for health coverage today. If you are no longer eligible for Medicaid on or before January 1, 2016, this letter will not apply to you.

Questions?
If you have any questions or comments about this change or your health coverage, please call the Iowa Medicaid Member Services Unit at **1-800-338-8366**, or in the Des Moines area at 515-256-4606. Help is available Monday through Friday, from 8 a.m. until 5 p.m. You may also email Member Services at IMEMemberServices@dhs.state.ia.us.

Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8:00 a.m. a 5:00 p.m., de lunes a viernes.

470-5343 (10/15)

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Steps to IA Health Link Timeline

Summer – Fall 2015
Tele-town hall meetings, webinars, in-person meetings about IA Health Link – your chance to learn more about IA Health Link

Fall 2015
Enrollment events – learn more about your health coverage and a chance to choose your MCO

Fall 2015
Enrollment packet mailing – your chance to choose your MCO

Fall 2015
Enrollment confirmation mailing – lets you know that we received your MCO choice

January 1, 2016*
Managed care with IA Health Link begins!

*Pending Centers for Medicare and Medicaid Services (CMS) approval

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IA Health Link Questions and Answers

Why am I changing to IA Health Link?

Understanding health care coverage can be difficult, especially if there are lots of different programs with different rules. IA Health Link brings Iowa Medicaid programs together into one program for individuals and families to get the best care they need.

What is managed care?

Managed care is a way to get help for all of your health care needs with one health plan. This is to help you stay healthy.

Where can I get care?

You can get care from any Iowa Medicaid provider. By June 30, 2016, you will need to check with your MCO to make sure that your provider(s) will continue to provide services through the MCO's provider network.

How do I know if a service is covered with IA Health Link or not?

All of your benefits that you were eligible for before IA Health Link will stay the same after January 1, 2016, unless your eligibility changes. All services are based on medical necessity. Your health professional is the best person to determine the medical necessity of a procedure for you. Your provider will work with Provider Services to determine if the service is covered.

I take medicine. Will it still be covered?

Yes. All benefits that are available to you today will continue with your MCO. Your MCO will provide coverage for your approved medicine.

IA Health Link Questions and Answers

Can I change my MCO after the program begins?

We want you to have a MCO that you are comfortable with and can help you meet your medical needs. You may change your MCO at any time for good cause or you can change your MCO any time within the first few months. Needing services from a provider within a different MCO's network is an example of good cause.

What happens if I move?

If you move, please contact the Department of Human Services call center at 1-877-347-5678. We will update your address in our records. MCOs will have statewide coverage to allow for you to move through the state without having to change coverage.

What will I need to do now?

You do not need to do anything at this time. You will get a notice to let you know when you need to make a health plan choice.

Will I have to pay for IA Health Link?

If you had any form of cost sharing before IA Health Link, it will continue after January 1, 2016.

Where do I go for help?

If you have questions about IA Health Link, please call the Iowa Medicaid Member Services Unit at **1-800-338-8366** or in the Des Moines area at 515-256-4606. Help is available Monday through Friday, from 8 a.m. until 5 p.m. You may also email Member Services at IMEMemberServices@dhs.state.ia.us.

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Step 2: Enrollment Packet and Making MCO Choice

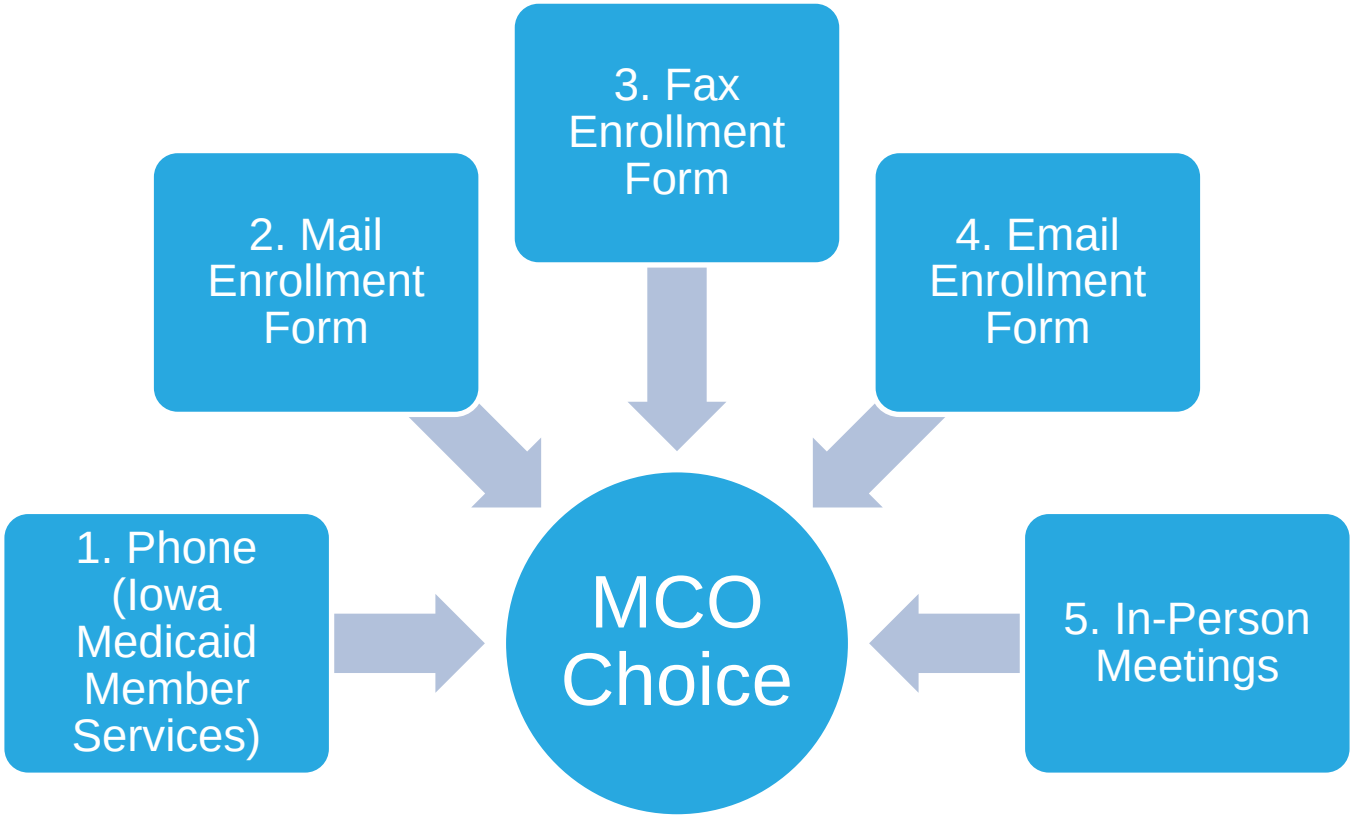
- Enrollment Packet:
  - Mailed in November by population
  - MCO assignment is included
    - Keeps families together
    - Ensures coverage on January 1, 2016 (if member does not make a choice)
- Making MCO Choice (3 Steps):
  - **Review, Choose,** and **Enroll** OR
  - Do nothing, and receive coverage on January 1, 2016 from MCO listed on enrollment packet

Option to Choose MCO

- Members have until December 17, 2015, to make a choice for January 1, 2016

- Can change MCO for any reason through March 18, 2016
  - After March 18, member can change MCO for good cause reason
  - Good cause reasons stay the same
    - Example: Provider is not enrolled with the MCO

Step 2: Making MCO Choice



Step 2: Making MCO Choice

Phone

- Iowa Medicaid Member Services
- Live representative from 8am-5pm, Monday- Friday
- Automated selection system, available 24/7

In-Person (Today)

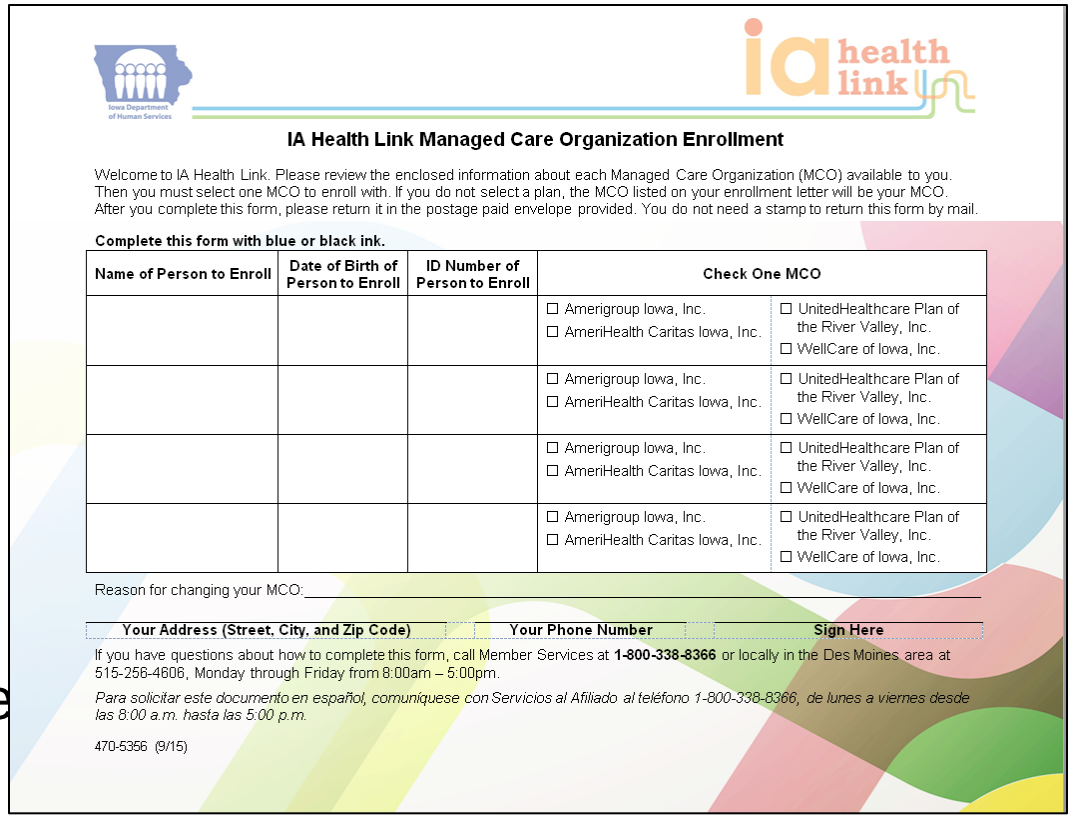
- Member educational meetings held throughout the state
- Turn in enrollment form
- Iowa Medicaid Enrollment Service Representative

Step 2: Making MCO Choice

Enrollment Form

1. Return in postage-paid envelope included in enrollment packet
2. Fax
3. Email

- Spanish version available



IA Health Link Managed Care Organization Enrollment

Welcome to IA Health Link. Please review the enclosed information about each Managed Care Organization (MCO) available to you. Then you must select one MCO to enroll with. If you do not select a plan, the MCO listed on your enrollment letter will be your MCO. After you complete this form, please return it in the postage paid envelope provided. You do not need a stamp to return this form by mail.

Complete this form with blue or black ink.

Name of Person to Enroll	Date of Birth of Person to Enroll	ID Number of Person to Enroll	Check One MCO	
			☐ Amerigroup Iowa, Inc. ☐ AmeriHealth Caritas Iowa, Inc.	☐ UnitedHealthcare Plan of the River Valley, Inc. ☐ WellCare of Iowa, Inc.
			☐ Amerigroup Iowa, Inc. ☐ AmeriHealth Caritas Iowa, Inc.	☐ UnitedHealthcare Plan of the River Valley, Inc. ☐ WellCare of Iowa, Inc.
			☐ Amerigroup Iowa, Inc. ☐ AmeriHealth Caritas Iowa, Inc.	☐ UnitedHealthcare Plan of the River Valley, Inc. ☐ WellCare of Iowa, Inc.
			☐ Amerigroup Iowa, Inc. ☐ AmeriHealth Caritas Iowa, Inc.	☐ UnitedHealthcare Plan of the River Valley, Inc. ☐ WellCare of Iowa, Inc.

Reason for changing your MCO:_____

Your Address (Street, City, and Zip Code)	Your Phone Number	Sign Here

If you have questions about how to complete this form, call Member Services at **1-800-338-8366** or locally in the Des Moines area at 515-256-4606, Monday through Friday from 8:00am – 5:00pm.

Para solicitar este documento en español, comuníquese con Servicios al Afiliado al teléfono 1-800-338-8366, de lunes a viernes desde las 8:00 a.m. hasta las 5:00 p.m.

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Resources for Making MCO Choice

Iowa Medicaid Member Services	Enrollment Packet	Comparison Chart	MCO Provider Directory
• In-Person • Phone • DHS Website	• Managed Care Handbook • MCO Informational Materials • Samples will be posted online	• Quick MCO Comparison Guide • Will be posted online	• Available Online • Through MCOs

Step 3: MCO Contacts Member

MCOs will distribute enrollment materials to new members within 5 business days of receiving their list of members

- Examples of enrollment materials:
  - Provider directory
  - MCO contact information
  - Services available
  - Grievance and appeal information
  - Member protections, rights, and responsibilities
  - Information on how to contact the Enrollment Broker
  - Contact information and role of the Ombudsman

Member ID Cards

Member Has Two Cards*

1. Medicaid Card

Member receives or continues to use Medicaid ID card for dental or fee-for-service

2. MCO Card

MCO sends member ID card for use after MCO enrollment

*Iowa Health and Wellness Plan members have three cards, using Dental Wellness Plan card for dental services and ***hawk-i*** members will continue to use separate dental card.

Starting MCO Coverage

- MCO enrollment begins on the first of each month
  - Typically no mid-month MCO changes
- Questions about benefits, providers, or other services?
  - Contact MCO
- Questions about changing an MCO or issues/concerns with MCO?
  - Contact Iowa Medicaid Member Services

Step 4: MCO Changes for 'Good Cause'

- Members may change MCO at any time throughout the year for reasons of "good cause"
  - Changes requested through Iowa Medicaid Member Services
- "Good cause" reasons can include:
  - A member's provider is not enrolled with the MCO
  - A member needs related services to be performed at the same time and not all related services are available in the MCO network
  - If there is a change in eligibility (for example PACE)

Member Summary and Key Dates

- Introductory mailing in October
- Enrollment starts in November
- Make MCO choice by **December 17, 2015** for January 1, 2016
- Members have until **March 18, 2016**, to change MCO for any reason
- Contact **Iowa Medicaid Member Services** to choose MCO or make good cause changes

Choosing Your MCO

MCO Considerations for Members

Iowa Medicaid Member Services will offer health plan (MCO) choice counseling to members.

Includes answering member questions about each health plan such as:

- Is my provider in the MCO network?
- Is my pharmacy in the MCO network?
- Does the MCO have specialists close to my community?
- Does the plan have value-added services that would benefit me?
- Are there special health programs that would help me?
- Does the MCO have call centers or helplines available beyond regular business hours?

Information and Questions

	Contact Information
General Information	http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization
Modernization Stakeholder Questions	Email: MedicaidModernization@dhs.state.ia.us
Modernization Member Questions	Contact Iowa Medicaid Member Services Phone: 1-800-338-8366 Email: IMEMemberServices@dhs.state.ia.us
Modernization Provider Questions	Contact Iowa Medicaid Provider Services Phone: 1-800-338-7909 Email: IMEProviderServices@dhs.state.ia.us