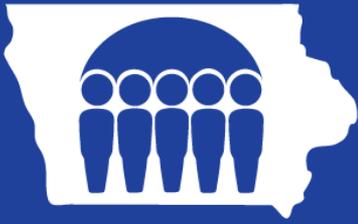


# IA Health Link Member/Provider Transition Update

Mikki Stier, Medicaid Director

September 2, 2015



## Member Activities

- Member Populations
- Member Benefits
- DHS Member Outreach & Education
- Stakeholder Outreach & Assistance
- Member Enrollment

### Member Enrollment Activities

Overview of Process

Step 1: Introductory Mailing

Step 2: Tentative MCO Assignment

Step 3: MCO Contacts Member

Step 4: New Member Enrollment

Step 5: New Member HCBS Waiver

Step 6: MCO Changes for 'Good Cause'

Step 7: Enrollment Broker Role



## Member Populations

### Included:

Majority of Medicaid members

- Low income families and children
- *hawk-i*
- Iowa Health and Wellness Plan
- Long Term Care
- HCBS Waivers

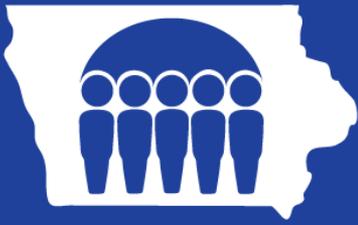
### Excluded:

- PACE - can opt in to MCO
- Programs where Medicaid already pays premiums: HIPP, Medicare Savings Program only
- Medically Needy
- American Indians/Alaskan Natives (members can opt-in)
- Undocumented persons eligible for short-term emergency services only



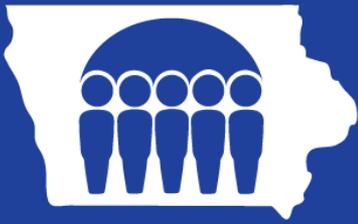
## Member Benefits

- Physical health care in inpatient and outpatient settings, behavioral health care, transportation, etc.
- Facility-based services such as Nursing Facilities, Intermediate Care for Persons with Intellectual Disabilities, Psychiatric Medical Institution for Children, Mental Health Institutes and State Resource Centers
- Home and Community-Based Services (HCBS) waiver services
- Dental services are “carved out” – continue same as today



## DHS Member Outreach & Education

- Tele-townhall meetings
- Events and trainings
- Newsletters
- Member educational materials
- Member mailings
- Earned media
- Community partnerships
- Coordination with stakeholders and providers
- Advisory and member-based focus groups
- Website content
- Webinars



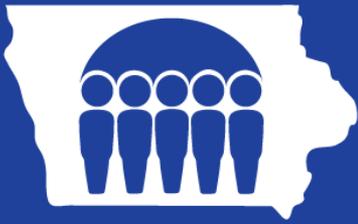
## Stakeholder Outreach & Assistance

- Stakeholder toolkit will be available online and to all stakeholders to support accurate information in the transition to current Medicaid members
- Posted week of September 8
- Information includes:
  - IA Health Link Program Overview
  - Links to FAQs, Factsheets and DHS Website updates
  - Help in selecting an MCO Materials
  - Member Promotional Materials
  - Member Introductory Mailings



## MCO Stakeholder Outreach

- MCOs have begun to reach out to stakeholders to assist in promoting an understanding of managed care benefits
- DHS must approve member facing materials such as marketing materials and member letters
- DHS has held stakeholder meetings with more to come, webinars upcoming include enrollment help



## Member Enrollment Activities

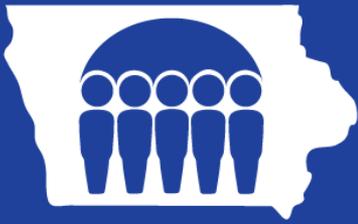
### Overview of Enrollment Process

September 2015	October 2015	November 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 per the following schedule, and posted online:
  - Week of August 31: Long Term Care
  - Week of September 8: *hawk-i*
  - Week of September 8: Other Medicaid groups
  - Week of September 21: Current managed care members
- Mailings will include:
  - Timeline
  - FAQ
  - Links to education materials, toolkits online
  - Contacts for questions



## Step 2: Tentative MCO Assignment

Member enrollment packets mailed October through November

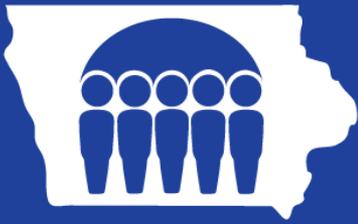
- Tentative assignment included and based on algorithm to keep families together under one MCO
- Staggered mailing by program enrollment similar to introductory mailing
- Current members have until December 17 to choose for January 2016, with an additional 90 days after the assignment to change MCOs for any reason
- DHS notifies MCO of selection through enrollment file



## Step 3: MCO Contacts Member

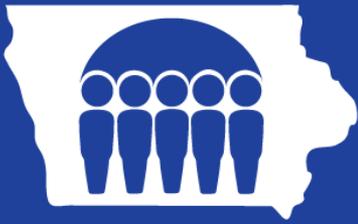
MCOs will distribute enrollment materials to new members within 5 business days of receipt of member enrollment selection

- Examples of enrollment materials:
  - Provider directory
  - MCO contract 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



## Step 4: New Member Enrollment

- Starting December 8, 2015, and ongoing, the date of eligibility for new members will impact the date they are enrolled with an MCO
  - This is because there is a point in which there is a IT system cut off to review to the MCO to ensure the beginning of the month capitation
- When the member is eligible but is unable to be enrolled in the MCO in the month in which they apply - services will be paid for by the Medicaid Fee for Service program until they are enrolled with the MCO the following month
  - Both medical and behavioral services



## Step 5: New Member - HCBS Waiver

- Slots will continue to be authorized through CMS approval of waiver applications and state legislation
- DHS will continue to manage the waiting list and assignments
- Some members are not Medicaid eligible prior to being given an HCBS waiver slot. The department is in the process of determining how best to implement HCBS services in these instances
  - Timing of level of care determination
  - Financial determinations
  - Service planning critical to MCO assignment and member choice



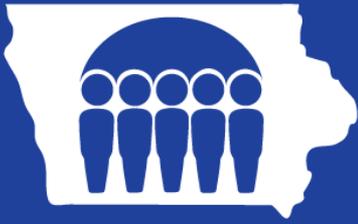
## Step 6: MCO Changes for 'Good Cause'

- Members may disenroll from their MCO at any time throughout the year for reasons of “good cause”
- “Good cause” reasons can include:
  - A member’s provider is not enrolled with the MCO and that provider disenrollment impacts the members’ health outcomes
  - 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)



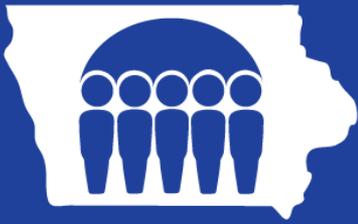
## Good Cause Cont.

- To make a change:
  - Members call the Iowa Medicaid Enrollment Broker to request disenrollment for “good cause”
  - Members tell the Enrollment Broker which MCO they want to switch to
  - If a member has a question about whether they have a “good cause” they can call the Enrollment Broker for more information



## Enrollment Broker Role

- MAXIMUS will be the Enrollment Broker and is responsible for providing information and conflict free choice counseling for members in the selection of a MCO
- Key activities to share information and support member selection of MCO:
  - In-person meetings throughout state with special focus on long term care members, schedules upcoming and posted online
  - Email: [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)
  - Call Center: 1-800-338-8366, 8am-5pm, M-F
  - Members can select their MCO through voice system option 24/7 daily. Can leave message for call back



## Enrollment Broker Role Cont.

The Enrollment Broker will offer health plan choice counseling to members. Choice counseling 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?



## IA Health Link Provider Activities

- MCO Provider Network Requirements
- Case Management Requirements
- Provider Education and Training, Resources
- Provider Enrollment Process Overview
- DHS Enrollment Timeline
- DHS Provider Enrollment Renewal
- MCO Provider Enrollment
- MCO Provider Enrollment Timeline
  - Questions and Answers



## MCO Provider Network Requirements

### Physical & Behavioral

- MCOs will use all current Medicaid providers for the first six months
- MCOs network effective July 1, 2016
- Strict network adequacy

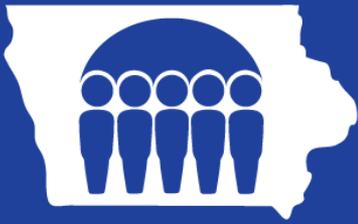
### Waiver & Long Term Care

- MCOs will use all current LTC waiver providers, if they contract with the MCO, for the first two years
- MCO network effective January 1, 2018
- Strict network adequacy



## MCO Network Requirements Cont.

- MCOs must have an adequate provider network as defined in the MCO contracts with DHS
  - Example Access Standards:
    - PCP – Within 30 minutes or 30 miles from all members
    - Specialists – Within 60 minutes or 60 miles for at least 75 percent of the members
    - HCBS – Within 30 minutes or 30 miles from members in urban counties and 60 minutes or 60 miles from members in rural counties
  - An MCO must use non-network providers if there is a gap in coverage for a particular service
  - MCOs are to extend authorization of long term care services from an out-of-network provider to ensure continuity of care



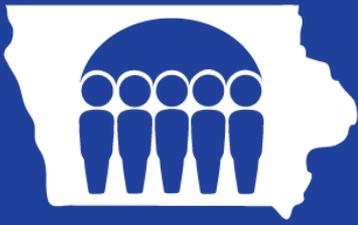
## MCO Network Requirements Cont.

- MCOs are working to sign agreements with providers. For more information:
  - Amerigroup: page 1461 of [proposal](#)
  - Amerihealth: page 1278 of [proposal](#)
  - United: page 1273 of [proposal](#)
  - Wellcare: page 1103 of [proposal](#)
- DHS must approve all MCO provider contract templates
- Iowa Medicaid Informational Letter [1539](#) gives current Medicaid providers information on MCO contacts for MCO provider enrollment



## MCO Case Management Requirements

- Members able to keep their current case management agency until at least June 30, 2016, as long as provider(s) choose to participate with the MCOs
- All case management activities must be transitioned to the MCOs no later than December 31, 2016
- MCOs will determine how to manage case assignments for community-based case management
- MCOs may provide community-based case management themselves or sub-contract with current case managers and must ensure staff maintains appropriate credentials, education, experience and orientation



## DHS Provider Education and Training

- Statewide training in 11 locations across Iowa in September
- Provider toolkits available week of September 8
- Tele-townhall meetings
- Events and trainings
- Monthly newsletters
- Provider educational materials updated continually
- Stakeholder emails
- Informational Letters 1537 and 1539 and upcoming



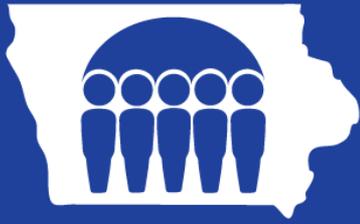
# Annual Provider Training Schedule

Location	Date
Sioux City	Monday, September 14
Council Bluffs	Tuesday, September 15
Bettendorf	Wednesday, September 16
Burlington	Thursday, September 17
Fort Dodge	Monday, September 21
Mason City	Tuesday, September 22
Waterloo	Wednesday, September 23
Cedar Rapids	Thursday, September 24
Dubuque	Monday, September 28
Ottumwa	Tuesday, September 29
Des Moines	Wednesday, September 30



## Provider Education and Training Cont.

- Provider Toolkit will be posted the week of September 8:
  - Intro letter and project overview
  - General provider questions/FAQ
  - Provider MCO enrollment information
  - Annual provider training schedule and information
  - Member mailing summary
  - Sample member FAQs
  - Sample member newsletter content
  - Contact information for questions (for providers and members)
    - Member introductory mailings



## Provider Information Resources

- IME Website

<http://dhs.iowa.gov/ime>

Modernization specific information:

<http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>

- Iowa Medicaid Provider Services Call Center

1-800-338-7909 (7:30 a.m. – 4:30 p.m.)

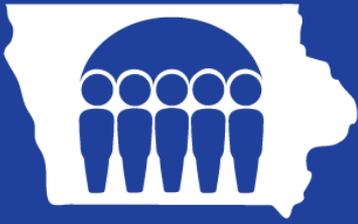
- Email

Updates through [IMEProviderCommunications@dhs.state.ia.us](mailto:IMEProviderCommunications@dhs.state.ia.us)



## Provider Enrollment Process Overview

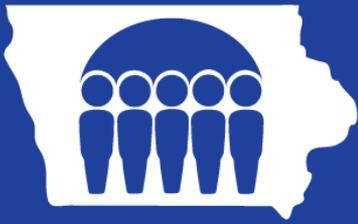
- All in-state and out-of-state providers, whether providing services under MCO or FFS, must enroll with Iowa Medicaid to ensure continuity of care for members
- Providers will enroll with Iowa Medicaid prior to MCO
- MAXIMUS currently carries out the IME provider enrollment process
- DHS will collaborate with MCOs to develop a provider enrollment process that is as streamlined and as efficient as possible for providers



## DHS Enrollment Timeline

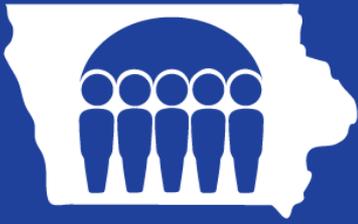
MCO networks are effective January 1, 2016. Over the next six months IME will:

- Enroll behavioral care providers previously enrolled in Magellan
- Enroll providers in the MCO networks who have not previously been enrolled in Iowa Medicaid
- Implement a provider enrollment renewal process
  - Schedule will be announced by Informational Letter
- Providers may scan updated paper work to the new enrollment email address
  - [IMEProviderEnrollment@dhs.state.ia.us](mailto:IMEProviderEnrollment@dhs.state.ia.us)



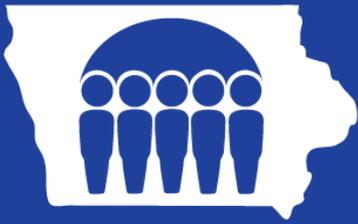
## DHS Provider Enrollment Renewal

- Per ACA requirements, IME is required to conduct increased licensure verification and database checks than it has in the past
- The volume of Iowa Plan providers and MCO providers that are newly enrolling impacts the scheduled re-enrollment capacity
- Due to the number of providers that will be impacted, IME is beginning a staged rollout process
- Informational letters and training will be available to relevant providers at the time of the staged rollout
- The goal is to re-enroll all current health care providers over the next year while also beginning the HCBS waiver provider recertification process



## MCO Provider Enrollment

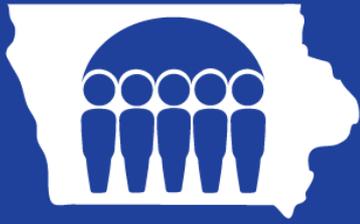
- Each MCO will develop its provider network, enrolling all current Medicaid providers when possible
- DHS will provide Medicaid provider enrollment information to each MCO to assist in preventing a duplication of efforts for providers
- MCOs will each have their own credentialing process to meet their accreditation standards
- If an MCO recruits a new provider, it will be expected to ensure that provider is also enrolled by IME
- Out-of-state and other non-contracted providers may enter into single case agreements with providers as necessary to serve the needs of members in special situations



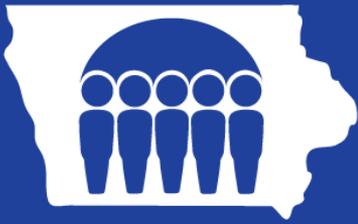
# Iowa Department of Human Services

Provider Enrollment Timeline																		
Duration	3 months			3 months			3 months			3 months			3 months					
Section 1																		
	IL's Letters Websites Magellan	Mental Health Providers																
		Info. And Comm. to MCOs	MCO Providers															
		Ask MCOs for unenrolled providers																
Informational Letters			Start High Risk, Moderate Risk + Site Visits			High Risk Fingerprint Providers												
Informational Letters	Re-enrollment						ACA Target Completion Date			Other Providers								
							Informational Letters	Waiver Recertification Providers										
Month-Year	Jul.-15	Aug.-15	Sept.-15	Oct.-15	Nov.-15	Dec.-15	Jan.-16	Feb.-16	Mar.-16	Apr.-16	May.-16	Jun.-16	Jul.-16	Aug.-16	Sept.-16	Oct.-16	Nov.-16	Dec.-16



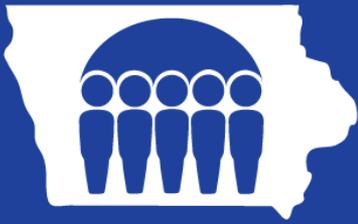


## Questions & Answers



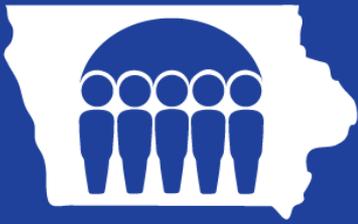
## Member Questions

Question	Answer
What if I missed the cutoff to change my MCO?	Please call the Member Services Unit at 1-800-338-8366
What if my provider isn't in my selected network?	You may use the 90-day period to select an MCO in which your provider is accessible to you
What if I don't like my MCO and want to change?	After January 1, 2016, you have 90 days to choose a different MCO, then you will stay with your MCO unless for good cause
Will my family be part of my MCO?	Families can choose to be in the same MCO, tentative assignment are made to do just that



## Member Questions Cont.

Question	Answer
Will members still pay premiums if they do so today?	Yes, per existing requirements
Will there be appeal rights?	Yes, with the MCO and then the state
Will my benefits change? If my level of care changes, who do I contact for review?	Benefits stay the same unless level of care needs change or eligibility changes. Members can contact Member Services for more information about benefits
Who authorizes services?	MCOs do. Based on state policy and administrative rule, the state reviews if level of care changes



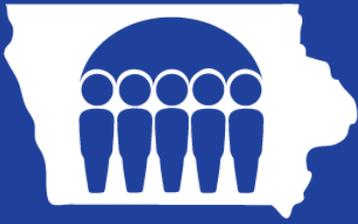
## Provider Questions

Question	Answer
How will service authorizations work?	MCOs will honor existing service authorizations for at least 3 months
How does claims payment work?	MCOs are required to pay within similar timeframes that Medicaid currently pays
How many networks can providers be a part of?	Providers can be part of all of the networks, or just one. Networks, however, must be statewide
What about utilization management?	MCOs are responsible for utilization management, and their policies must be approved through DHS



## Provider Questions Cont.

Question	Answer
When can I start working with MCOs?	Providers may begin working with the MCOs immediately
How do I get in contact with them?	See Informational Letter 1539 for contacts for each MCO
Will the enrollment paperwork across MCOs be the same?	Iowa Medicaid's enrollment application will be the same, but the MCOs may have additional requirements



## More information

Please visit our website at

<http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization> for updates, fact sheets, FAQs and more

Sign up for our newsletters at

<http://dhs.iowa.gov/ime/about/IMENewsletters>