The Department of Health and Human Services, in partnership with the University of New Hampshire presents

MCM Open Enrollment Provider Community Forums

Derry, November 4, 2013

Kelly Capuchino and Mary Ann Cooney

Forum Agenda

- I. Medicaid Recipient Enrollment Experience
- II. Implementation Update
- III. Timeline
- IV. Available MCM Resources
- V. Open Discussion/Q&A

The Purpose of this Forum

- To obtain feedback on what you and your clients are experiencing and suggestions on how we can help.
- Update you on enrollment to date and steps we've taken to improve the process.
- Review important dates and alert you to resources.

This is a time for open discussion and an opportunity for you to ask questions … this is not a training session.

I. Member Experience *"It's time to pick a health plan!"*

Medicaid Care Management

Medicaid Clients

*It's time to pick a health plan!**

3 Plans To Pick From

Meridian Health Plan

NEW HAMPSHIRE HEALTHY FAMILIES

WELL SENSE HEALTH PLAN

3 Ways To Enroll

By Phone
Call the Enrollment Center at 1-888-901-4999.

On-Line
Visit NH EASY at www.nheasy.nh.gov

By Mail
Send in the selection form you got in the mail.

For more information
Visit the DHHS website at www.dhhs.nh.gov and click on MCM or scan

For updates
Check us out on the web. Find us on Facebook.
Follow us on Twitter @MHMedicaidCM

* Your Medicaid coverage will not change. Dental and long term care supports will continue to covered under Medicaid. With the new Health Plans, you will have access to extras like care coordination and incentives to stay healthy!

NH Department of Health and Human Services

September 2013

I. Member Experience

NH Medicaid Care Management Program
The Recipient Participation Guide

MCM Participation	Recipient's Type of Assistance	Selection Options
Mandatory – Required to enroll	All Medicaid recipients except those noted below (including children)	• Select one of three Health Plans; or • Be **autoassigned** to a Health Plan
Voluntary – Not required to enroll	Children in Foster Care Home Care for Children with Severe Disabilities (also known as the Katie Beckett benefit) Children with Supplemental Security Income Dually Eligible for Medicare and Medicaid Special Medical Services and Partners In Health enrollees	• Select either one of three Health Plans or Opt out of participation; or • Be **autoassigned** to a Health Plan
Exempt/Excluded – Not permitted to enroll	Spend-down Clients Recipients of benefits from the Veterans Administration Qualified Medicare Beneficiaries (QMB) Special Low-Income Medicare Beneficiaries (SLMB) Qualified Disabled Working Individual (QDWI)	Not applicable

I. Member Experience

The Selection Process

Contents of the Notification

Contents of the Notifications		
Title of the Notification	Documents	Information Contents
Enrollment Packet	• Case specific letter • Enrollment Form • Postage paid envelope • Information on all 3 Health Plans • Frequently Asked Questions	• Participation status of household members • 60 days to select before autoassignment • Methods for selection of a Health Plan and a PCP
Reminder Letter (limited mailing to those who have yet to select as of the date of the letter)	• Case specific letter • Enrollment form	• Reminder to enroll • Methods to select a Health Plan
Confirmation letter (for both self-selection and autoassignment)	Case specific letter	• Indicates which Health Plan they have selected or have been assigned to • Methods to use to switch • 90 days to switch

I. Member Experience

Enrollment Packet contents available on the MCM webpage at:

http://www.dhhs.state.nh.us/ombp/caremgt/documents/id-enrollment-ltr.pdf

I. Member experience

The Health Plan member experience has 3 main components:

1. Health Plan Network – services from providers contracted with the Health Plan.
2. Additional Programs & Services (e.g., wellness and prevention) coordinated to meet their needs.
3. Care Coordination & Health Homes – PCP coordinates care; Health Homes for members with more complex needs where care manager assists with acquiring appropriate community supports.

II. Implementation Update: Metrics

Enrollment numbers to date (as of Thurs., 10/31):

Total (mandatory & voluntary)	44,708
Method of enrollment	Majority Call Center, followed by NH EASY
Voluntary	3,998 Opt In
	8,332 Opt Out
Call Center:	
# Calls	357
# Enrolled	383 (47 opted out)
Average length of call	6 minutes 27seconds
Average time in queue	14 seconds

II. Implementation Update: Common Questions

Opt out

Lose Medicaid?

- Continue to be enrolled in Medicaid with the same benefit package – *not* opting out of Medicaid.

Benefit of voluntary enrollment?

- Not one-size-fits-all; personal preference and tolerance for change.
- Try a Plan – see how MCM works.
- Care coordination, customer service and flexibility.

NOTE – clients must take action – if they don't notify DHHS they will be autoassigned.

Nursing Home Residents

New Hampshire MCM MEDICAID CARE MANAGEMENT

NH Dual ?

No

Mandatory

Per Diem DHHS

Other Medical Services MCO

Yes

Voluntary

OPT IN

Per Diem DHHS

Other Medical Services MCO

OPT OUT

NO CHANGE

II. Implementation Update: Common Questions

Check eligibility for Medicaid?

Which Health Plan is a client enrolled with?

- MMIS (Xerox)
- Health Plans

NOTE – DHHS has issued the *Quick Reference Guide* (now available on the What's New section of the DHHS website) containing Contact Information for the 3 Health Plans and information on business processes under MCM.

II. Implementation Update: Issues/Resolutions

Provider Directory

Clients can get help finding a provider not yet listed.

1. Call the Enrollment Call Center **1-888-901-4999.**

- Have access to list of providers in credentialing process
- May call providers not in Directory or on credentialing list.

2. DHHS has assessed and will continue to monitor network development.

- At Program Start Date directories will represent more complete offering.

II. Implementation Update: Issues/Resolutions

Transitions of Care

First 90 days after Program Start Date

- Discussions around continuity of care – even if a provider is not in a Health Plan network – are discussed with **each Health Plan**.
- During this period Health Plans will work to enroll out-of-network providers.
- If unable to contract the plans will work to evaluate opportunities to transition services to appropriate in-network providers.

III. Timeline

MCM Implementation Important Dates

New Hampshire MCM MEDICAID CARE MANAGEMENT

September 11, 2013 – November 12, 2013 through November 15, 2013	
Notification	**Dates**
Enrollment Packet	September 11, 2013 (system generation)
	September 16, 2013 – September 21, 2013 (hard copy mailing)
Confirmation Letters	Starting September 11, 2013 (generates as soon as a selection is made) **Autoassignment letters start on November 12, 2013** (generates with the closure of the 60 day window). **Hardcopy mailing starts on November 18, 2013**
Reminder Letters	Starting October 6, 2013 (system generation of electronic transmission, hard copy mailing)
NOTE: Medicaid clients open each day, this selection process represents a period in time mailing. A client that opens once the mailing starts will have dates that vary from those listed here.	

III. Timeline

- **Autoassignment** is staggered and begins on **11/12** with first set of notices being mailed on **11/18**.

- **December 1, 2013** - **Program Start Date** – first date of coverage for Medicaid clients under a Health Plan.

- Clients have **90 days** to choose a different plan.

III. Timeline

New Hampshire MCM MEDICAID CARE MANAGEMENT

Provider Training

"How to Assist Your Clients: *Navigating MCM Open Enrollment"* October 8,9 Brown Bldg. AUD, Concord or webinar

(See **Provider Training Opportunities** on MCM Webpage for recorded webinars, slide decks and Q&A.)

"Managing Business Processes" November 12, Grappone Center, Concord or webinar

https://www.events.unh.edu/RegistrationForm.pm?event_id=15461

(**Space still available - register now** – training is in conjunction with the release of the *Quick Reference Guide*.)

III. Timeline

New Hampshire MCM MEDICAID CARE MANAGEMENT

Statewide Provider Community Forums-

All forums are 5:30 PM – 7:00 PM.

Register at:

https://www.events.unh.edu/RegistrationForm.pm?event_id=15654

- October 1st in Keene - Keene Public Library, 60 Winter Street
- October 3rd in Dover - Dover Middle School, 16 Daley Drive
- October 10th in Concord - International Brotherhood of Electrical Workers Hall, 48 Airport Road
- October 15th in Portsmouth - Portsmouth Public Library, 175 Parrott Ave.
- October 17th in Manchester - Manchester Health Department, 1528 Elm Street
- October 21st in Conway - Kennett Middle School, 176 Main Street
- October 24th in Littleton - Littleton High, 159 Oak Hill Ave.
- October 28th in Claremont - Claremont Savings Bank, 145 Broad Street
- October 29th in Laconia - Laconia Middle School, 150 McGrath Street
- November 4th in Derry - Municipal Center, 14 Manning Street
- November 6th in Nashua - Nashua High School South, 36 Riverside Drive
- November 7th in Berlin - Berlin Middle School, 200 State Street

III. Timeline

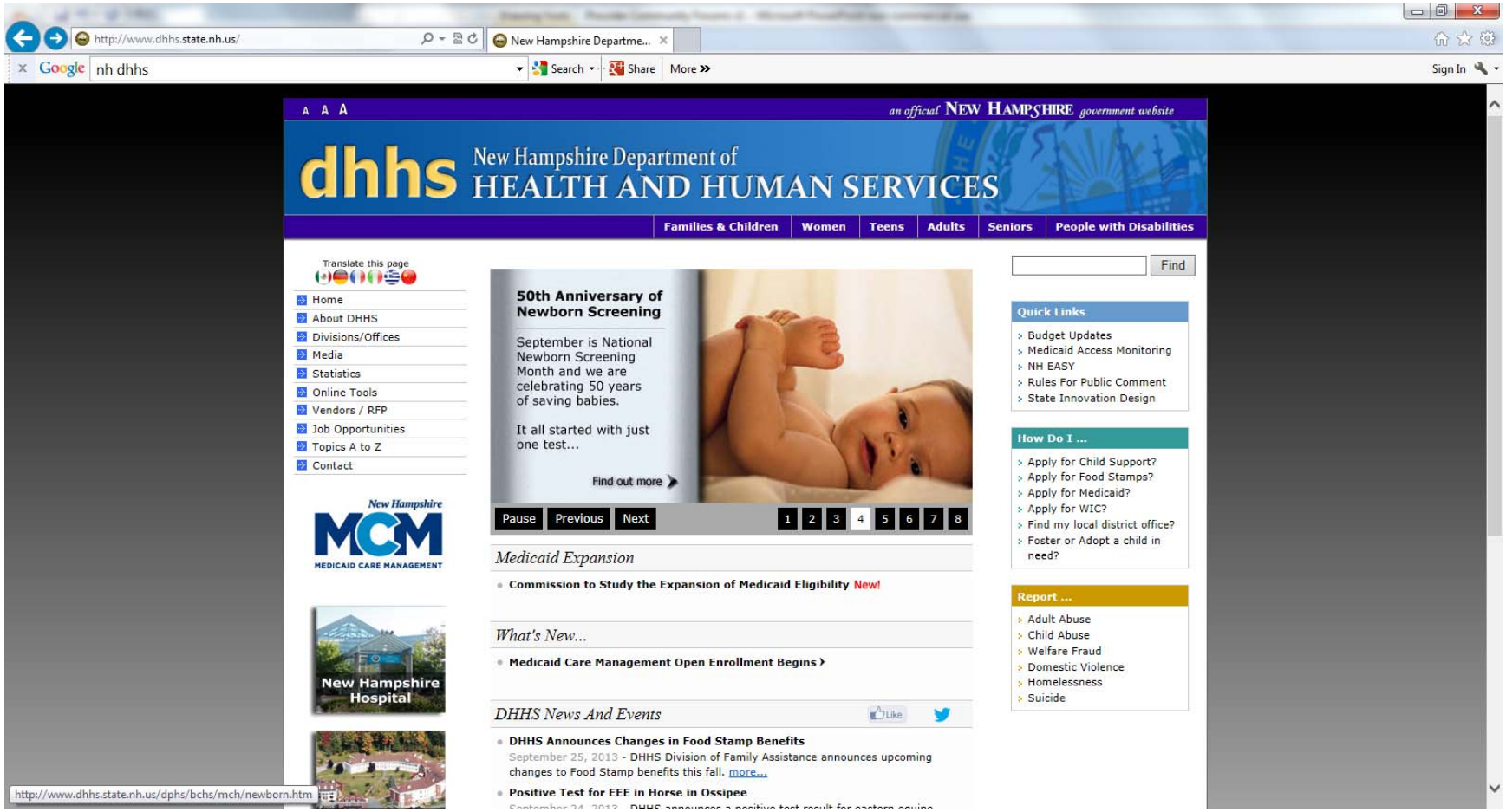
Client Information Sessions

- **October 8** - **9AM – Noon** - NE DEAF and Hard of Hearing, 57 Regional Dr., Concord
- **October 15 – 9AM – 11AM –** Families First of the Seacoast, 100 Campus Road, Portsmouth
- **October 17 – 9:30AM – 11:30AM** - Cheshire Medical Center, Court St., Keene
- **October 18 – 9AM – 11AM** – Manchester Health Dept., 1528 Elm St., Manchester
- **October 21** - NH Conference on the Homeless, Grappone Center (Booth Presence)
- **October 22 – 9AM – 11AM** – North Country Consortium, Littleton
- **October 23 – 5:00 PM – 7:00 PM** – Gateways Community Services, Nashua
- **October 29 – 6:00 PM – 8:00 PM** – Community Bridges, Concord
- **October 30 – 5:00 PM – 7:00 PM** - Derry Municipal Center, Derry
- **November 6 – 6:00 PM – 8:00 PM** – Lakes Region Community Services, Laconia

RSVP (unless otherwise noted) by e-mail to Teri Jones at: TMJones@dhhs.state.nh.us or by calling Teri at 603-271-9404. Please indicate any needs such as ASL, Large Print or alternative formats when you RSVP.

IV. Available MCM Resources

For the latest information and resources visit www.dhhs.nh.gov



IV. Available MCM Resources

New Hampshire MCM MEDICAID CARE MANAGEMENT

http://www.dhhs.state.nh.us/ombp/caremgt/index.htm

NH Medicaid Care Manage...

Google nh dhhs Search Share More Sign In

- Home
- About DHHS
- Divisions/Offices
- Media
- Statistics
- Online Tools
- Vendors / RFP
- Job Opportunities
- Topics A to Z
- Contact

NH Medicaid Care Management (MCM) Program

New Hampshire Medicaid is making changes to the Medicaid program. It is moving most Medicaid recipients to a Care Management program.

New Hampshire MCM MEDICAID CARE MANAGEMENT

Care Management will help NH Medicaid recipients to coordinate their health care. It will also help those Medicaid recipients with chronic diseases like diabetes, asthma, obesity, and mental illness. Through this program, Medicaid recipients will have wellness and prevention programs as a part of their Medicaid benefit.

The current Medicaid benefits will not change. Most Medicaid recipients will pick a Health Plan and a primary care provider from the Health Plan's list of providers. The Health Plan will pay doctors, nurses, hospitals, and other providers.

NH Medicaid RECIPIENTS

NH Medicaid PROVIDERS

What You Will Find Here and How You Can Use It

This webpage will have information about MCM for Medicaid **recipients**, **providers**, and for the public.

For a limited time, as Medicaid transitions to managed care, this webpage will support providers with timely and thorough MCM related information. Information for Medicaid recipients will be added in the near future. Look for updates in the "What's New" section of this webpage.

What's New!

- MCM Poster - It's Time to Pick a Health Plan
- MCM Poster - It's Time to Pick a Health Plan - Black and White Version
- For Providers - How to Assist Your Clients: Post-training Q & A
- New **provider** and **client** resources available
- Breaking news: DHHS announces Beginning of Open Enrollment

Like

Program Information

- Office of the Commissioner
- Office of Medicaid Business and Policy
- Division of Family Assistance
- MCM Archive
- Contact NH Medicaid Care Management Program

I am a Medicaid Client

- For Medicaid Recipients
- Client Resources
- Pick a Health Plan
- Frequently Asked Questions
- Provider Directory

I am a Medicaid Provider

- For NH Medicaid Providers
- Communications
- Training Opportunities
- Resource Documents
- Sample Client Letters

Related Resources

- NH Care Management Commission

Contact

- **Enrollment Call Center 1 (888) 901-4999**
- Contact Medicaid Client Services by phone at (800) 852-3345, ext 4344 or (603) 271-4344

IV. Available MCM Resources

New Hampshire MCM MEDICAID CARE MANAGEMENT

http://www.dhhs.state.nh.us/ombp/caremgt/providers.htm

NH Medicaid Providers | N...

Google nh dhhs Search Share More Sign In

DHHS HEALTH AND HUMAN SERVICES

Families & Children | Women | Teens | Adults | Seniors | People with Disabilities

Translate this page

- Home
- About DHHS
- Divisions/Offices
- Media
- Statistics
- Online Tools
- Vendors / RFP
- Job Opportunities
- Topics A to Z
- Contact

NH Medicaid Providers

New Hampshire Medicaid is making changes to the Medicaid program. This initiative – called Care Management – will transition NH Medicaid to a managed care model of administration. Care Management is designed to offer NH Medicaid clients options and support in managing their health care.

The Department of Health and Human Services has contracted with 3 health plans. These health plans will cover all current Medicaid benefits and will offer additional wellness and prevention services. The three health plans are:

New Hampshire Healthy Families
Meridian Health Plan
Well Sense Health Plan

Most Medicaid recipients will be required to select a plan or else be assigned to one. In the first year, a minority of Medicaid clients will have the option of enrolling in the Care Management programs or opting out. To ensure that your clients have continuity of care, you are encouraged to enroll with all 3 health plans. DHHS will use the Health Plan provider networks to assist those Medicaid recipients who request help in making their selection of a plan. Your clients may also call you to see if you have enrolled in the health plan they are considering.

For your clients with more complex medical needs, the health plans will offer care management services. A care manager will work closely with the client to secure a variety of services based on their needs in collaboration with you and your colleagues.

On this web page you will find information that is important for your clients and your practice on:

- Read the Department's Communication Releases for Providers
- Find out about training opportunities to learn how to help your clients choose a health plan
- Find Provider Resource Documents
- Links to sample notices and information being sent to your clients

Translate this page

Find

Like

Program Information

- NH Medicaid Care Management Program
- Office of Medicaid Business and Policy
- Division of Family Assistance
- MCM Archive
- Contact NH Medicaid Care Management Program

Medicaid Provider

- Communications
- Training Opportunities
- Resource Documents
- Sample Client Letters

Related Resources

- **Enrollment Call Center 1 (888) 901-4999**
- NH Care Management Commission

IV. Available Resources

New Hampshire MCM MEDICAID CARE MANAGEMENT

http://www.dhhs.state.nh.us/ombp/caremgt/provider-training.ht

New Hampshire Departme...

Google nh dhhs Search Share More Sign In

A A A

an official NEW HAMPSHIRE government website

dhhs New Hampshire Department of HEALTH AND HUMAN SERVICES

Families & Children | Women | Teens | Adults | Seniors | People with Disabilities

Translate this page

- Home
- About DHHS
- Divisions/Offices
- Media
- Statistics
- Online Tools
- Vendors / RFP
- Job Opportunities
- Topics A to Z
- Contact

Training Opportunities

The Department of Health and Human Services in partnership with the University of New Hampshire is offering a series of trainings and forums for NH Medicaid providers. These opportunities will be available to providers in various mediums, in-person and webinar attendance, and after the trainings content and recordings will be made available through the Department's webpage.

- Training Registration
- How to Assist Your Clients
- How to Assist Your Clients: Post-training Q & A

Scheduled trainings to date are as follows:

Tuesday, October 8, 2013
9:30am to 11:30am

Wednesday, October 9, 2013
9:30am to 11:30am

Auditorium - Brown Building
129 Pleasant Street
Concord NH 03301

In-person and webinar registration is open for both of the October trainings.

Medicaid Care Management Operations: Managing Business Processes

Tuesday, October 29, 2013
Time - To be announced

Thursday, October 31, 2013
Time - To be announced

Find

Like

Program Information

- NH Medicaid Care Management Program
- For NH Medicaid Providers
- MCM Archive
- Contact NH Medicaid Care Management Program

I am a Medicaid Provider

- Communications
- Resource Documents
- Sample Client Letters

Related Resources

- **Enrollment Call Center 1 (888) 901-4999**
- NH Care Management Commission

V. Open Discussion

- Feedback
- Suggestions
- Issues/Concerns
- Questions

New Hampshire MCM MEDICAID CARE MANAGEMENT

Thank You

MCM Program Provider Questions

E-mail:

mcmprovidercontact@dhhs.state.nh.us