



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

# MCM Open Enrollment Provider Community Forums

Portsmouth, October 15, 2013  
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# 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!”*



New Hampshire  
**MCM**  
MEDICAID CARE MANAGEMENT

## Medicaid Care Management Medicaid Clients

*It’s time to pick a health plan!\**

### 3 Plans To Pick From



### 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](http://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](http://www.dhhs.nh.gov) and click on  
or scan



#### For updates

Check us out on the web. Find us on Facebook.  
Follow us on Twitter @NHMedicaidCM



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

# I. Member Experience

## NH Medicaid Care Management Program The Recipient Participation Guide

MCM Participation	Recipient's Type of Assistance	Selection Options
<b>Mandatory</b> – Required to enroll	All Medicaid recipients except those noted below (including children)	<ul style="list-style-type: none"> <li>• Select one of three Health Plans; or</li> <li>• Be autoassigned to a Health Plan</li> </ul>
<b>Voluntary</b> – 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	<ul style="list-style-type: none"> <li>• Select either one of three Health Plans or Opt out of participation; or</li> <li>• Be autoassigned to a Health Plan</li> </ul>
<b>Exempt/Excluded</b> – 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
<b>Enrollment Packet</b>	<ul style="list-style-type: none"> <li>• Case specific letter</li> <li>• Enrollment Form</li> <li>• Postage paid envelope</li> <li>• Information on all 3 Health Plans</li> <li>• Frequently Asked Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Participation status of household members</li> <li>• 60 days to select before autoassignment</li> <li>• Methods for selection of a Health Plan and a PCP</li> </ul>
<b>Reminder Letter (limited mailing to those who have yet to select as of the date of the letter)</b>	<ul style="list-style-type: none"> <li>• Case specific letter</li> <li>• Enrollment form</li> </ul>	<ul style="list-style-type: none"> <li>• Reminder to enroll</li> <li>• Methods to select a Health Plan</li> </ul>
<b>Confirmation letter (for both self-selection and autoassignment)</b>	Case specific letter	<ul style="list-style-type: none"> <li>• Indicates which Health Plan they have selected or have been assigned to</li> <li>• Methods to use to switch</li> <li>• 90 days to switch</li> </ul>



# 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 Friday, 10/11):

**Total** (mandatory & voluntary) 21,526

**Method of enrollment** Majority Call Center, followed by NH EASY

**Voluntary**  
1,981 Opt In  
4,016 Opt Out

### **Call Center:**

**# Calls** 332

**# Enrolled** 287 (45 opted out)

**Average length of call** 6 minutes 26 seconds

**Average time in queue** 3 seconds

## II. Implementation Update: Common Questions



### Opt out

Lose Medicaid?

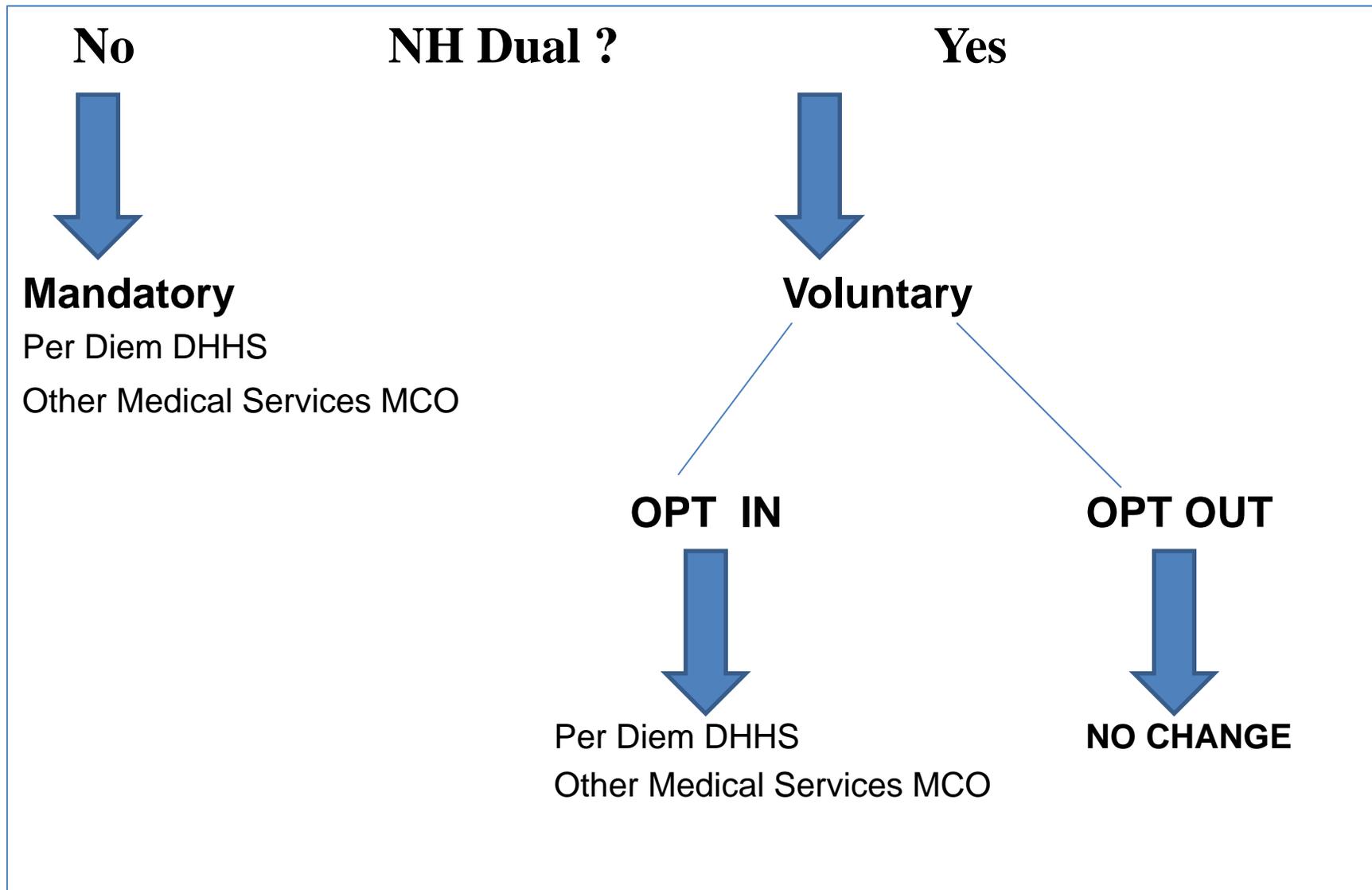
- Continue to be enrolled in Medicaid with the same benefit package – *not* opting out of Medicaid.

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



## II. Implementation Update: Common Questions



Check eligibility for Medicaid?

Which Health Plan is a client enrolled with?

- MMIS (Xerox)
- Health Plans

**NOTE – DHHS will be issuing the *Quick Reference Guide* (end of October) containing contact Information for 3 Health Plans and Xerox.**

## II. Implementation Update: Issues/Resolutions



### **Provider Directory**

Two primary issues:

- 1) Systems related - some providers were excluded in Health Plan file transmission to DHHS. **Corrective Action Underway - DHHS Monitoring.**
- 2) User-error – misunderstanding of purpose/function of DHHS Provider Directory. **Communication Strategy for Providers/Clients.**

Adding an intermediate webpage explaining function and including tips use. Tip Sheet added to webpage and distributed at Client Information Sessions and Provider Forums.

# III. Timeline

## MCM Implementation Important Dates



**September 11, 2013 – November 12, 2013 through November 15, 2013**

<b>Notification</b>	<b>Dates</b>
<b>Enrollment Packet</b>	September 11, 2013 (system generation)
	September 16, 2013 – September 21, 2013 (hard copy mailing)
<b>Confirmation Letters</b>	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
<b>Reminder Letters</b>	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

### Provider Training

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

[https://www.events.unh.edu/RegistrationForm.pm?event\\_id=15461](https://www.events.unh.edu/RegistrationForm.pm?event_id=15461)

“Managing Business Processes” November 12,  
Grappone Center, Concord or webinar

[https://www.events.unh.edu/RegistrationForm.pm?event\\_id=15461](https://www.events.unh.edu/RegistrationForm.pm?event_id=15461)

## III. Timeline

### **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](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, 5 / 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 22 – 9AM – 11AM** – North Country Consortium, Littleton

## Booth Presence

- **October 21** – NH Conference on Homelessness, Grappone Conference center

# IV. Available MCM Resources

For the latest information and resources visit [www.dhhs.nh.gov](http://www.dhhs.nh.gov)



A screenshot of the New Hampshire Department of Health and Human Services (DHHS) website. The browser address bar shows "http://www.dhhs.state.nh.us/". The website header includes the DHHS logo and the text "New Hampshire Department of HEALTH AND HUMAN SERVICES". A navigation menu lists categories: Families &amp; Children, Women, Teens, Adults, Seniors, and People with Disabilities. The main content area features a "50th Anniversary of Newborn Screening" article with a photo of a baby. Below this is a "Medicaid Expansion" section with a link to "Commission to Study the Expansion of Medicaid Eligibility New!". There is also a "What's New..." section with a link to "Medicaid Care Management Open Enrollment Begins". The right sidebar contains "Quick Links" and "How Do I ..." sections with various service links. The bottom of the page shows a URL: "http://www.dhhs.state.nh.us/dphs/bchs/mch/newborn.htm".

# IV. Available MCM Resources



http://www.dhhs.state.nh.us/ombp/caremgmt/index.htm NH Medicaid Care Manage... x

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## 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.



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](#)

### 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



The screenshot shows a web browser window displaying the 'NH Medicaid Providers' page on the Department of Health and Human Services (DHHS) website. The browser's address bar shows the URL 'http://www.dhhs.state.nh.us/ombp/caremgmt/providers.htm'. The page features a navigation menu with categories like 'Families & Children', 'Women', 'Teens', 'Adults', 'Seniors', and 'People with Disabilities'. The main content area is titled 'NH Medicaid Providers' and includes a search bar, social media links, and several informational sections. A sidebar on the left contains a 'Translate this page' button and a list of site navigation options. The right sidebar contains sections for 'Program Information', 'Medicaid Provider', and 'Related Resources'.

**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

**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**

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**1 (888) 901-4999**
- > NH Care Management Commission

# IV. Available Resources



A screenshot of a web browser displaying the New Hampshire Department of Health and Human Services (DHHS) website. The browser's address bar shows the URL "http://www.dhhs.state.nh.us/ombp/carengt/provider-training.ht". The website header includes the DHHS logo and the text "New Hampshire Department of HEALTH AND HUMAN SERVICES". A navigation menu lists categories: Families &amp; Children, Women, Teens, Adults, Seniors, and People with Disabilities. The main content area is titled "Training Opportunities" and contains a search bar, social media icons for Facebook and Twitter, and a "Program Information" section with links to "NH Medicaid Care Management Program", "For NH Medicaid Providers", "MCM Archive", and "Contact NH Medicaid Care Management Program". Below this is a section for "I am a Medicaid Provider" with links to "Communications", "Resource Documents", and "Sample Client Letters". A "Related Resources" section includes "Enrollment Call Center 1 (888) 901-4999" and "NH Care Management Commission". The main text describes training opportunities in partnership with the University of New Hampshire, listing scheduled trainings for Tuesday, October 8, 2013 (9:30am to 11:30am) and Wednesday, October 9, 2013 (9:30am to 11:30am), both at the Auditorium - Brown Building, 129 Pleasant Street, Concord NH 03301. It also mentions in-person and webinar registration for both October trainings and provides details for a "Medicaid Care Management Operations: Managing Business Processes" training on Tuesday, October 29, 2013, and Thursday, October 31, 2013.

## V. Open Discussion

- Feedback
- Suggestions
- Issues/Concerns
- Questions



# Thank You

## **MCM Program Provider Questions**

E-mail:

[mcmprovidercontact@dhhs.state.nh.us](mailto:mcmprovidercontact@dhhs.state.nh.us)