



TO: NH Medicaid Providers
FROM: Kathleen Dunn, RN, MPH - Associate Commissioner, Medicaid Director
RE: Regular Update #1: Provider Communication Plan and Health Plan Enrollment Reminder

Background **NH Medicaid is undergoing a transition from the current fee-for-service model to a managed care model.**

This initiative is called Medicaid Care Management (MCM). The Department of Health and Human Services (DHHS) has contracted with three managed care organizations (MCOs) to offer three Health Plans to Medicaid recipients. Medicaid recipients enroll in a Health Plan for coverage of their medical services. Providers who are enrolled in a member's Health Plan will receive payment directly from the managed care organization. The Go-Live date is **December 1, 2013** – that is the date Medicaid recipients begin receiving coverage from the Health Plans.

Communication Plan **The Office of Medicaid Business and Policy (OMBP) is launching a communication initiative to support providers with timely and important MCM related information.**

Providers will receive e-mails alerting them to the issuance of new information releases, the availability of resources and supports, and the scheduling of training opportunities and other events. This information will be available on the DHHS MCM webpage at:

<http://www.dhhs.nh.gov/ombp/caremgmt/index.htm>

Types of Communication Releases **Communication releases will include the following types: Regular Updates and Breaking News.**

Regular Updates are informational bulletins posted to the Department's MCM webpage. These communications will inform providers on the planning and implementation of the program and will highlight specific topics, such as an overview of the managed care model of administration and business process changes. Regular Updates will also include information about training opportunities, other events and direct providers to resources as they become available, including samples of the information being provided to clients.

Breaking News is a notification to providers of significant achievements or changes to the MCM schedule or roll out. These releases will alert a provider to significant events, for example, the beginning of open enrollment (recipient Health Plan selection process) and the go-live date (the first day of coverage under the Health Plans).

Resources and Events

DHHS will make a number of resources available to assist providers in navigating both the modifications to business processes and to support providers in assisting their clients. The resources will be accessible on the DHHS webpage and will include technical assistance documents, event schedules and documents from training.

Technical Assistance is a set of detailed instructions that will assist providers with making business process adjustments and will serve as a resource for providers in support of ongoing business operations. These releases will cover topics such as billing processes and requests for service authorizations and other issues identified during the MCM transition.

Two types of events are scheduled to occur. The first is training for “Managing Business Processes” and “How to Assist Your Client in Navigating MCM Open Enrollment” (see below). The second type of event will be a series of community forums. These forums will take place in the evening at locations around the state and are open to the public.

Medicaid Recipient Communications

Regular Updates to providers will include dates for planned communications with your clients. DHHS will also make communication samples available for providers on the MCM website.

The DHHS Division of Client Services (DCS) Unit has developed a communication plan to inform Medicaid recipients of the important change to their Medicaid benefit. This will include detailed instructions about what action to take, if any, and when actions are required. Planned communications to Medicaid recipients include a series of letters, as well as other types of outreach efforts.

The first letter to Medicaid recipients will be mailed the week of August 19th. This “heads up” letter alerts clients that MCM enrollment will begin mid-September and to watch their mail for their enrollment packet. A copy of the letter will be made available on the MCM webpage.

Provider Enrollment with Health Plans

DHHS encourages each provider to enroll with all three MCOs.

Enrolling with each managed care organization will ensure the continuity of care for your clients and that each Health Plan can offer a choice to Medicaid recipients with a robust provider network. Please use the contact information provided below to enroll. Use the attached *NH Medicaid Care Management Program Health Plan Contacts and Resource Guide* also available on the MCM webpage to find contacts for MCO Provider Relations and DHHS.

Upcoming News

The next Regular Update is scheduled to be released on August 19th. This communication is called “MCM 101.” This update provides an overview of the managed care model of administration as it relates to the NH Medicaid program.

Upcoming Events

DHHS will offer training for providers starting in September. This training is called “How to Assist Your Clients: Navigating MCM Open Enrollment.”

This training will be offered twice prior to the start of Open Enrollment (September 11 and 12) and twice **one week after** Open Enrollment begins (October 8 and 9). Please watch for more information in the next regular update including instructions on how to reserve your in-person or webinar attendance.



NH Medicaid Care Management Program Health Plan Contact and Resource Guide

Health Plan	Well Sense Health Plan	NH Healthy Families	Meridian Health Plan
Managed Care Organization	Boston Medical Center Health Net Plan	Centene	Meridian
Provider Relations Contact	Kristina Griffin 603-263-3043 Kristina.griffin@bhmcp.org	Provider Relations Office 866-769-3085	Mark Simpson 603-263-7000 x 6521 Mark.simpson@mhplan.com
Website	www.wellsense.org/providers.org	www.nhhealthyfamilies.com	www.mhplan.com/nh/providers/
NH Medicaid Account Managers	MaryGaye Grizwin mgrizwin@dhhs.state.nh.us	Patrick McGowan mmcgowan@dhhs.state.nh.us	Laura Ford lford@dhhs.state.nh.us

Department of Health and Human Services
Office of Medicaid Business and Policy
129 Pleasant Street - Concord NH 03301