



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

How to Assist Your Clients: *Navigating Medicaid Care Management (MCM) Open Enrollment*

October 8, 2013 & October 9, 2013

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Training Agenda



- I. MCM Program
- II. The Selection Process
- III. How to Assist Your Client
- IV. Enrollment
- V. Health Plan Membership

I. Medicaid Care Management Medicaid Recipients

- No change in benefits
- Eligibility for Medicaid and enrollment into MCM managed by DHHS
- Select one of three Health Plans (with some exceptions)
- 60 days to select a plan
- 90 days after the start of coverage to switch to another Health Plan

I. Medicaid Care Management The Health Plans



I. Medicaid Care Management The Health Plans

Health Plans will pay for the medical services their members receive

Excluding: Dental Services and Long Term Care Support and Services like Waiver Services

I. MCM Implementation

Important Dates



1st DAY of HEALTH PLAN COVERAGE

DECEMBER 1, 2013

Notification	Dates
Enrollment Packet	Mailed in September
Reminder Letters	Month of October
Confirmation Letters	<ul style="list-style-type: none">- Generates as soon as a selection is made- Selection – Health Plan Choice or Opt Out- For auto assignment generation starts 11/12/13 (mailing starts 11/18/13)

I. MCM Implementation

Important Dates



1st DAY of HEALTH PLAN COVERAGE

Notices received electronically
and hard copy in the mail

Reminder Letters

Month of October

Confirmation Letters

- Generates as soon as a selection is made
- Selection – Health Plan Choice or Opt Out
- For auto assignment generation starts 11/12/13 (mailing starts 11/18/13)

II. The Selection Process

MCM Participation Status



Three Participation Statuses

- Voluntary
- Exempt
- Mandatory

II. Selection Process

MCM Participation Status



Voluntary – Optional participation

- **Children in Foster Care**
- **Home Care for Children with Severe Disabilities**
(also known as the Katie Beckett)
- **Children with Supplemental Security Income**
- **Dually Eligible for Medicare and Medicaid**
- **Special Medical Services and Partners In Health enrollees**

II. Selection Process

MCM Participation Status



Voluntary – Optional participation

- **“To Opt Out” means Medicaid coverage continues – through regular Medicaid**
- **This option is time limited – after the first year of the program these clients will be required to participate**

II. Selection Process

MCM Participation Status



Exempt – Not permitted to participate

- **Spend-down Clients**
- **Recipients of medical benefits from the Veterans Administration**
- **Qualified Medicare Beneficiaries (QMB)**
- **Special Low-Income Medicare Beneficiaries (SLMB)**
- **Qualified Disabled Working Individual (QDWI)**

II. Selection Process

MCM Participation Status

Mandatory – Required to participate

CHOICES: Self-select one of the three Health Plans within the 60 day period or be autoassigned

Voluntary – Optional participation

CHOICES: Self- select either one of the three Health Plans or to “opt out” within the 60 day period or be autoassigned.

III. How to Assist Your Clients



1. Examine the client's current situation
2. Guide the client to Resources
3. Remind them there is a deadline to act
4. Facilitate enrollment action whenever possible

III. How to Assist Your Clients



1. Examine the client's current situation

- **Make a list of providers**
- **Consider different provider types**
- **Number of visits a year**
- **Relationship with the provider**
- **Current treatment plan**
- **Other household members**
- **Input from caregivers**

III. How to Assist Your Clients



2. Guide to information

- **Case specific Letter and Selection Form**
- **Frequently Asked Questions**
- **Meet Your Health Plans**
- **Provider Directory Tip Sheet**

III. How to Assist Your Clients Guide – Their Enrollment Packet



Department of Health and Human Services
Care Management CSU
PO Box 1810
Concord, NH 03302-9954

September 19, 2013

Jane Doe
1234 Pleasant Street
Pleasant Town, NH

Esta carta es un anuncio importante sobre sus nuevos beneficios de New Hampshire Medicaid. Por favor llame al Centro de llamadas de inscripción de gestión de la atención (Care Management Enrollment Call Center) al 1-888-901-4999 si tiene alguna pregunta respecto a esta carta. Puede solicitar los servicios gratuitos de un intérprete.

PICK A HEALTH PLAN IN NH MEDICAID'S CARE MANAGEMENT PROGRAM

Under the NH Medicaid Care Management Program, three companies called Health Plans will provide your health care coverage. Each Health Plan has doctors, hospitals, and other health care providers available to provide your care. **You are getting this letter because you or someone in your case gets NH Medicaid and must pick a Health Plan or opt out by the Due Date listed below.** Your Medicaid benefits will stay the same in whatever Health Plan you pick. After you pick a health plan, you will be asked to pick a primary care provider (PCP). You may already have a PCP or know of a PCP you would like. If you do, you may tell us the PCP you want when you pick your Health Plan.

Call the Care Management Enrollment Call Center at 1-888-901-4999 to pick your Health Plan and PCP, to opt out of picking your Health Plan if you have that option, or if you have any questions about this letter.

These are the people in your case who have not yet picked a Health Plan and must pick one or opt out by the due date. If these people don't pick a Health Plan by this date, a Health Plan will be assigned for the individual:

Name	Enrollment Status	Reason	Due Date
Jane Doe	Mandatory	N/A	11/18/2013
Child Doe	Mandatory	N/A	11/18/2013
Foster Child Doe	Voluntary	Foster Care	11/18/2013

When picking a Health Plan, each person will also be able to tell us the PCP he or she wants, if he or she has one.

Each person in your case has an enrollment status.

- "Mandatory" enrollment status means that a person must pick a Health Plan.
- "Voluntary" enrollment status means that a person must pick a Health Plan. Opting out of picking a Health Plan means that the person will continue in Medicaid fee-for-service. Medicaid benefits will not change if the person picks a Health Plan. A person is considered *Voluntary* based on their category.
- If a person is getting Medicaid but has not been asked to pick a Health Plan, the person is in an *Exempt* status. "Exempt" means the person may not pick a Health Plan. The person will

continue in Medicaid fee-for-service. Medicaid benefits will not change if the person is in an *Exempt* status. A person is "Exempt" from picking a Health Plan if, for example, he or she gets benefits from the US Department of Veteran's Affairs, QMB, SLMB/SLMB135, or QDWI *only*, or he or she is in the In and Out Medical Assistance program.

HOW DO I PICK A HEALTH PLAN AND IDENTIFY WHICH PRIMARY CARE PROVIDER (PCP) I WANT?

You may pick from three Health Plans. The enclosed Frequently Asked Questions (FAQ) will help you decide which Health Plan is best for you. After you pick a health plan, you will be asked to pick a PCP. You may already have a PCP or know of a PCP you would like. If you do, you may tell us the PCP you want when you pick your Health Plan. You do not have to pick a PCP now. For more help in picking your Health Plan or PCP, you may:

- Call the Care Management Enrollment Call Center at 1-888-901-4999 or
- Visit <http://www.dhhs.nh.gov/ombp/caremg/index.htm>

You have a child in your home for which you receive foster care services. You must contact the DCYF fiscal specialist regarding picking the Health Plan for the child in your care.

You do not have a NH EASY account yet, but if you create one, you can pick your Health Plan and PCP online. The online process is easy and fast. All you have to do is:

- Go to www.nheasy.nh.gov
- Create an account. You will need this Personal Identification Number (PIN): [PIN #]

Once you have a NH EASY account:

- Login by entering your User ID and password
- Once you have logged in, select the "Go Now" button in the Care Management box.
- When picking your Health Plan, you can also pick your PCP. You do not have to pick a PCP now.
- When you know which Health Plan and PCP you want, select the orange "Submit" button at the bottom of the screen to save your choice. It's that simple.

If you do not call the Care Management Enrollment Call Center at 1-888-901-4999 or create a NH EASY account to pick your Health Plan and PCP, you must complete and return the Health Plan Selection Form that is with this letter.

WHAT HAPPENS NEXT?

Keep using your Medicaid Card. You will still

Don't throw your Medicaid Card away. The Welcome Packet from your Health Plan with information. The Welcome Packet will explain

Call us for help with any questions you have about picking your Health Plan or

Samples available at www.dhhs.nh.gov – just follow the MCM logo, also included with your training materials

III. How to Assist Your Clients



2. Guide to The DHHS Provider Directory

Please keep in mind...

Systems glitches (fix ongoing)

Exclusion or duplication

User Error

Additional supports and direction

Nature of a Provider Network

Continuing contracting and credentialing activities

• **Searching by Doctor's Name**

Write the first few letters of their first OR last name in the text box. You do not have to type in the doctor's full or entire name. (Try entering in the first three letters in the field.) Hit "Search."

Be sure you have clicked on the "Search by Doctor" button.

Looking for your Specialist?
 Be sure to click the "All" button.

OR

Looking for your Primary
 Care Provider. Click the
 "PCPs Only" button.

- **Searching by Name of Doctor's Practice**

Write in the first few letters of the doctor's practice name in the text box and hit "Search."

Find a Health Plan

On this page you can find doctors and organizations and the health plans they are part of.

- To find a doctor or organization you know, enter the first and last name, organization name or phone number.
- To find a doctor or organization near you, enter your city or zip code.
- Enter one or more of the fields below and select the 'Search' button.

Search By Doctor Search By Organization

Organization Name:

City/Town: Zip: Phone Number: - - Health Plan:

Be sure you have clicked on the "Search by Organization" button.

III. How to Assist Your Clients



Guide to Considering the Opt Out Question

Voluntary – Optional participation

- **Care Coordination and other incentives like **programs that support healthy choices****
- **A year to trying out the Health Plan/build relationships**
- **You can “opt out” and wait for things to settle**
- **Remember it is not a one size fits all answer**

III. How to Assist Your Clients

Guide to Self-Selection

Mandatory – Required to participate

- **Health Plan *Extras* include:**
 - Incentives for positive health care choices
 - Care coordination for those with complex health care needs
 - Optional wellness and prevention programs
- Choosing the Health Plan reduces confusion and improves the client's ability to access services

III. How to Assist Your Clients! Guide – More Questions?

– Questions about enrollment :

Call the DHHS Enrollment Call Center (1-888-901-4999)

– Specific questions about the Health Plans:

Call Health Plan Member Services Call Centers (Available on the MCM webpage under Resource Documents “MCM Contacts and Resource Guide”).

III. How to Assist Your Clients Remind

- Remind there is a **due date** to making a selection
- No selection means they will be autoassigned, that does not consider the client's preferences

III. How to Assist Your Clients

Remind and **guide**, but do not direct...

reduce the likelihood that the client will perceive your assistance as direction by assisting them with their assessment of their options.

III. How to Assist Your Clients

4. Facilitate Enrollment Action

- Present the various options for taking an enrollment action: phone, mail, online
- Assist the client in accessing online options or calling the Enrollment Call Center (1-888-901-4999)
- Guide through the completion of the form, careful to follow the directions
- If possible facilitate enrollment action with the client's permission/request

IV. Enrollment –Options



- A. Call Center - 1-888-901-4999
- B. Mail-in – The Selection Form
- C. Online – www.nheasy.nh.gov

IV. Enrollment Options

Mail-in



Return Enrollment Forms to:

Care Management CSU

NH Department of Health and Human
Services

PO BOX 1810

Concord, NH 03302-9954

IV. Enrollment

A. Call Center 1-888-901-4999

- One-on-One assistance
- Knowledgeable in NH Medicaid and MCM Program policies and procedures
 - Trained in New Heights, the state's eligibility software
- Represents an unbiased overview of the Care Management Program
- Reinforces the client's freedom to choose

IV. Enrollment

A. Call Center 1-888-901-4999

- Processing enrollments
 - Health Plan selection or opt out
 - Selection of a PCP (during the open enrollment period is OPTIONAL)
 - Assist client with transfer requests (switching plans)
- Medicaid Client Services assist on complex cases

IV. Enrollment **A. Call Center**

Easy: Client knows their PCP and Health Plan.

- Confirm identity and whether caller is case head, authorized representative or self
- Enroll caller in selected plan
- Complete PCP selection (if you don't have PCP)
- Confirm selection of plan and PCP before ending call
- Request participation in a customer service satisfaction survey

IV. Enrollment A. Call Center

Confused: Caller doesn't understand Management or how to pick a Health Plan.



- Confirm identity and status of caller
- Explain Care Management Program
- Review mandatory and voluntary groups for enrollment
- Based on level of confusion, either go through letter or give website addresses for DHHS and 3 Health Plans
- Explain the provider directories, and give location where they can be found
- Assist client with enrollment or encourage calling after doing research
- Request participation in a customer service satisfaction survey

IV. Enrollment A. Call Center

Complicated: 3 family members need to be enrolled, 2 mandatory and 1 voluntary.

- Confirm identity, status of caller and each member in case
- Ask for name of PCP for each member
- Confirm the plans PCP is enrolled in
- Ask client if ready to pick a plan or further questions
- Confirm plans for requested specialists or hospitals
- Ask member if ready to pick a plan
- If no, review side-by-side, mailed with enrollment packet
- Confirm enrollment and PCP selection for each member in case
- Request participation in a customer service satisfaction survey

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HEALTH PLAN SELECTION FORM

The people listed below are eligible to pick or change a Health Plan.

- If you do not have a current Health Plan, you MUST pick a Health Plan.
- If you have a current Health Plan, you can pick a new one if you want.
- If Opt Out is an option, you can choose to opt out and not select a Health Plan.
- Optional – You can tell us the primary care provider (PCP) you want by calling 1-888-901-4999 to get the PCP's NPI Number (National Provider Identifier) below.

Please review the instructions on the back.

Name	MID	Well Sense	Healthy Families	Meridian	Opt Out	NPI Number (Optional)
Jane Doe	12341234123	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A	
Child Doe	12451245124	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A	
Foster Child Doe	12561256125	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do not write below this grid.

B. Mail-in option



Case #
ID: AE0116

IV. Enrollment

B. Mail-In Option



HOW TO COMPLETE THIS FORM

To pick a Health Plan using this form, you must fill it out according to the guidelines below:

- Use BLACK ink.
- Fill in only one circle for each person.
- Fill in the entire circle, firmly, and within the lines, as much as possible.
- If the person does not want to enroll in a Health Plan, fill in the “Opt Out” circle, if it’s offered.
- If you want to tell us the PCP you have picked, enter the PCP’s NPI Number (National Provider Identifier). To get the NPI Number, you may call the Care Management Enrollment Call Center at 1-888-901-4999 or visit <http://www.dhhs.nh.gov/ombp/caremgmt/index.htm>.
- You may simply call the Care Management Enrollment Call Center at 1-888-901-4999, rather than complete this form, if you choose. <http://www.dhhs.nh.gov/ombp/caremgmt/index.htm>

Do NOT do the following:

- Do not fill in more than one circle for any one person.
- Do not write outside of the circles.
- Do not cross out mistakes.
- Do not fold, wrinkle, or crease this form.
- Do not write on or near the barcode.

Return the completed form in the enclosed envelope or mail it to:

Care Management CSU

IMPORTANT to complete as requested! Enrollment Forms will be processed at the Central Scanning Unit.

IV. Enrollment **B. Mail-in Option** Selecting a PCP

On the form - fill in the NPI number for their provider.

The NPI number is available:

1. In the provider directories
2. By calling the Enrollment Call Center
1-888-901-4999

REMEMBER: Medicaid recipient is NOT required to select a PCP in the Health Plan selection process

IV. Enrollment

B. Mail-in



Return Selection Forms to:

Care Management CSU

NH Department of Health and Human
Services

PO BOX 1810

Concord, NH 03302-9954

IV. Enrollment

C. Online option



New Hampshire Electronic Application SYstem

Apply for Assistance

- Food Stamps
- Cash
- Medicaid
- Child Care

New Applicants

- Do I qualify for assistance?
- Apply for services
- Create an account

DHHS Existing Clients

- Check case status
- Online notices/mail
- Reapply
- Report changes
- Redeterminations
- Add programs

NH EASY

New Hampshire Department of
HEALTH AND HUMAN SERVICES



Access Your Account

User ID

Log In

[Forgot your User ID?](#)

[Need help logging in?](#)

Existing or Returning Clients
Create an Account



- Apply for new benefits
- Do redeterminations
- Report changes to your case
- Read notices online

Create Account

Do I Qualify?



A quick and easy option
to learn if you may be
eligible for assistance

Check Now

New Clients
Apply Online For:



- Cash Assistance
- Medicaid
- Food Stamps
- Child Care Assistance
- Medicare Savings Program

Apply Now

Announcements

- ▶ NH EASY is available on-line from 6:00 AM until 12:00 AM (Midnight) Monday through Sunday.
- ▶ Please take a few minutes to complete our [NH EASY User Feedback Survey](#). We'd really like to know about your experience using the online NH EASY system. Your responses to this survey will help us improve NH EASY for everyone!

IV. Enrollment C. Online Option

Create An Account in NH EASY

- Go to www.nheasy.nh.gov
- Select “Create Account”
- Enter information and “Don’t have a PIN?”
- Go back to site after receiving PIN and select “Create Account,” enter information and PIN.

The screenshot shows the NH EASY website header with the logo and the text "New Hampshire Department of HEALTH AND HUMAN SERVICES". Below the header is a banner with the text "Welcome to NH EASY" over a background of purple flowers. To the right of the banner is a login box titled "Access Your Account" with a "Log In" button and links for "Forgot your User ID?" and "Need help logging in?". Below the banner are three main sections: "Existing or Returning Clients Create an Account" with a briefcase icon and a list of actions (Apply for new benefits, Do redeterminations, Report changes to your case, Read notices online); "Do I Qualify?" with a pair of glasses icon and text "A quick and easy option to learn if you may be eligible for assistance"; and "New Clients Apply Online For:" with a document icon and a list of services (Cash Assistance, Medicaid, Food Stamps, Child Care Assistance, Medicare Savings Program). Each section has an orange button with a right-pointing arrow: "Create Account", "Check Now", and "Apply Now". At the bottom, there is an "Announcements" section with two bullet points: "NH EASY is available on-line from 6:00 AM until 12:00 AM (Midnight) Monday through Sunday." and "Please take a few minutes to complete our NH EASY User Feedback Survey. We'd really like to know about your experience using the online NH EASY system. Your responses to this survey will help us improve NH EASY for everyone!"

IV. Enrollment C. Online Option

Organizations Enrolling as a NH EASY Provider



- Must complete and submit Form 777 “NH EASY Provider Enrollment”
- Client must request the organization to be linked to their case and forego having their own account.
 - Complete and submit Form 776, “Client consent to Grant Access to NH EASY”
- Once Form is received by District office, the case will be connected to the organization’s NH EASY account.

IV. Enrollment C. Online Option

Organizations with enhanced NH EASY Accounts



- File Applications on behalf of applicants
- Access clientele's case information
- View Client's notices/letters
- Perform change reports
- Add a program
- Reapply
- Redeterminations online
- "Go green"
- Select Health Plans

IV. Enrollment

C. Online Option



Home Notices Go Green Case Profile District Office Care Management

Case Number: 842535984 Last Login: Wednesday, July 10, 201

 • Go "green" and [stop receiving paper notices](#)
• Your redetermination is due in June 2014

What Do You Want To Do?
You can select a tab above to view more information or pick an option below:

<p>Add New Benefits</p> <p>Apply for additional benefits</p> <p></p> <p>Apply Now ▶</p>	<p>Report Changes</p> <p>Report a change such as:</p> <ul style="list-style-type: none">• I moved• New person in my household• I got a new job• My rent changed <p></p> <p>Report Now ▶</p>	<p>Care Management</p> <ul style="list-style-type: none">• Research Health Plan options• Enroll in a Health Plan• Change my Health Plan• View Health Plan History <p></p> <p>Go Now ▶</p>
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Useful Information

- ▶ Please take a few minutes to complete our [NH EASY User Feedback Survey](#).
- ▶ If you have an EBT card, you can access your account information by visiting the [EDGE Customer Portal](#)
- ▶ **SafeLink** 1-800-368-5838
The Free Cell Phone & Minutes Program
Apply online for a free cell phone and minutes program through [SafeLink](#)! Enter Promo Code NHDHS.
- ▶ Get information about help paying for landline phone services through the [Link-up NH](#) and [Lifeline Telephone Ass Programs](#).

IV. Enrollment C. Online Option Care Management - Selection Tab



NH@ASY an official New Hampshire government website
Department of Health and Human Services

DHHS | My Account | Change text size: A A A Mother Goose | Logout

Home Notices Go Green Case Profile District Office Care Management Help

Selection History Research

Case Number: 842535984

Health Plan Selection

You can select a health plan for each eligible person in your case. You can also tell us who your Primary Care Provider (PCP) is by choosing the 'Select your PCP' button. **Make sure you select 'Submit' before leaving this page!**

Which health plan is best for me? To compare health plans and research their provider networks, go to the [Research](#) tab.

	Name/Date of Birth	Status	Opt In/Out	Health Plan	PCP (Optional)
	Mother Goose 06/27/1976	Mandatory		<input type="text"/>	Select Your PCP ▶
	One Goose 11/22/2001	Voluntary	<input type="text" value="Opt In"/>	<input type="text"/>	Select Your PCP ▶
	Two Geese 03/04/2006	Mandatory		<input type="text"/>	Select Your PCP ▶

[Submit ▶](#)

IV. Enrollment C. Online Option Care Management - History Tab

Home Notices Go Green Case Profile District Office **Care Management** Help

Selection **History** Research

Case Number: 842535984

Care Management History 

This page shows all of the care management information for each person in your case. In order to select and change health plans for any eligible people, go to the Selection tab.

Mother

Medical Coverage	Begin Date	End Date	Status	Opt In/Out	Voluntary/Exempt Reason
NH Medicaid	07/10/2013		Mandatory	N/A	N/A

One

Medical Coverage	Begin Date	End Date	Status	Opt In/Out	Voluntary/Exempt Reason
NH Medicaid	07/11/2013		Voluntary	Opt In	SSI Child
NH Medicaid	07/10/2013	07/10/2013	Mandatory	N/A	N/A

Two

Medical Coverage	Begin Date	End Date	Status	Opt In/Out	Voluntary/Exempt Reason
NH Medicaid	07/10/2013		Mandatory	N/A	N/A

IV. Enrollment C. Online Option Care Management - Research Tab

Home Notices Go Green Case Profile District Office **Care Management** Help

Selection History **Research**

Case Number: 842535984

Research Health Plans

For more information, you can go to the DHHS's website for [Care Management](#). For a side-by-side comparison of each health plan's highlights, go to the [Health Plan Side-by-Side Comparison \(.pdf\)](#)

Compare Health Plan Provider Networks

Select 'Search' to look up your doctor, specialist, or other health care provider to see which health plans they are participating in. This will help you to decide which health plan to choose.

Search

If you want to research an individual health plan, you can go to each health plan by selecting the 'Launch' buttons below.

Well Sense Health Plan



Well Sense Health Plan. Great doctors & hospitals, free extra benefits.
[WellSense.org](#)
Member Services: 1-877-492-6965

Launch

New Hampshire Healthy Families



New Hampshire Healthy Families offers new options for benefits and rewards for healthy behaviors.
Member Services: 1-866-769-3085

Launch

Meridian Health Plan



Our family caring for you and your family; call us 8:00 a.m. to 8:00 p.m. or visit [www.mhplan.com](#) to chat with us!
Member Services: 1-855-291-5221

Launch

Back to 'Selection' Page

V. Health Plan Membership - Contact with Members

- Welcome Call (within thirty days and with three tries)
- Letter in the mail
- Mail the Member Handbook
- Issue an ID card (received no later than 7 days after coverage begins)

V. Health Plan Membership - Start Up Activity

- Confirmation or select PCP
- Brief Health Risk Assessment
- Screen for special needs or services
- Determine communication access needs such as preferred language information

V. Health Plan Membership - MCM Operations

- 90 days to switch plans (from the program start date)
- Health Plan membership information is available to providers in the MMIS
- Offer both cards to providers at their appointments

V. Health Plan Membership - MCM Operations – Health Plan



- To switch your PCP
- Request a Health Plan card
- When confused about a Health Plan communication (letter, brochure, call, etc.)
- To check on a transfer of a Prior Authorization (PA) or in the future to check on new PAs
- Questions about coverage (including prescription coverage and requirements for prior authorizations or referrals)
- Request information on optional services, programs and health care incentives
- For grievances and appeals
- Information on the Health Plan Provider network
- For information on coordination of care

V. Health Plan Membership - MCM Operations – DHHS



- To switch to a different Health Plan
- Information on services covered FFS (including long- term care supports and services, including waiver services, dental services or for exempt populations)
- Regarding Medicaid eligibility – including redeterminations
- To request new NH Medicaid card
- Dental-related questions
- Requests for Fair Hearings (after the Health Plan grievance and appeal process has been exhausted or if the client is covered under fee-for-service)
- Information on the NH Medicaid Provider network
- Questions about MCM program and enrollment (including the launch of other phases of the program)



MCM Open Enrollment –

**September 11, 2013 through
November 11, 2013**

Autoassignment –

**November 12, 2013 through
November 16, 2013**

How to Assist Your Clients

New Hampshire

- 1. Examine the client's current situation**
- 2. Guide your clients to available resources**
- 3. Remind your client that:**
 - There is a due date to select
 - Autoassignment is a default position not a decision
- 4. Facilitate enrollment action, whenever possible and with the client's request**

MEDICAID CARE MANAGEMENT

MCM Enrollment

New Hampshire

1. Clients will receive notice

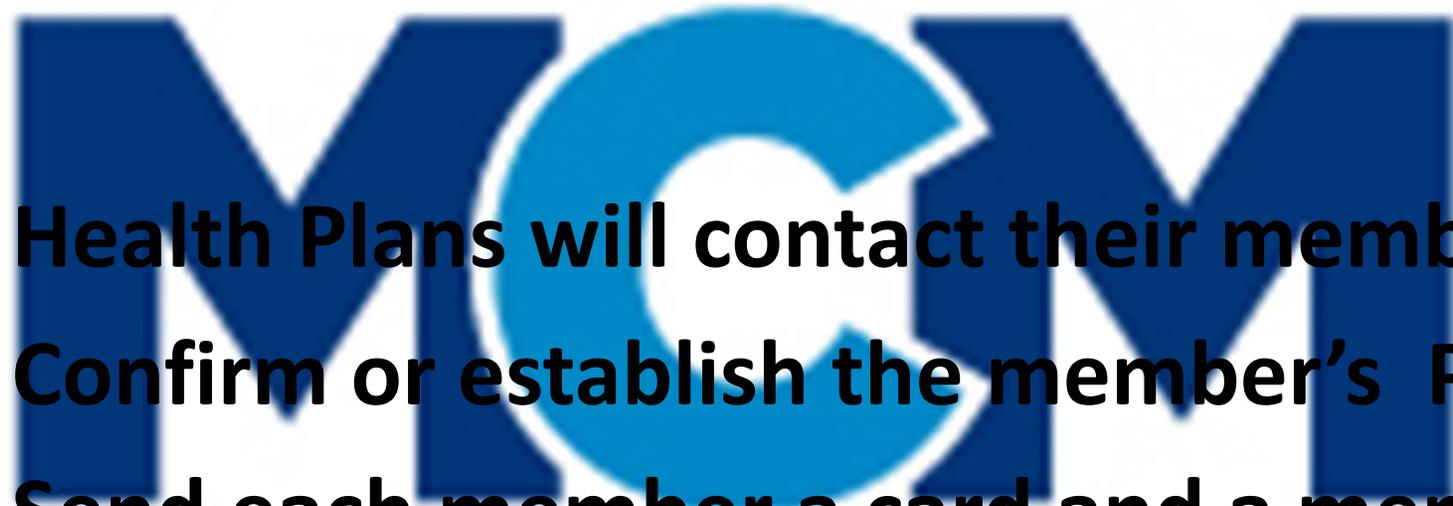
- A. Enrollment Packet
- B. Reminder
- C. Confirmation

2. Self-Select before Autoassignment

- A. Call the Enrollment Call Center at **1-888-901-4999**
- B. Go online to www.nheasy.nh.gov
- C. Mail in the provided enrollment form

Health Plan Membership

New Hampshire



- 1. Health Plans will contact their members**
- 2. Confirm or establish the member's PCP**
- 3. Send each member a card and a member handbook**

MEDICAID CARE MANAGEMENT

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



Click on the MCM logo



MCM Program Provider Questions

E-mail:

mcmprovidercontact@dhhs.state.nh.us

Client Questions

Enrollment Call Center at: [1-888-901-4999](tel:1-888-901-4999)

Call Medicaid Client Services at:

[1-800-852-4344](tel:1-800-852-4344) (ext 4344) for in-state calls or [603-271-4344](tel:603-271-4344)

General Questions

E-mail: nhmedicaidcaremanagement@dhhs.state.nh.us

Managing Business Processes Training

Attendees will learn about the business processes that are affected in the transition to MCM, including but not limited to:

- Verifying a client's enrollment status
- Service/prior authorizations procedures and requirements
- Billing and reimbursement including information on filing claims
- Other important policies and procedures including appeals and grievances
- This training will launch the "Quick Reference Guide" tool that will outline the variations in the business processes between the Department's NH Medicaid FFS program and the Health Plans!

MEDICAID CARE MANAGEMENT

While DHHS welcomes all staff, staff with managing the processes mentioned in the training description will benefit the most and will use this information now and in the future.

Managing Business Processes Training

New Hampshire

November 12, 2013 – 9am - 1pm

Grappone Center in Concord, NH

Registration available through the

Department's website!

MEDICAID CARE MANAGEMENT

Thank you

