Managed Care Enrollment for New Populations

Ohio Department of Medicaid
July 2016
Introduction

• More than 2.4 million Medicaid enrollees (86% of the Medicaid Population) are served by the state’s five managed care plans (MCP).
  » Buckeye
  » CareSource
  » Molina Healthcare of Ohio
  » Paramount Advantage
  » UnitedHealthcare

• All MCPs are available statewide.

• In 2017, more Ohioans will be able to access their benefits through one of the state’s five managed care plans.
Ohio Medicaid Consumer Hotline

• Consumers can call hotline to:
  » Enroll in his or her selected plan*
  » Find a Medicaid health care provider
  » Obtain information about Medicaid covered services and benefits

• Phone #: 1-800-324-8680

• Hours: Monday – Friday 7 a.m. to 8 p.m. and Saturday 8 a.m. to 5 p.m.

*After initial enrollment period, individuals can change their managed care plan every November.
Ohio Medicaid Managed Care Plans (MCP)

• What is a MCP?
  » Health insurance company contracted by Ohio Medicaid to provide health care to most of Ohio’s Medicaid population.

  » Works with hospitals, doctors and other providers to coordinate care and access to services.
Key Points on Managed Care

• Medicaid managed care plans are required to offer the same services as are available in traditional fee-for-service Medicaid.

• MCPs may offer optional benefits that are not available in traditional Medicaid.

• Behavioral health and waiver services are not a part of managed care and remain in traditional Medicaid.*

• Individuals will have the opportunity to choose the MCP that best meets their needs.

• MCPs may require permission before an individual can obtain certain medical services and equipment (often referred to as “prior authorization”).

* Except for Ohioans in the state’s dual eligible demonstration, MyCare Ohio.
Benefits of Managed Care for All Members

- Dedicated points of contact for members.
  - Toll-free member services call center
  - Toll-free nurse advice line, available 24/7
- Expanded access to care & provider networks.
- Care management and care coordination.
- Health and wellness programs.
- Enhanced accountability through monitoring by Ohio Medicaid to ensure plans are meeting their obligations.
- Priorities of MCPs linked to state’s key health care improvement efforts.
- Care coordination can lead to better health outcomes.
Care Management

- Care management is available to individuals with special and/or complex health care needs.
- A **Care Manager** from the MCP is assigned to work with member’s doctors and other providers to coordinate care.
  - Advocates on member’s behalf
  - Assists member with accessing care and navigating the health care system
  - Refers and links member to needed services/supports in the community
- Will help new members experience a smooth transition to the plan from traditional Medicaid by making sure health care needs are met.
## Individuals Transitioning to Managed Care

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*Managed care enrollment for this group of recipients is mandatory effective the date listed.
Adult Extension & HCBS Waiver

• Adults eligible via Adult Extension will soon be able to access a home- and community-based waiver (HCBS) if he/she meets level of care requirements.

• Managed care benefits begin 8/1/2016 if they meet level of care requirements; however, recipients will be informed of change during their annual Medicaid redetermination notice (so timing of impact will vary).

• HCBS Waivers:
  » Passport Waiver
  » Ohio Home Care Waiver
  » Assisted Living Waiver

• MCPs will be responsible for health care services. Waiver services will not be managed by plans and will be paid by traditional Medicaid.

• Current HCBS waiver case management agencies will continue to coordinate waiver services. If someone is currently receiving waiver services, this relationship will not change.

• MCPs and waiver case management agencies will work together to ensure an individual’s needs are met.
Individuals Enrolled in the BCMH program

• BCMH - Bureau of Children with Medical Handicaps.
• Medicaid benefits begin 1/1/2017.
• Informational and enrollment notices will be sent to individuals and families in fall 2016.
• Ohio Department of Health will outreach to BCMH recipients to assist with enrollment.
• MCP selections will begin in fall 2016 to allow adequate time to ensure MCPs are prepared to meet children’s needs.
• Managed care will be required for all new BCMH recipients beginning 1/1/2017.
Children in Custody of Public Children’s Services Agency (PCSA)

• Managed care benefits will begin 1/1/2017.

• PCSA will select plan and will be informed of process from Ohio Dept of Job & Family Services.

• Selection of MCPs will begin summer/fall 2016 to provide adequate time to ensure MCPs are prepared to meet children’s needs.

• PCSA will have a single point of contact at each of the MCPs.

• Several regional trainings will be scheduled throughout 2016 for families, providers and PCSA’s.

• Managed care will be required for all new children in custody beginning 1/1/2017.
Children Receiving Federal Adoption Assistance

• Managed care benefits will begin 1/1/2017.
• Medicaid will send enrollment notices to families in November 2016.
• Family will contact the Medicaid Hotline or log on to their website to select a MCP.

  » Medicaid Hotline at 1-800-324-8680

  » [http://ohiomh.com](http://ohiomh.com)

• Managed care will be required for all new Adoption Assistance children beginning 1/1/2017.
Breast & Cervical Cancer Project (BCCP) Recipients

• Managed care benefits begin 1/1/2017.

• Enrollment notices will be sent to BCCP recipients who are not currently enrolled with a MCP beginning November 2016.

• Contact the Medicaid Hotline at 1-800-324-8680 for enrollment.

• Managed care will be required for all new BCCP recipients beginning 1/1/2017.
Voluntary Enrollment for DODD Waiver Recipients

• Individual on a developmental disabilities waiver can choose to have managed care 1/1/2017; enrollment not mandatory.
• Enrollment notices will be sent to individuals November 2016.
• Eligible DODD Waivers:
  » Self-Empowered Life Funding (SELF)
  » Transitions DD
  » Individual Options (IO)
  » Level One
• MCPs will be responsible for health care services. Waiver services will not be managed by plans and will be paid by traditional Medicaid.
• County Boards of DD will continue to manage waiver services.
• MCPs and county DD boards will work together to meet an individual’s needs.
• Contact the Medicaid Hotline at 1-800-324-8680 for voluntary enrollment.
How to receive more information?

• Call the Medicaid Hotline at 1-800-324-8680.

• Please continue to visit www.Medicaid.Ohio.gov for updates.
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