Starting Strong for Community Health!
Webinar
Navigating the Transition To Medicaid Managed Care

September 4, 2014
Updates:

- Consumers contacted by the Marketplace to resolve outstanding immigration and citizenship **data matching issues** must send requested information by tomorrow (September 5).
  

- Next Starting Strong for Community Health! Webinar will be October 8th: **Employer-Sponsored Health Care Coverage and the ACA**
  
  Register today:
  http://www.ilmaternal.org/webinars.html
Today’s Speakers

Alicia Siani
• Project Coordinator, *EverThrive Illinois*

*Nadeen Israel*
• Project Manager – Health Policy
Heartland Alliance for Human Needs & Human Rights

Questions?
*Ask questions using the chat box feature*

*If we are unable to answer your question during the webinar we will make sure to get an answer and email it to you.*
Navigating the Transition to Medicaid Managed Care

Starting Strong Illinois Webinar

Nadeen Israel
Project Manager – Health Policy
Heartland Alliance for Human Needs & Human Rights

September 4, 2014
- Service-based, Human Rights Organization

- Holistic, Far-reaching, and Change-driven

- Improving Lives Through
  - Housing
  - Health Care
  - Jobs
  - Justice
Heartland Alliance believes that all of us deserve the opportunity to improve our lives.

Each year, we help ensure this opportunity for more than one million people around the world who are homeless, living in poverty, or seeking safety.
<table>
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<tr>
<th>Heartland Alliance for Human Needs &amp; Human Rights</th>
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<tr>
<td>Heartland Housing (HH)</td>
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<td>Heartland Health Outreach (HHO)</td>
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<td>Heartland Human Care Services (HHCS)</td>
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<td>Heartland Alliance International (HAI)</td>
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Care Coordination/Managed Care in Illinois Medicaid

**Problem:** Illinois Medicaid Program costs growing quickly but Medicaid recipients’ health not improving or getting worse
16% of the program are Seniors and Persons with Disability (SPD) and their care accounts for 55% of the Medicaid expenditures.
Solution: Put at least 50% of Medicaid recipients into Managed Care/Care Coordination by January 1, 2015
Care Coordination/Managed Care Roll Out In Illinois Medicaid

- Illinois placing at least 50% of all Medicaid recipients into a “Care Coordination Program” by January 2015
- This is because of a 2011 Illinois Medicaid Reform Law
- There are approximately 3 Million Illinoisans on Medicaid
HFS’ stated goal is to create Integrated Delivery Systems (IDSs) that provide quality care and result in better health outcomes for Illinois Medicaid recipients at reduced costs.
Care Coordination/Managed Care in Illinois Medicaid

• Managed/Coordinated Care Can Work **IF...**
  • Medicaid Program and Care Coordination Fees are funded at adequate levels
  • Services that impact a person’s health outside the Managed Care Entity are funded at adequate levels (e.g. Housing, Human Services)
  • Adequate, accessible, transparent and quality provider networks are developed
  • Person-centered engagement is implemented in a meaningful way

• **IF** we figure out how to do all of the above well, we will:
  • Improve our healthcare delivery system
  • Improve Population Health
  • Reduce Costs
Care Coordination & Managed Care in Illinois Medicaid

Networks of Care
(e.g. Managed Care Entities/Health Plans)
Care Coordination/Managed Care in Illinois Medicaid

- Different Plans for Different Medicaid Populations
  - Seniors & Persons With Disabilities (e.g. SPDs)
  - Duals (e.g. Medicare & Medicaid)
  - Children With Special Needs (e.g. CCMN)
  - Children, Parents/Caretaker Relatives, Pregnant Women
  - ACA Adults (e.g. Expanded Medicaid Adults)

- Different Models of Medicaid Managed Care Entities (MCEs)
  - Managed Care Organizations (MCOs)
  - Managed Care Community Networks (MCCNs)
  - Care Coordination Entities (CCEs)
  - Accountable Care Entities (ACEs)
Care Coordination & Managed Care in Illinois Medicaid

What are “Provider-Led Networks of Care”?

• A network of doctors, hospitals, mental health and substance use treatment providers that shares responsibility for providing care to a specific group of patients.

• Pay providers for the quality of services they provide, rather than the volume – in other words, steer away from the fee-for-service system.

• The entity is offered a bonus for giving patients high quality care at a reduced cost. But, if they fail to hit certain quality targets or do not manage to reduce the cost of care, they will be paid less.
Illinois Medicaid will have a unique structure - **Four different models of Managed Care Entities (MCEs):**

- **Managed Care Organization (MCO) - traditional** insurance-based Managed Care Entity/Health Plan
  - **Examples:** Blue Cross/Blue Shield IL, Aetna Better Health, IlliniCare Health
Illinois Medicaid will have a unique structure - Four different models of Managed Care Entities (MCEs):

- **Managed Care Community Network (MCCN)** - new provider-led network of care (e.g. Managed Care Entity/Health Plan)
  - **Examples:** CountyCare, Community Care Alliance of Illinois
Illinois Medicaid will have a unique structure - Four different models of Managed Care Entities (MCEs):

- Care Coordination Entity (CCE) - new provider-led network of care (e.g. Managed Care Entity/Health Plan)
  - Examples: Together4Health (T4H), BeWell Partners In Health
Illinois Medicaid will have a unique structure - Four different models of Managed Care Entities (MCEs):

- **Accountable Care Entity (ACE)** - new provider-led network of care (e.g. Managed Care Entity/Health Plan)
  - **Examples:** MyCare Chicago, SmartPlan Choice
Medicaid recipients are in process of enrolling or being enrolled in Health Plans in 5 mandatory regions:

- Chicago region – 6 counties
- Rockford region – 3 counties
- Central Illinois region - 15 counties
- Quad Cities region – 3 counties
- Metro East region – 3 counties

http://www2.illinois.gov/hfs/SiteCollectionDocuments/CCExpansionMap.pdf

Medicaid recipients in rural counties will continue to be in IL Health Connect (e.g. fee-for-service) for a while.
What About Dual Eligibles?

- Illinoisans who have both Medicare and Medicaid are eligible to participate in the Medicare-Medicaid Alignment Initiative (MMAI) ("Dual Eligibles")

- About 136,000 Seniors and Adults with Disabilities in Illinois are eligible to participate in MMAI

- The rules/policies outlining this initiative are different than rest of Managed Care/Care Coordination roll-out because MMAI is a Federal-State Partnership
“Duals” can opt-out of MMAI Initiative, just have to let HFS know

More information about the MMAI Initiative can be found here:
http://www3.illinois.gov/PressReleases/ShowPressRelease.cfm?SubjectID=2&RecNum=10692
Illinois Medicaid will use a common set of population specific quality measures to evaluate the performance of all managed care entities (MCOs, MCCNS, CCEs, and ACEs)
Care Coordination/Managed Care Roll Out In Illinois Medicaid

- Illinois Medicaid Program is changing the way it pays Providers

- Medicaid recipients can’t go anywhere that accepts Medicaid anymore, but must go to “in-network Providers”

- Medicaid Providers can tell Medicaid recipients which Health Plan (e.g. Managed Care Entity) they participate in

- Medicaid Providers can’t tell Medicaid recipients which Health Plan (e.g. Managed Care Entity) to choose
How Will Medicaid Recipients Enroll in a CCE, ACE, MCCN, or MCO?

• Medicaid recipients will receive information in the mail about the Managed Care Entity options (e.g. MCO, MCCN, ACE, CCE) available to them and have 60 days to pick one.

• Medicaid recipients can switch MCEs once in the first 90 days of being in an MCE.

• Once an MCE is picked and the first 90 days in the MCE have come and gone, the Medicaid recipient is “locked” into that MCE for one year.
How Will Medicaid Recipients Enroll in a CCE, ACE, MCCN, or MCO?

Medicaid recipients can enroll in a CCE, MCCN, ACE, or MCO through the Illinois Client Enrollment Services broker by:

Phone: 1-877-912-8880 (TTY: 1-866-565-8576)

OR

Online: http://enrollhfs.illinois.gov
Medicaid Care Coordination/Managed Care Roll Out In Illinois

ICP – Integrated Care Program

MMAI – Medicare Medicaid Alignment Initiative (e.g. Dual Eligible)

MCE – Managed Care Entity (general term meaning CCE, MCCN, MCO, & ACE)

CCE – Care Coordination Entity

ACE – Accountable Care Entity

MCCN – Managed Care Community Network

MCO – Managed Care Organization

CCMN - Children with Complex Medical Needs
Managed Care Expansion Mail Schedule
Family Health Plan (FHP), ACA Adults and Children with Special Needs (CSN)
June 23, 2014

<table>
<thead>
<tr>
<th>Initial Enrollment Packet Mail Group</th>
<th>Description</th>
<th>Start Week</th>
<th>End Week</th>
<th>Counties</th>
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<tr>
<td>1</td>
<td>ACA and FHP, Metro East</td>
<td>June 13</td>
<td>July 21 - July 26</td>
<td>Clinton, Madison, St. Clair</td>
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<td>2</td>
<td>ACA and FHP, Central IL 1</td>
<td>July 21 - July 26</td>
<td>Jul 28 – Aug 2</td>
<td>Christian, DeWitt, Logan, Macon, Menard, Sangamon</td>
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<td>3</td>
<td>ACA and FHP, Central IL 2</td>
<td>July 28 - Aug 2</td>
<td>July 28 - Aug 2</td>
<td>Knox, McLean, Peoria, Stark, Tazewell</td>
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<td>ACA and FHP, Central IL 3</td>
<td>July 28 - Aug 2</td>
<td>July 28 - Aug 2</td>
<td>Piatt</td>
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<tr>
<td>5</td>
<td>ACA and FHP, Quad Cities</td>
<td>July 28 - Aug 2</td>
<td>Aug 11 - Aug 16</td>
<td>Henry, Mercer, Rock Island</td>
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<td>6-7</td>
<td>ACA, FHP and CSN, Central IL 4</td>
<td>Aug 11 - Aug 16</td>
<td>Aug 11 - Aug 16</td>
<td>Champaign, Ford, Vermilion</td>
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<td>8</td>
<td>ACA and FHP, Rockford 1</td>
<td>Aug 11 - Aug 16</td>
<td>Aug 18 - Aug 23</td>
<td>Boone, Winnebago</td>
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<td>9</td>
<td>ACA and FHP, Collar 1</td>
<td>Aug 18 - Aug 23</td>
<td>Aug 25 - Aug 30</td>
<td>Kankakee</td>
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<td>10</td>
<td>ACA and FHP, Collar 2</td>
<td>Aug 25 - Aug 30</td>
<td>Sep 1 - Sep 6</td>
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<tr>
<td>11</td>
<td>CSN, Cook</td>
<td>Sep 1 - Sep 6</td>
<td>Sep 8 - Sep 13</td>
<td>Cook</td>
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<td>12</td>
<td>ACA and FHP, Rockford 2</td>
<td>Sep 8 - Sep 13</td>
<td>Sep 8 - Sep 13</td>
<td>McHenry</td>
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<td>13</td>
<td>ACA and FHP, Collar 3 and Cook</td>
<td>Sep 8 - Sep 13</td>
<td>Sep 15 - Sep 20</td>
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<tr>
<td>14</td>
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<td>Sep 15 - Sep 20</td>
<td>Sep 29 - Oct 4</td>
<td>Lake, Cook</td>
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<td>15</td>
<td>ACA and FHP, Collar 5 and Cook</td>
<td>Sep 29 - Oct 4</td>
<td>Oct 6 – Oct 11</td>
<td>Will, Cook</td>
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<td>16-18</td>
<td>ACA, FHP and CSN, Cook</td>
<td>Oct 6 – Oct 11</td>
<td>Dec 29 – Dec 31</td>
<td>Cook</td>
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<td>19-27</td>
<td>ACA picked CC voluntary, Cook</td>
<td>Jan 12 – Jan 17</td>
<td>Feb 23 – Feb 28</td>
<td>Cook</td>
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The Start Week provided above is the earliest date that the Client Enrollment Broker (CEB) will begin accepting enrollments for the FHP, ACA and CSN clients in the counties listed.

http://www2.illinois.gov/hfs/sitecollectiondocuments/062714_mailsched.pdf
Managed Care is expanding in Illinois!
Now you have new health plans to choose from. Please read everything that came with this letter to make the best choice for you.

You must enroll in a health plan.
To enroll (become a member), you must choose a health plan and a primary care provider (PCP). Your PCP is the doctor or clinic you go to when you are sick or need a checkup. Your health plan is the group of doctors, hospitals, and other providers who work together to give you the healthcare you need.

Even if you already have a health plan, it’s important that you learn about your new healthcare choices.

You must choose by [DATE].
Please choose a health plan and PCP for each person listed here:

[HOC_NAME]          Date of birth: [HOCDOB]    ID #: [HOC_RIN]
[ENROLLE2]           Date of birth: [EN2DOB]    ID #: [EN2_RIN]

The health plans you can choose from are:
- [Harmony Health Plan]
- [Meridian Health Plan]
- [Molina Healthcare]

If you do not choose by [DATE], we will choose for you.
It is better if you choose because you know your healthcare needs best. For help choosing a health plan and PCP, read Tips to Help You Choose and Your Health Plan Choices that came with this letter.
Contact Information

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RED=URI_ACTION_USER_REQUESTS&SURVEY_ID=4481
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• asiani@everthriveil.org

Next Starting Strong! Webinar Topic:
Employer-Sponsored Health Care Coverage and the ACA
October 8th 2:00-pm 3:30pm
Register Today!:
http://www.ilmaternal.org/webinars.html