



dc medicaid reform & you

What's next?



DC HEALTHY FAMILIES

September 19, 2020





Announcements



- All attendees will be muted during the presentation.
- Please use the Q&A box shown at right to ask a question during the presentation.
- Individuals on the phone will be able to ask questions at the end of the presentation.
- A recording of a town hall will be available on the DHCF website.
- A copy of the presentation will be available on the DHFC website.

Q&A

All (1)

Bill Hanna - 11:30 AM

Q: How many MCOs will there be?

DHCF Public Affairs - 11:31 AM

A: There will be three MCOs

Ask: All Panelists

Select a panelist in the Ask menu first and then type your question

Send

Q&A

Participants Chat



Host:

Melisa Byrd,
Senior Deputy Director/State
Medicaid Director at DHCF



NEW DHCF LOGO
COMING
OCTOBER 1, 2020



DHCF Administers the District's Public Health Insurance Programs



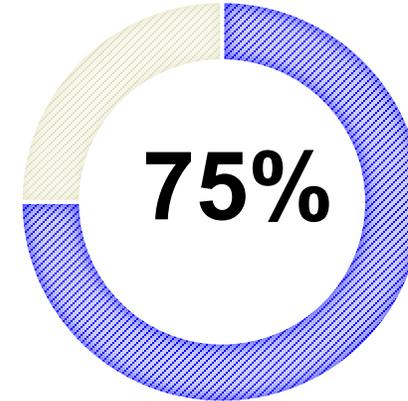
DHCF covers more than 280,000 people

On average during FY 2019, more than **265,000** in **Medicaid**; among those not eligible for Medicaid, **15,000** in the **DC Healthcare Alliance** and **4,000** in the **Immigrant Children's Program**

4 out of 10 District residents



7 out of 10 District children



Of beneficiaries are enrolled in **Managed Care**, known as **DC Healthy Families Program** in FY 2020



Led by Strategic Priorities, DHCF is Reforming Medicaid



➤ VISION

All residents in the District of Columbia have the supports and services they need to be actively engaged in their health and to thrive.

➤ MISSION

The Department of Health Care Finance works to improve health outcomes by providing access to comprehensive, cost-effective and quality healthcare services for residents of the District of Columbia.

➤ VALUES

Accountability – Compassion – Empathy – Professionalism – Teamwork

➤ STRATEGIC PRIORITIES

1. Building a health system that provides whole person care
2. Ensuring value and accountability
3. Strengthening internal operational infrastructure



Agenda



1. Welcome & Introduction

- **Key Takeaways**
- **Medicaid Reform and You**

2. Enrollment Broker

- What is an enrollment broker?
- How can an enrollment broker help you?
- How to find your MCO assignment
- How to choose a different MCO

3. DC's Managed Care Organizations (MCO)

- AmeriHealth Caritas District of Columbia, Inc
- MedStar Family Choice
- CareFirst BlueCross BlueShield Community Health Plan District of Columbia (formerly known as Trusted Health Plan)

4. Questions & Answers

Presenter:

Lisa Truitt,
Director of Health Care
Delivery Management
Administration at DHCF



Key Takeaways



- The District is shifting its Medicaid health care delivery system to improve health outcomes
 - New managed care contracts that increase access to providers and expand value over volume
 - Increasing access to care coordination
- Enrollees currently in the **DC Healthy Families** program will be assigned an MCO effective October 1.
- In October, approximately 19,000 (FFS) beneficiaries will be transitioned to the District's managed care program – **DC Healthy Families**. No changes for children under 21.



Key Takeaways (cont'd)



1. Covered benefits and eligibility requirements are not changing
2. New managed care enrollees transitioning from FFS will receive care coordination and an Individualized Care Plan from a designated case manager
3. All managed care enrollees will be assigned to an MCO effective October 1. Enrollees may change to any MCO for any reason between October 1 – December 31, 2020
4. All DC hospitals, FQHCs and hospital affiliated physician groups will be in network for all MCOs
5. Enrollees are ensured that coverage and care will not be interrupted



Does this reform impact you?



Yes ✓

- ▶ Individuals currently in the DC Healthy Families Program
- ▶ Individuals aged 21 or older, and
 - Receiving Medicaid SSI or SSI-related Medicaid because of a disability, or
 - who previously opted-out of managed care

No ✗

- ▶ Individuals who receive both Medicare and Medicaid (Dual Eligible)
- ▶ Individuals living in an institution or a nursing home
- ▶ Individuals enrolled in a Home and community-based waiver program (EPD or IDD Waiver)
- ▶ Children under 21 not currently enrolled in the DC Healthy Families Program



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Presenter:

Judy Strother,
Enrollment Broker
Project Manager at
Maximus

How to Enroll with a Health Plan

Judy Strother, *Presenter*

DC Healthy Families/ DC Health Care Alliance

Enrollment Broker Project Manager

We are the dedicated Call Center for residents enrolled in the DC Healthy Families Program (DCHFP) and the DC Health Care Alliance (Alliance). We are here to assist eligible beneficiaries with enrollment and transfer needs within the District of Columbia's Medicaid Managed Care Organizations (MCOs).

Once approved for enrollment into the DC Healthy Families Program and Alliance, enrollees will receive a New Member Enrollment Packet with instructions on how to enroll into one of the 3 newly awarded MCOs.

What Is An Enrollment Broker? How Can They Help?

AmeriHealth Caritas DC
CareFirst Community Health Plan DC
(formerly Trusted Health Plan)
MedStar Family Choice DC

Enrollees have four (4) ways to select and enroll into a MCO that meets their families needs. An **Enrollment Broker Customer Service Representative (CSR)** is available to assist with which ever option the enrollee chooses.

- ▶ **Mail** – Complete the enrollment application received in the New Enrollee’s Enrollment packet and mail to the Enrollment Broker for processing
- ▶ **Online** – www.dchealthyfamilies.com to access your account and enroll
- ▶ **Virtual Meeting via Zoom** – Contact DC Healthy Families Outreach Team
 - **Go online at** <https://www.dchealthyfamilies.com/Home/Contact.aspx>
 - **Call (202) 639-4030 or 1 (800) 620-7802**

Call Center Services

By contacting our Call Center, enrollees can speak to a Customer Service Representative, who will educate them on the following topics:

- Benefits-using the MCO Comparison Chart
- Selecting their Primary Care Provider (PCP) – searching for their current provider, by health plan
- Selecting their Primary Dental Provider (PDP) – searching for their current providers, by health plan

Our CSR's also have access to **Language Line** representatives who assist enrollees, when English is not their primary language.

Once the enrollment is completed, enrollees will receive a confirmation letter from the **Enrollment Broker**, listing their selections:

- MCO or Health Plan selected
- PCP selected
- PDP selected

Call Center Services

Open Enrollment begins **October 1, 2020** and ends **December 31, 2020**. The Enrollment Broker hours of operations will be as follows:

- **Hours of Operations are:**
 - Monday – Friday; 8:00 a.m. – 7:00 p.m.
 - 1st Saturday of the month; 10:00 a.m. – 2:00 p.m.
- **Phone Numbers:**
 - 1 (800) 620-7802 (Main Line)
 - 1 (866) 758-6807 (Dental Line)
 - 1 (800) 788-0342 (Complaint Line)
 - (202) 639-4041 (TTY/TDD)
 - (202) 289-6764 (FAX)

Contents of the New Enrollment Packet

- ✓ Health Plan Selection Form – **allows for mail-in selections**
- ✓ **How to Choose Your Health Plan**
- ✓ **Health Plan Comparison Chart**
- ✓ Health Risk Assessment Form (*if over 18*)
- ✓ CAHMI Form (*if under 18*)

How to use tools and services offered by the Enrollment Broker

Enrollees will receive a **How to Choose Your Health Plan** in your New Enrollment Packets. It's designed to be helpful during the selection process. It can be used whether you're enrolling **online, by mail or by calling the Call Center.**

- **Step 1: Think about your family's health needs**

- The doctors you want to see

- Which hospitals, clinics and pharmacies you want to use

- Other services or benefits that you need

- **Step 2: Find out what each health plan offers**

- Use the Health Plan Comparison Chart to learn about the services each health plan offers

- Choose a plan that lets you go to the doctors and clinics you want and gives you the services you need

- **Step 3: Sign-up or change your plan**

- Sign-up or change your Health Plan over the phone (202) 639-4030 or 1 (800) 620-7802

- Sign-up or change your Health Plan online www.dchealthyfamilies.com

- Fill out the Health Plan Selection form and all of the other forms in the Enrollment Packet. Mail them back in the enclosed envelope found in the Enrollment Packet.

How to use tools and services offered by the Enrollment Broker

Enrollees will receive a MCO Comparison Chart in their New Enrollment Packet. The MCO Comparison Chart provides a list of benefits available across all health plans. It can be used along with the How to Choose a Health Plan to select the health plan. It can also be used whether the enrollee is enrolling online, by mail or by calling the Call Center.

- ▶ Physician Visits and Check-ups
- ▶ Emergency Services
- ▶ Hospital Services
- ▶ Urgent Care Services
- ▶ Prescription Drugs
- ▶ X-Rays and Lab Services
- ▶ Language Translation and Interpretation Services
- ▶ Telehealth and Telemedicine Services
- ▶ Vision Services
- ▶ Maternal Services
- ▶ Health Check Well Child Visits
- ▶ Immunizations
- ▶ Non-Emergency Transportation
- ▶ Dental Services
- ▶ Care Coordination and Case Management Services
- ▶ Family Planning Services

How to view your assignment online or via phone

Enrollees can use their computer or cell phone to view their health plan and provider assignments by going to www.dchealthyfamilies.com.

The website includes the following:

- Overview of the DC Health Families and DC HealthCare Alliance programs
- A link to a step by step walk – through to complete the new enrollment or transfer

Enrollee can also:

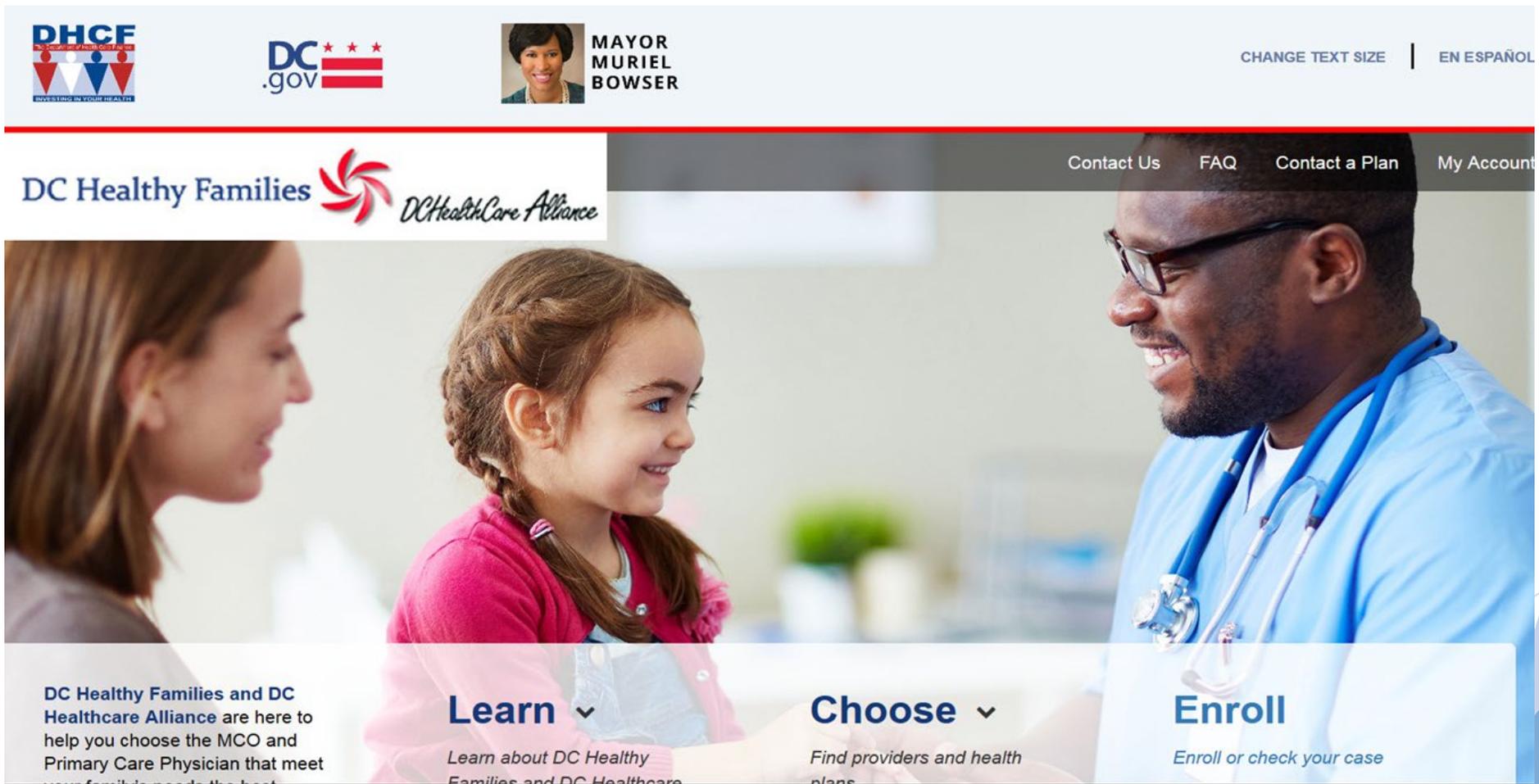
- Enroll into a health plan
- Reset their PIN number if it does not work or if they have forgotten
- Read more about the enrollment and transfer process
- Look at their account
- Compare Health Plans
- Find a doctor
- Get more enrollee information

How to view your assignment online or via phone

The website includes the following, continued:

- Find informational meetings
- Compare Health Plans
- Request a face to face meeting to review their enrollment options
- Locate information on a Primary Care Physician (PCP)

Where to view your online assignments



The screenshot shows the top navigation bar of the DC Healthy Families website. It includes the DHCF logo, the DC.gov logo, a portrait of Mayor Muriel Bowser, and links for 'CHANGE TEXT SIZE' and 'EN ESPAÑOL'. Below this is a secondary navigation bar with 'DC Healthy Families' and 'DC HealthCare Alliance' logos, and links for 'Contact Us', 'FAQ', 'Contact a Plan', and 'My Account'. The main content area features a large image of a doctor with a stethoscope interacting with a woman and a young girl. Below the image are three main navigation buttons: 'Learn', 'Choose', and 'Enroll', each with a dropdown arrow and a brief description of the service.

DC Healthy Families and DC Healthcare Alliance are here to help you choose the MCO and Primary Care Physician that meet your family's needs. The best

Learn ▾
Learn about DC Healthy Families and DC Healthcare

Choose ▾
Find providers and health plans

Enroll
Enroll or check your case

How to change your MCO

Enrollees can **change** their health plan, if they are dissatisfied with their assigned health, between **October 1 – December 31, 2020**. They can use one the options below:

- **Online:** www.dchealthyfamilies.com
- **Mail-In:** Complete the Health Plan Selection form and all mail it using the enclosed returned envelope found
- In the Enrollment Packet
- Call the Enrollment Broker and speak to a Customer Service Representative

Phone Numbers:

1 (800) 620-7802 (Main Line)
1 (866) 758-6807 (Dental Line)
1 (800) 788-0342 (Complaint Line)
(202) 639-4041 (TTY/TDD)



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4. Questions & Answers

Presenter:

Stephanie Hafiz, Director
of Member Engagement

AmeriHealth Caritas District of Columbia

Overview of Benefits, Services and Key Telephone Numbers

September 2020



Delivering the Next
Generation
of Health Care

- **AmeriHealth Caritas District of Columbia has proudly served the District of Columbia since 2013**
 - Since becoming part of the DC Community, we have consistently championed health equity for the most vulnerable communities and provided health care benefits and services for over 100,000 enrollees annually.
- **Key Benefit and Services**
 - Medical, behavioral health, vision, dental, pharmacy, emergency care, urgent care and transportation
 - Bright Start Maternal Health Program
 - Care Manager and Community Health Worker care coordination
 - Health coaching and counseling
 - Help with scheduling appointments
 - Support and guidance to resources for things like housing , food, employment assistance and legal aid
 - Access to all District-based acute care hospitals and related physician groups
- **Add Value Benefits and Services**
 - Free Gym Membership Program
 - Free Daily Live Workout Classes
 - Free Fitness Videos
 - Free Access to the Weight Watchers (WW) Program
 - Enrollee Wellness Center
 - Incentive Gift Cards (Maternal Health and Teen Rewards)



AmeriHealth Caritas District of Columbia

Key Services and Telephone Numbers

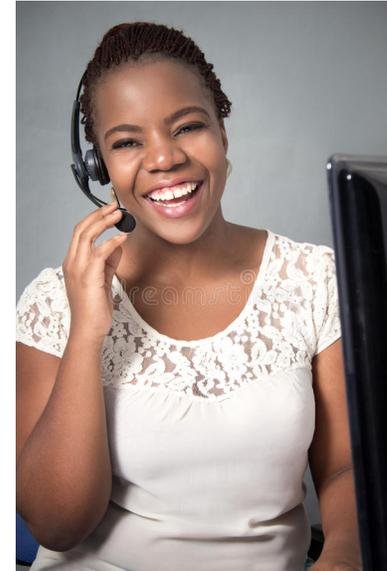
- **Enrollee Services (202.408.4720 or 800.408.7511)**
 - Customer Service Available 24/7
 - New ID Cards
 - Help with finding a new primary doctor (PCP) or dentist (PDP)
 - Questions about your benefits and services

- **Non-Emergency Transportation (800.315.3485)**
 - Available 24/7 (includes transportation to urgent care)
 - Free Transportation to Network Doctors and Dentists

- **Care Management / Care Coordination / Community Resources**
 - Rapid Response (**877.759.6224**)
 - Community Outreach Solution Team (**202.216.2318**)

- **Nurse Advice Line (877.759.6279)**
 - 24/7 access to experienced nurses

- **Telemedicine (855.879.4332)**
 - 24/7 access to doctors by phone or web-based video conference





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Presenters:

- Leslie Lyles Smith,
Executive Director

- Sharon Henry, Director
of Clinical Operations



MedStar Family
Choice

DISTRICT OF COLUMBIA

It's how we **treat people.**

MedStar Family Choice

DHCF Town Hall

 GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



This program is funded in part by the
Government of the District of Columbia
Department of Health Care Finance.

Who We Are

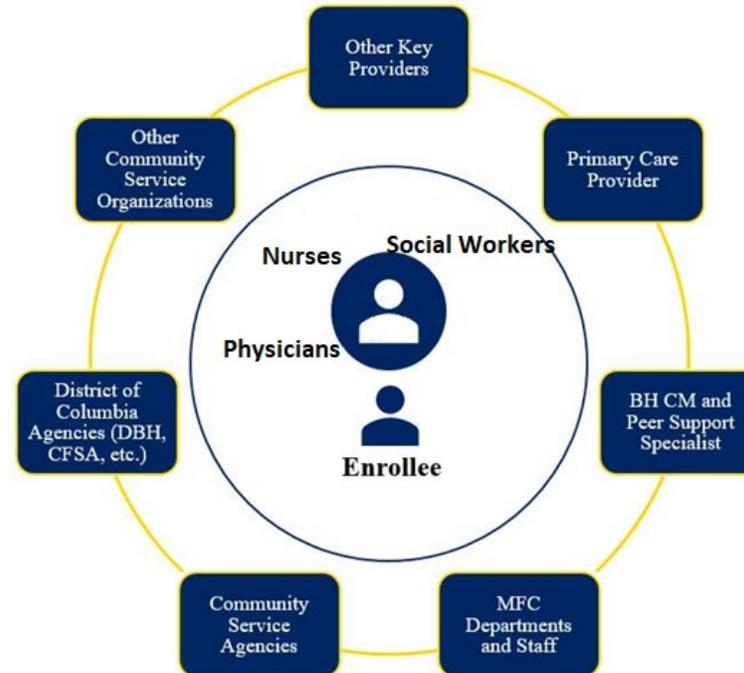
- Previously served as a District of Columbia MCO
- Parent Company, MedStar Health, rich history serving DC residents
- Integrated Healthcare Delivery System

Key Aspects

- Provide full benefits and services for DC Healthy Families and DC Healthcare Alliance
- Rebuild Provider Network to include DC based hospitals and affiliated providers
- Support Your Continuity of Care

Support Services

- **Care Managers – Nurses and Social Workers** to assist you with your clinical care needs, in partnership with other departments and community agencies
- **Community Outreach and Community Health Workers** – help to navigate your health care needs
- **Health Education Programs** to help you learn more about your health and promote self-management
- **We strive to deliver the best to every Enrollee every day. The Enrollee is the first priority in everything we do**



Service Delivery Partners

<p>Dental and Vision Avēsis</p>	
<p>Behavioral and Mental Health Magellan</p>	
<p>Transportation Access2Care</p>	
<p>Pharmacy CVS Caremark</p>	
<p>Nurse Advice Line Carenet Health</p>	

What To Expect



Welcome Packet

Enrollee ID Card
Enrollee Handbook & welcome
information



Welcome Calls

MFC Contact Information

Enrollee Services

(888) 404-3549

Website

www.MedStarFamilyChoice.com



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4. Questions & Answers

Presenters:

– George Aloth,
President/CEO

– Timothy Sullivan, Chief
Operating Officer

– Karyn Wills, Chief
Medical Officer

CareFirst[®]
Community Health Plan
District of Columbia



DHCF Town Hall: DC Medicaid and You

CareFirst Community Health Plan District of Columbia

September 2020

Proprietary and Confidential

Hello



George Aloth
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Dr. Karyn Wills
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Medical Director
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Kenny Green
VP of Provider Relations
Kenny.green@carefirstchpdc.com



Lukeshia Walker
Sr. Dir. Marketing, Outreach and Health Promotion
Lukeshia.walker@carefirstchpdc.com

Our team is completely local, based in the community and is focused on providing the best possible experience for our enrollees and our provider partners - please contact any of us if you have any questions



Our top priorities are our enrollees and provider partners – we work within our collective community to support you and all your healthcare needs

Wellness & Resource
Centers

Healthy Beginnings
Maternity Program

Pacify Maternity
Education App

Nutrition Education
Programs

Fitness & Exercise
Program

Non-Emergency
Transportation

Allergy Free Bedding

Pest Control

Financial Capabilities
& Credit Counseling

Job Training &
Workforce
Development

Free Income Tax
Services

GED Preparation &
Testing Assistance

CareFirst CPHDC
Mobile App

Searchable Online
Community
Resources

Enrollee Portal

Health, ESL & Digital
Literacy

Our team is looking forward to engaging with you and providing you with a great experience as you seek care within our community – we are here to support you and go beyond just healthcare



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Summary



- New health plans start October 1, 2020
 - AmeriHealth Caritas DC
 - MedStar Family Choice
 - CareFirst Community Health Plan
- Assignment letters were mailed last week
- Contact DC Healthy Families to learn about or change your assigned health plan.
- Children enrolled with HSCSN will not change health plans
- Individuals with Medicare and Medicaid will not be assigned a health plan



Key Phone Numbers



**DC Healthy Families
Enrollment Broker**

www.dchealthyfamilies.com

(800) 620 - 7802

**Office of Health Care
Ombudsman**

(202) 724 - 7491

AmeriHealth Caritas

(800) 408 - 7511

MedStar Family Choice

(888) 404 - 3549

**CareFirst Community Health
Plan**

(202) 821 - 1100



What's Next?



For more information

- visit www.dhcf.dc.gov/page/medicaid-reform
- call (202) 724-7491

After the presentation you will be redirected to the enrollment broker webpage.

Please complete the short survey after the presentation.

Future text messages keeping you informed of the changes.

Questions?

- Please type your question in the chat.
- If your question did not get answered please send an email to dcmedicaidreform@dc.gov



Reminder



SPREAD LOVE!
NOT THE FLU
 PROTECT YOUR LOVED ONES

SPREAD LOVE!
 NOT THE FLU
 PROTECT YOUR LOVED ONES
 GET A FLU SHOT

Getting the flu shot protects you and those around you. Call your doctor's office today or visit dchealth.dc.gov/flu to find a health provider near you.

DC | **HEALTH** GOVERNMENT OF THE DISTRICT OF COLUMBIA
 MURIEL BOWSER, MAYOR