



*dc medicaid reform & you*

## A Virtual Town Hall



**DC HEALTHY FAMILIES**





# DHCF Administers the District's Public Health Insurance Programs



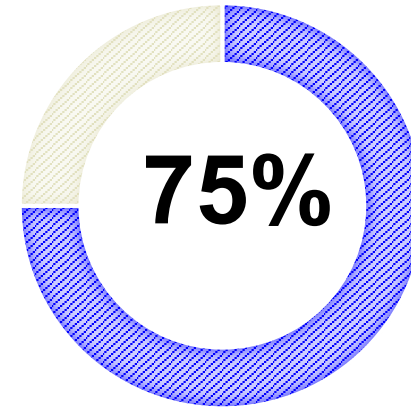
## DHCF covers more than 280,000 people

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

- **Key Takeaways**
- Managed Care Overview
- Assignment & Enrollment Process
- Questions and Answers





# 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
- Beneficiaries 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 an individual 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



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# What is Managed Care?

- MCOs coordinate care by contracting with doctors, hospitals, and clinics to create a network
- MCOs provide health care services through in-network providers
- Beneficiaries will select a primary care physician (PCP) and other providers within the MCO's network
- No coverage if beneficiary goes out of network; with exceptions
- Referral is usually needed for specialist





# Who are the MCOs in DC?



DHCF intends to award contracts to three health plans:

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





# Services Delivered by Providers in an MCO's Network



- Doctor visits (preventative & sick)
  - Hospital care
    - Inpatient
    - Outpatient
    - Rehabilitative care services (for up to 90 days)
  - Laboratory (x-ray, radiology)
  - Mental health
  - Substance abuse services (including alcohol and other drug abuse)
  - Dialysis
  - Dental
  - Home health and personal care
  - Prenatal and maternity care
  - Family planning
- Physical, speech, and occupational therapy
  - Eye care (with eyeglasses)
  - Hearing aids
  - Medical equipment and supplies
  - Narcotic treatment services



Not a comprehensive list of all services. For more details please see MCO member handbook.



# Services Available Outside of the MCO's Network

- Nursing home stays (after 90 days)
- Adult Substance Abuse Rehabilitative Services (ASARS)
- Mental Health Rehabilitation Services (MHRS)





# There are Extra Benefits Through the DC Healthy Families Program



- **Individualized, coordinated care:** Newly mandated enrollees will receive care coordination and an Individualized Care Plan. MCOs also help enrollees address other issues, such as housing, food insecurity and other social supports.
- **Quality of Care:** MCOs are required to ensure that providers are adhering to evidenced-based standards of care for all enrollees. MCOs have the flexibility to provide innovative programs to improve health outcomes.



# There are Extra Benefits Through the DC Healthy Families Program(cont'd)



- **Value-Add Services:** Nutrition counseling, physical fitness classes, gift cards for preventive services and food delivery are examples of services provided to eligible enrollees.



- **Enrollee Support Services:** Enrollees will have access to the following:
  - 24-hour nurse line
  - Multilingual customer service personnel
  - New enrollee orientation
  - Help with filing grievances and appeals
  - Coordination of services not covered by Medicaid
  - Health Risk Assessments





# Who Will Transition to DCHFP Managed Care?



## Included In Transition

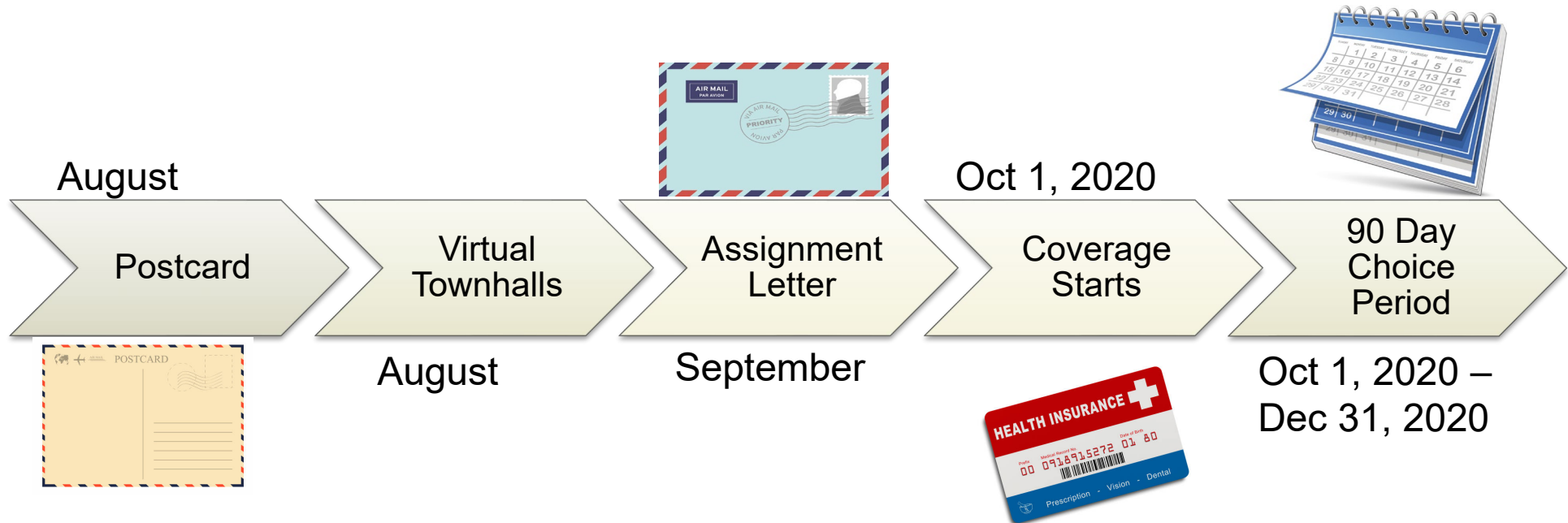
- ▶ Individuals aged 21 or older, and
  - Receiving Medicaid SSI or SSI-related Medicaid because of a disability, or
  - who previously opted-out of managed care

## Excluded From Transition

- ▶ Individuals living in an institution or a nursing home
- ▶ Individuals enrolled in a Home and community-based waiver program (EPD or IDD Waiver)
- ▶ Individuals who receive both Medicare and Medicaid



# What to Expect and When





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# Managed Care Enrollment



**All current managed care beneficiaries and all beneficiaries transitioning to managed care:**



1. Will be auto-assigned to an MCO at the end of August
2. Will receive an assignment letter in the mail in September
3. Will receive a welcome packet and MCO comparison chart in September
4. Will receive a member handbook and ID card from their MCO with information about the doctors, clinics, hospitals, and other providers they have access to
5. Will receive a call from their MCO to discuss their current health status



# Managed Care Enrollment (Cont'd)



## How do I know if my provider is in my MCOs network?

- Ask your doctors and other health care providers which Medicaid MCOs they work with.
- Contact an enrollment specialist **1 (800) 620-7802** to find out which MCOs work with which doctors.
- Contact your MCO.

## All MCOs must include in their network

- ▶ All current and future District acute care hospitals
  - Howard University, Medstar Washington Hospital Center, Medstar Georgetown, Children's National, United Medical Center, Sibley, and George Washington Hospital
- ▶ Federally Qualified Health Centers (FQHC) and FQHC look-alikes for primary care, dental, preventive care and/or specialty services
  - Community of Hope, Elaine Ellis Center of Health, Family and Medical Counseling Services, La Clinica del Pueblo, Mary's Center, Unity Health Care, Whitman Walker, Bread for the City, So Others Might Eat (SOME)



# Managed Care Enrollment (Cont'd)



## Changes will not have negative impact:

- Beneficiary's coverage and care will not be interrupted
- Beneficiary with a scheduled appointment will be seen by their provider
- Beneficiary's prescription will be filled by the pharmacist
- Prior authorizations will be honored for at least 90 days at the same level of care
- Beneficiaries may continue to see their out of network providers until December 31, 2020.





# Managed Care Enrollment (Cont'd)



## What if I don't like the MCO assigned to me?

- You can change MCOs for any reason until December 31, 2020 by contacting 1(800) 620-7802
- After December 31, 2020, you cannot change MCO until November 2021, except for cause





# What do beneficiaries need to do?



**There is nothing you need to do right now.**

Continue to attend all scheduled appointments with your doctor or other health care provider. Continue to fill any prescriptions.

Look for a letter in the mail in September telling you which MCO you have been assigned to.

- You may also visit [www.dchealthyfamilies.com](http://www.dchealthyfamilies.com) to check your assignment online or call 800-620-7802 to check via phone after September 6.



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# What's Next?



## For more information

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

**Look for a survey about this town hall in your email. We appreciate your feedback!**

## Look for an invite to another town hall in September to:

- Learn how to view MCO assignments online
- How to change MCOs
- Learn more about the MCOs in DC

**Future text messages keeping you informed of the changes.**

## Questions?

- Please type your question in the chat.

