



Medicaid Reform



FEE FOR SERVICE TRANSITION TO MANAGED CARE

Presentation to the Medical Care Advisory Committee

Department of Health Care Finance

September 23, 2020





Presentation Overview



- Key Messages
- MCO Contracts
 - Auto-assignment results
- Beneficiary Outreach
- Provider Outreach
 - Universal contracting



Key Messages



1. Covered benefits and eligibility requirements are not changing.
2. Newly mandated enrollees will receive care coordination and an Individualized Care Plan from an individual case manager.
3. All enrollees may change to any MCO for any reason between October 1 – December 31, 2020.
4. All DC acute care 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.



DHCF and MCOs Working Closely to Ensure Readiness for October 1st



- **July 9** - MCO Readiness Review began with RFI to MCOs for desktop review of 16 areas of operations by DHCF staff
- **August 10 – 19** – MCO Virtual Site Visits by DHCF staff conducted
- **September 3** – Contracts finalized
- **September 11** – MCOs certified prepared and ready to accept enrollment and begin operations in the DC Medicaid Managed Care Program
- **In Progress** – Continuity of care data sharing
- **October 1** – New contracts start



MCOs Receive a Nearly Equal Number of Enrollees Through the Reassignment Process



- Auto-assignment to the new MCOs was completed on 8/29
 - 16,684 Medicaid adult beneficiaries transitioned from FFS
 - 218,100 current managed care enrollees reassigned

Assignment by Health Plan as of 8/29

MCO	Transition from FFS	Current MC Enrollees*	Total*
AmeriHealth	5,531	72,941	78,472
CareFirst	5,598	72,668	78,266
MedStar	5,555	72,491	78,046
Total	16,684	218,100	234,784

* Includes Medicaid, Alliance, and ICP



Beneficiary Outreach Kicked Off in August and Is On-Going



- Postcards mailed to over 230,000 beneficiaries in early/mid-August

IMPORTANT CHANGES ARE COMING...

Effective October 1, 2020, most people will get the same Medicaid services in a new way – through new health plans. The Department of Health Care Finance (DHCF) intends to award three new contracts to the following 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).

You may be assigned to a health plan on October 1, 2020. You will receive more information telling you which health plan you are assigned to, how to change your health plan, how to pick a Primary Care Provider (PCP), Primary Dental Provider (PDP) and how your health plan can better serve your health care needs.

For more information, please visit <https://dhcf.dc.gov/page/medicaid-reform> to learn how this change will affect you and your family. Or you can call DC Healthy Families Program at (202) 639-4030 or 1 (800) 620-7802. For the hearing impaired, please call the TDD/TTY line at (202) 639-4041.

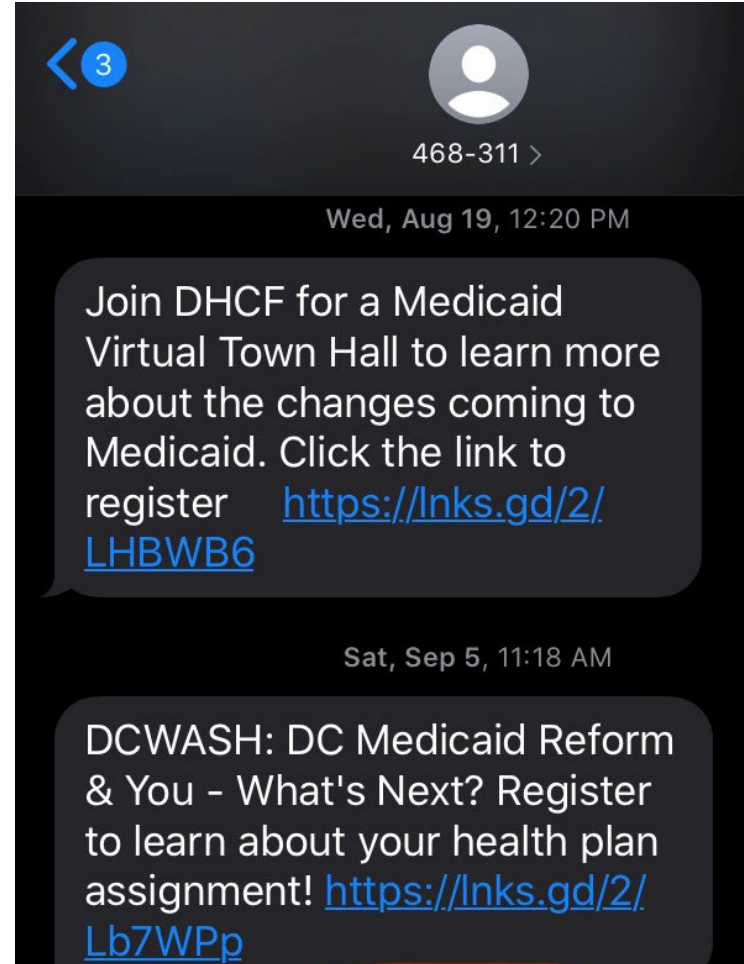




DHCF Utilized Text Messaging for the First Time to Connect with Beneficiaries



- Over 460,000 text messages sent since August 17
- About 92,000 phone number receiving text messages each time



YOU'VE BEEN ASSIGNED TO A HEALTH PLAN

You've been assigned to one of the following health plans beginning October 1, 2020:



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

You will receive a letter in the mail informing you about which plan you have been assigned to. Click [here](#) to see a sample of that letter.

You can also view your assigned health plan on-line at: www.dchealthyfamilies.com or call 202-639-4030 to reach the DC Healthy Families



Beneficiary Town Halls Provided an Opportunity for Individuals to Ask Questions and Receive Direct Follow-Up



- 6 Medicaid Reform & You Town Halls
 - First series focused on the upcoming changes
 - Second series how to learn about and change your assignment

Medicaid Town Halls	Attendees
Monday, August 24	190
Thursday, August 27	140
Saturday, August 29	41
Thursday, September 17	122
Saturday, September 19	56
Monday, September 21	71

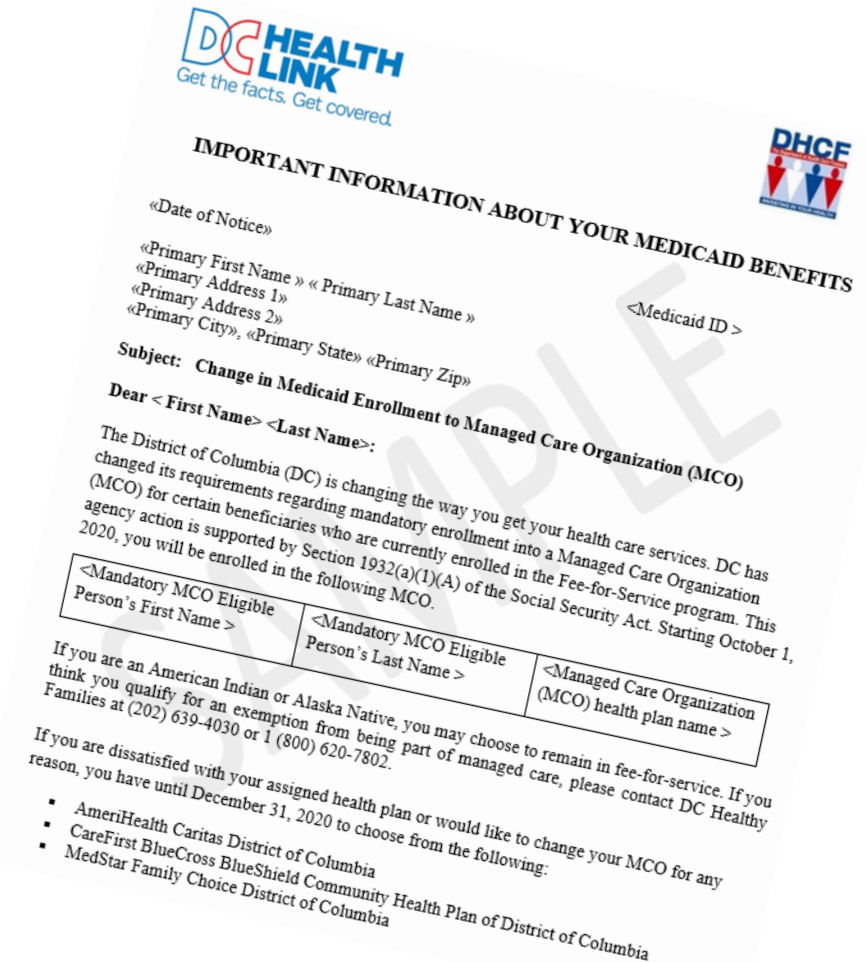
Recordings of the town halls available at:
<https://dhcf.dc.gov/node/1491391>



Notices Sharing Plan Assignment Information and Welcome Packets Were Mailed



- Assignment letters mailed to current managed care enrollees mailed September 11 and to transition population September 14
- Welcome packet mailed to all September 18
 - Welcome packet includes
 - ✓ Health plan selection form
 - ✓ How to Choose Your Health Plan
 - ✓ Health Plan Comparison Chart
 - ✓ Health Risk Assessment Form (*if over 18*)
 - ✓ CAHMI Form (*if under 18*)





Beneficiaries Can Learn About Their Assignment Online



Beneficiaries 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
- 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)

Beneficiaries 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



Questions and Changes Can Be Addressed Through the Enrollment Broker



Beneficiaries 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)



Beneficiary Outreach Will Continue Through the End of the Calendar Year



- Upcoming Outreach
 - Public service announcements on local radio (October- December)
 - Additional text messages
 - Additional town halls



Provider Outreach Has Been Targeted to Key Provider Groups



- Monthly long-term care provider meetings
- Weekly participation in BH provider meetings hosted by DBH
- Monthly standing FQHC meetings
- August 25 Meeting with DME Providers



Upcoming Provider Outreach Will Focus on All Providers



- Upcoming Outreach
 - Transmittal to Medicaid providers
 - MCO-signed letter to Medicaid providers, confirms commitment to honor active prior authorizations for services and equipment through Dec 31, 2020 to all eligible managed care enrollees.
 - Provider Open House Meeting with MCOs



Provider Outreach Universal Contracting



Automated re-enrollment notices sent to hospitals, hospital affiliated physician groups, and FQHCs with new universal contracting provider agreement language

- 60-day notice sent early August
- 30-day sent September 1

Outreach Efforts

- Maximus completed initial outreach to all providers
- DHCF completed additional targeted outreach



For More Information



Visit

dhcf.dc.gov/page/medicaid-reform

dhcf.dc.gov/node/1491391

www.dchealthyfamilies.com

