



MEDICAL CARE ADVISORY COMMITTEE

Senior Deputy Director/ Medicaid Director Report

Department of Health Care Finance

September 22, 2021



Presentation Overview

DC Healthy Families Program Update

LTSS Update: D-SNP and PACE

Eligibility Update

COVID-19 Vaccination Update

ARPA Section 9817 Update

Enrollment Snapshot



DC Healthy Families Program Update



- ▶ There are two updates specific to the District's managed care program, DC Healthy Families:
 - **1. Health Resources Emergency Declared** - September 1, 2021
 - The order is necessary to ensure continuity of care and maintain health system stability
 - Emergency contracts for AmeriHealth, CareFirst, and MedStar Family Choice were submitted to Council on 9/1/21
 - Disapproval resolution filed on 9/10/21 extending the review period to 45 days (mid-October)
 - **2. MCO Contract Re-procurement** - DHCF announced the re-procurement of the managed care contracts to allow:
 - The inclusion of the full complement of behavioral health services; and flexibility in payment methodology
 - The request for proposals (RFP) will set the baseline requirements for expanded behavioral services that are currently absent
 - Request for proposals will be released in November 2021



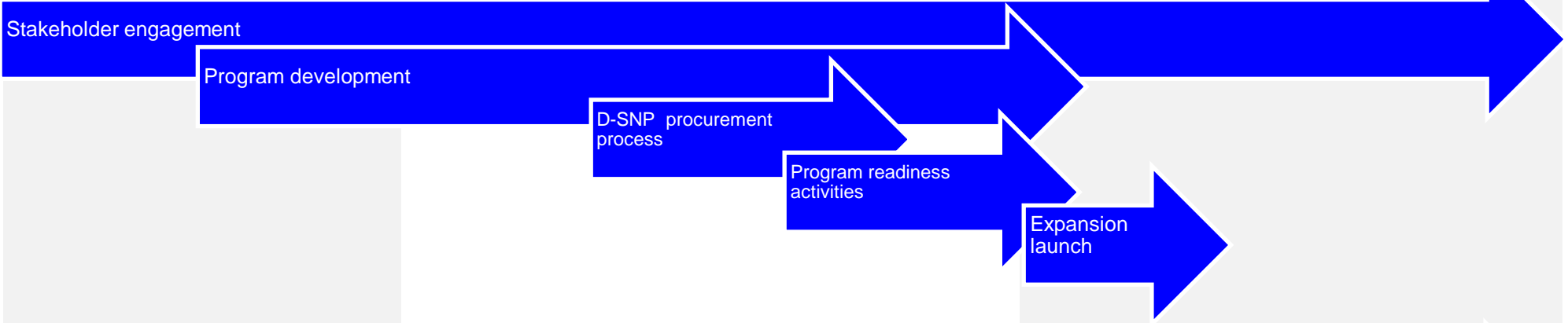
- ▶ DHCF is in the process of implementing two major expansions to coverage and service delivery for dual eligibles, including an expansion of the existing dual eligible special needs plan (D-SNP) program, Dual Choice, and launch of the District's first Program of All-inclusive Care for the Elderly (PACE) program
- ▶ Both programs are designed to integrate Medicare and Medicaid for enrollees, simplify and enhance the beneficiary's experience of care, improve coordination across services, and promote whole person care
- ▶ Both programs serve primarily or only dual eligibles, with some differences
 - Dual Choice serves duals irrespective of ward of residence and can enroll partial-benefit duals
 - PACE will serve individuals meeting a nursing facility level of care, ages 55 and older, who live in Wards 7 and 8



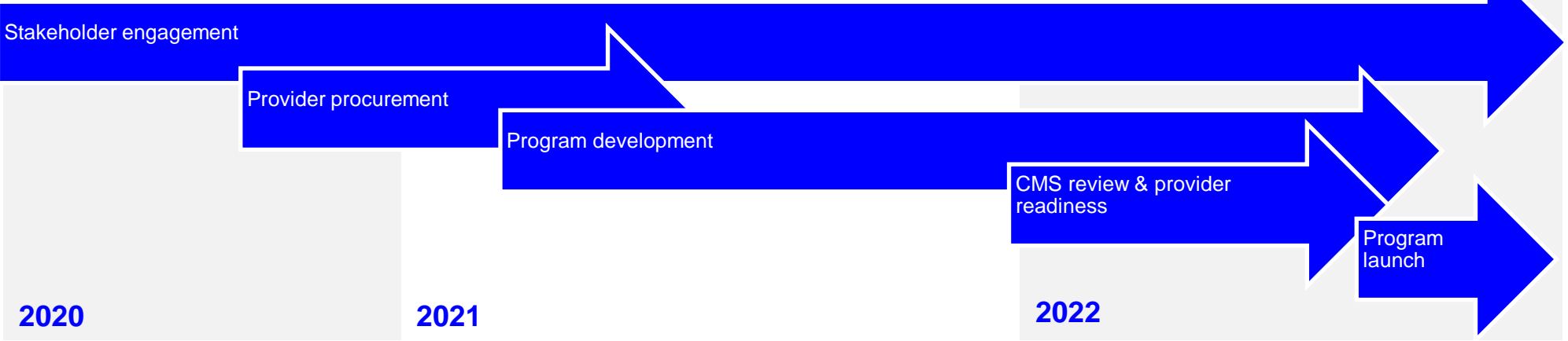
LTSS Update: D-SNP and PACE



Dual Choice



PACE



2020

2021

2022



- ▶ Alliance and ICP Recertifications Restart with Conclusion of Local PHE
 - Alliance and ICP renewals with upcoming recertification end dates were mailed/are being mailed
 - Individuals that fail to certify by their end date should expect to receive notices of termination
 - No interview/face to face requirement; online option for recertification will be available 10/1/21

- ▶ Alliance and ICP Eligibility Changes
 - Alliance and ICP will be included in the DCAS/District Direct September release and will use MAGI Methodology to determine income and household composition
 - Renewals with recertification end date of 11/30/21 and thereafter will be processed in DCAS/District Direct
 - Face-to-face interview requirement is eliminated

- ▶ Special Immigrant Visa (SIV) Status Medicaid Eligibility
 - In anticipation of the Afghan refugees that will be resettling in DC and applying for medical coverage, certain special immigrant groups have been granted SIVs, making them eligible for Medicaid benefits
 - Iraqi and Afghan special immigrants do not need to meet a waiting period to apply for Medicaid and may immediately apply for coverage if all other eligibility requirements are met



DCAS/District Direct Upcoming Release



COVID-19 Beneficiary Vaccination Update



- ▶ As of September 2021, **44% of all DHCf beneficiaries age 12+ have received at least one COVID vaccination** (compared to 80% District-wide)*.
- ▶ DHCf has taken the following steps to improve vaccination rates for beneficiaries:
 - Partnering with outreach vendor (LINK Strategic Partners) to conduct direct **outreach to unvaccinated Medicaid fee-for-service beneficiaries.**
 - Partnering with EOM's Vaccine Ambassador program to provide contact information to conduct **door-to-door outreach to unvaccinated DHCf beneficiaries in Wards 7 & 8.**
 - **Working with MCOs** to coordinate communication and outreach strategies to unvaccinated beneficiaries.
 - Provided **guidance to health care providers** to conduct vaccine counseling visits with DHCf beneficiaries to address vaccine concerns.

*Source: DHCf analysis of DC Health and Maryland vaccination data received via CRISP and DHCf Medicaid Management Information System data as of 9/18/2021. District-wide vaccination rates from <https://coronavirus.dc.gov/data/vaccination> as of 9/13/21.

DC DEPARTMENT OF HEALTH CARE FINANCE

Fee for Service Beneficiaries



DC's Department of Health Care Finance (DHCF) and LINK Strategic Partners (LINK) conducted outreach to inform DHCF Fee for Service individuals about the COVID-19 vaccine symptoms and risks of COVID-19.

Beginning in June 2021, DHCF and LINK have been implementing a strategic campaign supported by an array of outreach tactics – direct mail, phone banking, automated call, text message, and brochure mailers.

Below is a summary of the impacts of this public outreach campaign.

1 POSTCARDS



31,913 POSTCARDS

sent in June 2021.

The postcard mailer included information about walk-up vaccination sites and encouraged recipients that once they receive the COVID-19 vaccine they can get back to their normal life again. The postcard was sent via direct mail to Fee for Service individuals.



2 PHONE BANKING



34,347 PHONE CALLS

made in June 2021. Calls had a 28.2% success rate.

Every Fee for Service individual received a call notifying them where to find the closest COVID-19 vaccination site and were asked if they planned to get the COVID-19 vaccine.

3 AUTOMATED CALL OUTREACH



24,802 AUTOMATED CALLS MADE IN ENGLISH

with a 27% success rate.

582 AUTOMATED CALLS MADE IN SPANISH

with a 33% success rate.

Automated calls were made to 29,585 phone numbers of Fee for Service individuals provided by DHCF. Automated calls were made to all Fee for Service individuals. Recorded messages went to English and Spanish-speaking identified households.

4 TEXT MESSAGE OUTREACH



16,580 TEXT MESSAGES SENT

101 recipients requested additional information.

59 recipients proactively acknowledged that they were already vaccinated.

Text messages allowed Fee for Service individuals to be reminded of the COVID-19 vaccine and were to find the closest vaccination site.

5 SENIOR HIGH-RISK BENEFICIARY BROCHURE



502 BROCHURE MAILERS

sent in July to high risk, unvaccinated, homebound Fee for Service individuals.

Brochure mailers providing additional information on the COVID-19 vaccine were mailed to over 500 Fee for Service individuals. The brochure mailer also provided information on where to find the closest COVID-19 vaccination site.





- ▶ **CMS issued partial approval of District's initial and partial spending plan effective August 31, 2021**
 - Partial approval requested additional information (RAI) on eight initiatives, no initiatives denied;
 - DHCF responded to RAI on September 14, 2021; will keep stakeholders updated on status of full approval via [website](#)

- ▶ **With plan approval DC Medicaid is eligible for 10% Enhanced FMAP bump from April 1, 2021 to March 31, 2022 for all HCBS services**
 - Enhanced FMAP will generate ~\$88M in funds attributable to FMAP increase;
 - DHCF working with CMS to draw down portion of attributable funds so District can begin implementation of plan initiatives

- ▶ **First quarterly reporting update on ARPA Section 9817 spending/narrative due to CMS on October 17, 2021**



ARPA Section 9817 Update (cont.)



- ▶ **Stakeholders have reached out concerning District's plan for ongoing ARPA Section 9817 public engagement**
 - Plan is continued ARPA Section 9817 engagement through website and public meetings
 - Major updates will be highlighted for MCAC as component of Medicaid Director's Report
 - Will work with LTSS MCAC Sub-Committee to determine feasibility of standing ARPA 9817 agenda item
- ▶ **Additional Updates will be posted at <https://dhcf.dc.gov/page/arpa-hcbs-planning>**
- ▶ **Email comments/questions on ARPA Section 9817 to Eugene Simms, Special Assistant, Office of the Director, at eugene.simms@dc.gov**



Enrollment Snapshot



DHCF enrollment for July 2021 was **308,126**

- ▶ **Medicaid** (282,901) has grown by **11.5%** since February 2020 (prior to the public health emergency)
- ▶ **Alliance** (21,131) and **ICP** (4,094) combined have grown by **26.4%** since February 2020
- ▶ Monthly reports with additional detail are on the DHCF website: <https://dhcf.dc.gov/node/1180991>

Number and Percentage Change in Enrollment Since February 2020 by Program

● Alliance & ICP ● Medicaid

