



**New Hampshire Department of Health and Human Services
Medicaid Care Management (MCM) Program**

**Step Two Provider Education,
Prior to Program Start**



November 6, 2014

Communicating with the Provider Community

News Updates for Providers will be

- ❖ **Emailed to all providers via State MMIS Email Blasts, with a Step 2 Heading**
- ❖ **Posted on Step 2 Provider Page on DHHS Website**
- ❖ **Posted on EStudio—currently used by BEAS for provider notices**
- ❖ **Mailed in some instances**

Step 2 Web page for Providers will include:

- ❖ All news updates
- ❖ Links to relevant DHHS documents
- ❖ Brief description of health plans with links to their websites
- ❖ Calendar of Scheduled Provider Trainings and Conference Calls
- ❖ Webinars from Completed Provider Trainings
- ❖ FAQs—updated after each Provider Training





Provider Forums

Provider forums will be developed and presented by a team from DHHS and the Health Plans. All forums will be presented in-person and via webinar.

The webinars will be posted on the DHHS website.

The first forum will be for those providers who have had no experience with Care Management. Two sessions will be planned; additional sessions scheduled based on demand.

The presentation will include:

- ❖ Step 2 Overview and Timeline**
- ❖ Client Communications from DHHS**
- ❖ How Clients Enroll in a Plan**
- ❖ Checking Eligibility and Plan Enrollment in MMIS**
- ❖ Well Sense: Overview of Provider Services**
- ❖ New Hampshire Healthy Families: Overview of Provider Services**
- ❖ Question and Answer Session**



Planning targeted group sessions for in-depth training on business practices

Choices for Independence (CFI) Training Groups

- ❖ Providers of In-home services
- ❖ Adult Medical Day Providers
- ❖ Residential Care Facilities
- ❖ Home Delivered Meal Services
- ❖ Other CFI Providers

Nursing Facilities Training Groups

- ❖ Private
- ❖ County

Second Training, with a session for each Training Group, will include:

Step 2 Brief Overview

Eligibility and Checking Plan Enrollment in MMIS

New Hampshire Healthy Families Presentation

Claims Submission and Payment, Prior Authorizations for Services, Appeals & Grievances, Provider Resources, Web Site and Portal

Well Sense Health Plan Presentation

Claims Submission and Payment, Prior Authorizations for Services, Appeals & Grievances, Provider Resources, Web Site and Portal

Handout

Managing Business Processes: A Quick Reference Guide

Conference Calls

During at least the first 6 weeks after Program Start, Providers will have an opportunity to participate in weekly conference calls with:

- ❖ **New Hampshire Healthy Families and DHHS staff**
- and**
- ❖ **Well Sense Health Plan and DHHS staff**



Health Plans' Training and Resources for Step 2 Providers

New Hampshire Healthy Families Step II Provider Supports

presented by Karen Kimball

Well Sense Health Plan Provider Relations

presented by Laura Pizza Plum