

Step 2 Update – MCO Readiness

Plan Coverage Readiness Calls:

- To date, 100 enrollment calls have been made for individuals with complex needs (CFI, DD, ABD and IHS) who are currently receiving services through the MCOs.
- 20 additional calls will be made for children in Foster Care and Special Medical Services totaling 120 calls (60 calls to each MCO) by 12/18/15.

Coverage calls cont.

Plan coverage call questions cover the following areas:

- HIPAA compliance and Guardianship / legal rep for the member
- Identification of complex needs of the member
- Care coordination
- Out of network care requests
- Questions related to co-pay issues
- Non-emergent transportation policy
- 72 hour emergency supply of medications / continuity of care (consumer protections)
- Prior authorization response for medications
- Grievance process

- In addition to the areas listed above, both plans were further challenged in areas related to vendor performance such as pharmacy, transportation and durable medical equipment.

MCO Readiness Review

Secret Shopper Calls:

- To date a total of 38 calls comprised of 286 total elements have been completed to assess the general shopping experience for a health plan.

Secret shopper call questions cover the following areas:

- Care and disease management for members with substance abuse and behavior health challenges
- Reviewing special benefits such as free cell phones, fitness and weight management reimbursement, new mom's programs
- Transportation benefits details
- Assisting with potential pharmacy issues
- Accessing both in-network and out-of-network specialists
- Information about filing grievances and appeals.

MCO Readiness Review Cont.

Case File Reviews

- DHHS conducted 30 comprehensive case reviews from 12/7/15 – 12/9/15.
- 15 cases in file were reviewed at each plan – 5 were selected by the MCO and 10 were selected by DHHS.

The purpose of the case reviews is to identify systems in place at each of the Health Plans which inform the Plans of the special needs of their membership. Domains of critical importance to DHHS are as follows:

- Identification of individual with special needs, including waiver services and nursing home residents
- identification of the use of specialty care, out of network providers, equipment and medication management
- assessment of the impact of the special need(s)
- assessment of cultural and linguistic needs
- care plan development
- evidence of patient/family involvement in care planning
- anticipation of the need for transition planning
- methods to assure coordination of care

MCO Readiness Review Cont.

TBD: DHHS Survey to newly enrolled members

- Questions related to MCO performance will be presented to newly enrolled members to provide feedback to MCOs on strengths and weaknesses.

High Touch Process

NH DHHS sends a monthly enrollment report to following agencies:

- Behavioral Health Agencies (11)
- Area Agencies (10)
- CFI Case Management Agencies (7)
- DHHS Agencies: SMS, DCYF and Medicaid Medical
- Nursing Facilities (75)

-Agency staff identify “high touch” people who are newly enrolled in a plan. Agency staff schedule meetings with the MCOs to discuss individualized needs.

-To date 118 people have been discussed with the MCOs at High Touch Transition meetings between the services agencies and the MCOs.

-Agency staff reaches out to those people who are not enrolled to encourage them to select a plan. Self selection is at approximately 39%

Other Readiness Points

- Guardianship and Authorized Representative Information Transfer – MOU for MCO access to New HEIGHTS is currently under review by legal and will be sent to MCOs after approval.
- External Communications and Messaging - Enrollment packets were sent 11/1/15. Reminder letter to be sent 12/16/15.
- Capacity of DHHS Client Services – open enrollment and Premium Assistance Program: DHHS has assigned additional staff to call center in response to high demand.

Readiness Points Cont.

- Nursing Facilities – Transportation workgroup was highly successful. 2 additional forums held on 11/3/15 (Bartlett, NH) and 12/3/14 (Dover, NH)
- Member focused Informational Sessions - held on 11/21/15 (Concord, NH - People First of NH) and upcoming sessions scheduled for 12/16/15 (Manchester, NH) and 12/17/15 (Laconia, NH) – see DHHS website for details
- Training and Education – MCO and DHHS collaborating on participant protections training scheduled for 1/22/15. Guardianship training was conducted on 10/16/15. TBD: Level of complexity training and New HEIGHTS training for MCOs