

Washington State
Health Care Authority

Medicaid Monthly Meeting (M3)

February 26, 2014

**Karol Dixon & Mike Longnecker,
HCA Tribal Affairs Office**

M3 Agenda

- **Executive Leadership Introductions**
 - *Susan Lucas*
 - *Annette Schuffenauer*
- **Managed Care 101**
- **Tribal Affairs Staff Updates**
 - *Tribal Billing Workgroup (TBWG)*
 - *Tribal Assister Summit: Planning, Next Steps, Training Needs*
 - *AI/AN and Non-Native Encounter Rate Matrix*
 - *Medicaid 101 and 201 Outline*
 - *HCA Community-Based Staff*
- **Race in P1, HPF & ACES**
- **Enrollment Update**
- **Tribes' Experience with Healthplanfinder**

Introductions: HCA Executive Leadership



About Susan Lucas

Chief Operations Officer, Central Services Administration

- Has served the state of Washington in the areas of public administration and finance for over twenty years, managing finances for Washington State Medicaid, Washington's public mental health system, and the Employment Security Department.
- Susan has also managed health care for the Washington State Department of Corrections , as well as working for the State Senate and the Governor's Budget Office.



Born and raised in the Pacific Northwest, Susan has two sons who live in Washington; she and her husband live in Olympia.

Introductions: HCA Executive Leadership



About Annette Schuffenhauer

*HCA Chief Administrative Officer &
Director, Legal & Administrative Services*

- 10 years with Medicaid; 2 years with PEBB
- Began her State career as a Staff Attorney in the Office of Hearings and Appeals for DSHS and later served as Section Manager and Chief Legal Officer
- Served as Employment Risk Manager at Washington State Hospital



Annette knows how to juggle...career and family life, that is! Among her many duties, Annette supervises the offices responsible for State Plan Amendments and the Contracts Office. She and her husband have two children.

Washington State
Health Care Authority

MANAGED CARE 101:

Washington Apple Health
Washington's Medicaid Program

March 11, 2014



- **Washington Apple Health** is the new name for Washington's Medicaid program.
- **There are three primary payment methods** for Medical services paid by the Health Care Authority (HCA):
 - *Fee for Service*
 - *Primary Care Case Management*
 - *Apple Health Managed Care*

(1) Fee for Service

- **Fee for service** is the “traditional” way of providing medical services
- **A beneficiary sees a doctor** and the doctor bills HCA for the service, which is paid at the Medicaid rate (or at the encounter rate for Tribal clinics billing encounter-eligible services)

(2) Primary Care Case Management

- **Primary Care Case Management**, or PCCM, is a program that is provided in Washington only by tribal clinics or Urban Indian Centers
- **PCCM's are paid a \$3 per member/per month fee** to manage the beneficiary's health care services
- **Services are paid by HCA** either FFS or at the encounter rate.

(3) Apple Health Managed Care

- **Apple Health Managed Care (AHMC - formerly Healthy Options)** provides a wide array of benefits to enrolled beneficiaries for a single premium paid per member per month.
- **Services are provided by Managed Care Organizations (MCOs)**, who contract with health care providers.

Who is eligible for Managed Care?

● MANDATORY ENROLLMENT:

- *Families, moms and kids*
- *SSI Categorically Needy Blind and Disabled, including L21/L22 (COPES waiver clients)*
- *Medicaid Expansion beneficiaries*

● VOLUNTARY ENROLLMENT:

- *American Indian/Alaska Natives*
- *Foster Children*

AHMC Assignments

- **Beneficiaries become eligible for managed care**
 - Newly eligible beneficiary either enrolls in managed care or is assigned a plan by HCA
 - Non – AI/AN are assigned to MCOs based on service area and the MCOs' network capacity
 - *If HCA does not know a beneficiary is AI/AN, the beneficiary may be assigned to an MCO. The AI/AN may disenroll to fee for service beginning on the first day of the following month, change to a PCCM clinic in his or her area, OR remain in the MCO*

AHMC Assignments (2)

- **AI/AN beneficiaries are not assigned to MCOs** *if* HCA is aware they are AI/AN. The AI/AN may be assigned to the closest PCCM clinic if the beneficiary lives near one.
- **If no PCCM clinic is available to the AI/AN**, he or she either remains FFS or may choose to enroll in AHMC.

Tribal Clinics and Managed Care

- **Tribes may contract with MCO's** – MCO's pay the tribe the Medicaid rate for services provided to MCO enrollees
- **The tribe then bills HCA** for the balance of the encounter rate (wraparound payment)
 - *This is the difference between the Medicaid rate and the encounter rate*

Urban Indian Centers and Managed Care

- **Urban Indian Centers** are Federally Qualified Health Centers (FQHCs) and receive the FQHC encounter rate from the MCO

Apple Health MC Benefits

● Coverage includes:

- Outpatient care such as: Wellness exams, immunizations, maternity care, surgical services
- Pharmacy, including OTC and prescription medications
- Laboratory services
- Inpatient Hospital/Emergency Room
 - *Nursing facility for rehab services*
- Outpatient Mental Health

Pharmacy Coverage

- **Pharmacy** – each MCO must have a formulary that provides medications in all drug classes
 - *All formularies are not identical*
 - *Because a drug is not on the formulary does not mean it can't be covered – it might mean there is an authorization process or an “exception” process*
 - *All MCOs do not contract with all pharmacies*

Care Coordination Benefits

- **For high risk enrollees with chronic conditions:**
 - *Care Management, including assessment, care planning and assistance with coordinating services and referrals*
 - *Health education services to help enrollee understand condition and learn self management skills*
 - *Coordinate services between systems*

Care Management/Care Coordination

- **Care Management services may include:**

- *Ensuring enrollees are using health care services appropriately – not under- or over-utilizing;*
- *Ensuring enrollees have access to needed services;*
- *Assistance in coordinating services that are covered by the managed care program with those that are not, including interpreter services, transportation, etc.*

Nursing Facility Care

- **AHMC coverage of Nursing Facility (NF) stay for rehab** has always been a benefit
- **With addition of new SSI population**, more enrollees utilizing this benefit
- **Managed Care Plan is responsible for authorization and payment** of skilled nursing care until enrollee is released or becomes eligible for Long Term Care services

Pharmacy Coverage

- **Pharmacy** – each MCO must have a formulary that provides medications in all drug classes
 - *All formularies are not identical*
 - *Because a drug is not on the formulary does not mean it can't be covered – it might mean there is an authorization process or an “exception” process*
 - *All MCOs do not contract with all pharmacies*

Managed Care Organizations

Effective July 1, 2012



Health Plan Contact Information



Customer Services: 1-800-600-4441
Website: www.amerigroup.com
Provider line - 1-800-454-3730
Website: <http://washington.joinagp.com>



Customer Service: 1-800-440-1561
Website: www.chpw.org
Provider line - 1-800-440-1561
Website: <http://www.chpw.org/for-providers/>



Customer Service: 1-877-644-4613
Website: www.coordinatedcarehealth.com
Provider line - 1-877-644-4613
Website: <http://www.coordinatedcarehealth.com/for-providers/become-a-provider/>



Customer Service: 1-800-869-7165
Website: www.molinhealthcare.com
Provider line - Phone: 1-800-869-7175
Website: <http://www.molinahealthcare.com/medicaid/providers/wa/Pages/home.aspx>



Customer Service: 1-877-542-8997
Website: www.uhcommunityplan.com
Provider Line - 1-877-542-9231
Website: <http://www.uhcommunityplan.com/health-professionals>

Questions

- Apple Health Managed Care
 - <http://hca.wa.gov/medicaid/HealthyOptions/pages/index.aspx>
- Health Homes: http://www.hca.wa.gov/health_homes.html
- Managed Care Questions:
 - *HCA managed care mailbox:* hcamcprograms@hca.wa.gov
OR
 - *Alison Robbins* – alison.robbins@hca.wa.gov 360-725-1634
- Questions about wraparound encounter payments after AHMC has made payment:
 - *Michael Longnecker* – michael.longnecker@hca.wa.gov
360-725-1315

Tribal Affairs Staff Updates

- Tribal Billing Workgroup (TBWG)
- Tribal Assister Summit: Planning, Next Steps, Training Needs
- AI/AN and Non-Native Encounter Rate Matrix
- Medicaid 101 and 201 Outline
- HCA Community Based Staff

Tribal Billing Workgroup

- TBWG is second Tuesdays at 9:00 AM
- Want to join the workgroup? Let Mike know
- Last mtg: 32 call in, 2 in-person attendees!
- 21 Tribes, Portland IHS & Hope Practice Management & Associates were in attendance

2/11/2014 TBWG Topics

- Medicare - mental health nonpayment issue
- Physical therapy encounters
- Managed Care wrap around payments for AI/AN clients
- Maternity Support Services

Potential Tribal Assister Summit

- Interest? Need?
- Potential ideas – in Olympia, invite Tribal Assistors & HCA Eligibility Staff, have Tribal Assistors as presenters, bring hard cases
- Planning, Next Steps
- Additional Training Needs
- **Save the Date: Tuesday, April 7, 2014**
 - **In Olympia at the HCA, 10am-4pm**

Nonnative CD Encounters at I/T Clinics

*Based on 2013 IHS OMB
Encounter Rate of \$330*

- Old Eligible
 - Federal payment: \$165
 - Tribal match paid to State: \$165
 - Final \$ to Tribe: \$165 + 165 (net \$165)
- Recently verified with CMS, logistics are a work in progress
 - Newly Eligible
 - 100% FMAP (2014-2016) (net \$330)
 - Presumptive SSI
 - 75% FMAP (net \$247.50)

Medicaid 101 Outline

- Overview (data)
- Policy (State plans, waivers)
- Eligibility (client categories, criteria)
- Benefits (ABP, MC, PCCM, FFS)

Medicaid 201 Outline

- October 2012 PPT
- P1, how to check eligibility
- Providers, NPIs
- Encounters
- Match
- Managed Care / 3rd party billing
- Top 20 Common EOB
- How to fix simple errors (screenshots)

HCA Community Based Staff

- **Can your organization provide a LOCATION for HCA staff who are experts in Medicaid Eligibility?**
 - *Part of transition of responsibilities for Medicaid from DSHS to the Health Care Authority (HCA)*
 - *HCA is receiving extra staffing for Medicaid Expansion*
 - *DSHS will only work with aged, blind, disabled populations (SSI or SSI Disability)*
 - *HCA is placing staff across the state to assist In-Person Assistors (IPAs) with error codes and MAGI questions*
 - *Most counties will have 1 HCA staff member; larger counties may have more*

- **HCA staff will have limited knowledge about the Exchange's low-cost insurance plans**
 - *Will not be able to do data entry for individual clients*
 - *Will be able to assist individual clients who are doing their own data entry*
 - *Can refer individual clients to IPAs and the Exchange Call Center*

● Primary duties of HCA community-based staff members:

- *Investigate error codes*
- *Answer questions re: application process*
- *Assist recipients with renewal process*
- *Answer questions re: MAGI rules*
- *Check HealthPlanFinder application status for applicants*
- *Look up managed care plan information for clients*
- *Explain why applications are closed or denied*
- *Answer questions about mail from HealthPlanFinder*
- *Provide guidance on how to change managed care plans*

● Facility needs for HCA Staff

- The hosting organization will need to provide:
 - **Work station** (*cubicle or office*)
 - **Furniture** (*if not available, HCA may be able to provide*)
 - **Wired internet access** (*staff will be assigned a computer terminal by HCA with two monitors and will use CITRIX to link to the HCA network*)
 - **Desk phone with voicemail**
 - **Occasional private meeting space** *to meet with his/her supervisor*

Race in ACES/HPF/P1

Race/Ethnicity Code

- **597 - Indian (American)**
- 599 - Asian, Per SDX
- 604 - Cambodian
- 608 - Filipino
- 612 - Korean
- 618 - Thai
- 653 - Hawaiian
- 660 - Guamanian
- 799 - Other Race
- 870 - Black/African American
- **941 - Aleut**
- 600 - Asian Indian
- 605 - Chinese
- 611 - Japanese
- 613 - Laotian
- 619 - Vietnamese
- 655 - Samoan
- 699 - Other API
- 800 - White
- **935 - Eskimo**
- 999 - Unreported

[About You](#) | Washington Healthplanfinder

[www.wahealthplanfinder.org/HBEWeb/DisplayAboutYou](#)

About You * REQUIRED FIELD

We are now going to collect some information about you and your household to help you find health coverage options

Paper application submitted

SUBMITTED DATE ●

FIRST NAME * M.I. LAST NAME * SUFFIX

Notice:
Please provide your official name such as the name on your social security card.

SOCIAL SECURITY NUMBER ● DATE OF BIRTH * ●

SOCIAL SECURITY DISCLOSURE

SEX *

MALE
 FEMALE

WHO ARE YOU APPLYING FOR? *

DO YOU WANT TO APPLY FOR HEALTH INSURANCE PREMIUM TAX CREDIT, COST-SHARING REDUCTIONS OR WASHINGTON APPLE HEALTH? * ●

YES
 NO

RACE HISPANIC ORIGIN ●

ARE YOU AN AMERICAN INDIAN OR ALASKAN NATIVE? * ●

YES
 NO

Yes, I have read the Washington Healthplanfinder Privacy Policy*

[Next](#)

Race in HPF

- Are you AI or AN? (a yes answer will trigger three more questions)
 - Are you enrolled in a Tribe? (answer yes and get AI/AN cost sharing benefits in QHPs)
 - Are you a descendant?
 - Are you IHS eligible?

Race in P1

The Optional Race Code is coded to:

- Race Code 4: American Indian
- Race Code 5: Alaska Native

Either will exempt a client from managed care.

The AI/AN question is only used for CHIP premiums. Not MC.

Potential next steps

- Combine AI/AN into one category
 - Both in HPF & P1
 - Functionally, we can do P1 change by coding to Race Code 4 (AI)
- Use the AI/AN question to update race in P1/Aces
- Use either race or AI/AN question for MC
- Clean up

Enrollment Update

Website Visits

- *Unique visitors:* **1.4 million**
- *Page views:* **52.4 million**
- *Accounts created:* **396,193**

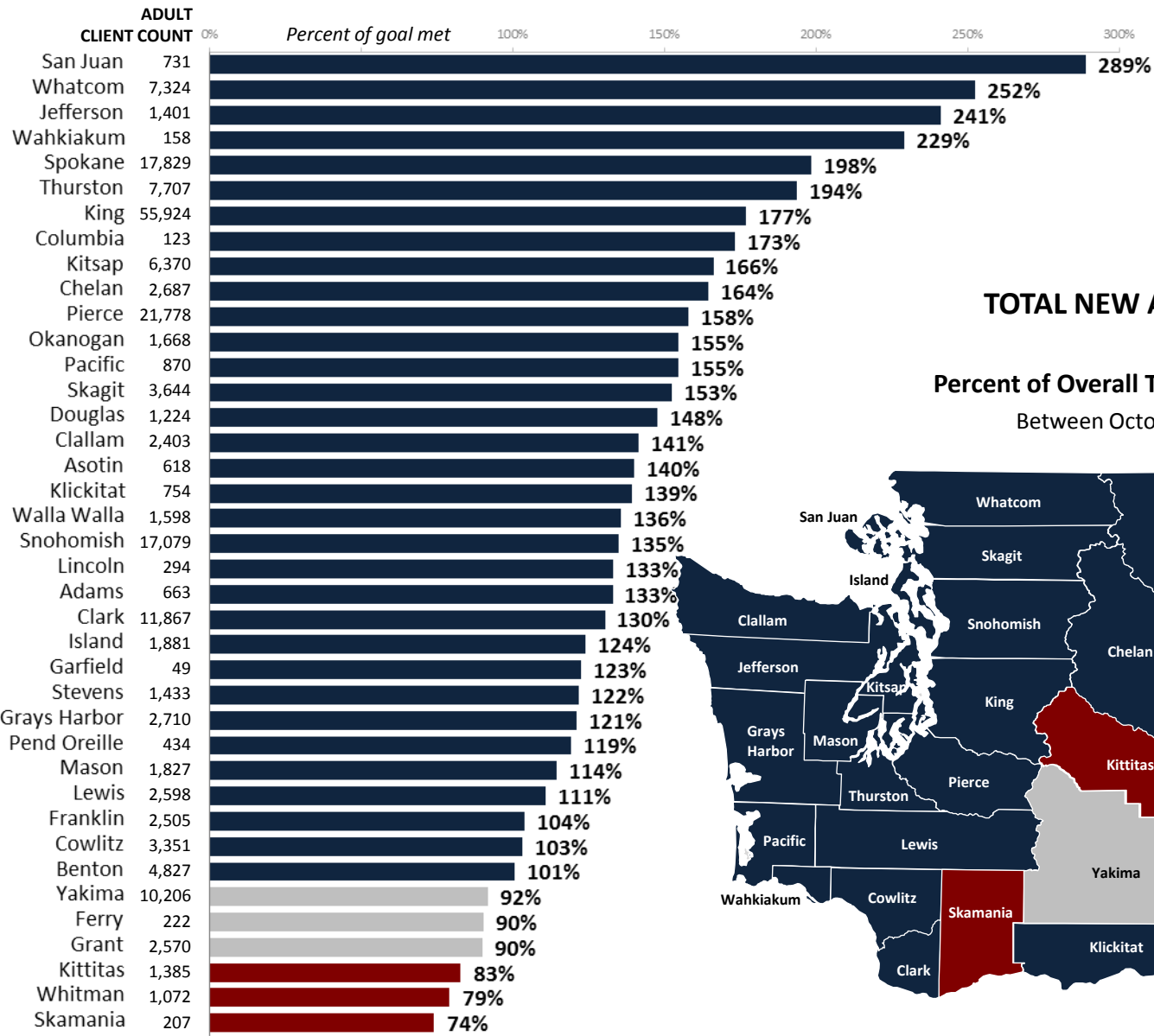
Enrollments completed

Enrolled In	Number
Qualified Health Plan (QHP) w/ tax credit	71,063
QHP w/ no tax credit	18,180
Medicaid Newly Eligible Adults	172,135
Medicaid Previously Covered	260,379
Medicaid Previously Eligible But Not Enrolled	82,584
TOTAL	604,341

*Applications
processed
and waiting
for payment:
+ 67,734*

Progress Toward April 1, 2014 Medicaid Expansion Enrollment Target

ON TRACK
↑
↓
OFF PACE

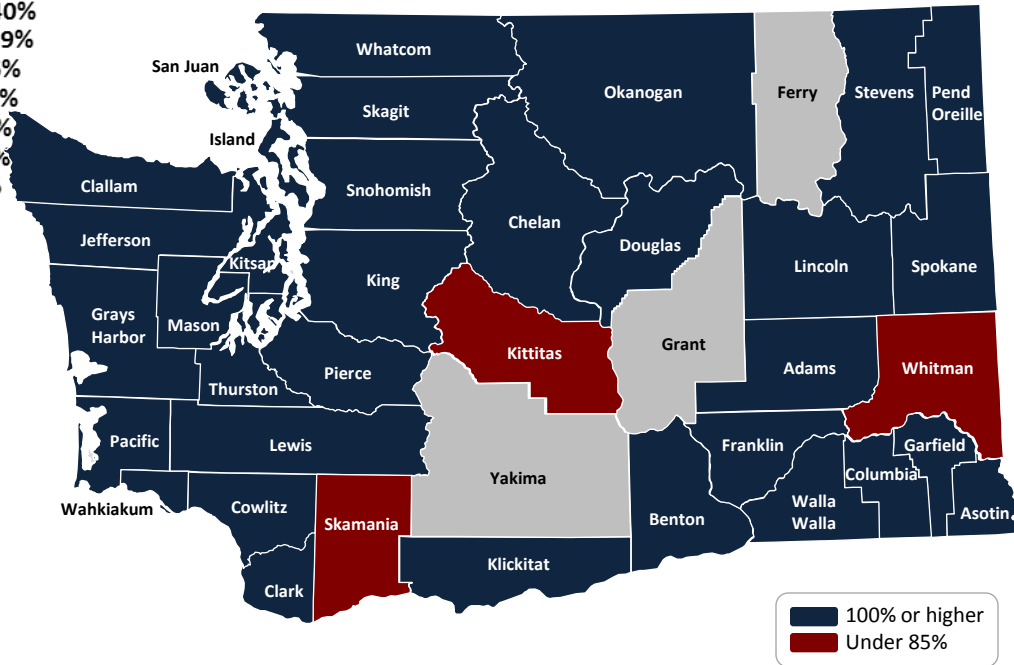


TOTAL NEW ADULT CLIENTS = 201,991*

Target for April 1, 2014 = 136,220

Percent of Overall Target Met Statewide = 148%

Between October 1, 2013 and February 20, 2014



*177 additional clients do not map to Washington counties.

SOURCE: Washington State Health Care Authority, February 25, 2014.



Washington Apple Health (Medicaid) Enrollment Update

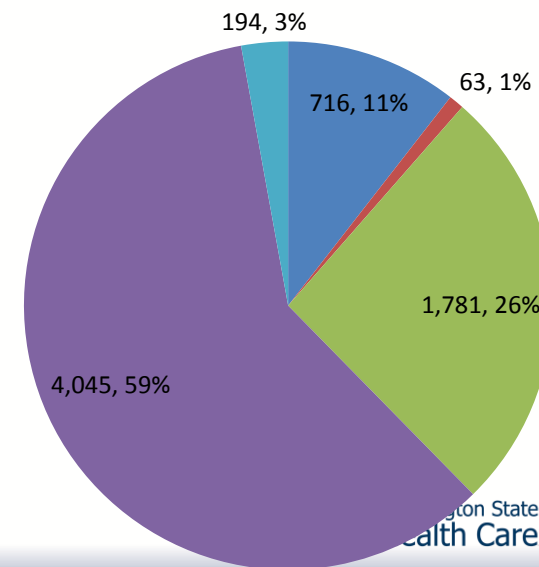
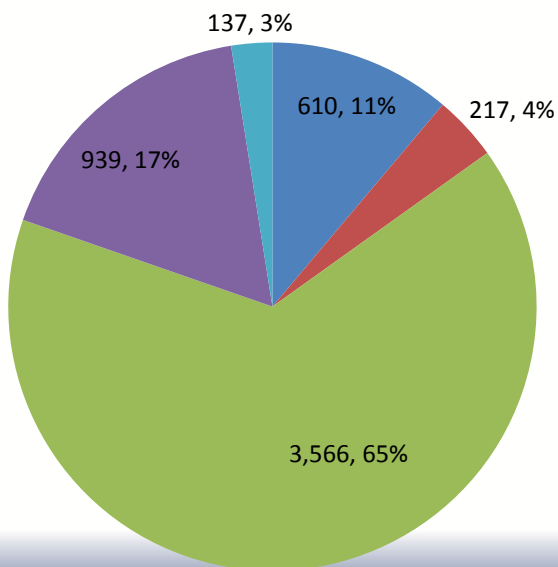
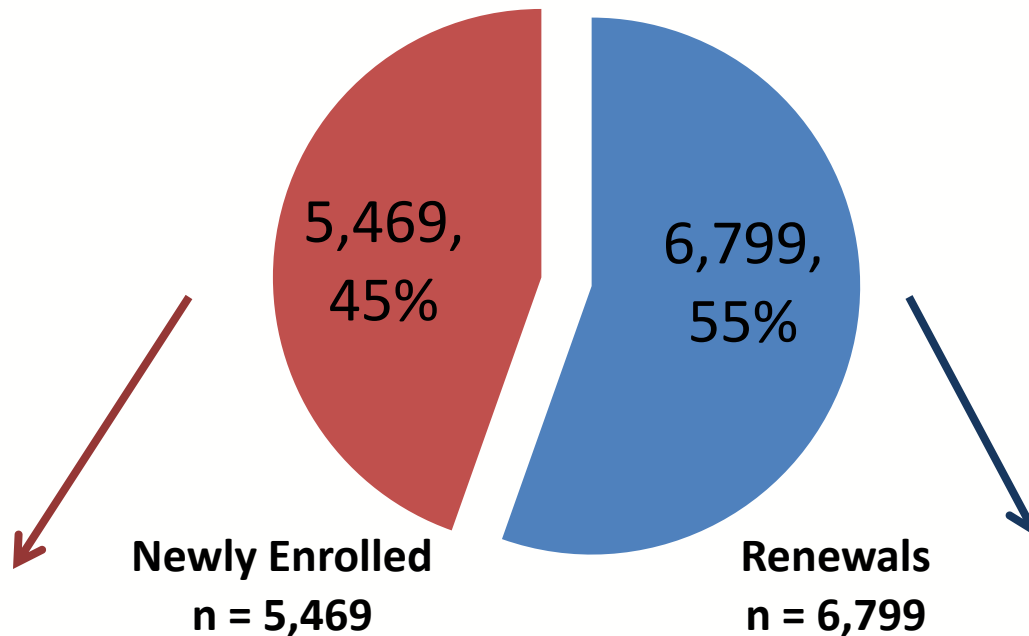
All data 10/01/2013 – 02/06/2014
Karol Dixon, Health Care Authority
February 14, 2013

The following slides are on both

**NEWLY ELIGIBLE (N=5468)
& RENEWALS (N=6799)**

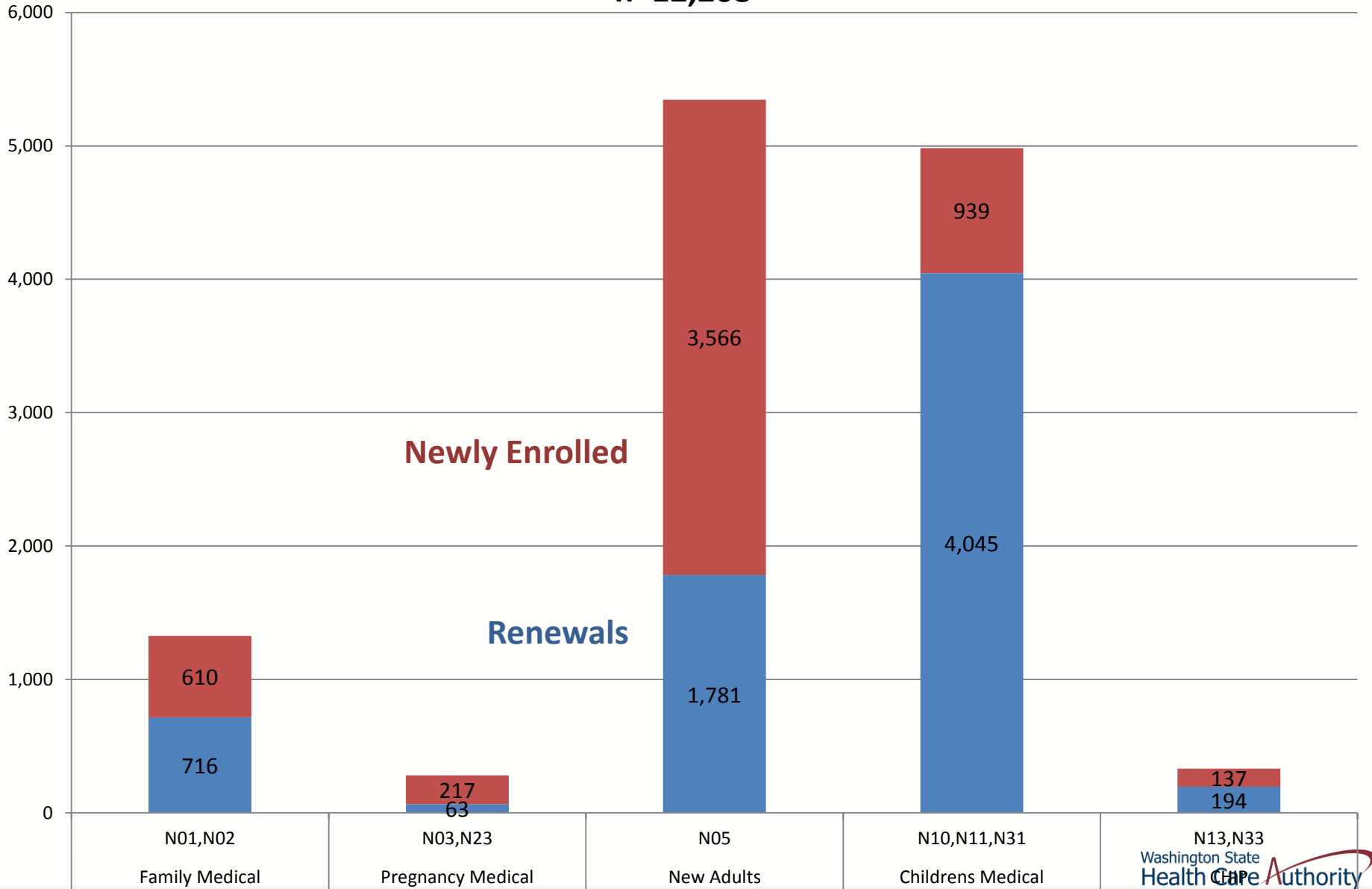
AI/AN Newly Enrolled & Renewals

n = 12,268

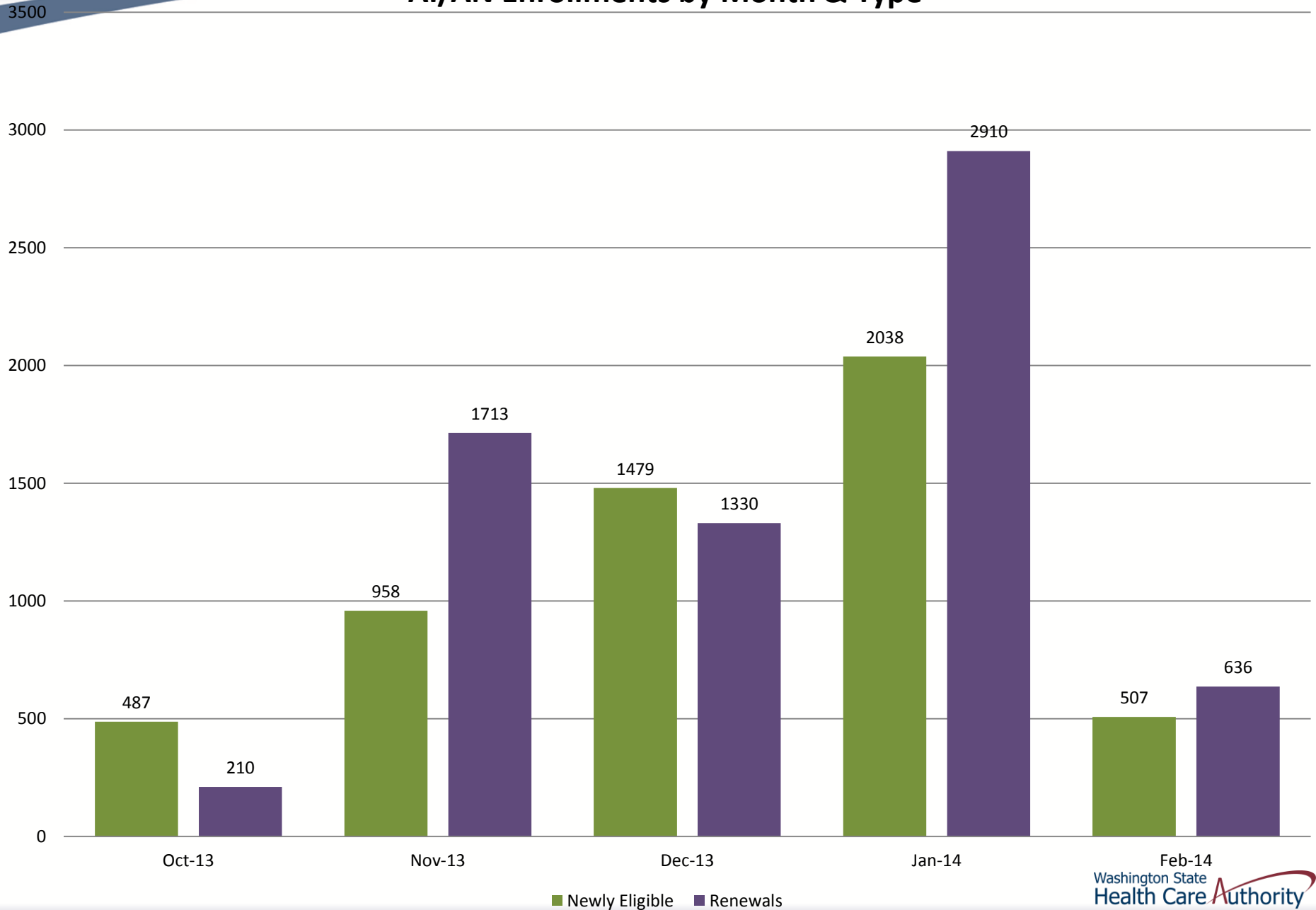


- Family Medical
- Pregnancy Medical
- New Adults
- Childrens Medical
- CHIP

AI/AN New Enrollments & Renewals, Oct-Feb 6, by Coverage Group, n=12,268



AI/AN Enrollments by Month & Type

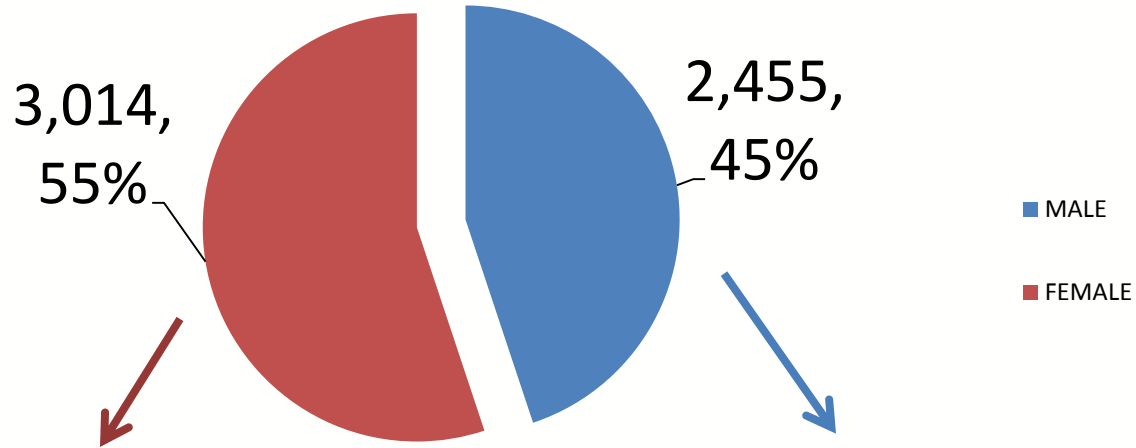


The following slides are on

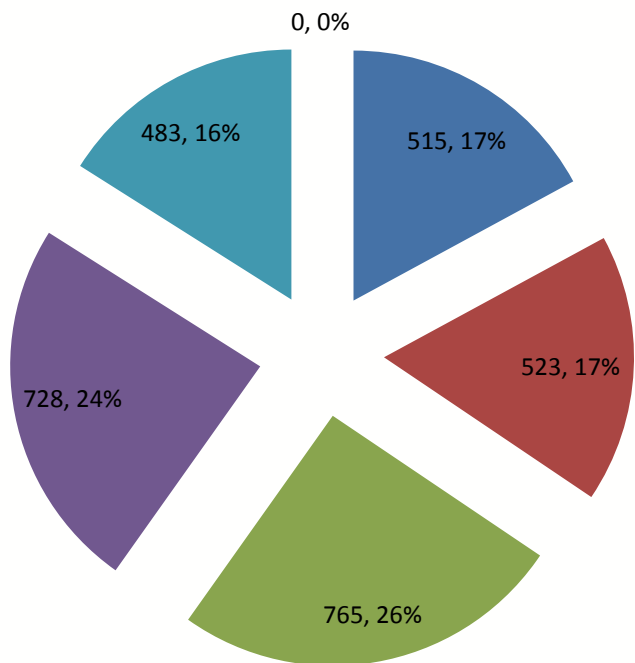
NEWLY ELIGIBLE ONLY

N=5468

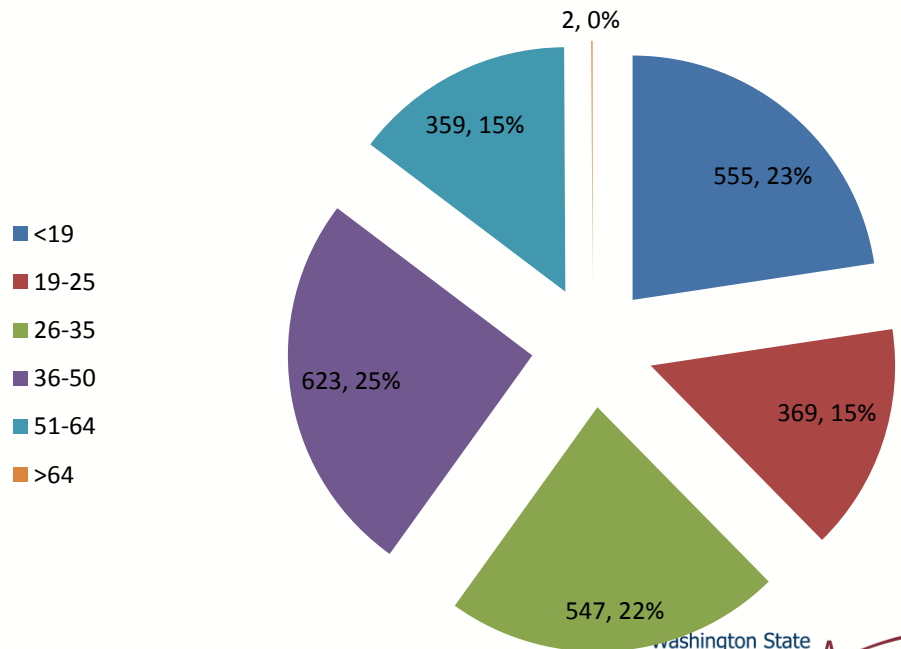
AI/AN Newly Enrolled Gender Breakdown



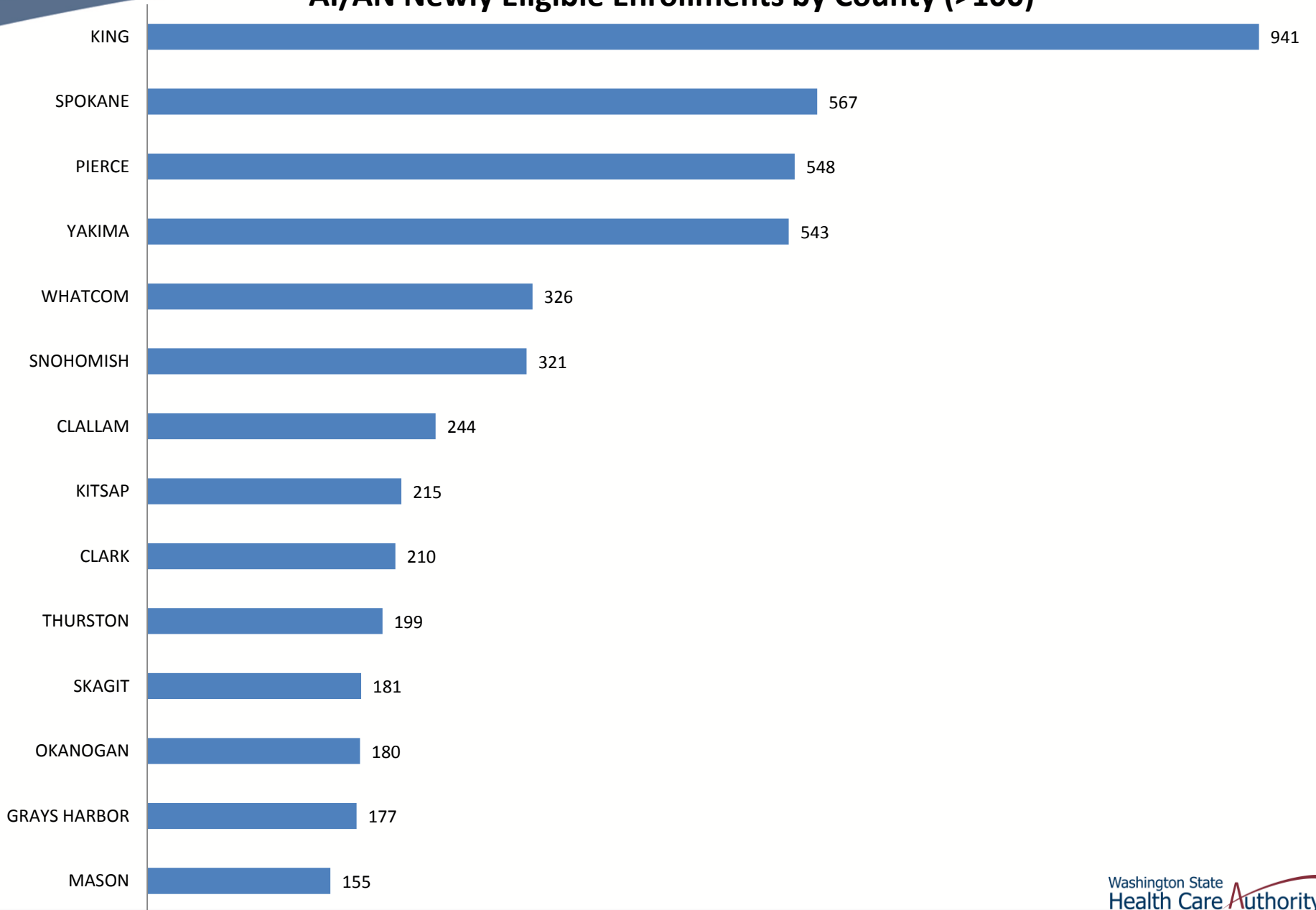
Newly Enrolled Females by Age Group



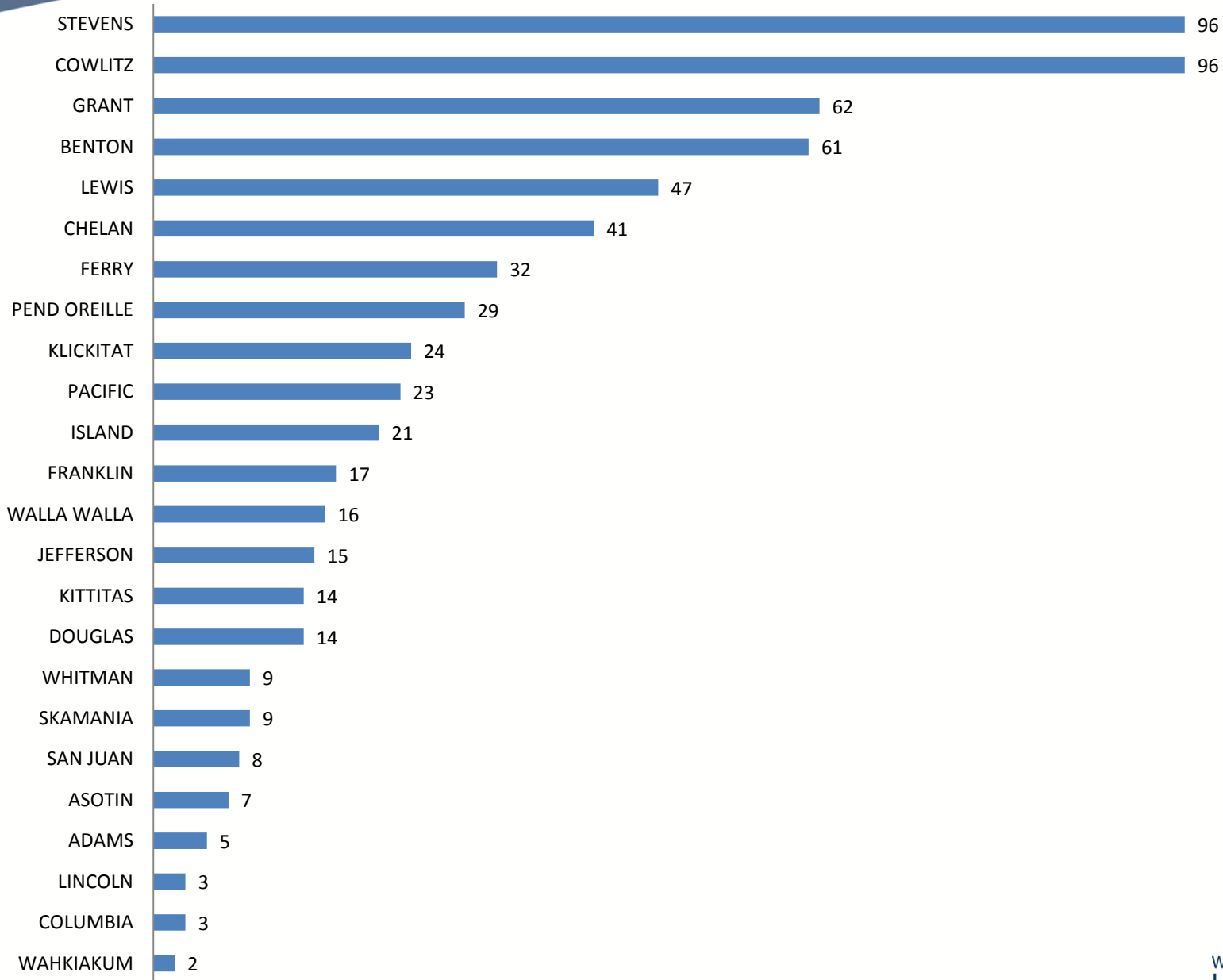
Newly Enrolled Males by Age Group



AI/AN Newly Eligible Enrollments by County (>100)



AI/AN Newly Eligible Enrollments by County (<100)



Tribes' Experience with Healthplanfinder

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washington
healthplanfinder
click. compare. covered.



Find Health Coverage that is Right for You

Welcome to Washington Healthplanfinder, a new way to help you find, compare and select a quality health insurance plan that is right for you, your family and your budget.

[Find and Compare Health Plans](#)

[Apply for Coverage](#)

Small Business Options

If you are a small business owner with up to 50 employees in Washington, you can provide health insurance through Healthplanfinder and you may be eligible for tax credits.

If your employer has signed up for coverage through Washington Healthplanfinder, you will receive instructions and log-in information directly from your employer.

[Cover Your Employees](#)

Click.Compare.Covered

More people than ever before are now eligible for low-cost or free health insurance. Middle-income and low-income individuals and families generally qualify. Healthplanfinder is the only way you can access these savings.

[Learn More >](#)

[Renew my Washington Apple Health >](#)

WASHINGTON HEALTHPLANFINDER-APPROVED PLANS:

Sign In

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PASSWORD

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[Sign In](#)

[Forgot your username?](#)

[Forgot your password?](#)

[Create an account](#)

2014 HCA Tribal Affairs Meeting Schedule

Tribal Billing Workgroup (TBWG)

2nd Tuesday, 9:00-11:00 AM unless noted*

March 11

April 8

May 13

June 10

July 8

August 12

September 9

October 14

November 12 * (Wednesday)

December 9

Medicaid Monthly Meeting (M3)

4th Tuesday, 1:00-3:00 PM unless noted*

March 25

April 29 * (5th Tuesday)

May 27

June 16 * (Mon , 10 AM-12 PM)

July 22

August 26

September 23

October 28

November 18 * (Wednesday)

December 16 * (3rd Tuesday)

As of 01/30/2014. Register or download files online!

<http://www.hca.wa.gov/tribal/Pages/index.aspx>

Thank you!

For comments or questions, contact:

Karol Dixon

karol.dixon@hca.wa.gov

360-725-1649