Hoosier Care Connect

IHCP 1st Quarter 2015 Workshops

A wise choice for you and your family.
What is Hoosier Care Connect (HCC)?

- Hoosier Care Connect is a new coordinated care program which will serve a portion of Indiana Medicaid’s Aged, Blind, and Disabled (ABD) population.
- Enrollees will include children and adults eligible for Medicaid on the basis of age (65+), blindness or disability, who are not also enrolled in Medicare, do not reside in an institutional setting and are not enrolled in a home and community-based services (HCBS) waiver.
  - This also includes individuals receiving Supplemental Security Income and M.E.D.Works enrollees.
- Unlike the previous Care Select program where MDwise’s role was a Care Management Organization, we are a Managed Care Entity for Hoosier Care Connect.
- Hoosier Care Connect enrollees will receive all Medicaid covered benefits in addition to care coordination services. Care coordination services will be individualized based on an enrollee’s assessed level of need determined through the health needs screening.
Q: What is Hoosier Care Connect and how is it different than current Care Select coverage?

A: Hoosier Care Connect is a managed care program for Medicaid that focuses on care coordination. Care Select is phasing out. As a MDwise Hoosier Care Connect member, it is required that members see MDwise doctors and specialists. The assigned primary medical provider will help manage care and refer to appropriate specialists.
Transition Plan from Care Select

- Initial Notices were mailed to members in Feb. 2015 advising them of the change to the program and allowing them to select a Managed Care Entity by calling the enrollment broker.
  - Be prepared to warm transfer callers to Maximus who are wanting to make a plan selection.
  - Also be prepared to capture PMP selections for members who have just chosen MDwise as their MCE.
- Reminder notices will be sent starting in March 2015.
- The first wave of assignments will start April 1st.
- The MCE selection deadline is June 15, 2015.
  - Any Hoosier Care Connect member who has not made a MCE selection by that date will be auto-assigned to an MCE.
All MDwise Hoosier Care Connect members are assigned a PMP. There are 5 traditional provider types in our Hoosier Care Connect PMP network:

- Family Practitioner,
- General Practitioner,
- General Pediatrician,
- General Internist, and
- OB/Gyn.

Also, any specialist can enroll as a PMP in Hoosier Care Connect. Some examples of these include, but are not limited to:

- Cardiologist,
- Neurologists,
- Oncologists,
- Nephrologists, and
- Pulmonary Disease Specialist.
Q: How do I change my Primary Medical Provider (PMP)?
A: I show that you are currently assigned to Dr.___________. I can help you change your doctor. Do you know the name of the doctor that you would like to see? If yes, make the change to the doctor (provided he/she is contracted with MDwise Hoosier Care Connect. If no, ask probing questions to search for an appropriate doctor:

- **For Pregnant MDwise members:**
  - Do you have a hospital you prefer to go to deliver your baby or for other care?
  - Do you have any preference to an OB or a Family Practitioner who delivers babies?
  - Do you prefer a man or woman doctor? (ask if/when this information is available in the CRM or on the PMP list)
  - Does the location of the doctor's office matter to you?
  - Are you looking for a physician close to where you live or work?
  - What location do you prefer?
  - Do you have any other preferences you may have about the doctor you choose (e.g. language, Clinic site versus individual physician office, residents)?

- **For Child or Adult Members:**
  - Do you prefer a pediatrician or Family practitioner for your child (child only question)?
  - Do you prefer a man or woman doctor? (ask if/when this information is available in the CRM or on the PMP list)
  - Is there a doctor you have been seeing? If so, I can check to see if that doctor is a MDwise doctor.
  - Does the location of the doctor's office matter to you?
  - Are you looking for a physician close to where you live or work?
  - What location do you prefer?
  - Do you have a hospital you prefer to go for care or emergencies?
  - Do you have any other preferences you may have about the doctor you choose (e.g. language, Clinic site versus individual physician office, residents)?
Unlike HHW and HIP, Hoosier Care Connect does not use the delivery system model.

All claims are processed by our subcontractor DST.

MDwise Hoosier Care Connect Claims
P.O. Box 830120
Birmingham, AL 35283-0120

Claims calls will be handled here at MDwise.

- CSRs will verify member eligibility on the date of service including program and MCE assignment and check claims status in web portal, advising the provider of any information found there.

- If the provider has additional questions that cannot be answered from the web portal, the CSR will transfer the calls to the Claims Research Specialist.

- MDwise Claims Research Specialists will take provider claim calls.
  - Advise the Specialist of the RID, provider name/facility, and date of service and any other information exchanged during the call.
  - If no research specialists are available, the call will go to voicemail. If this happens, let the caller know that the call will be offered to voicemail.
Contracted Behavioral Health Providers:

**Inpatient Psychiatric Care**
- Inpatient hospital admission, emergency admissions, inpatient substance abuse all require prior authorization.

**Outpatient Therapy**
- Diagnostic Evaluation – A maximum of 2 units per member, per rolling 12 month period is allowed without prior authorization when a member is separately evaluated by a physician/HSPP/CNS/APN

- As MDwise has a closed network for Behavioral Health, it is required that out of network providers receive a site visit prior to becoming credentialed/contracted.
Outpatient Therapy Continued

- Therapy – Members can receive therapy sessions without prior authorization per contracted billing provider.
- Medication Management – Members can receive 19 visits without prior authorization per member, per billing provider, per rolling calendar year.
- Claims should be submitted to:

  MDwise Hoosier Care Connect
  P.O. Box 830120
  Birmingham, AL 35283-0120
For each member receiving Behavioral Health treatment MDwise requires the Behavioral Health and Primary Medical Provider to document and reciprocally share the following:

- Primary and secondary diagnosis
- Findings from assessments
- Medication prescribed
- Psychotherapy prescribed
- Any other relevant information

BH providers are NOT required to send a letter to the PMP after each session.
• Pharmacy services are carved in to Hoosier Care Connect.
  – The MDwise Pharmacy Benefit Manager (PBM) for HCC is MedImpact.

• MedImpact will provide first touch resolution for pharmacy issues. Callers will be routed directly to MedImpact by choosing the appropriate option through the IVR.
Pharmacy Call Script

• Pharmacy Benefits

• Hoosier Care Connect covers prescription and some over-the-counter medications with no-copay. To see if a specific prescription is covered I please visit www.MDwise.org
• Dental Services are carved into Hoosier Care Connect.
  – Dental services for MDwise are administered by DentaQuest.
• DentaQuest will provide first touch resolution for dental issues. Callers will be routed directly to DentaQuest by choosing the appropriate option through the IVR.
Dental benefits include oral exams every 6 months, emergency oral exams, dental x-rays, and teeth cleaning once every 6 months. There is no annual dollar limit for medically necessary covered dental services. Some dental services may require a prior authorization.
• All Care Management is done at MDwise.
  – You can find the name of the member’s care/case manager listed in HealthRules in the PHI tab.

• With the chronic conditions of Hoosier Care Connect members, be on the look out when interacting with members for issues that may trigger a care/case management referral.
Self-Referral Services—These services do not require a referral from a PMP and can be obtained from any IHCP provider:

- Chiropractic services
- Eye care services (except surgical services)
- Podiatric services
- Psychiatric services
- Family planning services
- Emergency services
- Immunizations
- Diabetes self-management services
- Routine dental services
Transportation

• Transportation is a covered service for members to go to doctor’s appointments.
• Members receive 20 one-way rides per year.
  – Members can receive transportation for covered services such as doctor appointments
  – Transportation to the pharmacy is not covered.
• Additional trips, trips over 50 miles, or out-of-state trips may need prior authorization.
• Members can be connected to the Transportation Department directly by following the prompts in the IVR.
Transportation is a covered benefit under the Hoosier Care Connect. Please contact MDwise 1-800-356-1204 to schedule a ride.
Prior Authorization

• Universal PA forms can be found on our website.
• If a provider wants to change or extend a PA that has not expired, they can complete a System Update form.
  – Form can be found at www.mdwise.org
  – PAs can be faxed to 1-877-822-7186
Our customer service team will help members to:

- Changing a member’s PMP,
- Helping a member get a second opinion,
- Helping a member file a grievance or appeal, and
- Ensuring access to care.

A full list of member rights and responsibilities can be found in the member handbook and provider manual.