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MDwise Right Choices Program

October 2012
Agenda:

• MDwise Right Choices Program (RCP):
  – Understanding of RCP
  – How providers can ensure they are “locked-in” to render services to RCP members
  – Self referral services
  – Adding providers to a “lock-in” list
  – Referral guidelines for the PMP
The Right Choices program (RCP) includes members who have shown a pattern for potential mis-utilization or over-utilization of services:

- Non-emergent use of the ER
- “Drug seeking” behavior
- Resistance to PMP interventions

The RCP is:

- Not a loss of benefits
- Not a reduction in benefits
- Not a punitive action, but is a legal action

Note: Members are still eligible for all medically necessary IHCP services. However, those services must be ordered or authorized in writing by the member’s assigned PMP.
The RCP identifies members appropriate for assignment and subsequent “lock-in” to:

- One Primary Medical Provider (PMP)
- One pharmacy
- One hospital

The goal of “lock-in” is to ensure members receive appropriate care and prevent members from mis-utilizing services.

Note: The Right Choices program applies to all Medicaid members (Care Select, Hoosier Healthwise and HIP)
The PMP manages the member’s care and determines whether a member requires evaluation or treatment by a specialty provider.

- Referrals are required by the PMP for most specialty medical providers (except self-referral services)
- MCE/CMO add those specific physicians (NOT groups) to the member’s provider list in order for the specialty provider to be reimbursed
- Referrals should be based on medical necessity and not solely on the desire of the member to see a specialist
- Emergency services for life-threatening or life-altering conditions are available at any hospital, but non-emergency services require a referral from the PMP
Right Choices Program

Self Referral Services:

• Behavioral health (except prescriptions)
• Chiropractic services
• Dental services (except prescriptions)
• Diabetes self-management services
• Family planning services
• HIV/AIDS targeted case management
• Home health care
• Hospice
• Podiatric services (except prescriptions)
• Transportation
• Vision care (except surgery)
• Waiver service
Adding providers to a Right Choices member’s “Lock-in” list:

• Additional providers may be “locked-in”, either short-term or on an ongoing basis, if the PMP sends a written referral to the MCE/CMO

• Providers may be “locked-in” for one specified date of service or for any defined duration of time up to one year

The list of approved providers on a member’s “lock-in” list is available in Web interChange on the member’s eligibility profile
Referral Guidelines for the Primary Medical Provider (PMP):

• Referrals must be faxed or mailed to the MCE/CMO
• Referrals may be legibly handwritten on letterhead or a prescription pad; however, must include the following information:
  – IHCP member’s name and RID
  – First & last name and specialty of the physician to whom the member is being referred
  – Primary “lock-in” physician’s signature (not that of a staff member)
  – Date and duration of referral
Questions:

Thank you for attending this session!