



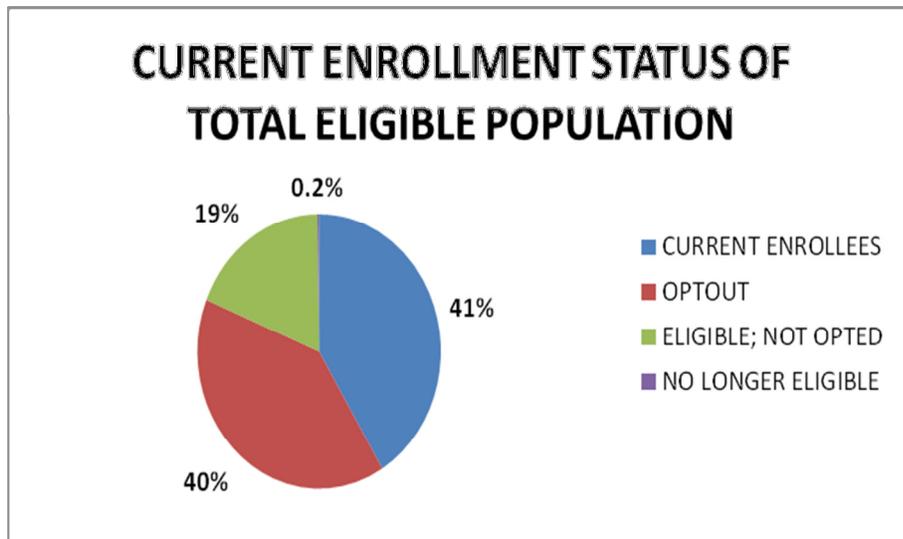
## Commonwealth Coordinated Care Update – April 2015

One year ago in April, the first enrollees in the Commonwealth Coordinated Care (CCC) program began receiving care from their Medicare-Medicaid Plan (MMP) and today we have over 27,000 dually-eligible Virginians receiving their care from CCC! Updated enrollment information is included below and the full Enrollment Dashboard is available on our CCC website at:

[http://www.dmas.virginia.gov/Content\\_pgs/altc-stkhld.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-stkhld.aspx) . You may also find updated data on CCC eligible populations by locality on the DMAS website:

[http://www.dmas.virginia.gov/Content\\_atchs/altc/Elig\\_pop\\_fips\\_04062014\\_color.pdf](http://www.dmas.virginia.gov/Content_atchs/altc/Elig_pop_fips_04062014_color.pdf)

### CCC Enrollment



**CURRENT ENROLLEES = All Active and Automatic Enrollments as of 4/06/15; OPTOUT = All potential enrollees that elected to not participate as of 4/06/15; ELIGIBLE;NOT OPTED = Potential enrollees that have not decided as of 4/06/15; NO LONGER ELIGIBLE = All potential enrollees that lost CCC eligibility because they lost Medicaid eligibility, moved out of the demonstration area, or because they now participate in some other exempt program or are in an exempt facility.**

### Program Updates

#### *Additional Network Approvals:*

As a reminder, two of the Medicare-Medicaid Plans (MMPs) have been newly approved to offer CCC services in several localities. Additional network approvals means the CCC program will move forward



with automatic assignment in the localities listed in the chart below. CCC eligible beneficiaries in these localities will receive their **automatic assignment letters by May 1, 2015** and their CCC **automatic coverage will begin effective July 1, 2015**.

<b>Localities Starting CCC Automatic Enrollment: Effective Coverage Date July 1, 2015</b>		
<b>Northern VA Region</b>	<b>Western/Charlottesville Region</b>	<b>Roanoke Region</b>
Alexandria City	City of Staunton	Wythe
Arlington		
Falls Church City		
Loudoun		

### *Annual Beneficiary Letters:*

Many stakeholders have asked whether there would be opportunities to reach out to beneficiaries and let them know they are still eligible to participate in the CCC program. In response, DMAS is pleased to announce the launch of the Annual CCC letter. Starting this month, beneficiaries will begin receiving a letter reminding them that they are eligible to opt-in to the CCC program. Beneficiaries will receive the Annual letter twelve months after they called MAXIMUS to opt-out of CCC. The Annual CCC Letter invites beneficiaries to take another look at CCC and includes an educational brochure. Thank you to all stakeholders who provided your feedback on this beneficiary letter. To view a copy of the Annual CCC Letter and accompanying brochure, visit the DMAS website at:

[http://www.dmas.virginia.gov/Content\\_pgs/mmfa-imme.aspx](http://www.dmas.virginia.gov/Content_pgs/mmfa-imme.aspx)

### **Success Stories from the Field:**

The CCC Success Story this month highlights the important role and services offered by the Virginia Long-Term Care Ombudsman Office:

A beneficiary contacted the CCC Advocate Manager (Long-Term Care Ombudsman Program) stating she was recently automatically enrolled with one of the CCC health plans. The beneficiary requested the number for the enrollment broker to disenroll from CCC because her medications were not being paid for under CCC. She stated, "I cannot get the prescriptions I need and these prescriptions help me prevent suicidal thoughts and are important for me."

The CCC Advocate Manager explained that most medications are indeed covered under the plans, and offered to help her communicate with her Care Coordinator. The CCC Advocate



Manager recognized this could be a transition issue because the prescriptions should be covered for a new enrollee under the Continuity of Care provisions.

The CCC Advocate Manager contacted the MMP's regional Care Coordinator Manager and confirmed the beneficiary had enrolled just three weeks prior to the call. The Care Coordinator also said there were no denials in the system or requests for medications for this beneficiary.

The Advocate Manager alerted the Care Coordinator to the issue and connected the Care Coordinator with the pharmacy to provide the necessary authorizations. In addition, the Care Coordinator connected with the beneficiary to develop a plan for obtaining needed medications right away.

The CCC Advocate Manager called the beneficiary to follow up. The Beneficiary said she was pleased with the fast resolution and called the CCC Advocate Manager a "miracle worker!" She was also very pleased her health plan was able to resolve the issue quickly. The beneficiary decided not to disenroll from CCC and is looking forward to having the extra help from a Care Coordinator.

All CCC enrollees are eligible for services and support from the Ombudsman, including those living in facilities and living in the community-with or without EDCD Waiver Services. Dually eligible beneficiaries who would like to contact the Long-Term Care Ombudsman can call 1-800-552-3402 to discuss their questions or concerns.

## Quality Updates

- DMAS has received the MMP 2014 Network Provider Satisfaction Survey and Member Satisfaction Survey results. DMAS and MMPs are working together to review the data and strategize potential program operation changes based on the survey findings.
- DMAS continues to work with CMS to finalize state-specific MMP Reporting Requirements and the state-specific Quality Withhold Methodology.
- The Second CCC Quality Learning Collaborative meeting was held on April 15, 2015. Key CCC stakeholder representatives from DMAS, the MMPs, Provider Associations, Beneficiary Advocate Groups, and CCC Enrollees participate in this Collaborative.
- The MMPs' Quality Improvement Project (QIP) proposals have all been approved by CMS and DMAS. QIP projects for this year focus on reviewing and improving CCC Care Coordination and Cardiovascular Disease Health.
- DMAS is working with our External Quality Review Organization (EQRO), HSAG, on the CY2015 MMP operation system review tools and methodology.



**Commonwealth Coordinated Care**  
**Medicare & Medicaid working together for you**

**Evaluation Update**

The evaluation team is currently working with the Virginia Association of Area Agencies on Aging to schedule a second round of focus groups with LTSS enrollees to learn about their experiences during the CCC Program’s second year and is interviewing Behavioral Health and LTSS providers to examine their perceptions of the CCC Program. The team is also continuing to observe care coordination activities for enrollees across the demonstration regions in both institutional and community settings. (Findings from the evaluation team’s CY 2014 focus groups and observations are available online at: [http://www.dmas.virginia.gov/Content\\_pgs/ccc-eval.aspx](http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx).) In addition, the evaluation team is preparing to survey LTSS enrollees and disenrollees to examine their satisfaction with health services as well as their understanding of the CCC Program. Finally, the team is finalizing an evaluation report that examines DMAS’ implementation of the CCC Program and is planning to meet with the evaluation advisory committee on June 10, 2015 to report on its activities. Individuals interested in the evaluation should direct inquiries to Gerald A. Craver (DMAS lead evaluator: [gerald.craver@dmas.virginia.gov](mailto:gerald.craver@dmas.virginia.gov)).

**Outreach and Education**

The CCC Team is currently working with community partners to schedule ongoing CCC educational events and Provider Townhalls in the different CCC regions. If you would like to partner with DMAS to offer CCC education in your area, please reach out to us at [CCC@dmas.virginia.gov](mailto:CCC@dmas.virginia.gov).

**Beneficiary/Advocate Calls are now once monthly:**

**CCC Calls for Beneficiaries & their Advocates**

**The Second Friday of each month at 10am**

**Dial-In Information: 1-866-842-5779**

**Pass Code: 6657847797#**

<b>Monday Provider Calls (LTSS)</b>		<b>Friday Provider Calls</b>	
ADHC, Personal Care, Home Health & Service Facilitators <b>Weekly</b>	2-2:30p Conference Line 866-842-5779 Conference code 8047864114	Hospitals & Medical Practices <b>The Second and Fourth Friday of each month</b>	11-11:30am Conference Line 866-842-5779 Conference code 8047864114
Nursing Facilities <b>The Second and Fourth Monday of each month</b>	2:30-3p Conference Line 866-842-5779 Conference code 7143869205	Behavioral Health <b>Weekly</b>	11:30am-12pm Conference Line 866-842-5779 Conference code 8047864114





\*If you would like to be added to the email distribution list to receive notifications and Q&A Logs from the calls, please email us at [CCC@dmas.virginia.gov](mailto:CCC@dmas.virginia.gov) and indicate which call(s) you are interested in.

**NEXT STAKEHOLDER ADVISORY COMMITTEE MEETING: TBD**