



Commonwealth Coordinated Care Update – July 2014

Commonwealth Coordinated Care (CCC) coverage began on July 1, 2014 for eligible beneficiaries in the Tidewater region. Approximately 10,150 eligible beneficiaries have been automatically assigned to the CCC program in the Tidewater Region. Also this month, eligible beneficiaries in the Central Virginia Region received letters with their automatic assignment to a CCC Medicare-Medicaid Plan (MMP) if they have not opted-in or opted-out of CCC. Coverage for those automatically assigned in Central Virginia will begin September 1, 2014. A copy of the automatic assignment letter is available on the DMAS website at:

http://www.dmas.virginia.gov/Content_atchs/altc/60DayLetterBeneficiaries.pdf. Beneficiaries still have the option to change their MMP assignment or opt-out of CCC at any time by calling the enrollment broker, MAXIMUS at 1-855-889-5243. The remaining three CCC regions, Charlottesville, Northern Virginia, and Roanoke continue this month with voluntary CCC enrollment.

As noted in the update to stakeholders sent on Wednesday, July 2, 2014, The Department of Medical Assistance Services (DMAS) and the Center for Medicare and Medicaid Services (CMS) will move Commonwealth Coordinated Care (CCC) automatic enrollment for the Northern VA region from October 1, 2014 to November 1, 2014. Eligible individuals in the Northern Virginia region will continue to voluntarily enroll in CCC through October and, for those who do not opt-in to CCC or opt-out of CCC, their automatic coverage with CCC will begin November 1, 2014. Letters informing eligible individuals of their upcoming automatic assignment will be received by September 1, 2014, sixty days prior to the effective coverage change. The delay in automatic assignment will ensure network sufficiency with the Medicare-Medicaid Plans (MMPs), giving the health plans additional time to expand and diversify their provider networks. The change also maximizes beneficiary choice by increasing provider options. Questions about this notice may be sent to the CCC Inbox at CCC@dmas.virginia.gov.

CCC closed out the month of June with 2,514 individuals who have voluntarily enrolled in the program across the five regions. There are currently 10,153 individuals automatically enrolled into CCC in the Tidewater region. Looking ahead, there are currently 15,424 individuals automatically assigned to CCC in the Central Virginia region with effective coverage beginning September 1, 2014.



Verifying CCC Enrollment

As requested by providers, included in this section is information on verifying CCC enrollment using two different methods:

DMAS Web-Based ARS and MediCall

DMAS offers a web-based internet option to access information regarding Medicaid member eligibility including CCC managed care enrollment information. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.viriniamedicaid.dmas.virginia.gov. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. The web-based, automated response system (ARS) limits the provider's verification submission to 10 members at a time.

HIPAA Compliant Eligibility Transaction (270/271)

The 270/271 is the HIPAA compliant electronic eligibility benefit inquiry and response transaction that gives providers a method for checking the eligibility/enrollment for up to 999 members at a time. This transaction includes eligibility and managed care enrollment data (including CCC enrollment information). The DMAS 271 response gives back information for up to a year back and one month forward. (Enrollment information for one month forward is available when sent after the monthly managed care assignment cycle that runs on the 18th of each month). For DMAS, the 270/271 is handled through Xerox, DMAS' Fiscal Agent. Detailed information on the 270/271 transaction and submission requirements is available on the Virginia Medicaid Web Portal in the 270/271 EDI Companion Guide, under the EDI Support tab (EDI Companion Guides).

Evaluation

During June, the evaluation team conducted site visits to Humana and Virginia Premier to observe care management training activities. The team also observed its first encounter between an LTSS enrollee and a care manager. In addition, the evaluation team began drafting its second *Notes from the Field* update that will focus on DMAS' implementation of the CCC Program. When completed, the document will be available online at: http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx. Finally, the team is continuing to



work with the Virginia Association of Community Services Boards and the Virginia Association of Centers for Independent Living to schedule a series of enrollee focus groups around the state.

Individuals interested in the evaluation should direct inquiries to Gerald A. Craver, PhD (DMAS lead evaluator: gerald.craver@dmas.virginia.gov).

CCC Quality

The CCC Quality Learning Collaborative is a group of stakeholders coming together to discuss CCC Quality initiatives and Quality evaluation. The first meeting of the Quality Learning Collaborative is scheduled for July 23rd at DMAS from 10am to 12pm. DMAS is looking for dual eligible beneficiaries who have enrolled in CCC and their caregivers to participate and share their CCC experience with our Quality Collaborative! If you know of a CCC enrollee or their caregiver who might be interested in participating, please email Fuwei Guo at (fuwei.guo@dmas.virginia.gov).

The CCC Internal Quality Committee continues to meet monthly, and CCC also has a monthly quality contract monitoring meeting with the MMPs. In June, DMAS provided quality updates and training related to EDCD Waiver assurances. Also in June, each of the MMPs held their Advisory Committee kick off meetings. In addition, the finalized VA Specific Reporting Requirements have been released and are available online at <http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/Downloads/FinalCY2014ReportingAppendixVA.pdf>.

Outreach and Education

DMAS is working with the Center for Health Care Strategies (CHCS) to offer provider training for nursing facilities, personal care providers, and service facilitators on CCC. This training is made possible by the SCAN Foundation and the Commonwealth Fund and will offer information on national and state progress towards aligning Medicare and Medicaid for the dually eligible. The event will be held on July 16th at Johnston Willis Hospital in Richmond. Invitation emails went out to providers regarding the upcoming workshop, including an agenda for the morning and afternoon sessions. Space is limited, but it is not too late to sign up! If you would like to attend this workshop or to request a copy of the agenda, please email the CCC mailbox (CCC@dmas.virginia.gov).

DMAS, the three MMPs and our VICAP Partners have conducted a total of seven regional Townhall meetings. We will offer future Townhalls in the month prior to the effective date of automatic coverage for each of the remaining regions.



DMAS and the MMPs continue to host calls for providers each week. DMAS encourages any providers interested in participating in the calls to dial in as they are able. Providers can also email the CCC@dmas.virginia.gov to be added to the email distribution lists for any of the calls to receive the Question & Answer logs each week. As a reminder, the full schedule of calls with dial-in information is below:

Monday Provider Calls (LTSS)		Friday Provider Calls	
Adult Day Services	1:30-2p Conference Line 866-842-5779 Conference code 7143869205	Hospitals and Medical Practices	11-11:30am Conference Line 866-842-5779 Conference code 8047864114
Personal Care, Home Health & Service Facilitators	2-2:30p Conference Line 866-842-5779 Conference code 8047864114	Behavioral Health	11:30am-12pm Conference Line 866-842-5779 Conference code 8047864114
Nursing Facilities	2:30-3p Conference Line 866-842-5779 Conference code 7143869205		

Community outreach efforts continue with ongoing presentations to stakeholder groups and regular conference calls with Enrollee/Advocate groups. As a reminder, calls for Beneficiaries and their advocates are held as follows:

CCC Conference Calls for Beneficiaries & their Advocates
Tuesdays at 12:30pm & Fridays at 10am
Dial-In Information: 1-866-842-5779
Pass Code: 6657847797#

If you would like to invite the CCC Outreach Team to provide your group with a CCC overview presentation, please let us know by contacting us at: CCC@dmas.virginia.gov.

The following is a reminder of the updated implementation timeline for CCC:



Tidewater area:

- March 2014: Voluntary enrollment began
- April 2014: Services/supports began for those enrolled
- May 2014: Automatic assignments received by mail
- July 2014: Coverage for 98% of those automatically enrolled begins
- August 2014: Coverage for those reassigned due to NF or ADHC begins

Central Virginia/Richmond area:

- March 2014: Voluntary enrollment began
- April 2014: Services/supports began for those enrolled
- July 2014: Automatic assignments received
- Sept. 2014: Coverage for those automatically enrolled begins

Roanoke, Charlottesville areas:

- May 2014: Voluntary enrollment began
- June 2014: Services/supports begin for those enrolled
- August 2014: Automatic assignments received by mail
- October 2014: Coverage for those automatically enrolled begins

Northern Virginia

- May 2014: Voluntary enrollment began
- June 2014: Services/supports begin for those enrolled
- September 2014: Automatic assignments received by mail
- November 2014: Coverage for those automatically enrolled begins



Commonwealth Coordinated Care
Medicare & Medicaid working together for you

NEXT MEETING:

Medicare/Medicaid Financial Alignment Demonstration Advisory Committee

July 17, 2014

1:00 to 3:00 pm

Conference Room 7A&B

Department of Medical Assistance Services

600 East Broad Street

Richmond, VA 23219