



# Foster Care & Medicaid Managed Care





*Department of Medical Assistance Services*



# Presentation Outline

- What is Medicaid Managed Care
- Benefits Medicaid Managed Care
- Eligibility
- Enrollment
- Services



## Medicaid Managed Care

- Medallion II - Virginia's Mandatory Medicaid Managed Care Program
- Began in 1996 in Tidewater and has expanded statewide
- Medicaid clients are enrolled into contracted Managed Care Organizations (MCOs)
- The Focus: to provide access to preventive and coordinated care



## What is an MCO?

- It is a managed care health plan in which a group of doctors and other health care providers work together to provide health care services
- Access to in-network, credentialed providers
- All family members do not need to be enrolled in the same MCO or have the same PCP.



## Our Managed Care Partners

- Anthem HealthKeepers Plus
- INTotal Health
  - Formerly known as Amerigroup
- CoventryCares of Virginia
  - Formerly known as CareNet – Southern Health
- Optima Family Care
- Virginia Premier Health Plan
- MajestaCare
- Kaiser Permanente (effective 10-1-13)



## Benefits of Managed Care

- Coordination of health care services
- Case management
- 24 hour nurse advice line
- Improved access to providers
- Targeted services for chronic conditions



# Comparison of Member Services

## Medicaid Fee-For-Service (FFS)

- Medicaid ID Card
- Recipient helpline  
(not toll-free)
- Member handbook
- No co-payments *for under 21*

## Managed Care Organization (MCO)

- MCO member ID card, handbook, and provider directory
- Toll-free member helpline
- Access to translation services
- 24-hour nurse advice line
- Access to assistance with medical issues (case management)
- Member outreach and health education materials
- Access to credentialed providers
- No co-payments



# Who will transition to Managed Care?

- Two criteria must be met in order for a child to transition:
  - Child is residing in a transitioning locality, and
  - Local Department of Social Services (LDSS) maintaining the case must be in a transitioning locality.

Example: For the Tidewater transition, child's case must be maintained by a Tidewater LDSS AND child must be residing in a Tidewater locality. A child whose case is maintained by a Tidewater LDSS and who is residing in Henrico (which is a Central locality) will not transition until the November 1 Central transition.



## Who is Excluded from Managed Care?

- Children who are hospitalized at time of enrollment are temporarily excluded from managed care until discharged from the hospital
- Children placed in Level C residential care are temporarily excluded from managed care until discharged
- Children who are also covered under parent's private comprehensive health insurance
- Children enrolled in Medicaid Home- and Community-Based Waivers
  - Exception: If child is enrolled in Medicaid Managed Care prior to waiver enrollment – they will remain in MCO
- Children in Technology Assisted Waiver



## Transition Timeline - Update

- The transition to managed care will occur in phases:
  - September 1, 2013 – Tidewater/Hampton Roads
  - November 1, 2013 – Central Virginia
  - December 1, 2013 – Northern Virginia
  - The transition for the rest of the state will occur prior to July 1, 2014.



## Tidewater Region Localities Effective September 1, 2013

- Chesapeake
- Gloucester
- Hampton
- Isle of Wight
- James City County
- Newport News
- Norfolk
- Poquoson
- Portsmouth
- Suffolk
- Virginia Beach
- Williamsburg
- York



## Central Virginia Region Localities Effective November 1, 2013

- Accomack
- Amelia
- Brunswick
- Caroline
- Charles City
- Chesterfield
- Colonial Heights
- Cumberland
- Dinwiddie
- Emporia
- Essex
- Franklin City
- Fredericksburg
- Goochland
- Greenville
- Hanover
- Henrico
- Hopewell
- King George
- King and Queen
- King William
- Lancaster
- Lunenburg
- Mathews
- Mecklenburg
- Middlesex
- New Kent
- Northampton
- Northumberland
- Nottoway
- Petersburg
- Powhatan
- Prince Edward
- Prince George
- Richmond City
- Richmond County
- Southampton
- Spotsylvania
- Stafford
- Surry
- Sussex
- Westmoreland



## Northern Virginia Region Localities Effective December 1, 2013

- Alexandria
- Arlington
- Clarke
- Culpeper
- Falls Church
- Fairfax City
- Fairfax County
- Fauquier
- Frederick
- Loudoun
- Manassas City
- Manassas Park
- Page
- Prince William
- Rappahannock
- Shenandoah
- Warren
- Winchester



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# Managed Care Pre-assignment

On the 18<sup>th</sup> of each month - MCO Pre-assignments occur

Prior to end of month - Pre-assignment letters mailed to case worker



## During Pre-assignment

Call Managed Care Helpline at 1-800-643-2273

- To confirm pre-assigned MCO
- To request information
- To find out if providers participate in an MCO

Call MCO Member Services

- To request information
- To find out if providers participate in an MCO



# Managed Care Assignment

- On the 18<sup>th</sup> - MCO assignment processing occurs
- Prior to end of month - MCOs mail ID card, and handbook to parents/placement providers
- First day of the following month - MCO enrollment begins
- Must go to doctor that is part of MCO network



# Transition Timeline for 2013

	<b>Tidewater</b>	<b>Central</b>	<b>Northern</b>
MCO Preassignment	July 18 <sup>th</sup>	Sept 18 <sup>th</sup>	October 18 <sup>th</sup>
Managed care Preassignment letters mailed	July 25-31	Sept 25-30	October 25-31
Last day to make a change to MCO before assignment	August 16 <sup>th</sup>	October 18 <sup>th</sup>	November 18 <sup>th</sup>
MCO assignment processing occurs	August 18 <sup>th</sup>	October 18 <sup>th</sup>	November 18 <sup>th</sup>
MCO mailings	Aug 20 – 31	Oct 20 – 31	Nov 20 - 30
MCO begins	September 1 <sup>st</sup>	November 1 <sup>st</sup>	December 1 <sup>st</sup>



## Changing MCOs

- Request for changes to MCO can occur at any time during the year
  - Foster care parents/placement providers must contact the Case Worker to request an MCO change
  - Only the Case Worker is authorized to contact the Managed Care Helpline to request an MCO change
- Foster care parents/placement providers cannot make changes to the child's MCO; however they may make changes to the child's PCP once enrolled in the MCO.



## Changing MCOs – continued

- Contact the Managed Care Helpline at 800-643-2273 to confirm MCO enrollment at any time
- MCO enrollment always begins on the first day of the month
  - If a change is requested before the 18th, change will be effective the 1<sup>st</sup> day of the next month
  - If change is requested after the 18th, change will be effective the 1<sup>st</sup> day of the following month



## Placement Changes – ID Cards

- Child is placed in your home
  - Case Worker will provide foster parents with MCO and Medicaid cards or replacement cards will be issued if not available.
  - If this is a newly enrolled Medicaid member, the MCO and Medicaid cards will be mailed to address where the child lives.



# Placement Changes

- Child leaves your home
  - Return the MCO and Medicaid card to the case worker.
  - Advise the Case Worker of any medications being received or appointments scheduled with current MCO.
  - If mail is received after child leaves the home, do not return to post office. Please send back to Case Worker.



## Loss of Coverage

- If Medicaid eligibility is cancelled, the child's MCO enrollment ends. Contact the case worker immediately.
- Once reinstated, child is regular (FFS) Medicaid until reenrolled into MCO.
- Child will be disenrolled from MCO but remains eligible for Medicaid if placed in a Level C residential treatment facility. The child will be re-enrolled in Managed Care the month following discharge.



## Service Authorizations

- MCOs allow their new members who are transitioning from Medicaid fee-for-service to continue receiving any previously authorized services (either in-network or out-of-network) until an evaluation is completed.
- The MCO will complete a review of any service authorizations and will make a determination for continuation of services. MCO may determine that continuation of services is necessary but may require that services be transitioned to a network provider. The MCO will notify you of their decision.
- Contact the MCO if the member has an appointment(s) that was scheduled or a prescription that was written prior to MCO enrollment. Ask the MCO if an authorization is needed.



# MCO Carved Out Services

- **Community Mental Health Rehabilitative Services**
  - Intensive In-Home Services for Children and Adolescents
  - Therapeutic Day Treatment for Children and Adolescents
  - Day Treatment/Partial Hospitalization
  - Psychosocial Rehabilitation
  - Crisis Intervention
  - Intensive Community Treatment
  - Crisis Stabilization Services
  - Mental Health Support Services
  - Case Management , including Treatment Foster Care Case Management
  - Level A & B Group Homes
- **Mental Retardation Community Services**
  - Case Management Services
- **Private Duty Nursing for HCBS waiver enrollees**
- **Substance Abuse Treatment Services**
  - Substance Abuse Crisis Intervention
  - Substance Abuse Intensive Outpatient
  - Substance Abuse Day Treatment
  - Opioid Treatment
  - Substance Abuse Case Management
- **Dental (Smiles For Children)**
- **School Health Services**
- **Specialized Infant Formula for Children Under Age 21**
- **Health Department Lead Investigations**
- **Early Intervention Services**
- **Personal Care services**



## Transportation

- MCOs provide pre-approved transportation if you need to take your child to a physician or a health care facility and you have no other means of transportation
- Call your MCO at least 3-5 business days (if possible) before the scheduled appointment to arrange for transportation
- Trips must be for a Medicaid covered service and must be medically necessary
  - Examples: doctor appointments, counseling, dialysis, dental appointments, etc.
- MCO transportation cannot make stops for shopping except if you need to go to a pharmacy to pick up a prescription



## Dental (Smiles for Children)

- Dental services are provided through the Smiles For Children program.
- Use either your child's Commonwealth of Virginia plastic ID card or MCO member ID card when receiving services.
- If you need help finding a dentist or making a dental appointment, call 1-888-912-3456 to speak with a Smiles For Children representative.
- Additional information is available at:  
[http://dmasva.dmas.virginia.gov/Content\\_pgs/dnt-enrollees.aspx](http://dmasva.dmas.virginia.gov/Content_pgs/dnt-enrollees.aspx)



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## Contact Information

For more information go to  
[www.VirginiaManagedCare.com](http://www.VirginiaManagedCare.com)

or

Email your questions to:  
[fostercare@dmas.virginia.gov](mailto:fostercare@dmas.virginia.gov)