



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

## Idaho Duals April 2019 Stakeholder Update

APRIL 12, 2019

### Goals of Today's Presentation

- Provide an update on the implementation progress of the new program for duals, called "**Idaho Medicaid Plus**"
  - Launch in Twin Falls County
  - Outreach efforts for the launch in Bonneville, Bannock and Bingham Counties
  - Scheduled launch in Northern Idaho



Remember...



Idaho has two programs for duals:

1. Medicare Medicaid Coordinated Plan (**MMCP**) - existing
2. Idaho Medicaid Plus (**IMPlus**) – new

Duals are participants eligible for Medicare A and B, in addition to full Medicaid



## Duals' Programs - Refresher

- We have implemented the new program, **Idaho Medicaid Plus (IMPlus)**, in Twin Falls County.
- **IMPlus** is mandatory for dual eligible participants that have not enrolled in the **MMCP**, and are not:
  - Tribal members
  - Pregnant women
  - Participants on the Adults with Developmental Disabilities Waiver
- **IMPlus** will only manage the member's Medicaid benefits (no impact to Medicare coverage)



## Twin Falls County – Updates

### Member Enrollment

- Approximately 1,000 members were enrolled November 1
- About 25% of those members decided to try the MMCP
- Current enrollment at 751 members

### Member Addresses and Contact Information

- Some letters to affected participants are returned as undeliverable
- These members are eventually auto-assigned and enrolled into IMPlus
- DHW staff process return mail to try and obtain a correct address for the member

### Provider Engagement

- The uptick in reported provider billing issues that occurred in November and December has decreased
- Ongoing outreach and education for providers

## Twin Falls County Health Plan Performance – Care Coordination

Metric	Data from Both Health Plans
Number of Care Coordinators	27
Average Care Coordinator Caseload	42 participants/Care Coordinator
Initial Wellness Assessment Completion Rate*	94.8%

\*Note: Initial Wellness Assessments must be completed within 90 days of enrollment date.

## Twin Falls County Health Plan Performance – Claims

Measure	Data from Both Health Plans
Clean claims paid within 30 days	97.5%
Clean claims denied within 30 days	100%
Clean claims paid within 90 days	100%
Clean claims denied within 90 days	100%

\*Note: This data includes electronic claims information for Q4 2018 (November and December).

## Program Monitoring

- IDHW reviews monthly, quarterly, semi-annual and annual reports on the performance of each of our Health Plans for both the [MMCP](#) and [IMPlus](#).
- Report specifications and performance thresholds are outlined in each Health Plan's contract.
  - The [MMCP](#) and [IMPlus](#) contracts are available for review on our webpage.

## Health Plan Performance – IMPlus Measures

- Complaints: 23 complaints logged with DHW, 6 of which are pending resolution (recently logged)
  - 18 provider-related complaints (billing, authorizations/documentation)
  - 5 participant-related complaints (service access)
- Appeals: 9 appeals filed with Health Plans (3 still in process)
- Grievances: 45 grievances filed with Health Plans (11 still in process)

\*Complaints include IMPlus and complaints pertaining to both IMPlus and MMCP programs.



- Maintain program operations in Twin Falls County
- Go-live for Bannock, Bingham and Bonneville was April 1 (Phase II)
- Go-live for Bonner, Kootenai, and Nez Perce is June 1 (Phase III)
- Go-live for Ada and Canyon is not yet scheduled (Phase IV)



## Bannock, Bingham, Bonnveville County – Updates

### Member Enrollment

- 3,165 letters were mailed January 1
- 2,528 members were auto-assigned

### Member Addresses and Contact Information

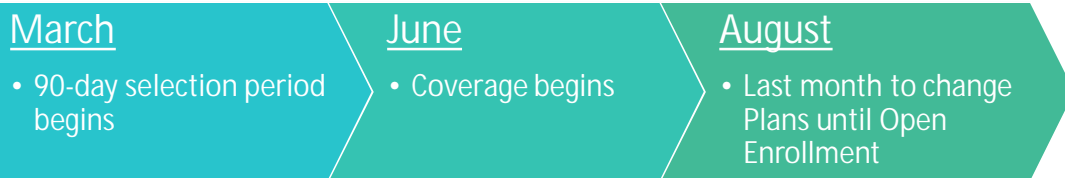
- Some letters to affected participants are returned as undeliverable
- These members are eventually auto-assigned and enrolled into IMPlus
- Some challenges identified for cities that straddle county lines (e.g. Fort Hall) (approximately a dozen members) – these are manually corrected in the system

### Provider Contracting and Authorizations

- Providers reporting some challenges in obtaining prior authorizations
- Health Plan outreach and availability for troubleshooting with providers
- DHW monitoring team available to support providers



## Enrollment Timeline – Phase III



### Remember!

- Participants have 90 days before coverage begins to make a Health Plan selection.
- If a participant does not notify DHW of their choice, the participant will be automatically assigned to one of the Health Plans.
- Once coverage begins, participants have an additional 90 days to make a change to their Health Plan.
- After 90 days of coverage, participants can only make a change to their Health Plan during Open Enrollment (October-December).

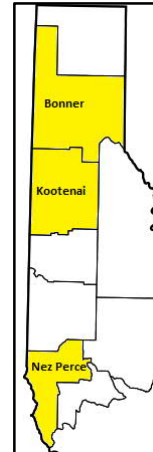


## Kootenai, Nez Perce, and Bonner Counties

March – 3,419 letters mailed

March - May – members have an opportunity to choose a plan

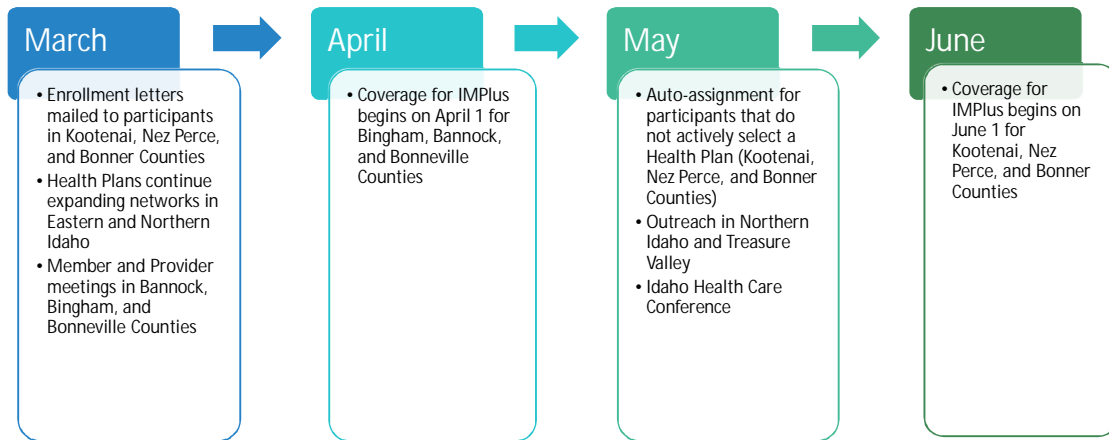
May – members that have not chosen a plan will be auto-assigned



## Ongoing Enrollment in IMPlus Counties

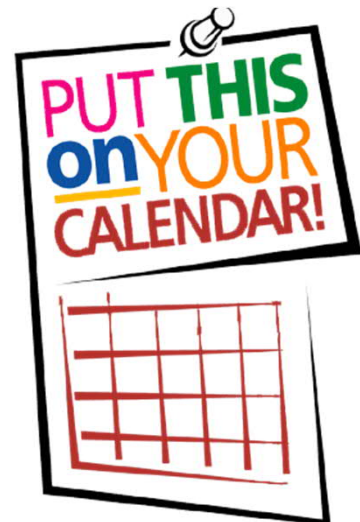
- New dual eligible participants in operational counties will be identified each month and will start their 90-day selection period for **Idaho Medicaid Plus**.
  - **Example 1:** I am already on Medicaid and got Medicare this month.
  - **Example 2:** I am a dual eligible participant and just moved from Boise to Twin Falls.
- In these examples, the enrollment letter will be mailed out April 1 for their coverage to begin July 1.

## IMPlus Implementation – Next Steps



## May Member and Provider Meetings

- Coeur d'Alene – April 30
- Sandpoint – May 1
- Post Falls (Idaho Health Care Conference) – May 2
- Lewiston – May 3
- Boise – May 8
- Caldwell – May 9
- Meridian – May 10
- Idaho Falls (How's It Going? Meeting) – May 13





## DHW Points of Contact

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The Department has a Beneficiary Support Specialist position dedicated to answering participant questions about their coverage options!

- (833) 814-8568
- [IdahoDuals@dhw.Idaho.gov](mailto:IdahoDuals@dhw.Idaho.gov)

Providers should contact the program Contract Monitor about billing, authorizations, or other concerns. Providers should first ensure they have contacted the Health Plan to attempt to resolve issues.

- (208) 287-1000
- [IdahoDuals@dhw.Idaho.gov](mailto:IdahoDuals@dhw.Idaho.gov)



## Stay Up-To-Date!

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- Visit our webpage at <http://MMCP.dhw.Idaho.gov> to find a calendar of outreach events, FAQs, and other informational materials
- Join us at one of our outreach meetings or contact us to schedule a meeting with your organization
- Email us at [IdahoDuals@dhw.Idaho.gov](mailto:IdahoDuals@dhw.Idaho.gov) with questions





To un-mute your phone, press \*6.



You can also ask a question using the "chat" feature in the WebEx application.