



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Idaho Duals December Stakeholder Update

DECEMBER 27, 2018

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
- Update on planned launch in Bonneville, Bannock and Bingham Counties



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 – Challenges and Opportunities

Enrollment Selection

- Enrollment was not processed correctly for a few members (< 1%)
- DHW contacted affected members
- Evaluated enrollment processes to minimize enrollment errors

Member Addresses and Contact Information

- Some letters to affected participants in Twin Falls County were returned as undeliverable
- These members were auto-assigned and enrolled into IMPlus

Provider Billing

- Uptick in Providers reporting problems with billing
- Identified that the majority of reported problems were due to providers not billing the correct entity

Twin Falls County Health Plan Performance – Care Coordination

Metric	Data from Both Health Plans
Number of Care Coordinators	24
Average Care Coordinator Caseload	33 participants/Care Coordinator
Initial Wellness Assessment Completion Rate*	51.5%

Note: This data is for the first month of implementation. Health Plans have up to 90 days to complete initial wellness assessments for new Enrollees.

Twin Falls County Health Plan Performance – Claims

Measure	Data from Both Health Plans
Number of Claims Received	461
Number of Claims Paid	148
Number of Claims Denied	22
Number of Claims Pending	291

Note: This report only shows overall claims activity for the month. Quarterly reports will also include the percentage of claims processed (paid or denied) according to required timelines.

- DHW has received only 1 report of a claim that was not processed timely

Twin Falls County Health Plan Performance

- Complaints: 29 complaints logged, all resolved.
 - 14 provider-related complaints (billing, authorizations)
 - 15 participant-related complaints (communication/outreach)
 - DHW and Health Plans working on strategies to improve these areas for next phase
- Appeals: No appeals filed with either Health Plan.



- Maintain program operations in Twin Falls County
- Phase-in additional counties where there are two participating Health Plans

Ongoing Enrollment in Twin Falls County

- New dual eligible participants in Twin Falls County 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 January 1 for their coverage to begin April 1.

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.

Program Improvement

- IDHW is working on a change to the MMIS to make it easier for providers to identify member enrollment.
- Health Plan performance dashboard for webpage is under development.
- IDHW and Health Plans identifying more creative ways to engage participants.
- Health Plans continually expand their provider networks.

Next IMPlus Counties Launch April 1, 2019!

Bonneville

- Idaho Falls
- 1,369 duals

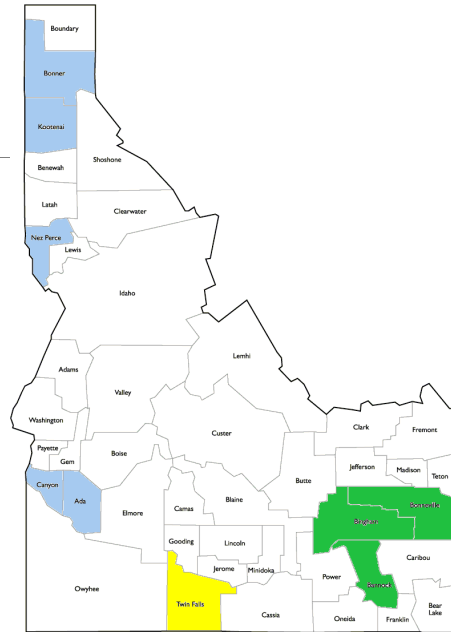
Bannock

- Pocatello
- 1,334 duals

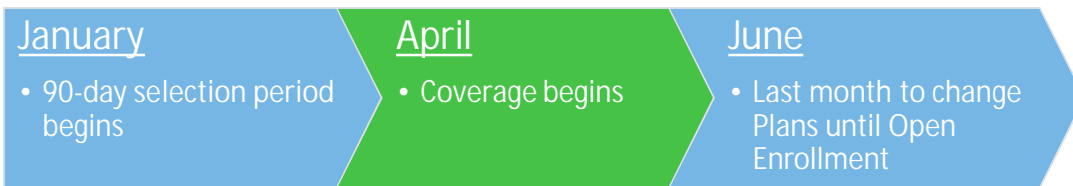
Bingham

- Blackfoot
- 626 duals

Total enrollment in next IMPlus phase: 3,329



Enrollment Timeline – Next IMPlus Phase

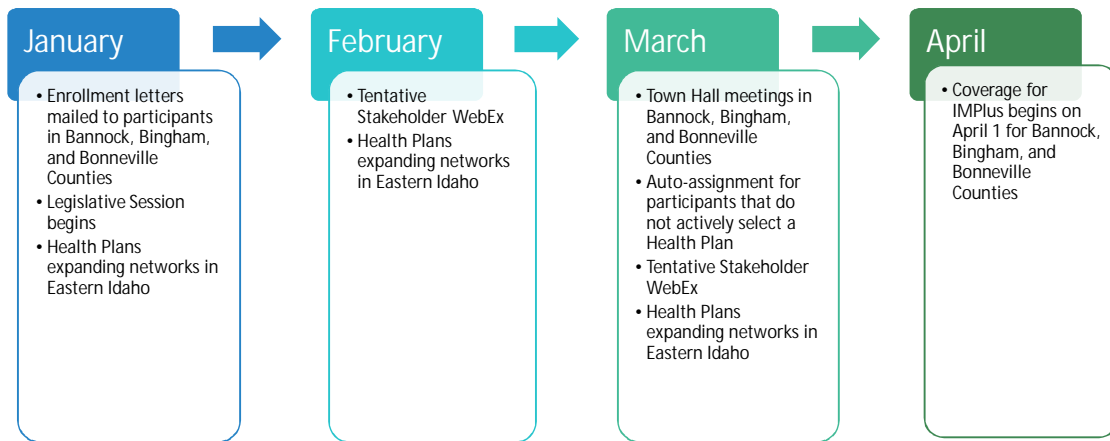


Remember!

- 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).



IMPlus Implementation – Next Steps



March Town Hall Meetings

Meetings will be hosted for participants to provide an overview of the program and answer questions.

- Pocatello – Tuesday, March 12
- Idaho Falls – Wednesday, March 13
- Blackfoot – Thursday, March 14



DHW Points of Contact

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

- (833) 814-8568
- 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



Stay Up-To-Date!

- 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 with questions





To un-mute your phone, press *6.



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