



IDAHO DEPARTMENT OF  

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HEALTH & WELFARE

# Idaho Duals October Stakeholder Update

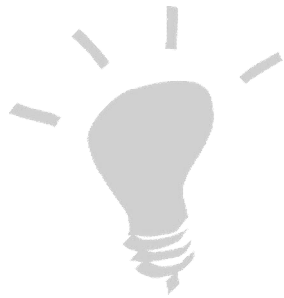
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OCTOBER 29, 2018

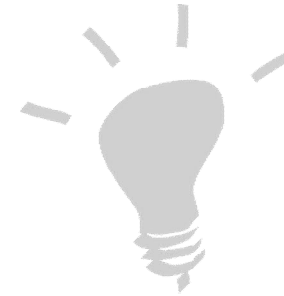
# Goals of Today's Presentation

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- Provide an update on the implementation progress of the new program for duals, called "Idaho Medicaid Plus."
- Review new informational materials.
- Share information about upcoming opportunities for additional stakeholder engagement.



## 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

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

## Update – Enrollment

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- Enrollment letters were mailed to affected participants in Twin Falls County on July 1.
- Welcome packets were mailed to all affected Twin Falls county participants this month.
- Coverage becomes effective November 1.

## Remember – Different Member ID Cards

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- Members will have different ID cards for the Medicare Medicaid Coordinated Plan versus Idaho Medicaid Plus!
  - For participants: this means you will receive a new card for your Medicaid coverage.
  - For providers: ensure your billing staff are aware they will begin to see new Medicaid cards

## Update – Enrollment

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- The Department has hired a Beneficiary Support Specialist dedicated to answering participant questions about their coverage options!
  - (833) 814-8568
  - [IdahoDuals@dhw.Idaho.gov](mailto:IdahoDuals@dhw.Idaho.gov)

## Update - Outreach

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- Pocatello and Blackfoot outreach last week went well
- Idaho Falls outreach –low attendance due to an issue with the meeting location
  - We have scheduled additional meetings in Idaho Falls



# New Informational Materials Available!

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- Updated FAQs
- Participant decision-making template
- Updated Provider Handbook and User Guides
- Coming soon: Complaint reporting dashboard



# IMPlus Implementation - Next Steps

November

- Go-live in Twin Falls County
- Twin Falls Town Hall meetings – “How’s It Going?”
- Town Hall meetings in Idaho Falls
- Stakeholder WebEx

December

- IDHW and Health Plans may make a decision on go-live in next counties
- Tentative stakeholder WebEx

January

- Stakeholder WebEx
- Legislative Session begins
- Preparation for next Idaho Medicaid Plus counties

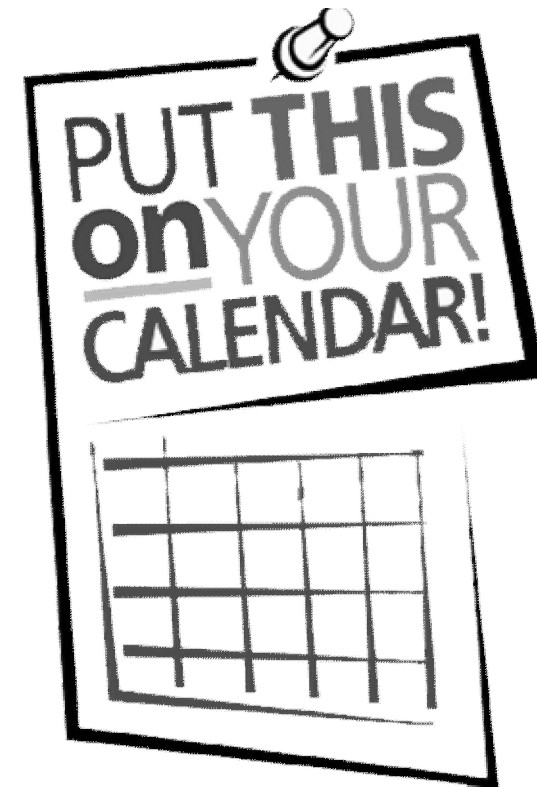
## Idaho Medicaid Plus After Twin Falls County

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- Idaho Medicaid Plus will expand to additional counties after successful implementation in Twin Falls County.
- Additional counties are expect to go live no earlier than March 1, 2019

## October and November: Participant and Provider Outreach

- Twin Falls – October 30 (tomorrow!)
  - Provider Q&A Meetings - Twin Falls Health and Welfare Office
    - 9:00 AM or 11:00AM
- Twin Falls – November 28
  - How's It Going?
- Idaho Falls – November 29
  - Participant Town Hall meetings



## 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.