



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Idaho Duals November Stakeholder Update

NOVEMBER 19, 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
- 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

- We have implemented the new program, **Idaho Medicaid Plus**, in Twin Falls County.
- **Idaho Medicaid Plus** is 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)



Idaho Medicaid Plus went live in Twin Falls County on November 1, 2018!

- The Centers for Medicare and Medicaid Services (CMS) formally approved the program
- Temporary Idaho rules are in effect authorizing the program

Twin Falls County – Challenges and Opportunities

Enrollment

- Enrollment was not processed correctly for a few members (less than 1%)
- 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 Idaho Medicaid Plus
- Reminder to members to keep contact information up-to-date with the Division of Self-Reliance at (877) 456-1233

Twin Falls County – Challenges and Opportunities

Provider Billing

- Increase in Providers reporting problems with billing
- Routing providers to the correct Health Plan's provider relations teams for support
- Identified that many reported problems were due to providers not billing the correct entity

Intermediate Care Facility Services

- Intermediate Care Facility Services are carved out of IMPlus, but the Medicaid system was not paying claims for this service in Twin Falls County
- A fix was implemented in the MMIS on November 14
- Claims for this provider type will now process correctly

Twin Falls County – December Updates

- Much of our contract monitoring data is received on a monthly basis – we will have our first complete set of reports for **Idaho Medicaid Plus** in December.
- This information will help the Department and Health Plans make a decision about when to initiate implementation in Bannock, Bingham, and Bonneville counties.

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 December 1 for their coverage to begin March 1.

IMPlus Implementation - Next Steps

December

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



January

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

November: Participant and Provider Outreach

- Twin Falls – November 28: How's It Going?
 - Providers: 10:00AM - 11:30AM
 - Participants: 1:00PM - 2:30PM
 - 601 Poleline Rd., Twin Falls
- Idaho Falls – November 29: Town Hall Meetings
 - 9:00AM – 10:00AM
 - 11:00AM – 12:00PM
 - 150 Shoup Ave., Second Floor Conference Room



New Informational Materials Available!

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



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

- (833) 814-8568
- 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