



IDAHO DEPARTMENT OF  

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HEALTH & WELFARE

# Idaho Duals November Stakeholder Update

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NOVEMBER 19, 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"
  - 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

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- 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

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- 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

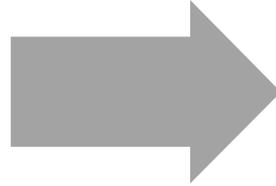
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- New dual eligible participants in Twin Falls County will be identified each month and will start their 90-day selection period for Idaho Medicaid Plus.
  - Example 1: I am already on Medicaid and got Medicare this month.
  - Example 2: I am a dual 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

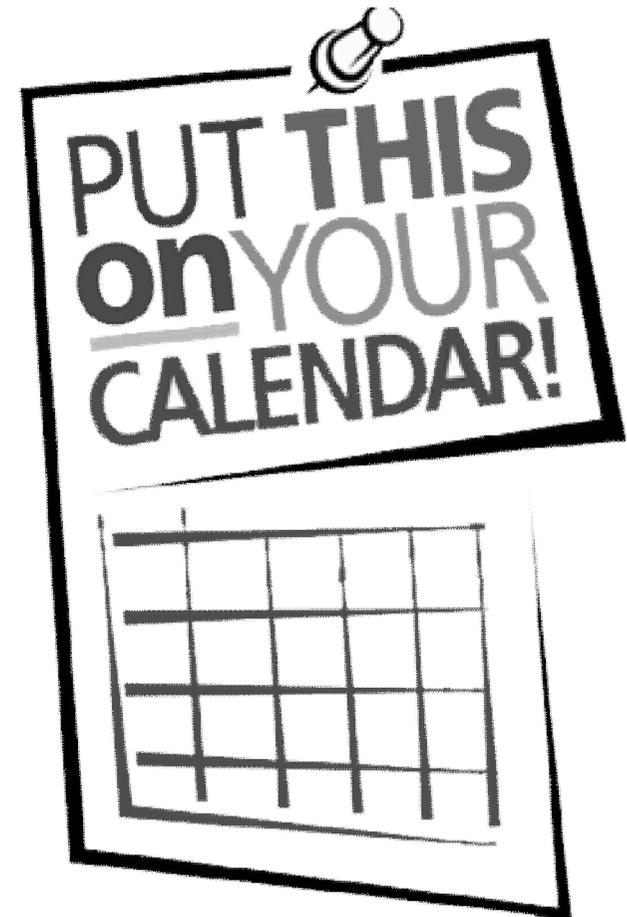


January

- 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!

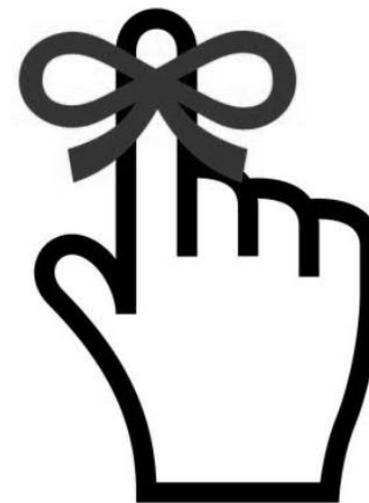
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- Updated FAQs
- Participant decision-making template
- Updated Provider Handbook and User Guides
- Coming soon: Complaint reporting dashboard



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

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