



IDAHO DEPARTMENT OF  

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HEALTH & WELFARE

# Idaho Duals September Stakeholder Update

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SEPTEMBER 25, 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 important information from September's update: enrollment and information for providers.
- 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)

# Implementation Delayed!

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- Our original go-live date was planned for October 1, 2018 – implementation has been delayed to November 1, 2018
- Why the delay?
  - Ensure enough time for federal approval of the program
  - Avoid unnecessary confusion for participants or providers

# Implementation Update – Enrollment

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- Enrollment letters were mailed to affected participants in Twin Falls County on July 1.
- A follow-up letter was mailed the first week of September to notify participants of the implementation delay.
- Welcome packets will now be mailed in October.

# Implementation Update – Enrollment

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- Around 950 letters were mailed out – only 107 members have selected a Health Plan to date.
  - Many participants may be surprised to receive their welcome packets in October.
- 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)

# 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

# Molina Healthcare – Sample IMPlus Card

Molina Idaho Medicaid Plus  
Member: John Doe  
Member #: xxxxxxxxxxxx



**REFER TO MEDICARE PCP**



RxBIN: xxxxxx  
RxGRP: xxxxxx  
RxID: xxxxxxxxxxxx

Issue Date: mm/dd/yyyy

**EMERGENCY SERVICES:** Call 911 or go to the nearest emergency room or other appropriate setting. If you are not sure whether you need to go to the emergency room call your PCP. Follow up with your PCP after all emergency room visits.

**MEMBER SERVICES:** (844) 809-8445 or TTY for hearing impaired: 711

**24-HOUR NURSE ADVICE LINE:** (844) 808-1382 or TTY for hearing impaired: 711

**PROVIDERS/HOSPITALS:**

For prior authorization, eligibility and general information, please contact us at (844) 808-1383.

Submit Claims to: Molina Healthcare, PO Box 22811, Long Beach, CA 90801

[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)

# Blue Cross of Idaho – Sample IMPlus Card

 <b>Blue Cross of Idaho</b>		<b>Care Plus</b>	<b>Blue Cross Idaho Medicaid Plus</b>
<b>John Q. Public</b>		Emergency Care	<b>\$0</b>
Enrollee Identification Number <b>ZLT970847563</b>		Dental	<b>NO</b>
Group Number 01100000		Vision	<b>NO</b>
RxBIN	004336		
RxPCN	MCAIDADV		
RxGRP	Rx4276		
Provider Network	MPHMO		

 <b>Blue Cross of Idaho</b>		<b>Care Plus</b>
Providers: Please file your Medicare covered services with Medicare and your Medicaid covered services with Blue Cross Idaho Medicaid Plus.		
For Customer Service, visit <a href="http://bcidaho.com/bcidahomedicaidplus">bcidaho.com/bcidahomedicaidplus</a> or call the appropriate number below:		
<b>Customer Service:</b>		<b>1-800-289-7921</b>
TTY		<b>1-800-377-1363</b>
Provider Line		<b>1-866-482-2250</b>
Prior Authorization		<b>1-800-743-1871</b>
Submit Medical to: Blue Cross Idaho Medicaid Plus P.O. Box 8266 Boise, Idaho 83707-2266		
Blue Cross of Idaho Care Plus is an independent licensee of the BlueCross and Blue Shield Association.		

# Checking Member Eligibility

Member enrollment into Idaho Medicaid Plus can be verified in the MMIS.

**Enrollments**

Plan	Coverage Code Description	Coverage Status	Coverage Level	Plan Type	Effective Date	Termination Date
IDAHO MEDICAID BENEFIT PLAN		Active	Secondary	MEDICAL		
MMCP - ABD Waiver Coverage	MMCP Coverage	Active				
Part B Premium	Part B Premium Coverage	Active	Secondary	MEDICAL		

**Copay**

Copay Exempt	Effective Date	Termination Date

**Other Insurance**

Enrollment ID	Plan	Plan Type	Policy Type	Policy Number	Group Number	Status	Carrier Name	Coverage Status	Effective Date	Termination Date
ENRC000000000006	MEDICARE PLAN A	HOSPITALONLY				Primary	MEDICARE	Active		

**Network**

<b>Effective Date:</b> <b>Name:</b> BLUE CROSS OF IDAHO CARE PLUS, INC. <b>Address:</b> 3000 E. PIKE AVE., Meridian, ID 83642 <b>Office Number:</b> - - <b>Office Hours:</b> Monday Tuesday Wednesday Thursday Friday Saturday Sunday None None None None None None None	<b>Termination Date:</b> <b>Network ID:</b> ICD - MMCP <b>Coverage Status:</b> Active
<b>Effective Date:</b> <b>Name:</b> MEDICAL TRANSPORTATION MANAGEMENT, INC. (99) <b>Address:</b> 635 MARYVILLE CENTRE DRIVE, STE 300, Saint Louis, MO, 63141 636-561-5686 <b>Office Number:</b> <b>Office Hours:</b> Monday Tuesday Wednesday Thursday Friday Saturday Sunday None None None None None None None	<b>Termination Date:</b> <b>Network ID:</b> ICD - TRANSPORTATION <b>Coverage Status:</b> Active

# Readiness Review

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Desk Review

Enrollee and  
Provider  
Communication

Grievances and  
Appeals  
Processes

Provider  
Network

Systems and  
Claims  
Management

Utilization  
Management



# IMPlus Implementation - Next Steps

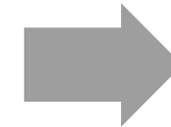
October

- Welcome packets mailed to enrolled members in Twin Falls county.
- Participant and provider outreach in Idaho Falls, Blackfoot, Pocatello



November

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



December

- IDHW will have data to share on the Twin Falls rollout and Health Plan performance
- Stakeholder WebEx

# Idaho Medicaid Plus After Twin Falls County

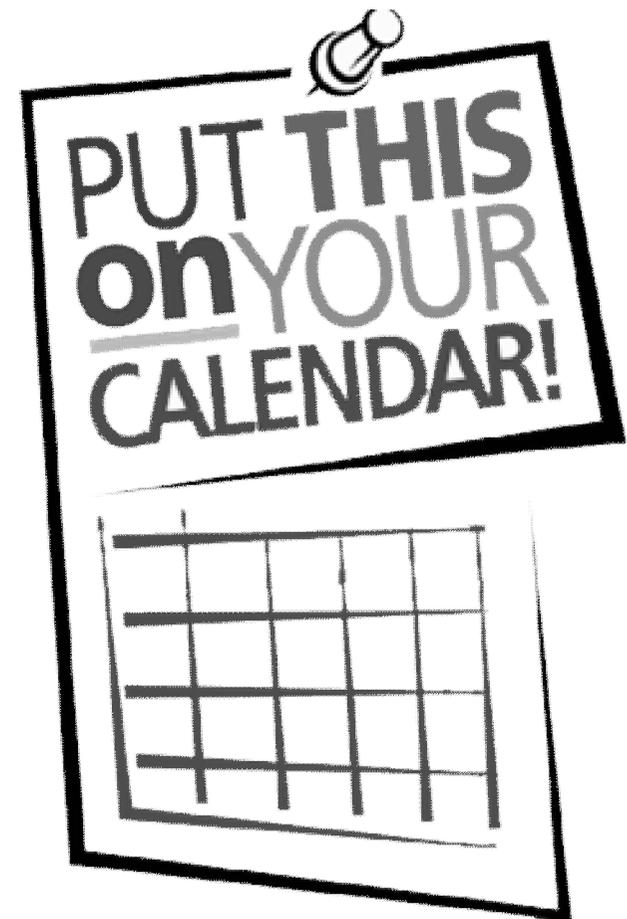
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- Idaho Medicaid Plus will expand to additional counties after successful implementation in Twin Falls County.
- Additional counties are expect to go live no earlier than March 1, 2019
- IDHW will be hosting participant and provider Town Hall and informational meetings in October in Idaho Falls, Pocatello, and Blackfoot

# October and November: Participant and Provider Outreach

Keep an eye out for additional outreach opportunities!

- Idaho Falls, Blackfoot, and Pocatello
  - Participant Town Hall meetings
  - Provider Q&A sessions
- Twin Falls
  - How's It Going?



# 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