



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Idaho Duals September Stakeholder Update

SEPTEMBER 25, 2018

Goals of Today's Presentation

- 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

- 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!



- 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

- 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

- 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



Remember – Different Member ID Cards

- 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



Blue Cross of Idaho – Sample IMPlus Card

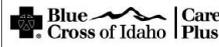


John Q. Public

Enrollee Identification Number
ZLT970847563

Group Number 01100000
 RxBIN 004336
 RxPCN MCAIDADV
 RxGRP Rx4276
 Provider Network MPHMO

Emergency Care	\$0
Dental	NO
Vision	NO



Providers: Please file your Medicare covered services with Medicare and your Medicaid covered services with Blue Cross Idaho Medicaid Plus.

For Customer Service, visit bcidaho.com/bcidahomedicaidplus or call the appropriate number below:

Customer Service:
 1-800-289-7921
 TTY 1-800-377-1363
 Provider Line 1-866-482-2250
 Prior Authorization 1-800-743-1871

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			Active			Effective Date	Termination Date
MMCP Coverage			Active				
Plan	Coverage Code	Description	Coverage Status	Coverage Level	Plan Type	Effective Date	Termination Date
Part B Premium			Active	Secondary	MEDICAL		
Part B Premium Coverage			Active			Effective Date	Termination Date

Copy		Effective Date	Termination Date
Copy	Exempt		

Other Insurance										
Enrollment ID	Plan	Plan Type	Policy Type	Policy Number	Group Number	Status	Carrier Name	Coverage Status	Effective Date	Termination Date
EHR000000000000	MEDICARE PLAN A	HOSPITALONLY				Primary	MEDICARE	Active		

Network	
Effective Date:	Termination Date:
Name: BLUE CROSS OF IDAHO CARE PLUS, INC.	Network ID: HCO - MMCP
Address: 2000 E. PSHE AVE., Meridian, ID 83642	Coverage Status: Active
Office Number: -	
Office Hours: Monday Tuesday Wednesday Thursday Friday Saturday Sunday None None None None None None None	
Effective Date:	Termination Date:
Name: MEDICAL TRANSPORTATION MANAGEMENT, INC., (99)	Network ID: MCO - TRANSPORTATION
Address: 635 MARYVILLE CENTRE DRIVE, STE 200, SAINT LOUIS, MO, 63141	Coverage Status: Active
Office Number: 636-561-5666	
Office Hours: Monday Tuesday Wednesday Thursday Friday Saturday Sunday None None None None None None None	

Readiness Review

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

- 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!

- 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