Medicaid Managed Care Initiatives
Information Session

June 3, 2014
Topics

• What is managed care?
  • Overview of STAR and STAR+PLUS
• New managed care initiatives
• Next steps
• Questions

Presentation available at
http://www.hhsc.state.tx.us/medicaid/MMC.shtml
What is Managed Care?

• Healthcare provided through a network of doctors, hospitals and other healthcare providers responsible for managing and delivering quality, cost-effective care

• The State pays a managed care organization (MCO) a capitated rate for each member enrolled, rather than paying for each unit of service provided
Goals of Managed Care

- Emphasize preventive care
- Improve access to care
- Ensure appropriate utilization of services
- Improve client and provider satisfaction
- Establish a medical home for Medicaid clients through a primary care provider (PCP)
- Improve health outcomes, quality of care, and cost-effectiveness
Managed Care Programs in Texas

- STAR (State of Texas Access Reform)
- STAR+PLUS
- STAR Health
- CHIP (Children’s Health Insurance Program)
- CHIP and Children’s Medicaid Dental
Medicaid Managed Care Enrollment

• As of November 2013:
  • About 3.6 million clients enrolled in Texas Medicaid
  • About 2.9 million members are enrolled managed care
    • STAR – 2.5 million
    • STAR+PLUS – 412,000
    • STAR Health – 31,000
Managed Care Organizations

• MCOs provide a medical home through a PCP and referrals for specialty providers, when needed
  • Exception: Clients who receive both Medicare and Medicaid (dual eligibles) get acute care services and a PCP through Medicare

• MCOs may offer value-added services (e.g. extra dental services, extra vision services, health and wellness services)
MCO Plan Identification Cards

• All members receive an MCO plan ID card, in addition to a Your Texas Benefits Medicaid card from the State
• The plan ID card contains the following information:
  • Member’s name and Medicaid ID number
  • Healthcare program (e.g. STAR, STAR+PLUS)
  • MCO name
  • PCP name and phone number
  • Toll-free phone numbers for member services and behavioral health services hotline
  • Additional information may be provided (e.g. date of birth, service area, PCP address)
Managed Care Organizations

- Providers must contract and be credentialed with an MCO to provide STAR or STAR+PLUS services
- Rates are negotiated between the provider and the MCO
- Processes such as authorization requirements and claims processing may be different between MCOs
Provider Claims

• Providers must file claims within 95 days of the date of service (DOS)
• MCOs are required to adjudicate most claims within 30 days
  • 18 days for electronic pharmacy claims
STAR

- Provides acute care services (like doctor visits, hospital visits, and prescriptions) mostly for children and pregnant women
- About 2.5 million members currently served
- Each member is enrolled in an MCO
  - Primary care provider (PCP) serves as the medical home and coordinates care
- Statewide service areas:
  - Bexar, Dallas, El Paso, Harris, Hidalgo, Jefferson, Lubbock, Medicaid Rural Service Areas (MRSA) Central, Northeast, and West, Nueces, Tarrant, and Travis
Medicaid Rural Service Areas
(Service Area (MRSA) effective March 1, 2012)

- Rural Service Areas
- Medicaid Rural Service Area (MRSA)
- Delivery Models
  - Amerigroup, Community Health Choice, Molina, Texas Children’s, UnitedHealthCare
  - Christus, Driscoll Children’s, Superior

Map showing service areas for various counties across Texas, including:
- Tarrant: Aetna, Amerigroup, Cook Children’s
- Dallas: Amerigroup, Molina, Parkland
- Lubbock: Amerigroup, FirstCare, Superior
- El Paso: El Paso First, Molina, Superior
- Medicaid Rural Service Area (MRSA)
- Travis: Blue Cross and Blue Shield of Texas, Sendero, Seton, Superior
- Bexar: Aetna, Amerigroup, Community First, Superior
- Hidalgo: Driscoll Children’s, Molina, Superior, UnitedHealthCare
- Jefferson: Amerigroup, Community Health Choice, Molina, Texas Children’s, UnitedHealthCare
- Harris: Amerigroup, Community Health Choice, Molina, Texas Children’s, UnitedHealthCare
- Nueces: Christus, Driscoll Children’s, Superior
STAR Medicaid Rural Service Areas (MRSA) (effective March 1, 2012)

**MRSA – West Texas**
Amerigroup, FirstCare, Superior

**MRSA – Northeast Texas**
Amerigroup, Superior

**MRSA – Central Texas**
Amerigroup, Scott & White, Superior
Mandatory Populations in STAR

- Temporary Assistance for Needy Families (TANF) recipients
- Pregnant women
- Newborns
- Low income families and children
- Adults age 21 and older, residing in the MRSA:
  - Receiving SSI benefits, but not Medicare, or
  - Enrolled in certain DADS 1915(c) waiver programs
Voluntary Populations in STAR

- Children and young adults under age 21, residing in the MRSA who are:
  - Receiving SSI benefits, but not Medicare, or
  - Enrolled in certain DADS 1915(c) waiver programs
    - Children would continue to receive waiver services in fee-for-service if they volunteer for STAR
Populations Excluded from STAR

- Medicaid recipients residing in institutions
- Medically needy program participants
- Children in foster care
- Refugees
- Clients who receive both Medicare and Medicaid (dual eligibles)
Adult STAR Benefits

- Traditional Medicaid benefits
- Primary care provider (PCP)
- Unlimited prescriptions
- Unlimited necessary days in a hospital
- Value-added services
Children’s STAR Benefits

- Children’s Medicaid benefits
- Primary care provider (PCP)
- Unlimited prescriptions
- Unlimited necessary days in a hospital
  - Children in traditional Medicaid also receive unlimited prescriptions and unlimited necessary days in a hospital
- Value-added services
STAR+PLUS

• Designed to integrate the delivery of acute care and long-term services and supports (LTSS) through a managed care system
• 412,000 members currently served
• Each member is enrolled in an MCO
• Main feature - service coordination
  • Specialized care management service that is available to all members and performed by an MCO service coordinator
• Current Service Areas:
  • Bexar, Dallas, El Paso, Harris, Hidalgo, Jefferson, Lubbock, Nueces, Tarrant, and Travis
STAR+PLUS Service Coordination

- MCO nurses, social workers, and other professionals with the necessary skills to coordinate care
- Service coordinators make home visits and assess member needs
  - Coordinate with Medicaid and Medicare providers
  - Authorize community-based LTSS
  - Arrange for other services (e.g. medical transportation)
  - Coordinate community supports (e.g. housing, utilities, legal)
Mandatory Populations in STAR+PLUS

• Adults age 21 and older who:
  • Have a physical or mental disability and qualify for SSI benefits or Medicaid because of low income
  • Qualify for Medicaid because they receive STAR+PLUS HCBS waiver services
Voluntary Populations in STAR+PLUS

• Most children and young adults under age 21 receiving SSI or SSI-related benefits may choose to enroll in STAR+PLUS or remain in traditional Medicaid
Adult STAR+PLUS Benefits

- Medicaid Only
  - Traditional Medicaid benefits
  - Primary care provider (PCP)
  - Community-based LTSS
  - Service coordination
  - Unlimited prescriptions
  - Value-added services

- Dual eligibles receive LTSS through STAR+PLUS and acute care through Medicare
Children’s STAR+PLUS Benefits

- Children’s Medicaid benefits
- Primary care provider (PCP)
- Community-based LTSS
- Service coordination
- Unlimited prescriptions
- Unlimited necessary days in a hospital
  - Children in traditional Medicaid also receive unlimited prescriptions and unlimited necessary days in a hospital
- Value-added services
LTSS in STAR+PLUS

• Personal Assistance Services (PAS)
• Day Activity and Health Services (DAHS)
• STAR+PLUS HCBS Waiver – similar to CBA in traditional Medicaid:
  • Assisted living
  • Adaptive aids
  • Minor home modifications
  • Personal assistance services
  • Respite care
  • Emergency response
  • Transition assistance services
  • Home delivered meals
  • Nursing services
  • Medical supplies
  • Adult foster care
  • Dental
  • Therapies
  • Financial management services
  • Cognitive Rehabilitation Therapy (March 1, 2014)
  • Supported Employment and Employment Assistance (September 1, 2014)
Upcoming Managed Care Initiatives
STAR+PLUS Expansion

- September 1, 2014
- Expands STAR+PLUS statewide to the Medicaid Rural Service Areas
  - MRSA Central, MRSA Northeast and MRSA West
- Estimated to serve an additional 80,000 members in STAR+PLUS
Assessments & Authorizations

• MCO service coordinators assess need for LTSS
• MCO is responsible for functional and medical assessments
  • Form 2060
  • Medical Necessity/Level of Care (MN/LOC)
• Existing authorizations for LTSS are honored for 6 months or until the MCO does a new assessment
• Existing authorizations for acute care services are honored for 90 days or until the MCO does a new assessment
Behavioral Health Services

• On September 1, 2014 two additional behavioral health services will be added to managed care:
  • Mental health rehabilitation and mental health targeted case management
    • Currently provided through fee-for-service and delivered through the Local Mental Health Authorities (LMHAs)
    • The NorthSTAR program in the Dallas service area will not be affected

• The State must also:
  • Develop two health home pilots and a Behavioral Health Integration Advisory Committee
  • Create community collaboratives for persons who are homeless, with mental illness, and/or with a substance abuse problem
  • Establish and maintain a mental health and substance abuse treatment public reporting system
Eligible Populations

- Mental health rehabilitation and mental health targeted case management services are available to the following Medicaid recipients who are assessed and found eligible:
  - Adults with a severe and persistent mental illness such as schizophrenia, major depression, bipolar disorder or other severely disabling mental disorders
  - Children and adolescents ages 3 through 17 years with a diagnosis of a mental illness or exhibit a serious emotional disturbance
Clients with Intellectual and Developmental Disabilities (IDD)

- September 1, 2014
- Persons transitioning into STAR+PLUS for acute care services only:
  - Individuals receiving services in community-based Intermediate Care Facilities for Individuals with Intellectual Disabilities or Related Conditions (ICF-IID)
  - Individuals receiving services in certain DADS 1915(c) waiver programs:
    - Home and Community-based Services (HCS)
    - Community Living Assistance and Support Services (CLASS)
    - Texas Home Living (TxHmL)
    - Deaf Blind Multiple Disabilities (DBMD)
Populations Excluded and Voluntary

• Not included:
  • Individuals residing in a state supported living center
  • Dual eligibles (receiving both Medicare Part B and Medicaid)

• Children and young adults under age 21 receiving SSI or SSI-related benefits are voluntary
Nursing Facility Services

• March 1, 2015
• Nursing facility services will be provided through STAR+PLUS statewide
• Intended to improve quality of care and promote care in the least restrictive, most appropriate setting
• Between 50,000 - 60,000 nursing facility residents will transition to STAR+PLUS
Nursing Facility STAR+PLUS Populations

- Adults age 21 and older who are in a nursing facility, who have been determined eligible for Medicaid, and who meet STAR+PLUS criteria will be mandatory.
- Children and young adults under age 21 will be excluded.
- Truman W. Smith Children’s Care Center residents will be excluded.
- State veteran’s home residents will be excluded.
Significant Traditional Providers (STP)

• Providers who have been serving Medicaid clients
• MCOs are obligated to offer STP contractors the opportunity to be a part of the contracted MCO network
• MCOs will reach out to STPs
  • STPs may initiate the contact
• STPs must accept MCO conditions for contracting and credentialing
Impact on DADS Providers

• CBA contracts in STAR+PLUS service areas will be canceled
  • All 1915(c) CBA services in STAR+PLUS service areas will be delivered through STAR+PLUS MCOs
• PHC and DAHS for STAR+PLUS members must be authorized and paid by the MCO
  • This does not include DADS IDD waiver clients
Enrollment Activities

• May 2014
  • Clients will be sent introduction letter, including MCO comparison chart, and links to provider directories

• June 2014
  • Clients will be sent enrollment packets with provider directory, MCO comparison chart, enrollment form, and frequently asked questions

• August 15, 2014
  • Mandatory managed care clients must choose an MCO or the State will auto-assign the client to an MCO
  • Clients may choose an MCO by phone or mail, and may change at any time

• September 1, 2014
  • MCO enrollment takes effect
Provider Trainings

• HHSC is hosting a series of STAR+PLUS Provider Trainings between June and July 2014
• 10 face-to-face trainings have been scheduled for:
  • San Antonio, El Paso, Houston, Dallas, Tyler, McAllen, Austin, Abilene, Waco, and Lubbock
• Webinars will also be offered throughout the summer
• More information on HHSC’s website
Appeals and Fair Hearings

• Members may appeal to the MCO and/or file a fair hearing request with the State if services are denied, reduced, or terminated

• Services may continue during the review if the appeal or fair hearing is requested within the adverse action period and the member requests continued services pending the appeal
Provider Complaints

• Providers initially contact the MCO to file a complaint and must exhaust the MCO resolution process before filing a complaint with HHSC
• Appeals, grievances, or dispute resolution is the responsibility of the MCO
• Providers may file complaints with HHSC if they did not receive full due process from the MCO
Complaints Contacts

HHSC
HPM Complaints
P.O. Box 85200, MC H-320
Austin, TX 78758

HPM_Complaints@hhsc.state.tx.us

Remember to follow HIPAA guidelines and always send patient information securely.
Next Steps

- Become familiar with STAR and STAR+PLUS MCOs operating in counties where you currently deliver services
- Begin contracting and credentialing process with MCO as quickly as possible
- Prepare to negotiate with the MCO to become a member of the MCO provider network
Questions?

Email
Managed_Care_Initiatives@hhsc.state.tx.us

Managed Care Initiatives Webpage
http://www.hhsc.state.tx.us/medicaid/MMC.shtml