

Medicaid Care Management Enrollment - Step 1



Client Information Session

October 2013

NH Department of Health and Human Services



Outline

- ◆ Medicaid Care Management (MCM) Program
- ◆ Health Plans
- ◆ Primary Care Providers
- ◆ Enrollment



Why Care Management

Goals

- Improve access to care
 - Improve quality of care and overall health status
 - Improve cost effectiveness
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- ◆ Legislature Established
 - Chapter Law 125, Laws of 2011 (SB147)



Care Management & You

- ◆ You pick a Health Plan.
- ◆ You pick a primary care provider.
- ◆ The Health Plan coordinates your care.
- ◆ The Health Plan pays doctors and hospitals.
- ◆ Medicaid benefits remain the same.

- ◆ DHHS continues to determine your eligibility for Medicaid.

Program Start Date Dec 1st (coverage begins)

- ◆ **MOST MEDICAID CLIENTS**
- ◆ **Voluntary Participation** in Care Management if:
 - Children in Foster Care
 - Children with special health care needs
 - Home care for children with severe disabilities
 - Children with Supplemental Security Income
 - Dual Medicare and Medicaid eligible
- ◆ **Voluntary:** If you want to opt-out you need to notify us: a phone call, notification on NHEasy, noted on paper enrollment form or a letter.



Three Health Plans Available

- ◆ **Meridian Health Plan**

www.mhplan.com

Call: 1-855-291-5221

- ◆ **New Hampshire Healthy Families**

www.Nhhealthyfamilies.com

Call: 1-866-769-3085

- ◆ **Well Sense Health Plan**

www.WellSense.org

Call: 1-877-957-1300



Picking a Health Plan

- ◆ See which Health Plans your PCP and other Providers are enrolled with.
- ◆ Review additional benefits each Health Plan offers, and decide which are important to you.
- ◆ Pick the Health Plan that is the best choice for you – you have 90 days to make a change.



Choosing a Primary Care Provider (PCP)

- ◆ The PCP oversees your healthcare.
- ◆ When choosing a Health Plan, you may choose a PCP at the same time.
- ◆ The Health Plan will confirm your PCP.
- ◆ A Provider Directory is available on the DHHS website and each Health Plan's website. This directory is updated daily.



Your Health Plan What to Expect

- ◆ A welcome call to each new member, confirming PCP and Member Benefits.
- ◆ A Member Services Call Center to answer your questions and concerns.
- ◆ The issuance of a Health Plan Card. This is in addition to your Medicaid Card.



Your Health Plan

What to Expect

- ◆ Access to a network of doctors, hospitals, clinics, specialists to work with you.
- ◆ Care coordination across all specialties and providers.
- ◆ The right care at the right time to address your healthcare needs.



3 Ways to Pick a Health Plan

#1. Enrollment Call Center

Toll Free: 1.888.901.4999

M-F 8:30 – 7:00

- Foreign Language Interpretation
- TTY/TDD 1-800-735-2964 / 7-1-1
- VRS 1-888-901-4999

3 Ways to Pick a Health Plan (cont'd)

#2. NH Easy on-line enrollment

- <https://nheasy.nh.gov/> to set up an account

#3. Paper enrollment (specific to you)

- Please use Return Envelope provided:
PO Box is specific to Care Management submissions



Other Enrollment Supports

- ◆ Medicaid Client Services Unit
 - Call to discuss any client concern or special need
 - Also supports regular Medicaid clients
- ◆ Providers
- ◆ Community Provider Agencies/Partners



During Enrollment You Can Expect

- ◆ Continuing communications from DHHS
- ◆ The information you need to pick a Health Plan.
- ◆ Personal assistance that is courteous and helpful.
- ◆ Community Provider Agencies/Partners who understand the program.
- ◆ A Provider Directory that is updated daily.

You Can Expect (cont'd)

- ◆ Health Plans who can answer benefit questions.
 - **Meridian Health Plan** 1.855.291.5221
 - **NH Healthy Families** 1.866.769.3085
 - **Well Sense Health Plan**..... 1.877.957.1300

- ◆ Health Plan changes allowed (90 days).
- ◆ PCP changes allowed with the Health Plan.
- ◆ Medicaid Benefits Remain the Same.



Health Plan Assignment



- ◆ A Health Plan will be assigned to you if one is not picked by the enrollment deadline.

This means:

If you do not choose a health plan, our enrollment system will make the choice for you.



Timeline

*Health Plan changes made
by November 27th 4:00pm
will be effective for December 1st*

- ◆ November Auto Assignment begins
- ◆ December Care Management begins

MCM Information & Services

- ◆ **The Web** <http://www.dhhs.nh.gov/ombp/caremgmt/index.htm>
- ◆ **Twitter** @NHMedicaidCM
- ◆ www.facebook.com/NHDepartmentOfHealthAndHumanServices
- ◆ **Medicaid Client Services** (for any client concerns or questions)
1.800.852.3345 ext 4344 or 603.271.4344
or TTY/TDD 1-800-735-2964
or VRS 1-888-901-4999

To Enroll with a Health Plan:

- ◆ NH EASY www.nheasy.nh.gov
- ◆ Enrollment Call Center 1-888-901-4999
- ◆ TTY/TDD ACCESS: 1-800-735-2964/ 7-1-1