



DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Reggie Bicha
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES
Secretary Karen E. Timberlake
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

**State of Wisconsin
Governor Jim Doyle**

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators**

**FROM: Vicki Jessup, Policy Section Chief
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability**

BEPS/DFS OPERATIONS MEMO					
No:		10-55 amended			
DATE:		07/09/2010			
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input type="checkbox"/>		
CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
EP					

SUBJECT: Southeast Wisconsin HMO Enrollment Project

EFFECTIVE DATE: JULY 17, 2010

PURPOSE:

The purpose of this memo is to explain the process for transitioning BadgerCare Plus Standard and Benchmark plan members into the new HMOs selected through the RFP process. This process includes using the HMO Enrollment Tool in ACCESS as well as the new Integrated Voice Response (IVR) automated phone system.

BACKGROUND:

The Department of Health Services released a Request for Proposals (RFP) in 2009 for its HMO contracts for BadgerCare Plus (BCP) for Families (Standard and Benchmark) members in six southeastern Wisconsin Counties. Those counties include Milwaukee, Waukesha, Ozaukee, Washington, Racine and Kenosha.

The Department has signed contracts with the following four HMOs in those counties:

- CommunityConnect Health Plan
- UnitedHealthcare
- Abri Health Plan
- Children's Community Health Plan

All four HMOs will provide medical and dental services to BadgerCare Plus for Families members in all six counties.

All BCP for Families members, including those currently enrolled in an HMO, must select one of the four HMOs or they will be auto assigned. In order to facilitate this transition, a new HMO enrollment tool in ACCESS and an automated phone system (IVR) will be implemented.

GOALS OF THE RFP:

The goals of the new HMO contracts are to:

- Reduce administrative costs and improve the quality outcomes in the following areas:
 - ✓ Childhood Immunizations
 - ✓ Blood lead screening for one and two year olds
 - ✓ Smoking Cessation
 - ✓ Diabetes Management
 - ✓ Asthma Management
 - ✓ Healthy Birth Outcomes
- Improve care coordination, especially for high cost individuals with chronic illnesses.
- Reduce inappropriate use of services such as unnecessary emergency room visits.
- Increase the utilization of dental services.
- Simplify and strengthen the health care marketplace.

HMO ENROLLMENT PROCESS:

BadgerCare Plus Families in the Southeast Region will receive an enrollment packet with information about the enrollment process. The packets will go out in three phases from July through September, depending on geographic location.

Phase 1-Milwaukee North

Enrollment materials mailed beginning July 19
First possible enrollment month: September

Phase 2-Milwaukee South

Enrollment materials mailed beginning August 18
First possible enrollment month: October

Phase 3-Racine, Kenosha, Waukesha, Washington and Ozaukee Counties

Enrollment materials mailed beginning September 17
First possible enrollment month: November

Each family must choose an HMO, even if their choice is to stay with their current HMO. They will have 30 days to choose an HMO. They can choose their HMO by:

1. Using the new HMO Selection Tool in ACCESS;
2. Calling (800) 291-2002 and using the new automated phone system;
3. Talking to an HMO Enrollment Specialist at (800) 291-2002; or
4. Mailing the enrollment choice form that was included in their enrollment letter.

Members who do not choose an HMO will be automatically assigned to an HMO.

Note: Members will have 90 days from their enrollment start date to change to a different HMO. After the 90-day open enrollment period ends, members must remain enrolled in their HMO for the remainder of the first enrollment year. After the lock in period ends, members may change to a different HMO at any time.

If members have questions about providers or need help matching providers with HMOs they can also get this information by:

- Calling the HMOs directly or
- Going on-line to view the HMOs' provider networks;

If members need help choosing or enrolling in an HMO, they can:

- Call the HMO Enrollment Specialists at (800) 291-2002 or
- Go in person to several sites where an HMO Enrollment Specialist is located which include clinics, hospitals, and community agencies used by BCP members. A detailed list will be available at: badgercareplus.org/HMO.

CONTINUITY OF CARE:

All current HMOs will be responsible for BadgerCare Plus covered services provided to enrolled members through the end of the member's enrollment in that HMO.

To ensure a smooth member transition, any members currently exempted from HMO enrollment will automatically continue that exemption for the full term granted.

Members who are pregnant or in treatment for an illness or injury may be eligible for an exemption if the Primary Care Provider (PCP) is not part of the HMO's provider network. If the member does not want an exemption, the HMO must authorize out-of-network care for a limited period of time.

If members have questions or concerns about continuity of care they should contact the HMO Enrollment Specialist at 1-800-291-2002.

HMO SELECTION TOOL:

Members in the six counties included in the SE region, enrolled in BCP for Families, will be able to select their HMO using the new HMO Selection Tool in ACCESS. The HMO Selection Tool allows members to see the HMOs in which their preferred doctor and hospital participate. The tool uses quality as an additional variable to help match the member to the best HMO for them. The match is a service to the member. The member may still select to enroll in any of the four HMOs.

The HMO Selection Tool will also be available to the HMO Enrollment Specialist and some State and contracted employees to help guide the member through the selection process, exempt members from HMO enrollment or change the HMO for families in these counties. The HMO Selection Tool will be implemented according to the same time table that corresponds with the member enrollment phases (see attached chart).

IM workers in the six counties in the SE region can view the member's HMO selection history by going to 'HMO Summary' under 'Post Eligibility' and 'BadgerCare Plus' on the CWW Navigation Menu. Clicking on the 'HMO Summary' selection will bring up the HMO Summary page for the

case. The HMO Summary page will only be available if the household address is within one of the six counties included in the Southeast Region.

CASE SUMMARY PAGE

CARES Worker Web User ID: JX2355 User Name: A SRIVASTAVA Quick Select: CASE/RFA Help Logout

Primary Person: 31F PP Case: 7700486778 Status: Open Mode: Ongoing 3.26/29/2010

Case Summary

Summary Information
Primary Person: 31F PP

Contact Information
County / Tribe of Residence: 40 - MILWAUKEE COUNTY
Household Address: [Redacted] Alternate Address:
Phone: [Redacted] Phone:

Office / Filing Information
Office: MILWAUKEE ENROLLMENT SERVICES (5040) Meets ESC Criteria? No
Agency: 40 - MILWAUKEE COUNTY
Assigned Worker: SUDHAKAR KONA (XCTM37) Caseload: 4467
File Location: IN - INTAKE File Location Date: 06/25/2010

Case Information
Language: E - ENGLISH
Last Review Date: Next Review Date: 05/31/2011
Case Closed Date: Case Web Status: WEB

Associated RFA Information / ACCESS Application Information

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App
7700486778	40	Walk-in	INDIVIDUALS PROCESSED	06/25/2010	

What would you like to do?

Workflow Options
 Continue with Driver / Navigate Through Completed Pages
 Add Person
 Process Renewal

Case Maintenance
 Reactivate Case
 Transition Mainframe Case to Web Case
 Initiate, Resume, or Terminate Simulation

HMO SUMMARY PAGE

CARES Worker Web User ID: JX2355 User Name: A SRIVASTAVA Quick Select: CASE/RFA Help Logout

Primary Person: 31F PP Case: 7700486778 Status: Open Mode: Ongoing 3.26/29/2010

HMO Summary

HMO Details

Selection Date	Individual	HMO / Exemption	Selection Method	Status	Begin Date	End Date
06/28/2010	31F PP	ABRI HEALTH PLAN INC	AUTO ASSIGNMENT	Pending	08/01/2010	
06/25/2010	31F PP	UNITED HEALTHCARE OF WISC	AUTO ASSIGNMENT	Pending	08/01/2010	07/31/2010
06/28/2010	8F	ABRI HEALTH PLAN INC	AUTO ASSIGNMENT	Pending	08/01/2010	
06/25/2010	8F	UNITED HEALTHCARE OF WISC	AUTO ASSIGNMENT	Pending	08/01/2010	07/31/2010

Updated on or before MM / DD / YYYY Go

Add Case Comment

INTEGRATED VOICE RESPONSE (IVR):

An automated phone system will be available to BCP for Families members in the Southeast regions. Members who know what HMO they want to enroll in can make their choice immediately using this process. The IVR will be available 24 hours a day, seven days a week.

The IVR will be implemented according to the same time table that corresponds with the member enrollment phases (see attached chart).

Note: The HMO Selection Tool and IVR will be implemented for members according to the same phases as the enrollment packets. Members in phase 1 will be able to use the HMO Selection Tool and IVR at approximately the same time the enrollment packets are mailed in July and thereafter. Members in phase 2 will be able to use the HMO Selection Tool and IVR at approximately the same time the enrollment packets are mailed in August and members in phase 3 after packets are mailed in September. Members in phases 2 and 3 will not be able to use the HMO selection Tool or IVR before adverse action in the month their enrollment packets are mailed.

ATTACHMENTS:

[Schedule of Mailing and Enrollment Dates](#)

CONTACTS:

Members with questions on the enrollment process should contact the HMO Enrollment Specialists at (800) 291-2002.

IM Workers with questions should contact the BEPS CARES Information & Problem Resolution Center

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/AD