



Supplemental Security Income (SSI) Managed Care Expansion Region 3 Town Hall Meeting February 6, 2018

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Division of Medicaid Services

Meeting Agenda

- SSI Managed Care Expansion Overview
- Member Enrollment Process
- External Advocacy Project
- Questions and Answers
- Meet and Greet with SSI HMOs

What is an HMO and managed care?

- Health maintenance organization (HMO) is a group of doctors, clinics, and hospitals who work together to help you manage your health.
- The Department of Health Services (DHS) partners with select HMOs to provide Medicaid services in the state.
- You will get the majority of care through an HMO.
- HMOs coordinate care and provide health care services through a network of providers.

Services Provided by HMOs

- Doctor visits
- Hospital care
 - Inpatient
 - Outpatient
 - Rehabilitative care services (for up to 90 days)
- Laboratory (x-ray, radiology)
- Mental health
- Substance abuse services (including alcohol and other drug abuse)
- Dialysis
- Home health and personal care
- Prenatal and maternity care
- Family planning
- Physical, speech, and occupational therapy
- Eye care (with eyeglasses)
- Hearing aids
- Medical equipment and supplies
- Narcotic treatment services

Services Provided on a Fee-For-Service Basis, Not Through an HMO

- Prescription drugs
- Nursing home stays (after 90 days)
- County-based mental health services
 - Community support programs (CSPs)
 - Comprehensive community services (CCS)
 - Crisis intervention
- Dental services*
- Non-emergency medical transportation (covered by MTM)
- Chiropractic services
- Home and community-based waivers services

*Dental services are covered by HMOs in Milwaukee, Waukesha, Racine, and Kenosha counties. Some, but not all, HMOs in Ozaukee and Washington counties cover dental services.

What is SSI Managed Care?

The Medicaid SSI Managed Care program:

- Contracts with HMOs to provide health care and behavioral health care services to those receiving Medicaid SSI or SSI-related Medicaid because of a disability (determined by the Disability Determination Bureau).
- Provides health care coordination for services using HMOs from your primary care doctor, specialty doctor, and community agencies to make sure you are getting all of the services you need.

Benefits of SSI Managed Care

- **No copays**—You are not required to pay copays for services provided by HMOs.
- **Increased access to providers**—SSI HMOs must meet strict network adequacy requirements designed to ensure you have access to all medically necessary services. Network adequacy requirements are monitored by DHS regularly.

Benefits of SSI Managed Care (cont.)

- **Individualized, coordinated care**—You will also receive care coordination and an Individualized Care Plan. SSI HMOs also help you address other issues, such as housing, food security, and transportation.
- **Increased quality**—DHS holds SSI HMOs accountable through quality metrics and our Pay for Performance Program.

SSI Managed Care Expansion

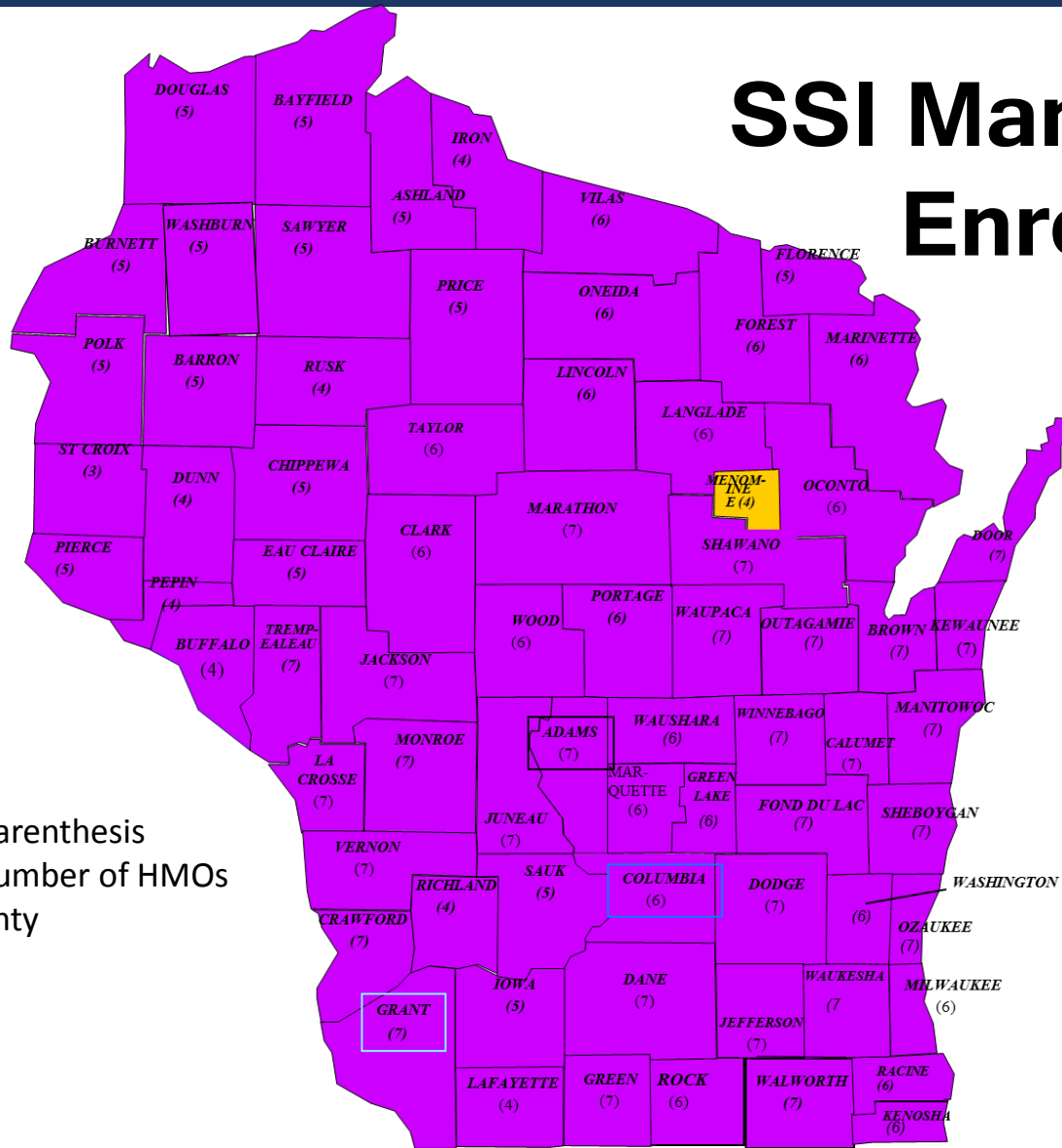
Consistent with national trends, Wisconsin Medicaid has increased enrollment in managed care, especially in the last 10 years. Nearly 70 percent of Wisconsin's Medicaid members now receive their health care via managed care.

- SSI Managed Care began in Southeast Wisconsin in 2005.
- Since then, SSI HMOs have expanded to cover all counties in the state.

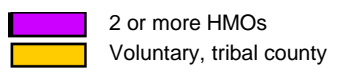
SSI Managed Care Expansion

- Current number of SSI HMOs serving members is 8.
- Current SSI HMO enrollment statewide is 36,443.
- Current SSI adult members in Medicaid fee-for-service and eligible for managed care statewide is estimated at approximately 28,000.

SSI Managed Care Enrollment



The number in parenthesis represents the number of HMOs serving that County



Medicaid SSI HMO Service Area

	Adams	Ashland	Barren	Bayfield	Brown	Buffalo	Burnett	Calumet	Chippewa	Clark	Columbia	Crawford	Dane	Dodge	Dopel	Douglas	Dunn	Eau Claire	Florence	Fond du Lac	Forest	Grant	Green	Green Lake	Iowa	Iron	Jackson	Jefferson	Juneau	Kenosha	Kewaunee	La Crosse	Lafayette	Langlade	Lincoln	Manitowoc		
Anthem BlueCross BlueShield	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	
Care Wisconsin	A				A			A		A	A	A	A	A						A		A	A	A	A						A	A	A				A	
Group Health Cooperative – Eau Claire	A	A	A	A		A	A		A	A	A	A					A	A	A			A	A			A	A						A	A	A			A
Independent Health Care Plan (iCare)	A				A			A				A	A	A	A					A		A	A					A	A	A	A	A						A
MHS Health Wisconsin	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A		A	A	A
Molina Healthcare					A			A							A	A				A	A			A					A		A	A			A	A	A	
Network Health Plan	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A		A	A	A
UnitedHealthcare Community Plan	A	A	A	A	A		A	A	A	A	A	A	A	A	A	A				A	A	A	A	A			A	A	A	A	A	A	A	A	A	A	A	A

Medicaid SSI HMO Service Area

	Marathon	Marinette	Marquette	Menominee	Milwaukee	Monroe	Oconto	Oneida	Ozaukee	Pepin	Pierce	Polk	Portage	Price	Racine	Risland	Rock	Rusk	St. Croix	Sauk	Sawyer	Shawano	Sheboygan	Taylor	Trempealeau	Vernon	Vilas	Walworth	Washburn	Washington	Waukesha	Waupaca	Wausara	Winnebago	Wood		
Anthem BlueCross BlueShield	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	
Care Wisconsin			A		A			A	A							A	A						A		A	A					A	A	A	A			
Group Health Cooperative – Eau Claire	A					A		A			A	A	A	A					A			A		A	A	A			A							A	
Independent Health Care Plan (iCare)	A	A			A	A	A		A						A		A					A		A	A	A			A			A	A	A		A	
MHS Health Wisconsin	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A			A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A
Molina Healthcare	A	A	A		A		A	A	A				A		A								A	A	A			A				A	A	A	A	A	A
Network Health Plan	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A			A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A
UnitedHealthcare Community Plan	A	A	A	A	A	A	A	A	A		A	A	A	A	A	A	A			A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A

Who is eligible for SSI Managed Care?

To be eligible for SSI Managed Care, you must:

- Be age 19 or older.
- Be receiving Medicaid SSI or SSI-related Medicaid because of a disability.
- Not be living in an institution or a nursing home.

Who is eligible for SSI Managed Care? (cont.)

- Not be participating in a home and community-based waivers program (Community Integration Program, Community Options Program, IRIS, brain injury).
- Not be enrolled in a long-term care program (Family Care, PACE, or Partnership).
- Enroll voluntarily due to the following circumstances:
 - Only one SSI HMO serves the county you live in.
 - You are dual eligible (that is, Medicaid and Medicare).
 - You are enrolled in a Medicaid Purchase Plan (MAPP).

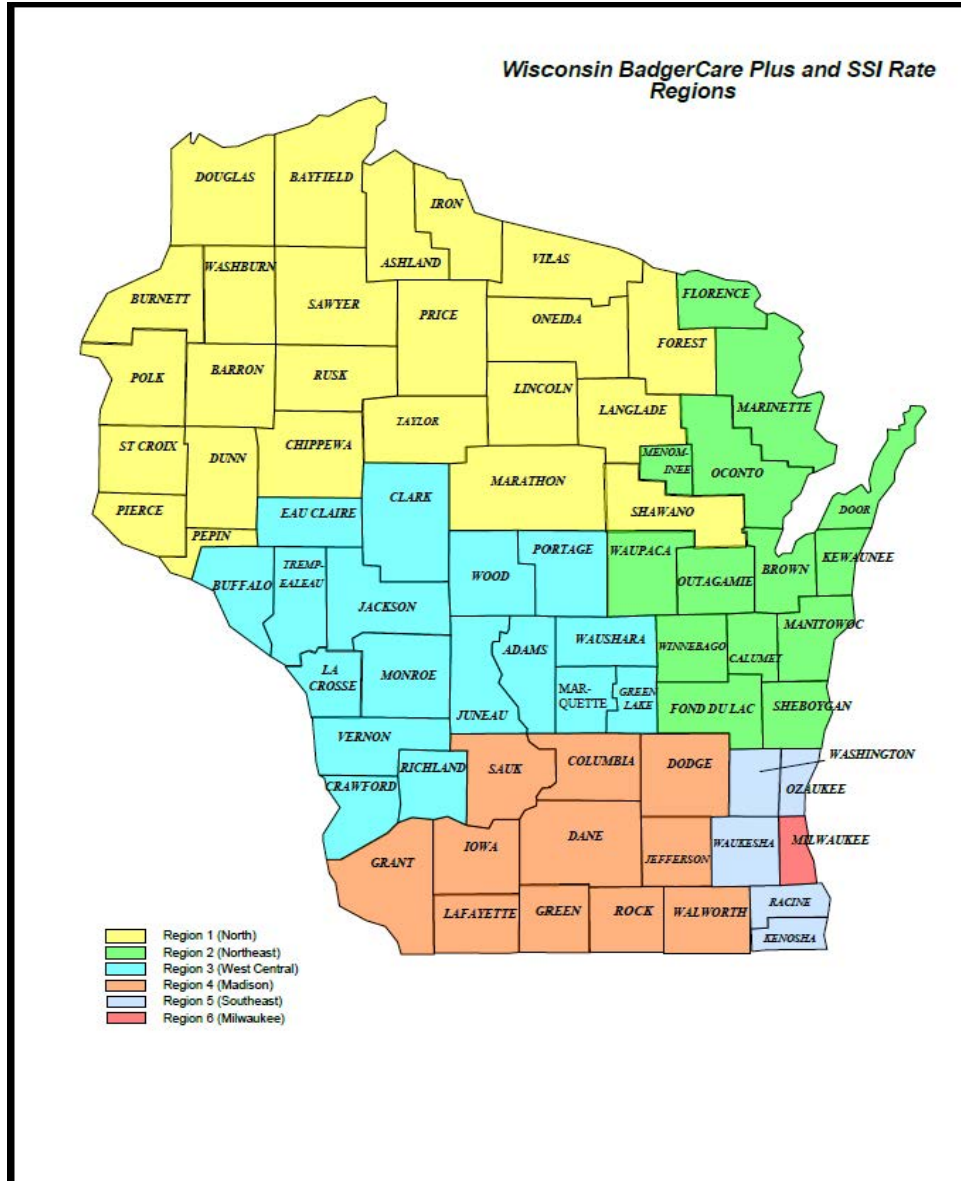
SSI Managed Care Enrollment

You will now enroll in an HMO the same way BadgerCare Plus members enroll in HMOs.

- You may choose the SSI HMO in your county that best suits your needs.
- If you do not make a choice, you will have an SSI HMO selected for you.
- After enrolling in an SSI HMO, you will have 90 days to change your mind and enroll in a different SSI HMO.

SSI Managed Care Enrollment

- After 90 days, you will remain enrolled with the SSI HMO for the remainder of the 12-month enrollment period.
- At the end of the 12-month enrollment period, you will be able to switch SSI HMOs if you want.



SSI Managed Care Updates

Regional Rollout Schedule

- Region 1 (North)
 - December 2017 member letter and enrollment packets issued
 - Town Hall Meetings
 - January 10, 2018 (1:30 p.m. to 3:30 p.m., 5:00 p.m. to 7:00 p.m.)
 - Northcentral Technical College (NTC), Wausau
 - February 2018 members assigned to an HMO (if member did not make a choice)

SSI Managed Care Updates

Regional Rollout Schedule (cont.)

- Region 3 (West Central)
 - January 2018 member letter and enrollment packets issued
 - Town Hall Meetings
 - February 6, 2018 (1:30 p.m. to 3:30 p.m., 5:00 p.m. to 7:00 p.m.)
 - Onalaska Omni Center, Onalaska
 - March 2018 members assigned to an HMO (if member did not make a choice)

SSI Managed Care Updates

Regional Rollout Schedule (cont.)

- Region 5 (Southeast)
 - February 2018 member letter and enrollment packets issued
 - Town Hall Meetings
 - March 8, 2018 (1:30 p.m. to 3:30 p.m., 5:00 p.m. to 7:00 p.m.)
 - Village of Mount Pleasant Municipal Building, Mount Pleasant
 - April 2018 members assigned to an HMO (if member did not make a choice)

SSI Managed Care Updates

Regional Rollout Schedule (cont.)

- Region 6 (Milwaukee)
 - March 2018 member letter and enrollment packets issued
 - Town Hall Meetings
 - Week of April 2, 2018
 - Milwaukee (two separate locations being planned)
 - May 2018 members assigned to an HMO (if member did not make a choice)

SSI Managed Care Updates

Regional Rollout Schedule (cont.)

- Region 2 (Northeast)
 - April 2018 member letter and enrollment packets issued
 - Town Hall Meetings
 - May 8, 2018 (1:30 p.m. to 3:30 p.m., 5:00 p.m. to 7:00 p.m.)
 - Brown County Public Library, Green Bay
 - June 2018 members assigned to an HMO (if member did not make a choice)

SSI Managed Care Updates

Regional Rollout Schedule (cont.)

- Region 4 (South Central)
 - April 2018 member letter and enrollment packets issued
 - Town Hall Meetings
 - May 15, 2018 (1:30 p.m. to 3:30 p.m., 5:00 p.m. to 7:00 p.m.)
 - Sheraton Hotel, Madison
 - June 2018 members assigned to an HMO (if member did not make a choice)

SSI Managed Care Exemptions

DHS will continue to review SSI managed care exemption requests on a case-by-case basis and grant when appropriate. Exemptions that you may request include:

- Enrollment in a commercial HMO.
- American Indian or Alaskan Native heritage.
- Continuity of care—you need to complete a course of treatment before being enrolled in a SSI HMO.

These exemptions are granted for a short period of time.

SSI HMO Responsibilities

Continuity of Care

SSI HMOs must maintain continuity of care for newly enrolled members by:

- Covering services during the first 90 days with current providers who are not in the HMO network.
- Honoring existing fee-for-service prior authorizations for at least 90 days after enrollment at the same level of care.

SSI HMO Responsibilities

Care Coordination

Dedicated health care coordinators help you get the care you need, including:

- Conducting assessments within 60 days of enrollment to help you better understand your health care needs.
- Developing a care plan within 90 days of enrollment.
- Helping you find a primary care provider and get referrals to specialists.

SSI HMO Responsibilities

Care Coordination

- Helping you make appointments with doctors if you need help.
- Connecting you with other services you need, such as county services, housing, food, and transportation.

SSI Managed Care Member Protections and Safeguards

Grievances and Appeals

- You have the option to file a grievance or appeal an HMO action.
- You are able to:
 - Grieve or appeal to your HMO.
 - Grieve to DHS.
 - File an appeal with the Division of Hearings and Appeals for a fair hearing.
- Both DHS and HMOs monitor member grievances and appeals to track trends in concerns.

Member Protection and Safeguards: Resources

Resources to help you with access issues, concerns about health care services, or quality of care:

- **HMO Member Advocates**
 - HMO resource
 - Members can call HMO Member Services to contact
- **External Advocate**
 - DHS contracts with Disability Rights of Wisconsin (DRW) to assist SSI HMO members
 - 1-800-708-3034.
- **Managed Care Ombuds**
 - DHS resource to advocate for members
 - 1- 800-760-0001
- **Enrollment Specialists**
 - Wisconsin Medicaid resource to assist members with enrollment concerns
 - 1-800-291-2002

For More Information

Visit www.dhs.wisconsin.gov/medicaid/hmo-2018chng.htm.



Member Enrollment Process

Peggy Voeller

Enrollment Specialist Call Center Manager
Automated Health Services, Inc.



Automated Health Systems, Inc.

Automated Health Systems, Inc (AHSI), is contracted with DHS to provide SSI managed care enrollment.

- AHSI has been enrolling BadgerCare Plus/SSI individuals into managed care plans since 2005.
- AHSI is the first point of contact for members as they make their HMO enrollment choices.
- AHSI provides education, outreach, and advocacy information regarding enrollment.

Role of the Enrollment Specialist

- Explains the benefits of managed care enrollment
- Is unbiased and assists you with selecting an HMO that best meets your needs
- Determines who your most important providers are and which HMOs they work with
- Assists you with problem resolution

HMO Enrollment Process

- Initial HMO enrollment packet
- Auto-assignment
- Confirmation letter

HMO Enrollment Process

- You receive an enrollment packet that invites you to make an enrollment choice.
- Initial enrollment packet includes the following:
 - Welcome letter
 - Wisconsin Medicaid SSI HMO Program Guide
 - Wisconsin Medicaid SSI HMO Choice Booklet
 - Enrollment choice form/prepaid addressed envelope
 - External advocacy project brochure

How do I Choose an HMO?

- Ask your doctors and other health care providers which Medicaid HMO they belong to.
 - Primary care doctor
 - Mental health provider
 - Specialty doctor (for example, cardiologist, allergist, OBGYN)
 - Hospital
 - Therapist
 - Personal care provider
- Call the enrollment specialist to find out which HMO works with your doctors.

How do I Enroll in an HMO?

- You can choose to enroll by mailing in your enrollment choice form.
 - Forms are received and processed daily.
 - No postage is required.
- You can contact AHSI and make an enrollment choice via the telephone at 1-800-291-2002.
 - Enrollment specialists are available from 7:00 a.m. until 6:00 p.m. (Monday through Friday).
 - We have bilingual enrollment specialists.

Open Enrollment

You may change your HMO for any reason during the first 90 days of enrollment.

What happens if I don't choose an HMO?

You will be auto assigned if you don't make a selection. DHS mails an auto assignment letter to let you know that an HMO has been selected for you.

What happens after I enroll in an HMO?

- You will receive a confirmation notice from the State about your enrollment choice.
- HMOs will send you a new member enrollment packet during the month that members start HMO enrollment. Member enrollment packet will include:
 - Explanation of services provided by your HMO.
 - Information about the doctors, clinics, hospitals, and other providers you have access to through your HMO.
- You can expect to receive a call from your HMO once you become enrolled to discuss your current health status.

What if my provider doesn't accept HMOs?

- If you have a doctor or a provider that is not part of your HMO, your HMO will let you see that provider for 90 days to continue your care.
- If you have approval for a certain service under fee-for-service Medicaid, your HMO will let you continue to get that service from the same provider for 90 days.
- Be sure to let your HMO know about all upcoming appointments.

Lock-In Period

- The lock-in period begins 90 days after selecting an HMO and lasts nine months.
- You cannot change your HMO during the lock-in period.

Out of Lock-In Notice

- You will be informed by mail when your lock-In period ends.
- You may change your HMO if desired.

SSI Managed Care Enrollment Example

- Step 1—you receive an enrollment packet from the state on December 18, 2017.
- Step 2—you complete and mail back the choice form or call the enrollment specialist to choose your HMO by January 31, 2018.
 - If you do not choose an HMO by January 31, 2018, you will be assigned to an HMO.
 - You have 90 days from the date you choose an HMO or are assigned to an HMO to change to a different HMO.

SSI Managed Care Enrollment Example (cont.)

- Step 3—you receive a letter from the state confirming your HMO on February 5, 2018.
- Step 4—you receive a welcome letter and enrollment packet from your HMO February 12, 2018.
- Step 5—the lock-in period begins on May 1, 2018. You cannot change HMOs until the lock-in period ends.
- Step 6—the period ends on February 1, 2019. You may now switch HMOs if you choose.

HMO Enrollment Specialist

1-800-291-2002

Monday–Friday

7 a.m.–6 p.m.

Bilingual Spanish, Hmong

TTY

SSI Managed Care External Advocacy Project

Kristine Beck

Advocacy Specialist

Disability Rights Wisconsin (DRW)



Disability Rights Wisconsin

- DRW provides protection and advocacy for people with disabilities.
- DRW is a statewide resource for individuals, families, service professionals, and others concerned with disability issues.
- DRW was designated by the Governor to ensure the rights of all state citizens with disabilities through individual advocacy and systems change.
- DRW is a part of a national system of federally mandated independent disability agencies.

History of SSI Managed Care External Advocacy Project

- Disability Rights Wisconsin received the DHS contract in April 2005 to be the external advocate for members enrolled in SSI-related managed care.
- The External Advocacy Project currently provides assistance to SSI Medicaid HMO members in every county in Wisconsin.

Member Awareness of the External Advocacy Project

- An External Advocacy Project brochure will be included in your enrollment packet.
- Project contact information is included with HMO service denial notices.
- You will receive an annual outreach postcard from the External Advocacy Project.

Services Provided by the External Advocate Project

- Education
- Assistance
- Advocacy

Member Education

- Explains what managed care is
- Helps you understand the SSI HMO enrollment process
- Explains your rights and responsibilities as a member of an SSI HMO
- Explains continuity of care, where you may get care from your current provider who is not in the network of your SSI HMO, for the first 90 days of enrollment

Assistance

- Refers you to the HMO enrollment specialist with a list of your doctors so they can help you make an enrollment choice
- Helps you get connected to your SSI HMO to get needed:
 - Specialty care
 - Medical equipment or supplies
 - Mental health or substance abuse treatment

Assistance

- Explains what services need a prior authorization and how to start that process
- Explains how to access non-emergency medical transportation

Advocacy

- Assists members who have been incorrectly billed
- Helps you understand decisions by the SSI HMO to deny or terminate services

Advocacy (cont.)

- Assists with appeals of these decisions
 - Informally resolve issue with the assistance of the SSI HMO member advocate
 - File a grievance with the SSI HMO
 - Request a state ombuds review
 - Request a state fair hearing
- Systems advocacy: works with the SSI HMOs and DHS to improve health care for all members

Where to Call

If you have questions about the SSI Managed Care Program or problems with your health care and SSI HMO, you can:

- Call:
 - 1-800-708-3034 (toll free).
 - 414-773-4646.
- Ask for the SSI Managed Care External Advocate.

Thank You!

Questions?

dhssmanagedcareexpansion@dhs.wisconsin.gov