



MassHealth Updates

**Massachusetts Health Care
Training Forum**

July 2011



Today's MassHealth Updates

1. MassHealth Program and Member Education Unit
2. New Medicaid Director Appointed
3. MassHealth Visitor/Residency Updates
4. Electronic Document Management (EDM)
5. MassHealth & Health Safety Net Rx Copays
6. State Budget Updates
7. Commonwealth Bridge Program
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1. MassHealth Program

- The MassHealth program provides comprehensive health insurance, or help in paying for private health insurance to more than one million Massachusetts children, families, seniors, and people with disabilities.
- The MassHealth mission is to help the financially needy obtain high-quality healthcare that is affordable, promotes independence, and provides customer satisfaction.
- In conjunction with the MassHealth mission the Member Education Unit's goal is to effectively educate our applicant/member's regarding their potential for, and receipt of MassHealth benefits.

2. New Medicaid Director: Dr. Julian Harris



- Background
 - Awarded Truman and Rhodes Scholarships
 - Graduated *summa cum laude* from Duke University in a Medical Ethics and Health Policy
 - Studied economic and social history at Oxford University
 - Earned medical degree from the UPenn School of Medicine
 - Earned a Master's in Business Administration degree from the Wharton School of Business.
 - Worked on national health payment and delivery system reform for an international client at McKinsey & Company

2. New Medicaid Director: Dr. Julian Harris



- Currently
 - Practices primary care physician at the Southern Jamaica Plain CHC and hospitalist medicine at the Cambridge Health Alliance
 - Serves as a clinical fellow on the faculty at Harvard Medical School
 - Serves as a senior resident in internal medicine and primary care at the Brigham and Women's Hospital and its affiliated Southern Jamaica Plain CHC.
- For more details on the appointment a press release is available on www.mass.gov/eohhs

2. New Medicaid Director: Dr. Julian Harris

- Dr. Julian Harris will assume his new role on July 18.
- Current Medicaid Director and Assistant Secretary for Administration and Operations Terry Dougherty will remain with the EOHHS through August to ensure a smooth leadership transition

3. MassHealth Application – Visitor Section



- In January 2011, MassHealth revised the MBR/SMBR, Virtual Gateway and MA21 to identify those individuals who are “visitors” to the Commonwealth of Massachusetts and determine eligibility based on current policy.
- In order to clarify policy and procedures, there are plans underway to change the applications to focus on whether an individual is a resident of the Commonwealth, rather than a visitor.

3. MassHealth Visitor/Residency Clarification Update

- MassHealth plans to remove the visitor and “emergency” question and add a new “Residency” section to the application asking an individual about their MA-residency status.
- The applications enhancements are targeted to be completed by the fall of 2011.
- In the interim staff at MassHealth have been provided with guidelines and instructed on how to proceed with immigration/residency eligibility requirements until publications can be revised.

3. MassHealth Visitor/Residency Clarification Update (cont.)



- MassHealth **has not changed** eligibility rules.
- MassHealth will use the following guidelines when determining eligibility for benefits:
 - Recognize that immigration status and residency are separate eligibility factors. People of any status must have the opportunity to prove residency.
 - Recognize that undocumented immigrants may be considered a resident of Massachusetts.
 - Consider children born in Massachusetts who have lived in Massachusetts from the time of their birth as meeting the Massachusetts residency rules for MassHealth eligibility
 - Provide appeal rights to any applicant/member denied for benefits for “not a resident of Massachusetts”

More Information Coming Soon! Clarifying procedures, protocols and future application enhancements will be sent out through MTF listserv

4. Electronic Document Management (EDM)

- MassHealth has implemented a new Electronic Document Management (EDM) system that allows paper SMBR (over 65) MassHealth applications, eligibility reviews, verifications, and corresponding mail to be scanned at a central location, located in Taunton.
- Effective April 22, 2011, **the new mailing address** for *non-LTC* SMBR applications, reviews and case maintenance for the Springfield, Taunton and Tewksbury MassHealth Enrollment Center is
P.O. Box 1231 Taunton MA 02780
Fax (508) 828-4611

4. Electronic Document Management (EDM)

- **Please note reviews, ongoing case maintenance, and SMBR (over 65) applications for the Revere MassHealth Enrollment are still being mailed to the Revere office.**

REVERE MASSHEALTH ENROLLMENT CENTER
300 OCEAN AVE, SUITE 4000
REVERE, MA. 02151

- **Please note MBR applications (under 65) are still sent to the below Charlestown address**

Mass Health Enrollment Center Central Processing Unit
P.O. Box 290794
Charlestown, MA 02129-0214

4. EDM – What’s Ahead

- The planned **EDM roll-out** for the Revere MassHealth Enrollment Center and the Central Processing Unit is targeted for early fall 2011.
- The existing **fax numbers** will continue to be printed on member notices. These faxed documents are now being diverted to the Electronic Document Management Center in Taunton.
- This will occur until statewide EDM implementation is complete. Once EDM has been fully rolled-out to all MECs and CPU there will be a new statewide **e-fax number** which will be shared by all MassHealth Enrollment Centers.
- **EDM updates** will continue to be shared through MTF, which includes plans for a comprehensive EDM presentation at the October MTFs.

4. EDM – Reminders and Tips

- If you are unsure where to send certain documentation please be sure to check MAP (My Account Page) and member notices. The appropriate address will be listed on the member notice.
- Submission of duplicate documents results in delays to processing time. Did you know ~9,000 duplicate documents were submitted to just one MEC from January 2011-June 2011.
 - Once you submit an application, annual review or other materials, do not submit the same item repeatedly in the hopes it will be processed more quickly. You can fax it or mail it – but don't do both. Submitting duplicate documents adds to workload resulting in delays to processing.

5. MassHealth and Health Safety Net Copayment Changes

- Fall 2011:
 - Most **generic and over-the-counter** drugs: \$3 to \$3.65
 - Certain covered generic and over-the-counter drugs for chronic conditions will stay at \$1.
 - **Copay cap:**
 - \$200 for calendar year 2011
 - \$250 for calendar year 2012
- MassHealth will do a mailing to members to notify them of the copay increase in advance of the change.

6. FY12 State Budget – MassHealth Program

- Governor signed budget on July 11th
 - **MassHealth:** No changes to eligibility or enrollment caps
 - Adult Day Health – EOHHS study; report due to legislature Dec. 31, 2011
 - **Outreach Grants:** No funding allocation (Note: Outreach grantees contracts are in effect through December 31, 2011)
- For the more information, go to www.mass.gov

7. Commonwealth Care Bridge Program



- The Health Connector launched a procurement in March for the fiscal year 2012 Bridge program, which has since been cancelled because of the subsequent SJC *Finch* ruling. While the ruling is not a final resolution of the litigation, it does raise questions about the future of the Bridge program. Given this, the Commonwealth thinks the best course of action is to maintain the status quo. If a court ultimately requires that Bridge members be moved, it is best for the members if they are only moved once.
- An extension of the existing Commonwealth Care Bridge contract with CeltiCare has been completed, which would otherwise have expired on June 30th. With this extension, legal immigrants that are currently covered through the Bridge program will be able to retain their coverage after July 1st. (FY12 state budget includes funding for continuation of the program in FY12).
- The extension is for a maximum of 12 months to avoid interruptions in their coverage or any need to have to repeatedly renegotiate extensions over the coming months. Mindful of the pending *Finch* case, language has been included in the contract that gives the ability to terminate the contract earlier if the Bridge program is discontinued or altered as a result of any final court decision or other resolution of the *Finch* case. This would enable reintegration of these members to Commonwealth Care without delay if legally required.

8. Disability Supplement Processing

- Currently if EDMC receives a disability supplement they are scanning in the first page with a stamped received date.
 - The original supplement will then be sent to the appropriate MassHealth Enrollment Center (MEC) for completion screening.
 - The MEC will then send the supplement to UMass Disability Evaluation Services for a disability determination.
- In the near future UMass Disability Evaluation Services will be taking on new responsibilities regarding disability supplement processing.
- Notification through provider bulletins, operations memos and the MTF listserv will occur as dates and processes are finalized.



Program Contact Information

MassHealth, Children's Medical Security Plan, and Healthy Start Contact Information

1-888-665-9993 for member eligibility

1-800-841-2900 for general customer service, billings, claims, and managed care issues.

www.mass.gov/masshealth

www.masshealthmtf.org

Health Safety Net Contact Information

www.mass.gov/dhcfp

www.mass.gov/healthsafetynet for FAQ'S , Regulations, and Billing

1-877-910-2100 for the Health Safety Net helpdesk

Commonwealth Care Contact Information

www.MAhealthconnector.org

1-877-MA-ENROLL (1-877-623-6765) Member Service Center

CeltiCare Health Plan

1-866-895-1786

www.CeltiCareHealthPlan.com

*The MassHealth Operations
Member Education Unit
will be available for
questions at the
lunch round table*

Thank-you