



MassHealth

MassHealth Updates

**Massachusetts Health Care Training Forum
January 2014**

Today's MassHealth Updates



1. MassHealth Mission
2. Cost of Living Adjustment (COLA) 2014
3. Medicare Part B Premium
4. MassHealth Publications
5. One Care: MassHealth Plus Medicare Update

Mission Statement 2012-2014

- To improve the health outcomes of our diverse members, their families and their communities, by providing access to integrated health care services that sustainably promote health, well-being, independence, and quality of life

MassHealth Member Education Training

- 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
 - The MassHealth Member Education unit provides presentations to a variety of agencies. Member Education presentations include eligibility, coverage types, application/renewal processes, system navigation and any updates regarding related health insurance programs in Massachusetts. Presentations are created individually and tailored towards specific agency requests. The presentations are designed to target information particularly useful to the population's the agencies serve

Cost of Living Adjustment (COLA)



2014

- The Social Security announced in a press release on October 30th 2013 that beneficiaries would be receiving a 1.5% COLA increase for 2014
- Monthly Social Security and Supplemental Security Income (SSI) benefits increased by 1.5% for nearly 63 million recipients in 2014
- More than 57 million Social Security beneficiaries received the 1.5% cost-of-living adjustment (COLA) increase in January 2014
- Increased payments to more than 8 million SSI beneficiaries began on December 31, 2013
- MassHealth Federal Poverty Level (FPL) Income Guidelines are expected to increase by 1.5% on March 1, 2014

Medicare Part B Premium



- The Medicare Part B premium in 2014 will remain at \$104.90 for most Medicare beneficiaries.
- Medicare Part B premium payment assistance is available under the MassHealth Buy-in coverage for certain eligible members.
- MassHealth Buy-in coverage types include:
 - MassHealth Senior Buy-In (QMB)
 - MassHealth Buy-In for Specified Low Income Medicare Beneficiaries (SLMB)
 - MassHealth Buy-In for Qualifying Individuals (QI-1)
- Income and asset limits apply in order to be eligible for Medicare Part B premium assistance Buy-in coverage.

- Senior Medical Benefit Request (SMBR)
 - Soon to become obsolete January 2014
- New Senior Application (SACA-2) - will the replace the SMBR
- Medical Benefit Request (MBR)
 - Became obsolete December 31, 2013
- New Paper Application under 65 (ACA-2) “Application for Health Coverage and Help Paying Costs”
 - Revised January 2014
- Member Booklet for Health Coverage and Help Paying Costs
 - Revised January 2014

New Senior Application for Health Coverage and Senior Guide



- This new application was available for use on January 2014 and it replaced the MassHealth Senior Medical Benefit Request (SMBR).
- This application is for seniors (persons aged 65 or older) and people needing long-term-care services.
- All applicable Affordable Health Care Act (ACA) rules and language have been incorporated.
- A new Senior Guide has been created and will accompany the new senior application.
- Both publications will be posted to the MassHealth website mid-January.

Paper Application for Health Coverage and Help Paying Costs



- The Application for Health Coverage and Help Paying Costs has been revised effective January 2014. The major changes are:
 - A space for email address
 - Adding the “reasonable accommodation”
 - Removing Part 4, Additional Questions to Apply for Immediate Coverage, as it will no longer be necessary for January 2014
 - The Noncustodial Parent Section (revised)
 - The Rights and Responsibilities and Signature Page (revised)
 - The instructions for completing Parts A, B, and C Supplements (revised)
 - Household Section and Health Insurance (revised)

Member Booklet for Health Coverage and Help Paying Costs



- The Member Booklet for Health Coverage and Help Paying Costs has been revised for January 2014. The major changes are:
 - MassHealth CarePlus, was placed before MassHealth Family Assistance
 - “Other things you need to know” were reorganized into seven sections to make it easier to understand and to access information
 - Member Booklet now has 11 sections
 - “Prior Approval” was added to Section 8
 - The “nonqualified persons residing under color of law (PRUCOLs)” part of Section 10, U.S. Citizenship and immigration rules

Application Filing

- Apply online at MAhealthconnector.org
- Apply by phone: call the Health Connector Customer Service at 1-877 MA-ENROLL (1-877-623-6765) or MassHealth (1-800-841-2900)
- Apply using the paper application. Request by calling the Health Connector Customer Service at 1-877 MA-ENROLL (1-877-623-6765) or MassHealth (1-800-841-2900)
- Get in-person help from a Navigator or a Certified Application Counselor at a local hospital or community health center
- Navigators and Certified Application Counselors have been trained to help people apply. For a list of Navigators or Certified Application Counselors in a specific area, visit MAhealthconnector.org or call 1-877 MA-ENROLL (1-877-623-6765)
- Paper applications can be mailed to Health Insurance Processing Center P.O. Box 4405 Taunton, MA 02780 or Faxed to 617-887-8770

One Care: MassHealth plus Medicare

MassHealth Demonstration
to Integrate Care for Dual Eligibles

Status Update: Enrollment

- Effective **January 1**, total number of enrollees: **9,506**
 - 5,319 self-selection enrollees
 - 4,187 round 1 auto-assignment enrollees (see slides 4-5)

| Total Enrollment by Plan | |
|---------------------------------|-------|
| CCA | 6,120 |
| FTC | 2,570 |
| Network Health | 816 |
| Total | 9,506 |

- Total number of opt outs as of January 1 is 15,567
 - Approximately 19% of the initial enrollment mailing group

Status Update: Enrollment (cont.)



| Total Enrollment by County | |
|----------------------------|--------------|
| Essex | 571 |
| Franklin | 59 |
| Hampden | 2,326 |
| Hampshire | 347 |
| Middlesex | 810 |
| Norfolk | 366 |
| Plymouth | 250 |
| Suffolk | 2,087 |
| Worcester | 2,690 |
| Total | 9,506 |

For additional enrollment information, see the One Care January Enrollment Report, posted under “News and Community” at: www.mass.gov/masshealth/onecare

Auto-Assignment Overview



- Auto-assignment (passive enrollment) is the term MassHealth is using to describe the process of assigning, notifying, and automatically enrolling someone in a One Care plan.
- Who *may* be auto-assigned? Only Individuals who:
 - Live in Hampden, Hampshire, Suffolk, or Worcester County (counties with at least two One Care plans)
 - Received enrollment packet mailing and did not enroll or opt out
 - Are not enrolled in Medicare Advantage or PACE plan
- MassHealth sends two notices to individuals who have been auto-assigned:
 - 60-day notice – Informs the member of the plan assignment and coverage effective date
 - 30-day notice – Reminder that changes will take effect in 30 days
 - Both notices tell people how to opt out or change plans
- Three planned rounds of auto-assignment, for coverage effective January 1, April 1, and July 1, 2014.

Round 1 of Auto-Assignment

- Approximately 6,886 individuals received auto-assignment notices
- Limited to individuals who appear in MassHealth data to have less acute needs than others in the eligible population (C1 rating category)
- MassHealth used data on where individuals accessed primary care services to match individuals to a One Care plan
- Coverage took effect January 1

Future Auto-Assignment Rounds



- MassHealth will continue to use program experience and stakeholder engagement process to inform decisions about future rounds
- Round 2 (April 1 coverage effective date) will include individuals from across the target population, including those with higher levels of LTSS and behavioral health need
- In addition to primary care, MassHealth will use data on where individuals accessed LTSS and behavioral health services to match individuals to a One Care plan
- MassHealth continues to encourage all individuals to carefully consider their enrollment options and make their own choice, using resources such as:
 - Enrollment packet materials (also available on One Care website, www.mass.gov/masshealth/onecare)
 - SHINE (Serving the Health Insurance Needs of Everyone) counselors (for an appointment, call 1-800-243-4636)
 - MassHealth Customer Service (call 1-800-841-2900, TTY: 1-800-497-4648)

One Care Training for Providers

| Webinars | Dates | Topics |
|----------|--------------------|--------------------------------------|
| | May 23, 2013 | ■ Intro to One Care* |
| | June 13, 2013 | ■ Contemporary Models of Disability* |
| | September 26, 2013 | ■ Enrollee Rights* |
| | October 17, 2013 | ■ ADA Compliance* |
| | November 14, 2013 | ■ Cultural Competence* |
| | January 30, 2014 | ■ Behavioral Health/Recovery Model |
| | 2014 (TBD) | ■ Wellness and other topics |

Visit the One Care learning website to register for upcoming webinars or view past webinars at any time:

<http://www.mass.gov/masshealth/onecare/learning>

** Available online now*

Information for Providers

- MassHealth All Provider Bulletin for One Care is available on the EOHHS website. It includes general information such as:
 - Overview of One Care and covered services
 - One Care plans and service areas
 - 90-day continuity of care period
 - Provider responsibilities (e.g., submit claims for payment to One Care plans for enrolled members)
- Transmittal Letter is also available on the EOHHS website.
 - Lists new Eligibility Verification System (EVS) messages for One Care:
 - 667: One Care. Commonwealth Care Alliance member. For medical, behavioral health, and long-term services and support services, call 1-866-610-2273
 - 668: One Care. Fallon Total Care member. For medical, behavioral health, and long-term services and support services, call 1-855-508-3390
 - 669: One Care. Network Health member. For medical, behavioral health, and long-term services and support services, call 1-888-257-1985

Information for Providers (cont.)



- MassHealth is developing additional provider materials, expected to be available in January/February 2014

- Materials designed both for:
 - Providers who are participating in One Care
 - Other MassHealth providers who may not yet be contracted by a One Care plan

- One Care Provider FAQs
 - How do I become a contracted One Care provider?
 - How do I submit claims? What is the timeline for processing claims?
 - How do I check what services are covered for a One Care enrollee?
 - Who will support One Care enrollees to select their providers?
 - What is included in the comprehensive assessment?

Information for Providers (cont.)

- A One Care Provider Flyer will provide an overview of One Care, including:
 - Benefits to members
 - Eligibility criteria
 - Overview of the covered services
 - How to contract with the One Care plans

- A One Care Provider Guide will be available with more details about:
 - One Care covered services
 - Enrollment in One Care
 - Care delivery
 - Enrollee grievances and appeals
 - Key contacts and One Care resources

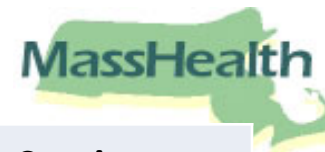
Provider Materials Distribution

- All of the materials will be posted on the One Care website www.mass.gov/masshealth/onecare
- In addition:
 - ⌘ The FAQs and Provider Guide may be distributed by MassHealth to contacts at provider associations, for further distribution to their networks, as appropriate
 - ⌘ The flyer may be mailed to MassHealth providers
- MassHealth is continuing conversations with providers regarding the best strategies for reaching and engaging them about One Care

Dental Services in One Care

- MassHealth has received several questions about the dental benefits in One Care
- To clarify dental coverage, MassHealth created a one-page overview of the dental services that are available to One Care enrollees
- One Care enrollees have access to a more comprehensive package of dental services than was previously available to them in FFS
- The one-pager is available on the One Care website, www.mass.gov/masshealth/onecare, in the section “One Care Consumers & Caregivers”

Dental Services in One Care



| Service | One Care | MassHealth Fee for Service |
|---|-------------------------------------|-------------------------------------|
| All fillings* | <input checked="" type="checkbox"/> | |
| Dentures (including repairs) | <input checked="" type="checkbox"/> | |
| Crowns (including repairs) | <input checked="" type="checkbox"/> | |
| Periodontic services (root canals) | <input checked="" type="checkbox"/> | |
| Endodontic services (gum treatment) | <input checked="" type="checkbox"/> | |
| Oral surgery | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Extractions | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Routine cleanings, exams, X-rays and emergency services | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Note: Each One Care plan may have different coverage rules or limits on dental services, such as prior authorization requirements, limits on the number of visits in a year, and restrictions to medically necessary care. Please consult each plan for details about benefits, coverage rules, and the network of dental services providers.

* MassHealth fee-for-service coverage subject to change in 2014

Resources

- To order paper applications
 - Call: 1-800-841-2900
 - Fax a request: 617-988-8973
 - Email a request: publications@mahealth.net

- One Care Program
 - For additional information please visit: www.mass.gov/masshealth/onecare or Email at OneCare@state.ma.us

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

Thank-you