

MassHealth Updates

Massachusetts Health Care Training Forum
July 2014



Today's MassHealth Updates

1. MassHealth Mission
2. MassHealth Publications
3. Application Updates
4. Reporting Changes
5. One Care: MassHealth Plus Medicare Update

MassHealth Program

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

MassHealth Publications

Publications – Coming Soon

- The below MassHealth publications are currently being updated:
 - ACA-2 “Application for Health Coverage and Help Paying Costs” (under 65)
 - SACA-2 “Application for Health Coverage for Seniors and People Needing Long-Term-Care Services”
- The updated versions will be posted on the MassHealth website and sent out via MTF listserv
- *The Member Booklet for Health Coverage and Help Paying Costs was updated 3-1-2014*

Application Updates

Where to send Paper Applications

- All new paper applications for ***subsidized*** (assistance with paying) health coverage, including Health Connector (ConnectorCare plans and those seeking premium tax credits), MassHealth, or HSN coverage should be sent to:

Health Insurance Processing Center
P.O. Box 4405
Taunton, MA 02780
Fax: 617-887-8770

- Always mail or fax verifications to the address or fax number as indicated on the letter requesting the verifications. If you are not sure where to mail or fax documents, contact the MassHealth Customer Service Center at 1-800-841-2900
- More application information can be found on the MassHealth website at <http://www.mass.gov/eohhs/consumer/insurance/apply-for-masshealth.html>

Where to send Paper Applications (cont.)

- All new paper applications for ***unsubsidized*** (no assistance with paying) health insurance through the Health Connector should be sent to:

Massachusetts Health Connector
133 Portland Street, 1st Floor
Boston, MA 02114-1707
Fax: 877-623-2155

- Always mail or fax verifications to the address or fax number as indicated on the letter requesting the verifications. If you are not sure where to mail or fax documents, contact the MassHealth Customer Service Center at 1-800-841-2900

Where to send Paper Applications (cont.)

- MassHealth long-term-care applications and Supplement A + Buy-In applications should be sent to:

Central Processing Unit
P.O. Box 290794
Charlestown, MA 02129
Fax: 617-887-8799
- Always mail or fax verifications to the address or fax number as indicated on the letter requesting the verifications. If you are not sure where to mail or fax documents, contact the MassHealth Customer Service Center at 1-800-841-2900

Ordering Paper Applications

- To order paper applications
 - Call: 1-800-841-2900
 - Fax a request: 617-988-8973
 - Email a request: publications@mahealth.net
- Applications are available to download from the MassHealth website www.mass.gov/masshealth in the publications and regulations application section

Reporting Changes

Maintaining Enrollment

■ Eligibility Review:

- Eligibility review forms for most members under the age of 65 are being delayed during the ACA transition
- Transitional review forms are being sent to members 64 years of age who are turning 65, and to certain DTA and SSI members losing cash benefits
- Members aged 65 and over are still receiving review forms
- Members should complete an eligibility review only if they receive a request by mail from MassHealth
- The eligibility review form is in the process of revision

Maintaining Enrollment (cont.)

■ Reporting Changes:

It is the responsibility of the member to report changes within 10 days.

■ Changes include but are not limited to:

- health insurance coverage,
- reporting an accident or injury,
- income or employment,
- address, family size, pregnancy
- or any other change that may effect eligibility

■ Report changes to the MassHealth Enrollment Center, MassHealth Customer Service at 1-800-841-2900, or use the Universal MassHealth number, 1-888-665-9993

One Care: MassHealth plus Medicare

MassHealth Demonstration
to Integrate Care for Dual Eligibles

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Status Update: Enrollment

- Effective **June 1**, total number of enrollees: **13,409**

Total Enrollment by Plan		
Commonwealth Care Alliance (CCA)	7,846	56%
Fallon Total Care (FTC)	4,661	35%
Network Health	902	7%
Total	13,409	100%

- Total number of opt outs as of June 1: 22,686
 - Approximately 24% of the initial enrollment mailing group

Status Update: Enrollment (cont.)

For additional enrollment information, including enrollment by county, see the One Care Monthly Enrollment Reports, posted under “News and Community” at: www.mass.gov/masshealth/onecare

The One Care July Enrollment Report
will be issued in mid-July.

*(July enrollment activity was not available at
the time this presentation went to print.)*

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 (complete), April 1 (complete), and July 1, 2014 (round three).

Enrollments via Auto-Assignment

Round 3

Who was Included	Assignment Approach	Key Dates
9,314 individuals from across the target population, including those with higher levels of LTSS and behavioral health needs	In addition to primary care, MassHealth used data on where individuals accessed LTSS and behavioral health services to match individuals to a One Care plan	<ul style="list-style-type: none">• April 28: 60-day notices mailed• May 28: 30-day notices mailed• July 1: Coverage effective

Provider Engagement

- One Care is working to address behavioral health needs of people who are experiencing homelessness
 - Identified homeless members with behavioral health needs as most vulnerable
 - Scheduling a series of discussions with high volume behavioral health providers in all counties served
 - Will work with behavioral health providers and One Care plans to identify best practices and successful approaches to ensure continuity of care and reduce adverse health outcomes

One Care Provider Engagement

- Targeted Provider Awareness Campaign, Fall 2014
 - Direct mail
 - Publicizing in trade and advocacy publications (JAMA, Journal of Family Practice, American Family Physicians, NEJM, MA Psychiatric Society newsletter, Behavioral Magazine)
 - Participation and promotion at key meetings and conferences
- Provider Learning Conference, June 2014 (*also held one in Oct 2013*)
 - Theme: Integration of Primary Care, Behavioral Health and Community Supports in Real Life Cases
 - Featured case studies and examples of best practices in integrating across medical, behavioral health, and LTSS
- Materials
 - FAQs for providers: Available on One Care website
 - Additional materials, including a more detailed guide, are in development

One Care Provider Training

- MassHealth has developed a training program on fundamental concepts and components of the One Care model
 - Designed to address topics relevant to all providers, regardless of which One Care plans they may contract with
 - One Care plans may supplement this with plan-specific provider training programs
 - Developed in response to concerns from members with disabilities about their experience seeking care
- MassHealth trainings employ a variety of formats:
 - Webinars (live and recorded)
 - In-person conferences
 - Online courses (*coming soon*)
- The One Care Provider Shared Learning website (www.mass.gov/masshealth/onecare/learning) includes information about the trainings, registration, archived webinars, etc.

LTS Coordinator

- One Care plans are required to contract with community-based organizations to provide Independent Living and Long-Term Services and Supports Coordinators (LTS Coordinators)
 - LTS Coordinator must have no financial interest in the determination of an enrollee's type or amount of services
 - LTS Coordinator is not a direct employee of the health plan
- Purpose: to promote independent living and provide expertise in community-based options
- LTS Coordinator will work with enrollee to incorporate community-based services as appropriate into care plan
- LTS Coordinator is a member of the care team, at the enrollee's discretion
 - Plan must make an LTS Coordinator available to all enrollees at any time at an enrollee's request
 - Will participate in assessments for individuals in a facilities or community-based LTSS users
 - Will be involved whenever admission to a facility is contemplated

LTS Coordinator (cont.)

- MassHealth is collaborating with LTS Coordinator providers, advocates, Implementation Council members, One Care plans, and other state agencies to ensure that we have an effective LTS Coordinator role in One Care
- Out of these discussions, MassHealth and stakeholders identified the need for:
 1. A standard overview document describing the LTS Coordinator role for members (July 2014 distribution to current and future One Care enrollees)
 2. Data on member access to and use of LTS Coordinators. Data collection from One Care plans on member referrals to and refusals of LTS Coordinators has begun.
 3. Training opportunities for LTS Coordinator providers and plan staff. MassHealth is working with stakeholders and UMMS to develop training on the LTS Coordinator role for LTS Coordinators, One Care plan staff, and providers

Visit us at www.mass.gov/masshealth/onecare

Email us at OneCare@state.ma.us

