Healthy Options
Serving Basic Health, and Medicaid: TANF, CHIP, Foster Children and Blind and Disabled clients

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Topics to be covered

- Brief agency history
- New managed care organizations
- New eligible populations
- Enrollment process
- How can you help
- Contact information and questions
Brief history

- Agency merger – July 2011
  - Medicaid Purchasing Administration to Health Care Authority
  - Behavioral Health Services to DSHS

- Joint Procurement – September 2011
  - Request for Proposal released - September 2011
  - Proposals reviewed and scored by teams – December 2011
  - Apparent successful bidders announced – January 2012
  - Contracts awarded – April 2012

- Contract Effective Date - July 1, 2012
Managed care organizations

Effective July 1, 2012
Effective 8-1-2012 Service Areas for Healthy Options, Children’s Health Insurance Program, Healthy Options Blind/Disabled, and Healthy Options Foster Care Programs as of 6-18-12

County enrollment in managed care is voluntary.
Amerigroup - AMG
Coordinated Care Corporation - CCC
Community Health Plan of Washington - CHP
Molina Healthcare - MHC
UnitedHealthcare Community Plan - UHC
Ensuring readiness

- Comprehensive readiness reviews of each health plan
  - Examination of contractual and quality requirements
- Bi-weekly plan training sessions
  - Bi-weekly individual health plan meetings
  - Ad hoc meetings as requested
- Bi-weekly network development assessment
- Agency staff response to plan questions
  - Review of plan materials
Managed Care eligibility

- Basic Health eligibility does not change
  - Not open for new enrollment – 34,000 members

- Healthy Options will continue to include:
  - TANF families and children up to age 19
  - Pregnant Women (eligible for Medicaid)
  - Children’s Health Insurance Program (CHIP)
  - 683,402 enrollees as of June 2012

- New population to be added
  - 120,000 Categorically Needy Blind/Disabled non-Medicare
  - Optional enrollment for foster care children
Plan Data

- HCA shares multiple sources of historical data with plans to include:
  - Pharmacy authorization data
  - Durable medical equipment and supplies authorization data
  - Historical utilization data used to identify primary care provider, services used by enrollee
  - PRI SM access once enrolled
New population

Medicaid Only, Blind/Disabled clients will enroll, except clients:

- Living in institutional settings
- Enrolled in Chronic Care Management Programs
- Enrolled in the Program of All-Inclusive Care for the Elderly (PACE)
- On hospice
- American Indians/Alaska Natives
- Enrolled in the Washington Medicaid Integration Partnership (WMIP)
- Enrolled in Private Duty Nursing (PDN)
- Enrolled in the Medically Intensive Children’s Program (MICP)
- Third Party Insurance
Healthy Options enrollment process

- New Healthy Options Blind/Disabled population enrolls in phases:
  - Eastern WA (25,000) – July 1
  - Western WA (43,000) – September 1
  - Clark, King, and Pierce Counties (approx. 54,000) – November 1
Healthy Options enrollment process

- Clients receive notice of enrollment in a health plan and instructions on how to change plans
  - Clients get verification when a change is made
  - Letters and enrollment forms begin mailing late July for September

- Choice is prospective effective the first day of the following month
  - Changes for September 1 can be made until August 30
How can you help?

- Know what to tell clients
  - Determine if the client is a Basic Health or Healthy Options member – which plan is client enrolled?
  - Find out which plan(s) each doctor/specialist contracts with
    - Help determine appropriate plan
    - Help with enrolling or changing plans
    - Help clients contact providers or plan for help coordinating care
    - Report issues to the plan and/or HCA
How to enroll?

- Medicaid clients can make plan choices now by using the ProviderOne system
  [https://www.waproviderone.org/client](https://www.waproviderone.org/client)

- Call the IVR at 1-800-562-3022

- Send enrollment form back to HCA.
Health Plan Contact Information

**Amerigroup RealSolutions**
Customer Service: 1-800-600-4441  
Website: [www.amerigroup.com](http://www.amerigroup.com)  
Provider Line: 1-800-454-3730  
Provider Website: [http://washington.joinagp.com](http://washington.joinagp.com)

**Community Health Plan of Washington**
Customer Service: 1-800-440-1561  
Website: [www.chpw.org](http://www.chpw.org)  
Provider Line: 1-800-440-1561  
Provider Website: [http://www.chpw.org/for-providers/](http://www.chpw.org/for-providers/)

**Coordinated Care**
Customer Service: 1-877-644-4613  
Website: [www.coordinatedcarehealth.com](http://www.coordinatedcarehealth.com)  
Provider Line: 1-877-644-4613  
Provider Website: [http://www.coordinatedcarehealth.com/for-providers/become-a-provider/](http://www.coordinatedcarehealth.com/for-providers/become-a-provider/)

**Molina Healthcare**
Customer Service: 1-800-869-7165  
Website: [www.molinahealthcare.com](http://www.molinahealthcare.com)  
Provider Line: 1-800-869-7175  
Provider Website: [http://www.molinahealthcare.com/medicaid/providers/wa/Pages/home.aspx](http://www.molinahealthcare.com/medicaid/providers/wa/Pages/home.aspx)

**United Healthcare Community Plan**
Customer Service: 1-877-542-8997  
Website: [www.uhccommunityplan.com](http://www.uhccommunityplan.com)  
Provider Line: 1-877-542-9231  
Provider Website: [http://www.uhccommunityplan.com/health-professionals](http://www.uhccommunityplan.com/health-professionals)
Clients have the choice to…

- Work with PCP and plan care coordinators
- Call the PCP or plan for help
- Change plans effective the next month
- Request exemption or disenrollment
Monitoring Health Plans

- Weekly updates
  - Various statistics – call center, outreach activities
  - Monitor complaints
  - Network monitoring
  - State outreach and education
- Monitoring complaints to resolution
- Plan monitoring visit – comprehensive plan review 2013
Health Home under Contract

- Language requiring care coordination and care management services
- Definitions for health home, care management and care coordination
- Provide or contract with health homes
- Plans looking to state for guidance on health homes
Questions

- Basic Health and Healthy Options Managed Care
  http://www.hca.wa.gov/managed_care

- Healthy Options
  http://hrsa.dshs.wa.gov/HealthyOptions/

- Basic Health
  http://www.basichealth.hca.wa.gov

- Contact us:
  - Medicaid: http://hrsa.dshs.wa.gov/contact/default.aspx
  - Basic Health: Chat online with a representative at www.basichealth.hca.wa.gov