HEALTHY CONNECTIONS PRIMARY CARE PROGRAM

2013

Idaho Health Care Conference

Healthy Connections Primary Care Program

Idaho Medicaid Primary Care Case Management Program

- Goals of Healthy Connections
  - Ensure access to healthcare
  - Promote and protect the health of Medicaid Participants
  - Emphasize continuity of care
  - Achieve cost efficiencies for the Idaho Medicaid Program

HC Enrollment Process

- Enrollment is mandatory in most counties
- Participants receive information and enrollment form to select Primary Care Provider (PCP)
- If no choice provided, DHW assigns participant to PCP and notifies participant of assignment
- Important that PCP clinics have their Medicaid patients complete the Enrollment/Change form when not currently enrolled with them

HC Exceptions & Exemptions

Participants in the following categories are not enrolled in Healthy Connections:

- Eligible only for QMB
- Enrolled in MMCP (Medicare-Medicaid Coordinated Plan)
- Residing in a Nursing Home or Intermediate Care Facility/Intellectually Disabled (ICF/ID)
- Established relationship with non-network PCP
- Travels more than 30 miles/30 minutes to nearest HC clinic
- Eligibility period less than three months
- Eligibility period that is only retro-active

HC Participant Changing PCPs

- Routine changes effective the 1st day following month
- Exception - mid-month change in PCP allowed to facilitate timely access to care & ensure accurate PCP of record
  - Mid month change only accepted when received verbally and new PCP selected
  - Change request accepted from participant, qualified family member or provider
  - Term allowed up to one business day prior to contacting HC staff
  - Enrollment with new PCP entered day following change request received
  - When verifying eligibility, mid month enrollment with new PCP will show once updated in system
  - Mid month change may only occur when participants remains in same benefit plan

HC Participant Disenrollment

- Participant directed disenrollment effective end of month
- Provider requested disenrollment requires 30-day written notice sent to participant and Healthy Connections
- PCP cannot request disenrollment due to:
  - A change in the enrollees health status
  - Enrollees utilization of medical services
  - Uncooperative or disruptive behavior resulting from his/her special needs

Idaho Medicaid Health Home

- Patient centered medical home model of care, with a focus on comprehensive care coordination for participants with complex and/or chronic diseases
- When checking eligibility, participants benefit plan displayed as Idaho Medicaid Health Home Program
- All Healthy Connections policies, procedures and requirements, including referrals, apply to Health Home providers and participants

Referrals

- PCP of record coordinates care and grants referrals for medically necessary services
- A service requiring a referral without a documented referral is considered a non-covered service
  - Payment for services billed without a referral are subject to recoupment and penalties
  - Backdated (retroactive) referrals not allowed
- A provider billing a participant for non-covered services must advise the participant prior to rendering services

Referrals

- Referral must be in place *prior* to the delivery of care
- A referral number is not required on a claim and claims will process regardless of referral status
- Referrals are not required
  - For participants in Open Access
  - For participants enrolled in the Healthy Connections and Idaho Medicaid Health Home Program when no PCP listed

Referrals

A Referral is a PCP's authorization for services to another Medicaid provider and may be communicated through:

- Electronic – recommended method
  - Electronic Health Record
  - Health PAS
- Referral Form
  - HC Referral Form
  - Prescription Pad
  - Admit orders, etc.
- Verbal
  - Calling orders to a specialist

Referral Requirements:

- Name of the PCP granting the referral
- Date referral issued
- Duration of referral-best practice not to exceed 1 year
- Number of visits
- Specific scope of services being referred
- Reason for referral
- Diagnosis or condition – if applicable

Referral Requirements:

A referral may be passed on by a specialist to other providers to treat the condition indicated in the original referral under the following referral approval reasons:

- Diagnose and Treat
- Diagnose and Treat to include surgery
- Diagnose, Treat and Forward to specialty provider for this condition
- Follow patient jointly
- Assume Care

HC Policy Updates – Effective 12/1/12

- Referrals remain active for duration of referral and do not expire if participant changes HC PCP
- Referral not required:
  - Emergency medical services when condition meets emergency definition
    - Acute symptoms of sufficient severity, including severe pain that could result in placing the health of the individual in serious jeopardy, impairment of bodily functions or dysfunction of any body parts, if left untreated
- Hospital Admissions
  - Subsequent to an Emergency Room visit
  - Discharge in coordination with PCP

Important Reminders

- Back-dated (retroactive) referrals are not allowed
  - Subject to recoupment and penalty
- Referral must be in place prior to the delivery of care
  - Leaving a message is only a request and is not an approval or denial of the referral
- Responsibility of PCP to process referral requests timely to ensure access to medically necessary services
- Responsibility of "referred-to" provider to ensure referral is documented prior to rendering services

Important Reminders

- Tools to verify Medicaid eligibility and Healthy Connections or Idaho Medicaid Health Home enrollment:
  - Health PAS-Online (www.idmedicaid.com)
  - MACS 866-686-4272
  - HIPAA compliant vendor software (tested with Molina)

- Tools to determine if a service requires a referral:
  - Fee Schedule (www.idmedicaid.com)
  - Healthy Connections section of the Provider Handbook

HC Tools

Healthy Connections Website-

www.healthyconnections.idaho.gov

- PCP network listing
- Forms – Enrollment, Referral
- HC Brochure
- Key Points
- HC Contacts

HC Tools

Health PAS - **www.idmedicaid.com**

- Announcements
- Idaho Medicaid Provider Handbook
  - General Provider and Participant information
    - Section 2.5 Healthy Connections
    - Section 2.6 Idaho Medicaid Health Home
- Forms
  - Healthy Connections
  - Idaho Medicaid Health Home
  - Provider Enrollment Maintenance – Healthy Connections
- MedicAide Newsletters

Healthy Connections Contacts

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