



Integrated Care Initiative Overview & Medicare-Medicaid Plan Enrollment

**RI Executive Office of Health
and Human Services**

September 15, 2016





Overview

Integrated Care Initiative

- Align care and financing for and creates new health plan options for:
 - individuals with Medicare and Medicaid
 - individuals with Medicaid who are receiving long-term services and supports in a nursing facility or the community
- Partnership with Neighborhood Health Plan of RI and the Centers for Medicare and Medicaid Services (CMS)
- Part of a federal demonstration program (Financial Alignment Initiative)

Neighborhood UNITY (Rhody Health Options)

- Started in November 2013
- Medicaid managed care
 - Voluntary enrollment
 - No impact on Medicare benefits
- Will continue after Phase 2 is implemented

Neighborhood UNITY Enrollment (Sept 2016)

Nursing facility LTSS	2,759
Community LTSS	1,860
Intellectual/developmental disabilities	2,076
Severe and persistent mental illness	1,821
Community no LTSS	12,915
Medicaid only LTSS	566
Total	21,997

Neighborhood INTEGRITY (Medicare-Medicaid Plan)

- Federal/state partnership
 - Financial Alignment Demonstration
- Started July 1, 2016
- Integrates Medicare and Medicaid benefits into a single health plan

Neighborhood INTEGRITY eligibility

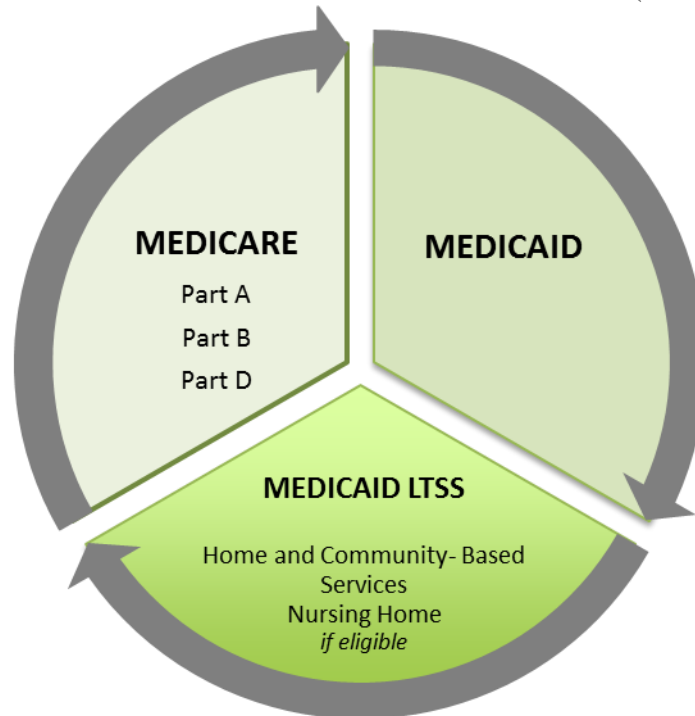
- Rhode Island residents
- Over age 21
- Medicare Part A, B, and Part D
- Medicaid



Estimated number of eligible individuals: 26,000

Neighborhood INTEGRITY covered services

Combine Covered Services in Medicare,
Medicaid, and Medicaid LTSS (if eligible)





Enrollment

Neighborhood INTEGRITY enrollment

- Voluntary enrollment
- Phased in over at least 9 months
- Two types of enrollment
 - Opt-in enrollment
 - Sometimes referred to as voluntary or active enrollment
 - Began July 1, 2016
 - Passive enrollment
 - Sometimes referred to as out-opt or auto-enrollment
 - Begins October 1, 2016

Neighborhood INTEGRITY initial enrollment schedule

Enrollment Type	Wave	Effective Enrollment Date	1 st Notice	2 nd Notice	Populations to Receive Letters				
					Nursing facility	Community LTSS	Community no LTSS	SPMI	I/DD
Opt-In	1	Jul 1	Jun 1	-	x	x	x	x	x
	2	Aug 1	Jul 1	-	x	x	x	x	x
	3	Sep 1	Aug 1	-	x	x	x	x	x
Passive Enrollment/ Opt-Out	4	Oct 1	Aug 1	Sep 1	x				
	5	Nov 1	Sep 1	Oct 1		x	x		
	6	Dec 1	Oct 1	Nov 1			x		
	7	Jan 1	Nov 1	Dec 1			x		
	8	Feb 1	Dec 1	Jan 1				x	
	9	Mar 1	Jan 1	Feb 1					x

LTSS – Long-term services and supports, SPMI – severe and persistent mental illness, I/DD – intellectual and developmental disabilities



Passive Enrollment

Neighborhood INTEGRITY passive enrollment

- Who is eligible for passive enrollment?
 - Individuals who are:
 - Currently enrolled in Neighborhood UNITY and
 - Do not have comprehensive commercial coverage or employer or union sponsored insurance and
 - Not currently enrolled in a Medicare Advantage plan and
 - Have not been auto-enrolled in a Part D Prescription Drug plan in the same calendar year

Neighborhood INTEGRITY passive enrollment

- Sent an enrollment notice (#31 – yellow paper) and FAQ
 - 60 days before the enrollment effective date
- Sent a reminder notice (#5 – yellow paper)
 - 30 days before the enrollment effective date
- Will be automatically enrolled unless they call to cancel the enrollment
 - Can cancel anytime before the effective date
 - If they do nothing, they will be enrolled in Neighborhood INTEGRITY for their Medicare coverage (including Part D) and their Medicaid coverage
- They will also begin receiving member materials from Neighborhood about 30 days before the enrollment effective date

Neighborhood INTEGRITY passive enrollment

- What happens if someone doesn't call to cancel the enrollment?
 - Will be automatically enrolled in Neighborhood INTEGRITY on the effective date listed on the notice
 - Will receive Medicare and Medicaid benefits (with a couple of exceptions) through Neighborhood INTEGRITY
 - Disenrolled from Neighborhood UNITY
 - Will no longer receive Medicare Part A and B through Original Medicare
 - Disenrolled from Part D plan

Neighborhood INTEGRITY passive enrollment

- What happens if someone calls to cancel the passive enrollment?
 - Can call to cancel the enrollment at anytime prior to the effective date
 - Also referred to as opting out
 - Will remain enrolled in Neighborhood UNITY for Medicaid benefits
 - Will be reinstated in the Part D plan
 - May take a few business days to be fully reinstated

Neighborhood INTEGRITY passive enrollment

- What happens if someone is passively enrolled into the plan and decides later that he or she doesn't want to be in the plan?
 - Can disenroll at anytime
 - Disenrollment is effective at the end of the month
 - Will be enrolled in Neighborhood UNITY for Medicaid benefits
 - May be auto-enrolled by Medicare in a Part D plan
 - Can choose to enroll in a Medicare Advantage or Part D plan (refer to 1-800-MEDICARE or The POINT)



Opt-In Enrollment

Neighborhood INTEGRITY opt-in enrollment

- Who is eligible?
 - Anyone who is eligible for the program
 - **IMPORTANT:** System doesn't allow applications for people not eligible

Neighborhood INTEGRITY opt-in enrollment

- Who is being targeted with opt-in enrollment notices?
 - Individuals who are not eligible for passive enrollment
 - Not currently enrolled in Neighborhood UNITY or
 - Enrolled in Neighborhood UNITY and meet one or more of the following criteria:
 - Enrolled in a Medicare Advantage plan
 - Have employer or union sponsored insurance or other comprehensive health insurance coverage
 - Have been auto-enrolled in a Part D Prescription Drug Plan in the same calendar year

Neighborhood INTEGRITY opt-in enrollment

- Sent an enrollment notice (#32 – blue paper), application (#1), and FAQ
 - Can join anytime
 - Must take an action to enroll
 - Can complete application by mail or phone

Neighborhood INTEGRITY opt-in enrollment

- **Timing is important**

- If an application is submitted by the 10th of the month, the person is enrolled on the first day of the following month.
 - Jane applies on October 9th, her application is processed and approved, and her effective date is November 1st.
- If an application is submitted after the 10th of the month, the person is enrolled the first day of the next month.
 - John applies on October 15th, his application is processed and approved, and his effective date is December 1st.

Neighborhood INTEGRITY opt-in enrollment

- What if someone doesn't do anything when he or she receives the opt-in notice?
 - Nothing happens
 - No changes are made to the person's Medicare or Medicaid coverage
- What happens if someone enrolls and changes his or her mind before the effective date?
 - Can call to cancel the enrollment at anytime prior to the effective date
 - Enrolled in Neighborhood UNITY for Medicaid benefits
 - Reinstated in the Medicare Advantage plan or the Part D plan
 - May take a few business days to be fully reinstated

Neighborhood INTEGRITY opt-in enrollment

- What happens if someone enrolls in the plan and decides later that he or she doesn't want to be in the plan?
 - Can disenroll at anytime
 - Disenrollment is effective at the end of the month
 - Enrolled in Neighborhood UNITY for Medicaid benefits
 - May be auto-enrolled by Medicare in a Part D plan
 - Can choose to enroll in a Medicare Advantage or Part D plan (refer to 1-800-MEDICARE or The POINT)



Disenrollment

Neighborhood INTEGRITY voluntary disenrollment

- Individuals can disenroll anytime after the enrollment is effective
 - Call the Medicare-Medicaid Plan Enrollment Line
 - Can also call 1-800-MEDICARE
 - Will be disenrolled if person enrolls in a Medicare Part D or Medicare Advantage plan
 - Disenrollment is effective at the end of the month

Neighborhood INTEGRITY voluntary disenrollment

- What happens when a person voluntarily disenrolls?
 - Will be enrolled in Neighborhood UNITY for Medicaid benefits
 - Can call the Managed Care Enrollment Line at (401) 784-8877 to disenroll from UNITY
 - May be auto-enrolled in a Part D plan by Medicare
 - Can choose to enroll in a Medicare Advantage or Part D plan (refer to 1-800-MEDICARE or The POINT)

Neighborhood INTEGRITY involuntary disenrollment

- Individuals who are no longer eligible for the Medicare-Medicaid Plan will be disenrolled
- Common reasons for disenrollment:
 - Loss of Medicare Part A and/or Part B
 - Loss of Medicaid
 - Death
 - Residing out of area (Rhode Island)
- Involuntary disenrollment could be triggered by Medicare or Medicaid

Neighborhood INTEGRITY involuntary disenrollment

- What happens if a person is involuntarily disenrolled?
 - It depends
 - If the disenrollment is triggered by Medicare, will be enrolled in Neighborhood UNITY for Medicaid benefits
 - **EXCEPTION:** People who are incarcerated receive Medicaid benefits through Medicaid FFS
 - Could subsequently be moved into a different Medicaid program or could lose Medicaid eligibility
 - Medicare coverage will depend on reason for disenrollment



Consumer Support

Neighborhood INTEGRITY enrollment support

Medicare-Medicaid Plan Enrollment Line

- Dedicated call center for the Medicare-Medicaid Plan
- Help consumers opt-in or out-out and answer basic questions
- 1-844-602-3469 (TTY 711) M-F 8:30am-7pm, Sat 9am-12pm

Medicare-Medicaid Eligible Counselors (SHIP Counselors)

- In-person options counseling
- 1-401-462-4444 (TTY 711) M/W/F 8:30am-4pm, Tue/Thu 8:30am-8pm, Sat 8:30am-12pm

Neighborhood INTEGRITY Member Services

- Provide information on benefits, covered services and medications, participating providers
- 1-844-812-6896 (TTY 711) M-F 8am-8pm, Sat 8am-12pm

For More Information

Website:

<http://www.eohhs.ri.gov/Initiatives/IntegratedCareInitiative.aspx>

- Program updates, factsheets, notices

Email:

- Jennifer Bowdoin jennifer.bowdoin@ohhs.ri.gov
- Diana Beaton diana.beaton@ohhs.ri.gov
- General mailbox ohhs.integratedcare@ohhs.ri.gov

ICI Implementation Council (monthly stakeholder meeting)

- 3rd Monday of every month, 2-3:30 pm
- Alison.Buckser@ohhs.ri.gov