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)

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing facility LTSS</td>
<td>2,759</td>
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<tr>
<td>Community LTSS</td>
<td>1,860</td>
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<tr>
<td>Intellectual/developmental disabilities</td>
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<tr>
<td>Severe and persistent mental illness</td>
<td>1,821</td>
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<td>Community no LTSS</td>
<td>12,915</td>
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<td>Medicaid only LTSS</td>
<td>566</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>21,997</strong></td>
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</table>
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
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
<table>
<thead>
<tr>
<th>Enrollment Type</th>
<th>Wave</th>
<th>Effective Enrollment Date</th>
<th>1st Notice</th>
<th>2nd Notice</th>
<th>Populations to Receive Letters</th>
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<td></td>
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<td>Nursing facility</td>
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<td>Sep 1</td>
<td>Oct 1</td>
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<td>Nov 1</td>
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<td>Nov 1</td>
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<td>Dec 1</td>
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<td>9</td>
<td>Mar 1</td>
<td>Jan 1</td>
<td>Feb 1</td>
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</tbody>
</table>

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