



February 19, 2020

Provider Medicaid Expansion Listening Session

Today's Session - Provider Focused

Procedure for today's session

- Phone line will be muted during presentation
- During Q&A, we will focus on provider questions
- Please mute your phones during Q&A unless you are asking a question - if there is too much interference we will need to close the lines



Agenda



Update on progress



Question and answer session

Medicaid Enrollment Information

Medicaid enrollment

- Applications for Medicaid can be submitted anytime
- Applicants can choose among several methods for submitting their applications:
 1. Apply online through [idalink](#)
 2. Download and complete the Application for Assistance, [English](#) | [Spanish](#)
 3. Apply over the phone by calling 1 (877) 456-1233

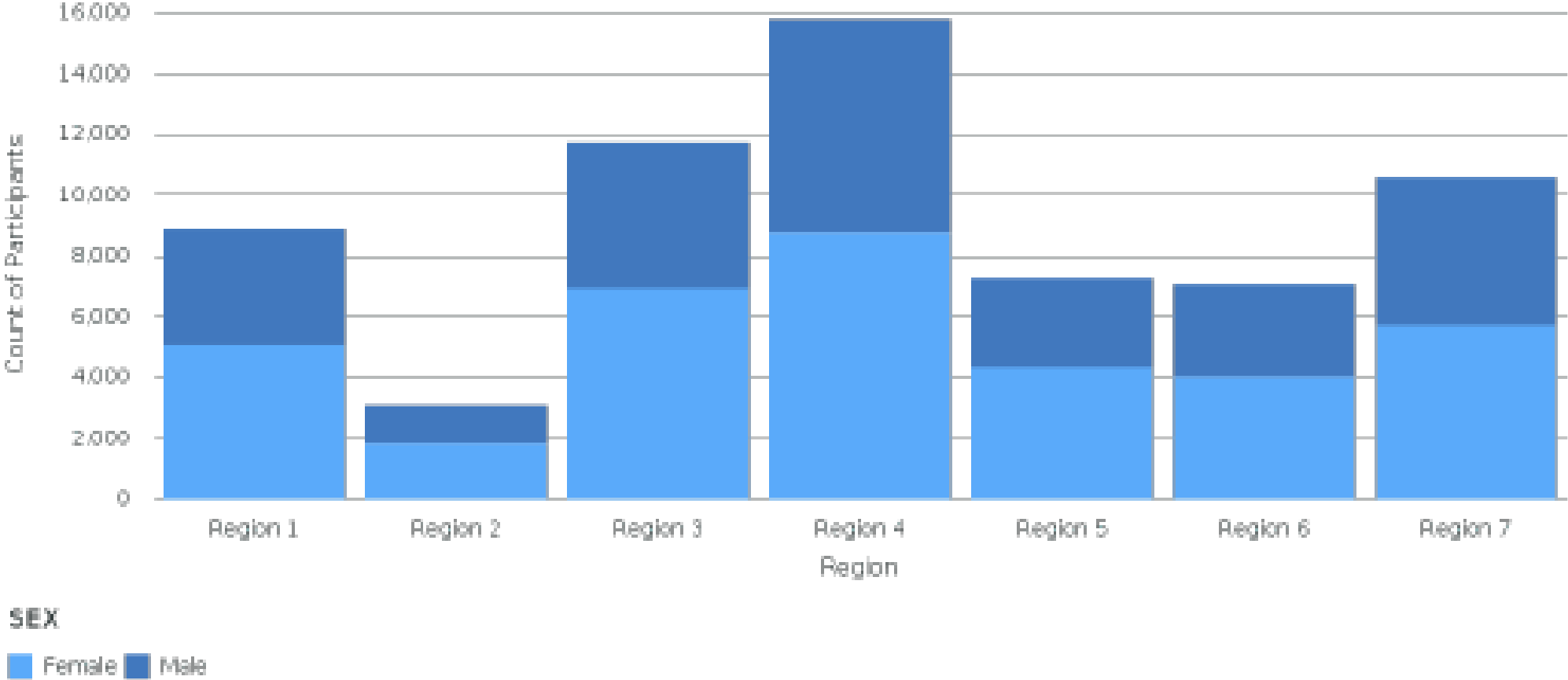
Benefits

- Adults enrolled under expansion have the same coverage available to them as adults previously enrolled in Medicaid
- [The Idaho Health Plan Coverage booklet](#) has been updated and can be found on our DHW website. The [Spanish version](#) has also been posted.

64,496

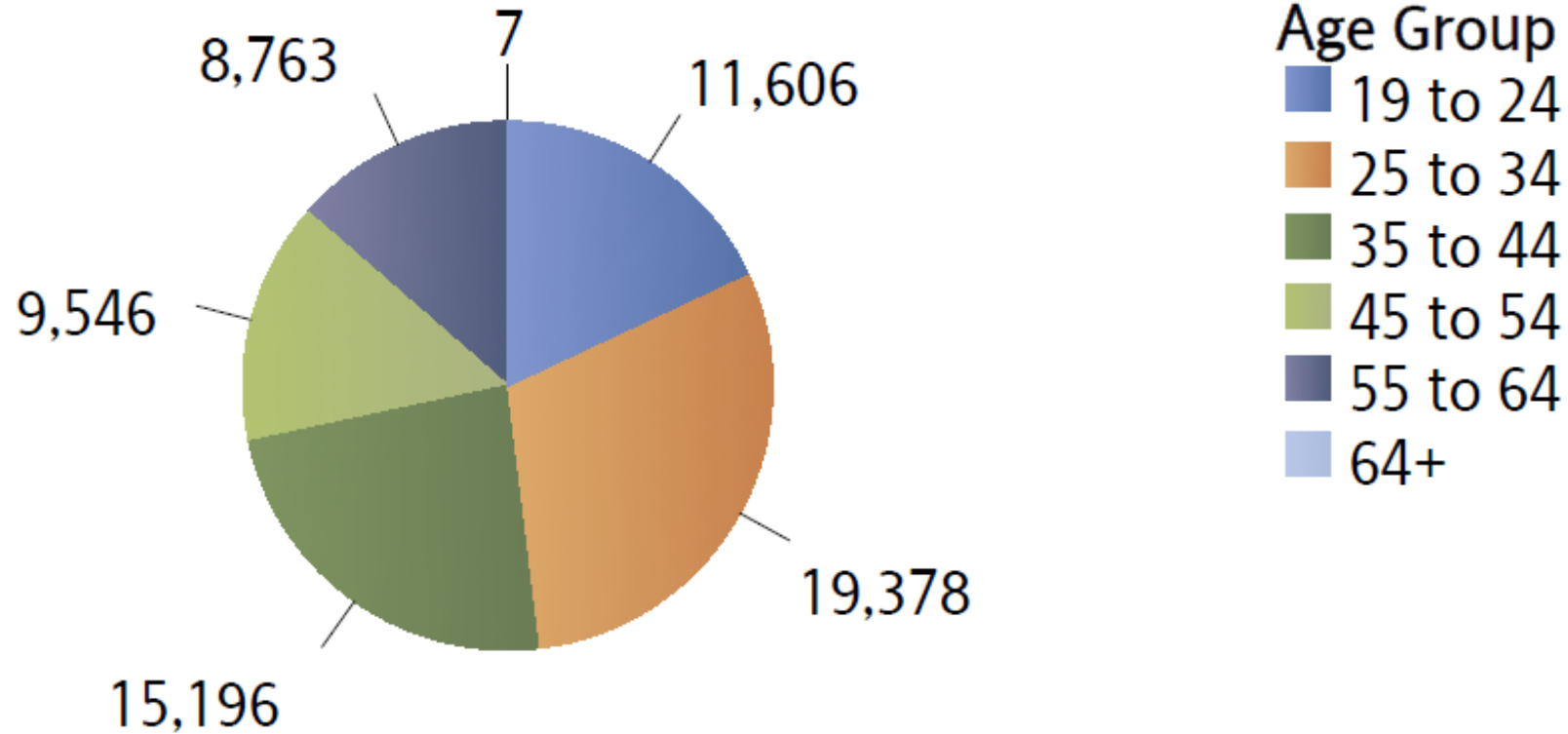
New enrollments

Expansion Enrollment Region Profile: 2/18/20



Total Expansion Participants: 64,496

Participants by Age Group



Expansion Population by Age Group

Sideboards / Waivers

Multiple waivers still in approval process

- Work requirements and family planning waivers still under CMS review
- 1915(I) State Plan Option for SUD treatment in IMD – 1/1/20 effective date
- 1115 IMD waiver for SUD and SMI treatment submitted 1/3/20 and still under CMS review

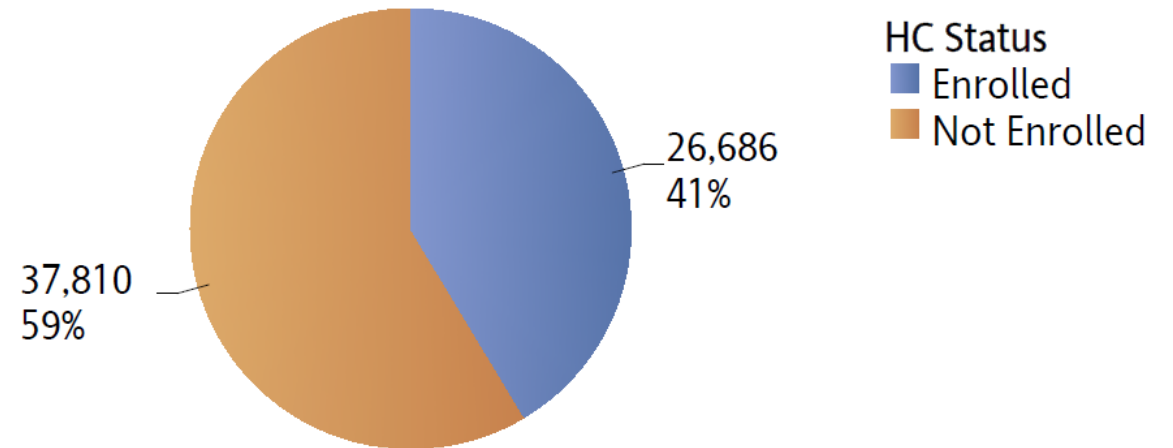


Healthy Connections

PCP Selection

- 26,686 newly eligible participant have selected a PCP
- PCP selection for newly eligible expansion members will follow normal operating procedure

Participants Having Selected a Primary Care Physician (PCP)



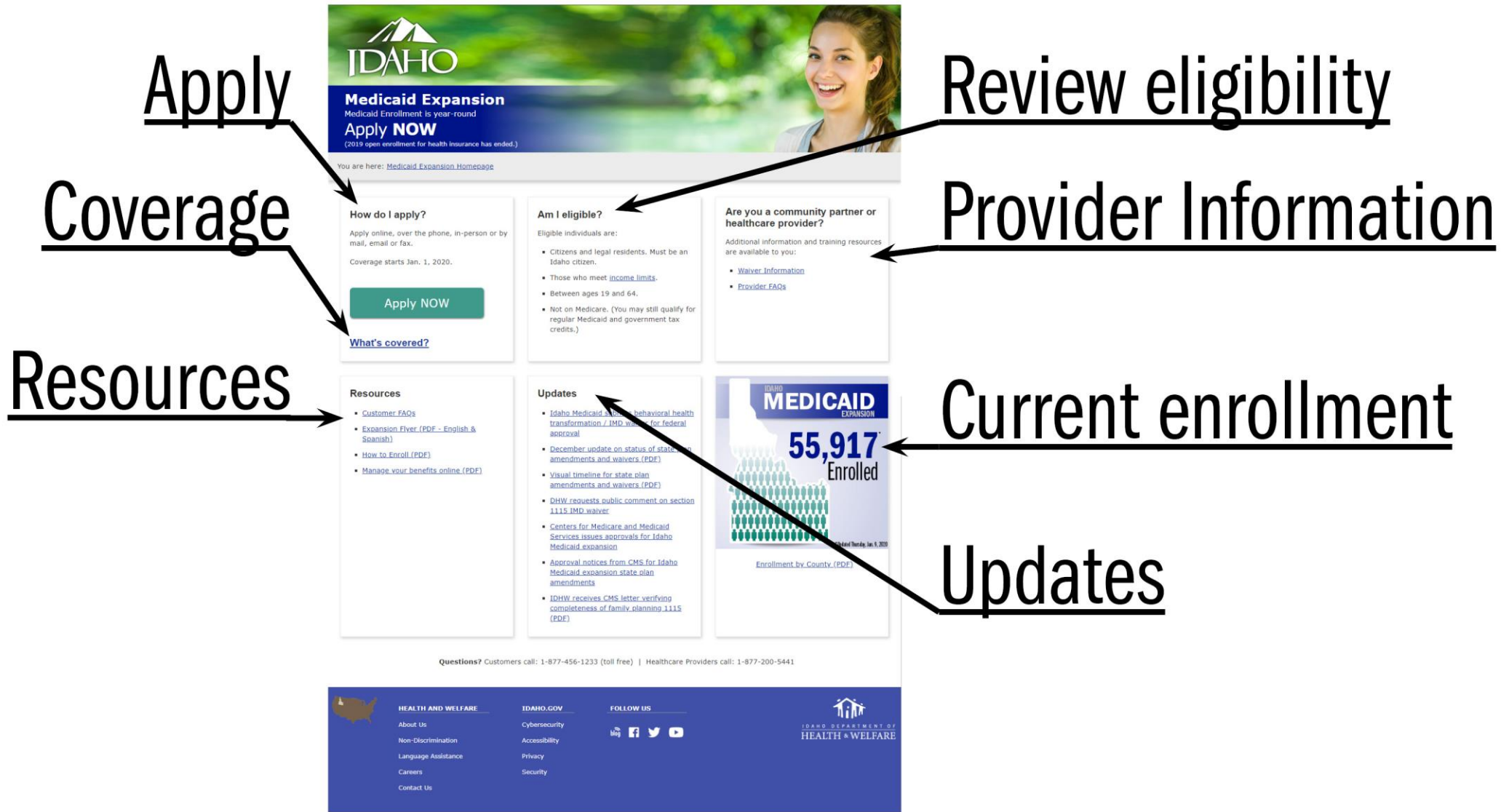
Idaho Behavioral Health Plan

Provider resources

- Information to support Medicaid Expansion is posted on the Provider Guidelines & Policies and Provider Alerts & Announcements pages on optumidaho.com
- The Medicaid Provider Handbook has been updated and can be found along with other important policy documents at idmedicaid.com
- Questions from Medicaid Providers should be directed to the Toll-Free provider line at (866) 686-4272



Resources & FAQ



FIND INFORMATION AT MEDICAIDEXPANSION.IDAHO.GOV

Where can new members learn about Medicaid benefits?

- The Health Plan Booklet is available electronically on the following Dept. of Health & Welfare websites in both English and Spanish:
 - <https://Medicaid.Idaho.gov>
 - Center lower half of page
 - <https://healthyconnections.Idaho.gov>
 - Right-hand side under Participant Information



Who do participants contact for Specialist, Vision, Dental, Transportation or Behavioral Health Providers?

- For Medicaid Specialists, participant should be referred to HealthPAS at idmedicaid.com to access the provider directory.
- For Vision providers, participant should be referred to HealthPAS at idmedicaid.com to access the provider directory. They could also call a vision provider in their community to determine if they are accepting new Medicaid participants.
- Dental should be referred to Idaho Smiles (MCNA) at 1-855-233-6262 or mcnaid.net. They can also call dental providers in their community to determine if they are accepting new Medicaid participants.
- Transportation should be referred to MTM at 1-877-503-1261 or mtm-inc.net/Idaho.
- Behavioral Health should be referred to Optum at 1-855-202-0973 or optumidaho.com



What if a participant has lost or cannot find his or her Medicaid card?

- Contact DXC Participant Services at 1-866-686-4752 and follow the prompts. Participant must know their Medicaid ID number for this automated option
- Email Mybenefits@dhw.idaho.gov to request a card



What if a participant indicates they are unable to obtain their medications?

- Due to the volume of prescription prior authorization requests, there may be a slight delay in processing. It is recommended to NOT send a second request if prior authorization has not been processed, as that will delay the process.



What if a participant has Estate Recovery questions?

- Participant should be referred to page 34 of the Idaho Health Plan Booklet or may contact the Estate Recovery Office at 866-849-3843 for more information.



THANK YOU

- Thank you all for your partnership in implementing Medicaid expansion



Questions and Answers

1. Please type questions in WebEx Q&A

2. Please keep your line on mute unless asking a question

