



January 15, 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 Expansion
Effective 1/1/2020

Medicaid Enrollment Information

Medicaid enrollment

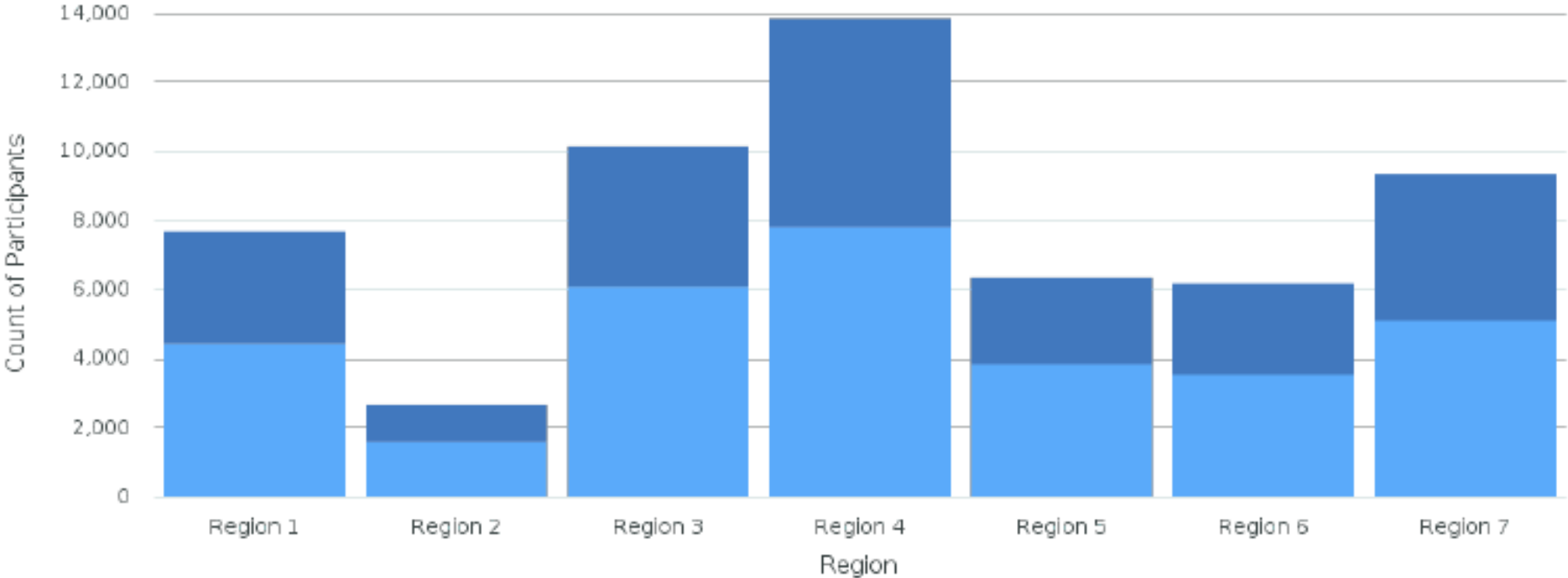
- Applications for Medicaid can be submitted anytime
- Applicants can choose among several methods for submitting their applications:
 1. Apply online through [idalink](#)
 2. Download and complete the Application for Assistance, [English](#) | [Spanish](#)
 3. Apply over the phone by calling 1 (877) 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.
 - English
<https://healthandwelfare.idaho.gov/Portals/0/Medical/MedicaidCHIP/Idaho%20Health%20Plan%20English.pdf>
 - Español
<https://healthandwelfare.idaho.gov/Portals/0/Medical/MedicaidCHIP/Idaho%20Health%20Plan%20Spanish.pdf>

56,249
New enrollments

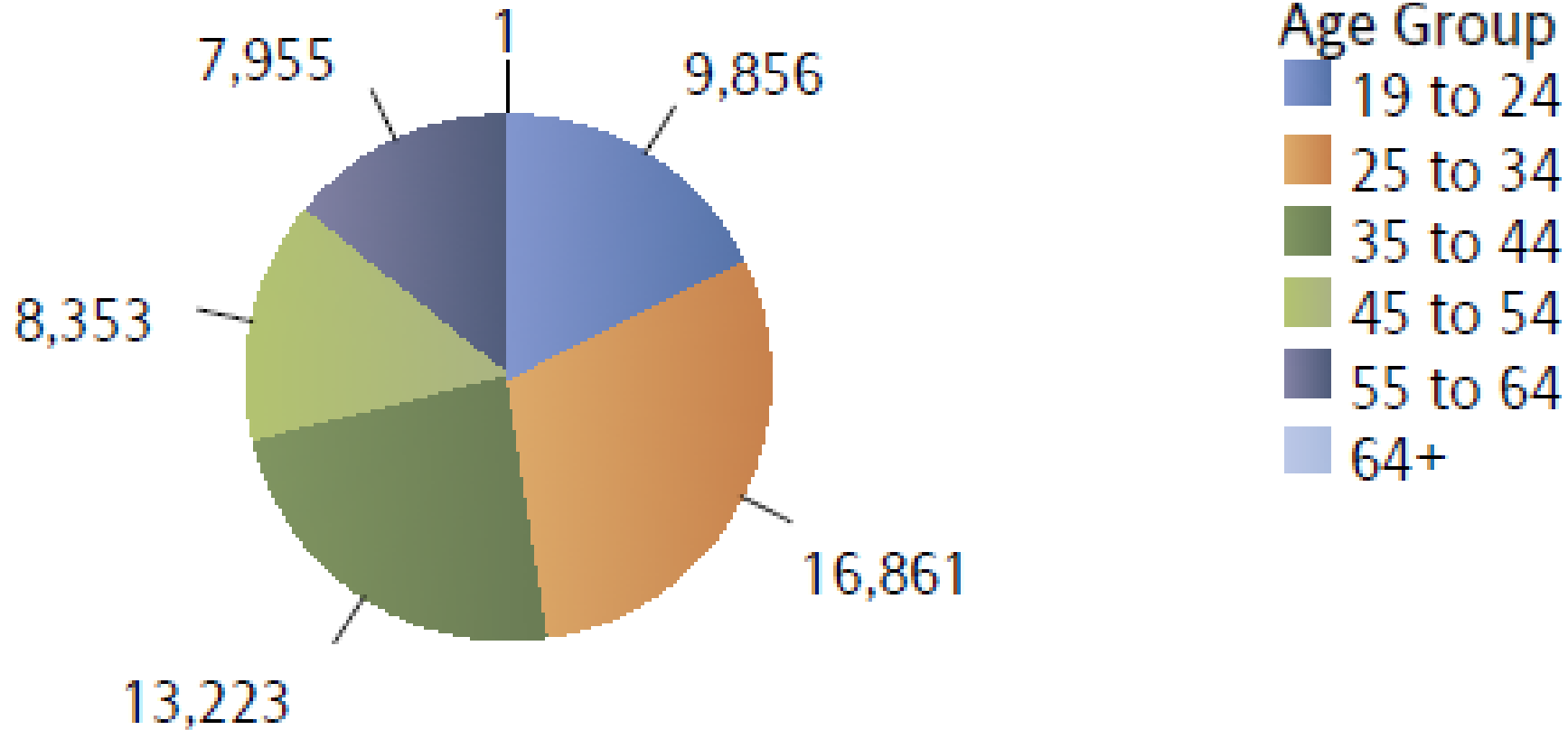
Expansion Enrollment Region Profile: 1/13/20



SEX

Female Male

Participants by Age Group



Expansion Population by Age Group

Sideboards / Waivers

Multiple waivers still in approval process

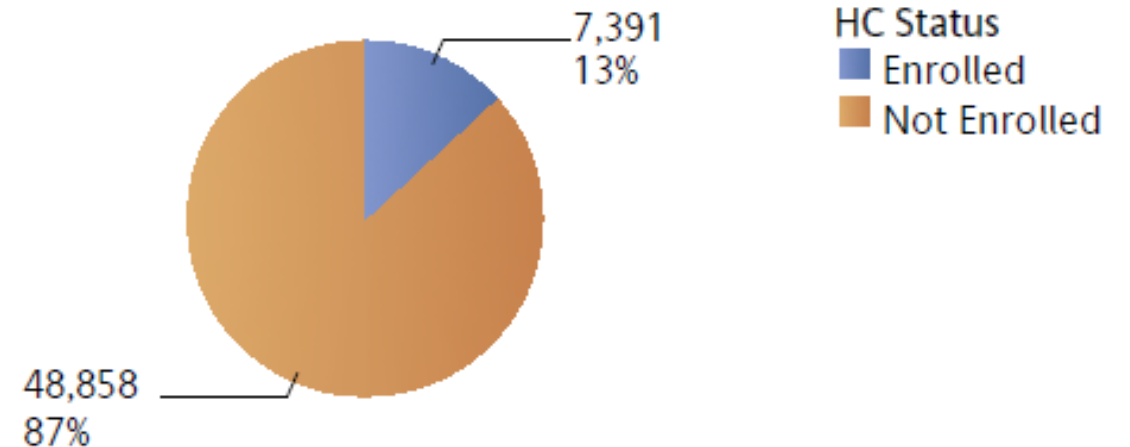
- Work requirements and family planning waivers still under CMS review
- 1915(I) State Plan Option for SUD treatment in IMD – 1/1/20 effective date
 - Currently three eligible facilities:
 - Intermountain Hospital, Provo Canyon Behavioral Hospital, and Kootenai Behavioral Health
- 1115 IMD waiver for SUD and SMI treatment submitted 1/3/20
 - Received Completeness Letter on 1/9/20



Healthy Connections

PCP Selection

- 7,391 newly eligible participants have pre-selected a PCP
- PCP selection for newly eligible expansion members will follow normal operating procedure



Idaho Behavioral Health Plan

New services & reimbursement changes

- Partial Hospitalization-effective 1/1
- Recovery Coaching-effective 1/1
- Serving Medicaid members at Regional Crisis Centers-effective 1/1
- SUD services at eligible IMDs-effective 1/1
- Mental health services at IMDs – 1115 Waiver under CMS review

Provider resources

- Information to support Medicaid Expansion is posted on the Provider Guidelines & Policies and Provider Alerts & Announcements pages on Optum Idaho.com
- The Medicaid Provider Handbook is being updated, 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



Reminder

- If there are changes to Medicaid programs needed for work requirements, family planning, IMDs in the future, providers will be notified
- 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



Participant Resources

- **I am not sure what my Medicaid ID number is or I did not receive a Medicaid ID card?**
 - Medicaid participant can call the DXC Member (Medicaid Participant) Phone: 866-686-4752
 - To obtain eligibility information, submit two participant identifiers from the following list:
 - MID number;
 - Social Security number (SSN);
 - Last name, first name; or
 - Date of birth.
- **Medicaid participant questions about enrolling with a primary care provider?**
 - Contact Healthy Connections Customer Service can tell you about available primary care providers in your area and help you with changes or questions about Healthy Connections
 - Healthy Connections Customer Service
 - Toll-free: 888 528-5861
 - Español: 800-378-3385
 - Email: hccr7@dhw.idaho.gov
- **Idaho Health Plan Booklet (link to review available health care benefits and services):**
 - English:
 - <https://healthandwelfare.idaho.gov/Portals/0/Medical/MedicaidCHIP/Idaho%20Health%20Plan%20English.pdf>
 - Español:
 - <https://healthandwelfare.idaho.gov/Portals/0/Medical/MedicaidCHIP/Idaho%20Health%20Plan%20Spanish.pdf>

Specialists - Member and Provider Resources

- **Behavioral Health Coverage**

- Optum Member Access and Crisis Line (24hours/day, 7days/week, TTY 711): 855-202-0973
- Optum Provider Customer Service and Clinical Services (ext. 1 for treatment and authorizations, ext. 2, 3 and 4 for claims payment): 855-202-0983
- Regional Network Managers, Field Care Coordinators, Provider Quality Specialists, Community Program Manager and Member Outreach Manager are listed on the Regional Representation Flyer posted on the [Contact Us page of OptumIdaho.com](#)
- Optum website <http://www.optumidaho.com>

- **Dental Coverage – Idaho Smiles**

- For information about dental coverage or to find a dentist in your area, contact MCNA Dental at 855-233-6262 or visit MCNA's website at <https://www.mcnaid.net/en/find-dentist>

- **Non-Emergency Medical Transportation**

- To request transportation through Medicaid's non-emergency medical transportation provider, MTM, call 877-503-1261 or visit MTM's website at <https://www.mtm-inc.net/idaho/>

Provider Resources

- **DXC Provider Phone: 866-686-4272**
- **Verifying Participant Eligibility**
 - Participant eligibility is determined on a month-to-month basis. For example, a participant may be eligible during the months of April and June, but ineligible during May. Providers are required to verify and document participant eligibility on the date of service prior to rendering services to qualify for reimbursement. Medicaid only reimburses for services rendered while the participant is eligible for Medicaid benefits. Deceased participants are not eligible for services or items. Providers will not receive reimbursement for services or items provided after the participant's date of death.
- **Eligibility information can be accessed three different ways:**
 - Trading Partner Account (TPA) on DXC Technology's Idaho Medicaid website (idmedicaid.com);
 - MACS 1 (866) 686-4272; or
 - HIPAA compliant vendor software (tested with DXC Technology).
- **To obtain eligibility information from one of these systems, submit two participant identifiers from the following list:**
 - MID number;
 - Social Security number (SSN);
 - Last name, first name; or
 - Date of birth.