

A red-tinted image of the Statue of Liberty's head and crown on the right, and the steel lattice structure of a bridge spanning the left side of the slide.

Redesign Medicaid in New York State

FIDA and MLTC Update

Mark Kissinger, Director
Shanon Vollmer, FIDA Project Director
Margaret Willard, Director Bureau of MLTC
Division of Long Term Care, OHIP

Managed Care Policy and Planning Meeting
January 8, 2015

FIDA Update

- ❑ FIDA is operational in New York City and Nassau County.
- ❑ As of December 20, 2014, 372 people have enrolled into a FIDA Plans for the enrollment effective date of January 1, 2015.
- ❑ 100,000 Program Announcement Letters were mailed in December.
- ❑ The 90 day passive enrollment letters (for an April 1, 2015 effective date) were sent for those non-SSI individuals with an annual coverage date of June – August 2015 and for the SSI population with a birthday between January – March.
- ❑ Plans and advocates received the sample 90 day letter.
- ❑ This is the first of 3 reminders (90, 60 and 30 day notice) that individuals will receive prior to being passively enrolled.
- ❑ An individual does not have to do anything at this time but should use this time to become informed and educated on the benefits of the FIDA program.

FIDA Enrollment Activity

Announcement letters sent (Region I only)	Number of calls received	Total number of opt-ins for January 1, 2015 eff date*	Total number of opt-outs*
App. 100,000	11,246	372	3,853

Participant Ombudsman – ICAN

- ❑ The Participant Ombudsman program, known as the Independent Consumer Advocacy Network (ICAN), was launched on December 1, 2014.
- ❑ The program serves (1) FIDA, (2) MLTC, and (3) MMC enrollees who receive LTSS.
- ❑ Currently the call center (1-844-614-8800) receives calls from the entire State not just the FIDA region.
- ❑ The first several ICAN locations, in which people can get in-person assistance, opened in each of the New York City boroughs, Nassau, and Suffolk.
- ❑ Total Calls received from December 1 – 31, 2014: 1,674.
- ❑ Most calls were about the FIDA program announcement letter.
- ❑ ICAN staff have provided orientation/information/advice to 680 people, helped 281 people understand documents, and made referrals in 481 calls. (note: the numbers will not add up because people may have multiple needs).
- ❑ DOH is planning to include information about ICAN in MLTC and MMC notices and member materials.

FIDA Update

- ❑ NYSDOH continues its weekly FIDA Plan Implementation calls on Fridays and each plan meets bi-weekly with its Contract Management Team (CMT).
- ❑ Since the December Policy and Planning meeting the following information was released to FIDA Plans:
 - ❑ The remaining four Plan enrollment notices along with the ID Card Guidance
 - ❑ Integrated Coverage Determination Notices (ICDN)
- ❑ Network submissions related to readiness review reports. Upon review, CMS has agreed to allow Plans to submit additional Medicare submissions to CMS and additional Medicaid submissions to DOH until January 30, 2015.

FIDA Update

- ❑ Provider Training Workgroup Update:
 - ❑ In December, this stakeholder workgroup submitted the final core training modules which were sent to Lewin for posting the final training on its web portal.
 - ❑ The Centers for Medicare and Medicaid Services (CMS) and DOH updated the deadline for completing the first training module to January 30, 2015.
 - ❑ The work group will continue drafting the other required training modules, such as on the Americans With Disabilities Act (ADA) and cultural competency.
 - ❑ NYSDOH and CMS released guidance documents on the training requirements that providers must complete on December 3, 2014.
- ❑ In December, DOH provided outreach and education to the Home Care Association of New York State, Geriatric Mental Health Planning Council, Medicaid Managed Care Advisory Review Panel, HRA Community Based Providers, and the New York State Office of Temporary and Disability Assistance.

MLTC Statewide Enrollment

Enrollees in MLTC	As of December 1, 2014
New York City	118,352
Rest of the State	20,852
Total Statewide:	139,204
Types of Plans	Number Actively Enrolling
Partial	32 (25 serve NYC)
PACE	8 (2 serve NYC)
MAP	8 (8 serve NYC)
Total:	48


MLTC Transition

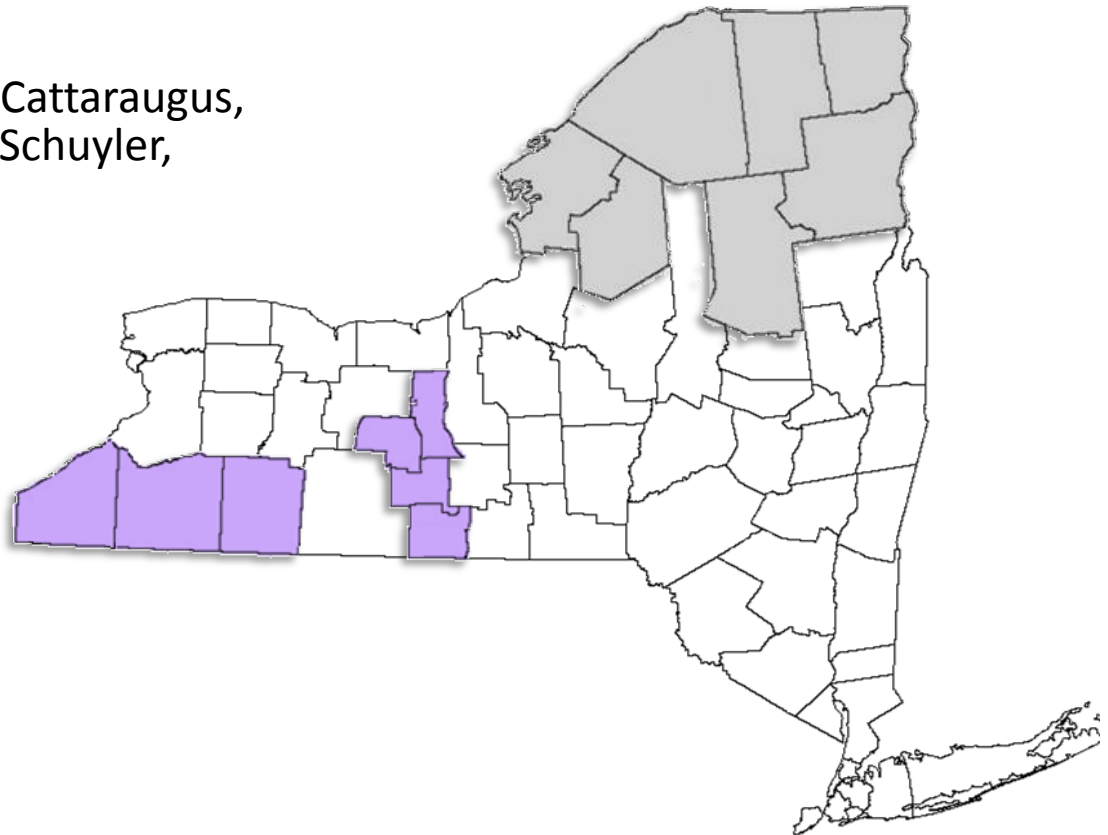
- ❑ Networks for the December counties (Genesee, Orleans, Otsego, and Wyoming) were approved by CMS.
- ❑ Announcement notices were mailed to the enrolled population starting the week of December 29, 2014.
- ❑ This effectively starts the process of “shutting the Front Door.”
- ❑ As of January 5, 2015, consumers newly seeking Community Based Long Term Care services (CBLTC) services are being directed to NY Medicaid Choice.
- ❑ Letters also went out this week (January 5, 2015) advising the enrolled population that they cannot opt out of their plan and return to Fee For Service (FFS).

MLTC Upstate Transition

The remaining counties are planned for transition upon CMS approval:

 **January 2015:** Allegany, Cattaraugus, Chautauqua, Chemung, Schuyler, Seneca, and Yates

 **February 2015:** Clinton, Essex, Franklin, Hamilton, Jefferson, Lewis, and St. Lawrence



MLTC Update

- ❑ The following Managed Long Term Care (MLTC) Policy documents were released:
 - ❑ MLTC Policy 14.08: Paying for Live-In Care Through Personal Care Services and Consumer Directed Personal Assistance Services.
 - ❑ Wage Parity - Official Notice of Home Care Worker Wage Parity Minimum Rate of Total Compensation in New York City – Update.

EEC Activity as of January 1, 2015

- ❑ The Evaluation and Enrollment Center (EEC) is operational in the following counties: Bronx, New York, Kings, Queens, Nassau, and Richmond.
- ❑ Implementation for Region 3 (Westchester and Suffolk) will begin in February 2015.
- ❑ Average volume is 394 to 422 calls per day.
- ❑ 74 nurses are on staff to handle the volume.
- ❑ Evaluations conducted to date:
 - ❑ 95% approval rate, 1% denial rate, 4% consumer no-show rate.

EEC Activity as of January 1, 2015

Total Evaluation Activity	
New Appointments Scheduled	6,473
Appointments Conducted	4,828
Total Approved Evaluations	4,498
Total Denied Evaluations	155
Total Nurse Missed Evaluations	24
Total Consumer No Shows	151
Total Rescheduled Evaluations	754
Total Programmatic Notices Sent	4,475
Total Incoming calls	22,508
Total Complaints	0
Total Number of Disputes	0
Total Number of Fair Hearings Requested	2