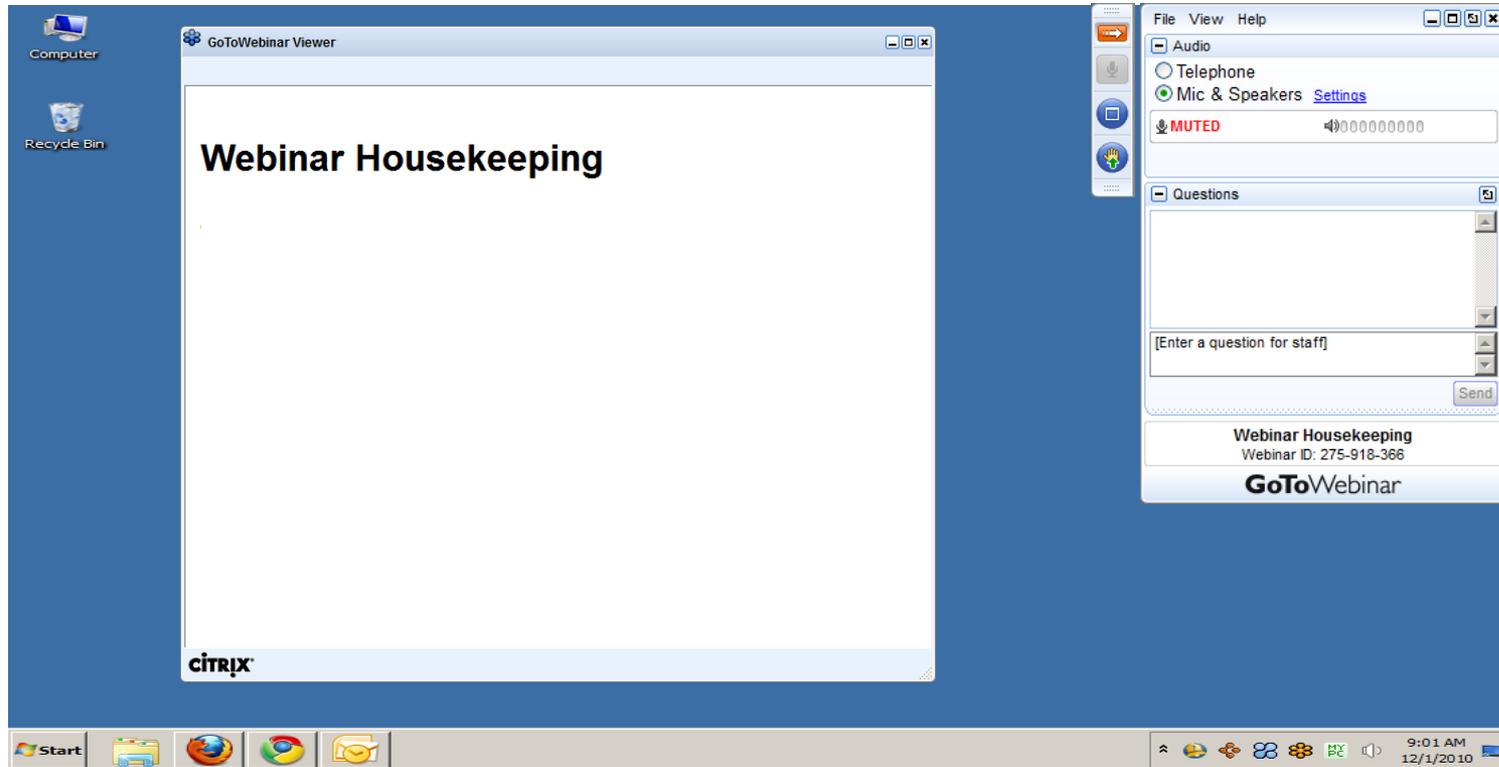


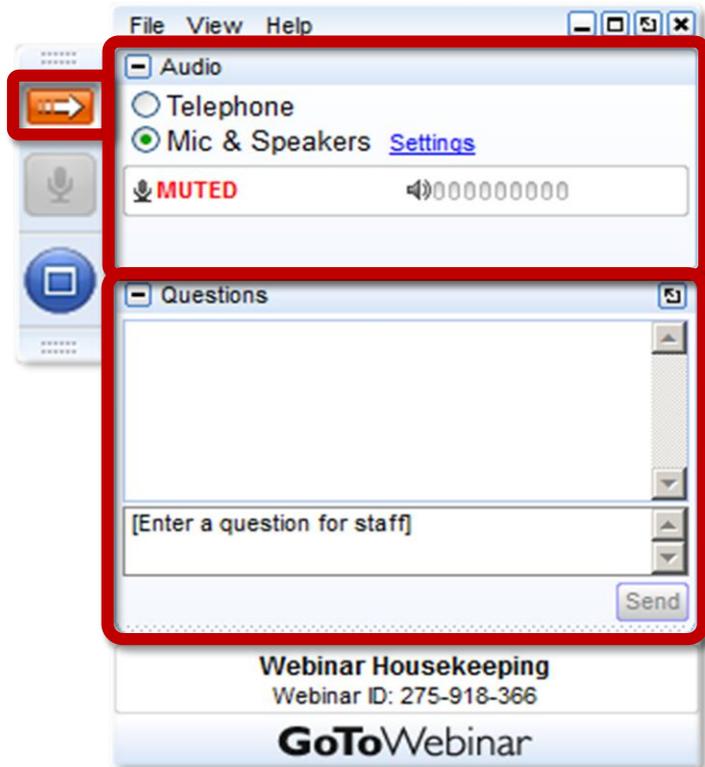
Welcome to the Third Thursday MLTSS Webinar

- Communication Access Real-time Transcription (CART) is available by clicking here:
- <https://archivereporting.1capapp.com>
- Username/password: OLL

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Submit questions and comments via the Questions panel

Note: Today's presentation is being recorded and will be available on our website.



Third Thursday Webinar: The IEB and Enrollment

May 19, 2015



CHC Update

- Procurement
- CMS Authority
 - Draft MIPPA Agreement
 - CHC Waiver
- Readiness Review
- Foundation Meetings

Better Solutions for Better Lives

MAXIMUS Overview

Prepared for

**The Commonwealth of Pennsylvania
Office of Long-Term Living
Third Thursday Webinar**



Agenda

- MAXIMUS Overview
- Experience in Medicaid Managed Care, Dual Eligible Programs, and Long Term Services and Supports
- Serving Pennsylvania



Established Government Social Programs Partner

Leading Provider of Government Health and Human Services Worldwide

- Founded in 1975 and headquartered in Reston, Virginia
- More than 16,000 employees worldwide
- Global leader for health and human services programs:
 - Leading operator of health insurance exchange customer contact centers, state Medicaid & CHIP programs, Medicaid waiver programs, programs supporting dually eligible consumers
 - Largest provider of government-sponsored health benefit appeals in the U.S.
 - One of the largest occupational health providers in the U.K. – over 1,500 employees and over 800,000 assessments completed in 12 months
 - Largest independent benefit review organization, performing Medicare Parts A, C, and D appeals
- Independent, free of all conflicts of interest, publicly traded company (NYSE:MMS)



Health Services Overview



1 out of 2 Medicaid managed care consumers in the US are served by MAXIMUS, *in addition MAXIMUS operates:*

6 state-based health insurance exchange application/enrollment, customer support contact centers

9 of 11 Dual eligible (Medicaid/Medicare) demonstration projects

19 State Medicaid Managed Care enrollment broker projects

800,000+ Assessments completed in the over last 12 months

Programs & Areas We Support

- State and Federal Health Insurance Exchanges
- Medicaid & CHIP
- Dual Eligibles
- Medicare Appeals
- Long-Term Services & Supports
- Health Insurance British Columbia
- U.K. Health Assessment Advisory Service

Our Core Services

- Outreach & Education
- Eligibility
- Enrollment
- Customer Contact Centers
- Health Literacy and Translation Services
- Member & Provider Services
- Conflict-Free Assessments
- Appeals and Managed Care Quality Assurance

Core Competencies

Enrollment Broker

- Unbiased, conflict-free, Choice Counseling
- Consumer Support Center
- Document Processing and Data Entry
- Outreach and Education

Eligibility Services

- Customer Support Center
- Application Tracking and Processing
- Income/Residency Verification
- Premium Processing and Collection

Provider Management & Pharmacy Administration

- Provider Management
 - Screening and Enrollment
 - Site Visits, Outreach, and Education
 - Data Management
 - Provider Services and Support
- Pharmacy/Prescription management

Long-Term Care Services and Supports

- Outreach and education
- Streamlined application and eligibility processes
- Conflict-free independent assessments
- Consumer Support Center

Eligibility Validation and Verification

- Case review and redetermination
- Medicaid eligibility recommendation
- Business Intelligence/analytics tools
- Retrospective review and recommendation



19 Medicaid managed care enrollment broker operations across the U.S.

6 state-based and **2** federal Exchange marketplace customer contact centers

6 Provider management projects for state Medicaid programs

9 of 11 active Financial Alignment Demonstration (dual demonstration) project operations

24 Screening and assessment services projects

Managed Care Enrollment Broker

Enrollment Broker in 18 States and the District of Columbia,
Dual Eligible Demonstrations in 9 States --Serving 1 in 2
Managed Care Beneficiaries Nationally

- Customer support center
- Eligibility services and referral
- Enrollment Information System
- Application tracking
- Document management
- Conflict-free, non-biased choice counseling
- Health plan and PCP enrollment/disenrollment
- Renewals
- Field-based outreach and education
- Print and web-based materials development
- Customer satisfaction surveys
- Ongoing program support



Experience with Long Term Services and Supports

Experience Serving Elderly and Persons with Disabilities

- Perform Independent Enrollment Broker functions in PA for Under 60 Medicaid Waivers and Aging waiver
- Operate the Conflict-Free Evaluation and Enrollment Center in NY, performing intake, assessments, and enrolling elderly and persons with physical disabilities into Managed Long Term Services and Supports (MLTSS)
- Operate national SSA Ticket to Work program to assist persons with disabilities identify and prepare for employment
- Provide enrollment support for 9 of the 11 Dual Eligibles projects
- Provide health assessment advisory service for UK Department for Work and Pensions, delivering nearly 800,000 assessments in first 12 months of operations

<p>Experience Serving Individuals Age 60 and Older</p> <ul style="list-style-type: none">• Texas STAR+PLUS• New York Medicaid CHOICE• California Health Care Options• HealthColorado• Michigan ENROLLS• Illinois Client Enrollment Services• Massachusetts MassHealth Customer Services• South Carolina Healthy Connections• Virginia Enrollment Broker• Pennsylvania Independent Enrollment Broker	<p>Experience Supporting Persons with Disabilities</p> <ul style="list-style-type: none">• Social Security Administration Ticket to Work Program• Disability and Veteran Inclusion Program• Australia Disability Employment Services• Miami-Dade Supplemental Security Income• United Kingdom Health Assessment Advisory Service
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Pennsylvania Independent Enrollment Broker

MAXIMUS has operated the PA IEB since 2010, providing end to end assistance for consumers seeking to apply for Medicaid waiver programs including the following functions:

- Operate Customer Support Center based in Harrisburg, PA
- Assist consumers seeking nursing home transition (NHT)
- Maintain statewide team of field Enrollment Brokers that perform in home intake visits
- Provide conflict-free choice counseling services
- Collect and process documentation
- Coordinate with the AAAs for the level of care determination and request physician certification forms
- Initiate the financial eligibility determination process and follow up with the CAOs
- Perform data entry into multiple state and vendor systems
- Provide detailed reporting regarding all functions

420,487 calls handled since
December 2010

26,513 waiver program applicants
enrolled since December 2010

New York – Conflict-Free Evaluation and Enrollment Center

MAXIMUS operates a Conflict-Free Evaluation and Enrollment Center for New York residents who are seeking home and community-based long-term care services.

Our nurse evaluators determine eligibility for individuals with disabilities and/or chronic illnesses. If eligible, our customer service representatives then enroll them into a MLTSS health plan



134,000+ calls received at the Conflict-Free Evaluation and Enrollment Center since October 2014

32,000+ assessment appointments conducted by our nurse evaluators

Financial Alignment Demonstration for Dual Eligibles

MAXIMUS assisted states

- California
- Colorado
- Illinois
- Massachusetts
- Michigan
- New York
- South Carolina
- Texas
- Virginia

Lessons Learned

- Incorporate Early Feedback
- Enhancing Outreach Pays Off
- Communication is Key
- Appropriate Data Management Procedures and Reconciliation Ensures Program Integrity



A Proven Partner for Pennsylvania

- ✓ **PA Independent Enrollment Broker:** Contractor since 2010, demonstrating our commitment to assisting PA consumers seeking eligibility for Medicaid home and community-based services (HCBS) waivers
- ✓ **PA Enrollment Assistance Program (EAP):** Contractor since 2009, delivering high quality Medicaid managed care education, choice counseling, and enrollment assistance to PA consumers. Supported recent Medicaid expansion effort increasing PA Medicaid Managed care enrollees from 1.6 million consumers to 2.2 million consumers
- ✓ **Healthy PA/ Medicaid Expansion Effort:** In 2014 and 2015, we supported the launch of the Healthy PA/ Private Coverage Options (PCO) program and subsequent conversion to Medicaid expansion, expanding our infrastructure and systems in less than 2 months
- ✓ **ID/DD Waiver Assessments:** Contractor since 2007, recently acquired subsidiary, Ascend, administers ID/DD Waiver assessments for the Office of Developmental Programs
- ✓ **Eligibility Appeals Operations Support (EAOS):** From our office near Scranton, PA, our Federal division performs appeals for the federally-facilitated Exchange (FFE) and state-based Exchanges (SBEs) under Section 1411 (f) of the Patient Protection and Affordable Care Act (Affordable Care Act) of 2010

Questions





**Independent Enrollment Broker
Functions
Current and Ongoing**

Third Thursday Webinar

May 19, 2016

Current HCBS Enrollment Process

- Independent Enrollment Broker facilitates the overall process -
 - Clinical Eligibility
 - Level of Care Determination
 - Physician Certification
 - Program Eligibility
 - Waiver criteria (target group)
 - Financial Eligibility
 - Determined by the CAO

Current HCBS Enrollment Process

- Applicant contacts the PA Independent Enrollment Broker (IEB)
- Complete MA forms if needed
- Provide physician information – IEB submits physician certification to applicant's physician
- IEB contacts local AAA and AAA schedules level of care determination with applicant

Current HCBS Enrollment Process

- If applicant is clinically eligible, IEB schedules home visit to complete 'needs assessment' and determine the HCBS waiver that best meets need, obtains choice of SC provider
- Information submitted to County Assistance Office (CAO)
- CAO determines financial eligibility
- If eligible, IEB submits information to chosen SC agency
- Enrollment is complete

Current HCBS Enrollment Process

- If applicant is clinically eligible, IEB schedules home visit to complete 'needs assessment' and determine the HCBS waiver that best meets need, obtains choice of SC provider
- Information submitted to County Assistance Office (CAO)
- CAO determines financial eligibility
- If eligible, IEB submits information to chosen SC agency
- Enrollment is complete

Process Improvements

- Streamlined the process, requiring completion within 60 days
- Added 'touchpoints' requiring IEB to contact applicant throughout the process to provide updates
- Reorganized steps – level of care determination first
- Added requirement for website and portal so applicant can find information on-line
- Strengthened requirements for NHT

Process Improvements

- Enrollment into all Office of Long-Term Living waivers, including the Aging Waiver, is now being facilitated by one statewide entity, the IEB, instead of 52 separate Area Agencies on Aging (AAA) across the state.
- OLTL works closely with the IEB to monitor and manage the process for applicants seeking enrollment into Medicaid waiver programs. We are aware of challenges being faced by the IEB due to this recent transition and have taken immediate action to address them.
 - OLTL is monitoring the call volume and response time on a daily basis.
 - IEB management staff have made additional hires, made changes in schedules and added overtime so that additional work could be completed over the weekend.
 - ‘Referral’ document created for agencies to complete and submit via secure email or website, leaving the lines available for applicants or families
 - OLTL is in dialogue with P4A, the Pennsylvania Association of Area Agencies on Aging, and representatives from AAAs to identify and address concerns

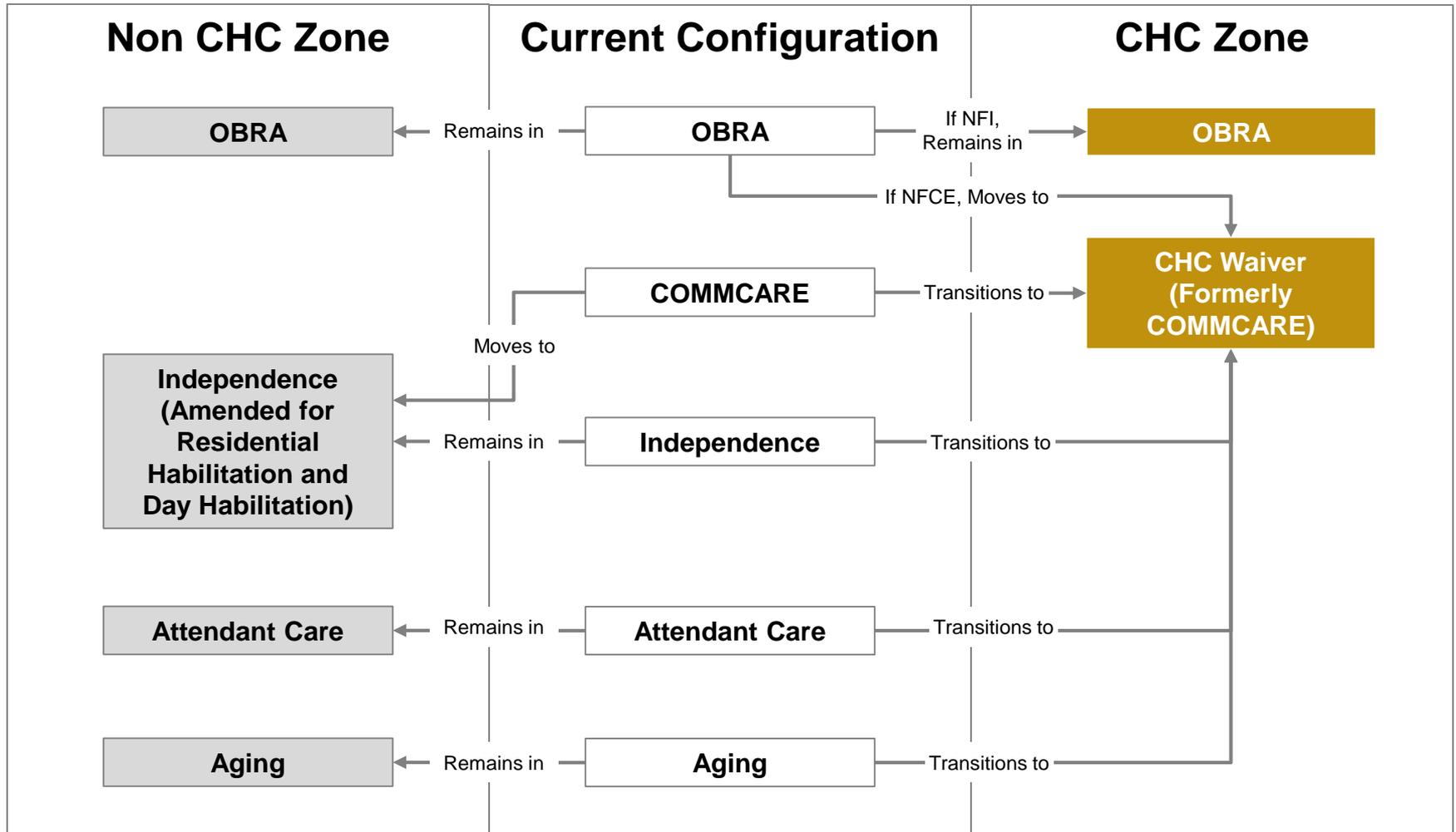
- **Community HealthChoices (CHC)**

 - CHC Roll-Out Enrollment Process

- CHC Ongoing Enrollment

 - Nursing Facility Clinically Eligible (NFCE)
 - Nursing Facility Ineligible (NFI) Duals

Waiver Configuration with CHC



CHC Ongoing Enrollment – NFCE Population

- Participants will contact the Independent Enrollment Broker (IEB) through their toll free number or via email.
 - The independent enrollment broker will help Participants to apply for long-term services and supports (LTSS) through the Community HealthChoices program.
- To be eligible for LTSS, applicants must meet both the financial eligibility and need LTSS.
- The IEB will schedule the Clinical Eligibility Determination for applicants, completed in their home, in a hospital, or in a nursing facility – wherever they are. This will determine if applicants need LTSS.
- The IEB will also help applicants complete a Medicaid application, which is sent to the county assistance office. The county assistance office may contact applicants for additional information or if they have questions about your financial information.
- Once those things are done, applicants will be notified if they qualify for services.

CHC Ongoing Enrollment – NFCE Population

- When the applicant meets with the IEB, the IEB will present the MCO options in the applicant's zone.
 - Applicants should think about health care and long-term services providers who participate in each network and any additional services that the MCO may offer.
 - All applicants for LTSS will be offered the choice of CHC or the LIFE program. If the participant chooses LIFE, the IEE will make a referral to the program so that the LIFE program can outreach to the applicant.
 - All CHC participants will be notified annually of their choice of MCO plans and/or the LIFE program.
- If applicants do not make a selection before eligibility is determined, an MCO will be auto-assigned.
- If an applicant wants to change their MCO, they may do so at any time.
- Coverage with the MCO begins the day following the date the individual is determined eligible. The MCO will contact the individual to select a service coordinator. The service coordinator will work with the individual to develop a service plan and assist with finding service providers.

CHC Ongoing Enrollment – NFI Population

- Individuals who do not believe they need LTSS may apply:
 - Online at www.COMPASS.pa.gov;
 - By calling 1-866-550-4355;
 - By mail - applications may be found at www.HealthChoicesPA.com; or
 - In person by visiting a county assistance office.
- In order to qualify for Community HealthChoices, an individual without LTSS needs must be on Medicare and financially eligible. The county assistance office will determine if they are financially eligible and may contact the individual for additional information or if there are questions about their financial information.

CHC Ongoing Enrollment – NFI Population

- Once those things are done, DHS will let the individual know if they qualify. Then the individual will need to work with the IEB to choose which MCO will provide coverage.
- The IEB will send the individual information about selecting an MCO. The individual will be asked to think about health care providers who participate in each network and any additional services that the MCO may offer.
- If the individual does not make a selection within 30 days, an MCO will be assigned to them. If the individual wants to change their MCO, they may do that at any time.
- The IEB will send the individual a letter that states the date their MCO coverage will begin.

Recommendations

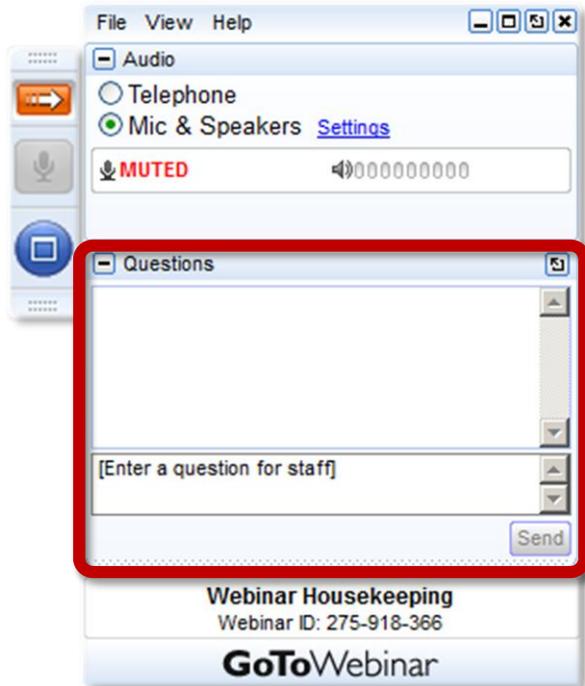
- OLTL has received recommendations from stakeholders about the enrollment process
- Collected required tasks to implement CHC
 - Expansion of operations to be responsive to participants calling about plan choices
 - Requirements to send notices to participants
 - Development of website portal
 - Referrals to alternate service providers
 - IT requirements to ensure plan selections and other info is captured and sent to CAO

Questions or Comments?

Submit further questions or comments via email to:

RA-MLTSS@pa.gov

GoToWebinar Housekeeping: time for questions



Your Participation

- Please continue to submit your text questions and comments using the Questions panel

For more information, please send your e-mail to RA-MLTSS@pa.gov

Note: Today's presentation is being recorded and will be posted on the website.