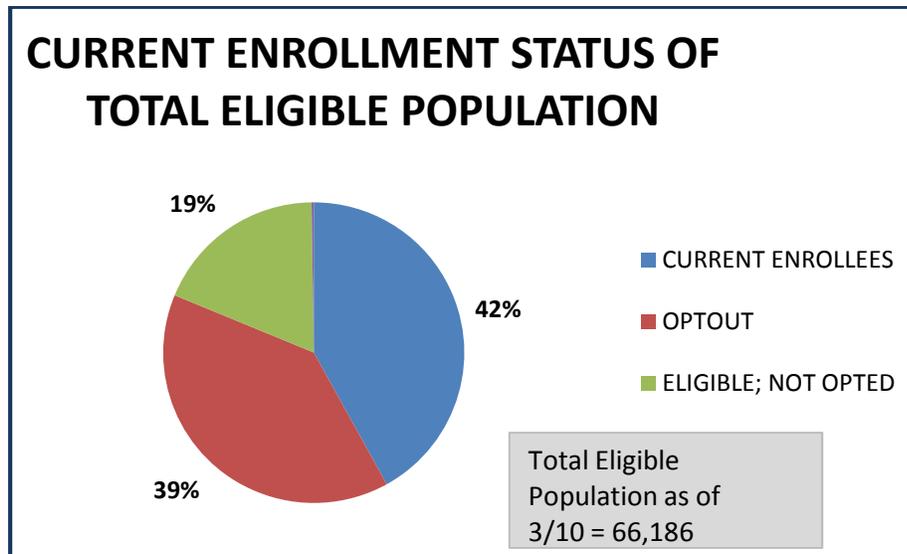




Commonwealth Coordinated Care Update – March 2015

We are excited that March 2015 marks one year since the first dually eligible beneficiaries were able to call MAXIMUS and enroll in the Commonwealth Coordinated Care (CCC) program. This was the first year that many Virginians had access to coordinated care and that providers could utilize a coordinator for their patients many needs. So much has happened during the implementation of CCC and the VA Department of Medical Assistance Services (DMAS) remains grateful to our many stakeholders for your ongoing feedback and engagement! We look forward to continuing improving and monitoring the progress of this Demonstration.

CCC Enrollment



CURRENT ENROLLEES = All Active and Automatic Enrollments as of 3/10/15; OPTOUT = All potential enrollees that elected to not participate as of 3/10/15; ELIGIBLE, NOT OPTED = Potential enrollees that have not decided as of 3/10/15

To see the full CCC Enrollment Dashboard with data through March 10, 2015 visit our DMAS website: http://www.dmas.virginia.gov/Content_pgs/altc-stkhld.aspx.

Program Updates

Additional Network Approvals:



The Medicare-Medicaid Plans (MMPs) continue to contract with health providers of all types to expand their networks. DMAS and CMS have completed a review of MMP networks and health plans have been approved to offer CCC services in several additional localities.

- Anthem Healthkeepers is now approved to offer services in: Alexandria, Arlington, Falls Church, Loudoun and Wythe.
- Humana is now approved to offer services in Waynesboro and Staunton.

New comparison charts will be posted to the Maximus website and will be included with letters to beneficiaries scheduled for automatic assignment. Additional network approvals means the CCC program will move forward with automatic assignment in the localities listed in the chart below. CCC eligible beneficiaries in these localities will receive their **automatic assignment letters by April 1, 2015** and their CCC **automatic coverage will begin effective June 1, 2015**.

Localities Starting CCC Automatic Enrollment: Effective Coverage Date June 1, 2015		
Northern VA Region	Western/Charlottesville Region	Roanoke Region
Alexandria City	City of Staunton	Wythe
Arlington		
Falls Church City		
Loudoun		



A Note about Continuity of Care for EDCD Waiver Recipients:

Once an individual enrolls in the CCC program, and chooses a health plan, the authorization for services is provided through the health plans and not KePRO. The health plans will complete their assessments which will determine the services and quantity of hours they authorize. The health plan’s authorization may increase, decrease or remain the same as previous care authorizations.

When an individual opts out of the CCC program and returns to fee-for-service (FFS) Medicaid, KePRO will authorize up to 60 days for continuity of care without additional documentation (up to the quantity approved by the CCC plan). The provider must submit the request to KePRO for the authorization to be processed. Services past this 60 day continuity of care period are treated the same as other authorization extension requests (as described under the EDCD Waiver Manual Appendix D).



Success Stories from the Field:

The CCC Success Story this month highlights the important role and support offered by the Virginia Insurance Counseling and Assistance Program (VICAP) for CCC beneficiaries:

Recently, a 60 year old CCC enrollee telephoned the VICAP Coordinated Care Educator (CC Educator) expressing concern that she would not be able to continue to see her doctor of more than 10 years. The doctor had joined another practice and was no longer a participating provider with her MMP. The CCC Educator listened to her situation and offered personalized insurance counseling so the enrollee could make an informed decision about her CCC enrollment. The CC Educator assisted the enrollee to inquire if her doctor was in network with either of the other MMPs. With this information, the enrollee decided she would like to stay in CCC but switch to a different MMP that has her doctor in-network. The enrollee asked the CC Educator to assist her with the call to MAXIMUS. The CC Educator initiated a 3-way call with the enrollment broker, MAXIMUS, and the enrollee switched to the MMP of choice. The enrollee was relieved that she didn't have to change doctors!

Dually eligible beneficiaries who would like personalized insurance counseling can call 1-800-552-3402 and speak with a VICAP counselor about their CCC enrollment.

Evaluation Update

During 2014, the evaluation team partnered with the Virginia Association of Centers for Independent Living to organize a series of focus groups with CCC enrollees with long term service and support and/or behavioral health needs. The partnership was successful and the team conducted four focus groups in the Tidewater and Central Virginia regions. Findings from these groups will be released shortly on the DMAS website http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx. The evaluation team is currently partnering with the Virginia Association of Area Agencies on Aging and the Virginia Association of Community Services Boards to organize a second wave of focus groups for 2015. To date, the team has developed a focus group schedule with six Area Agencies on Aging.

In addition, the evaluation team presented on DMAS' implementation of the CCC Program at the Fourth Annual Dual Eligible Best Practices Summit (Ft. Lauderdale) on February 9, 2015. The presentation will be posted on the DMAS website (http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx). Finally, individuals interested in the evaluation should direct inquiries to Gerald A. Craver (DMAS lead evaluator: gerald.craver@dmas.virginia.gov).



Outreach and Education

The CCC Team is currently working with community partners to schedule ongoing CCC educational events and Provider Townhalls in the different CCC regions. If you would like to partner with DMAS to offer CCC education in your area, please reach out to us at CCC@dmas.virginia.gov.

Beneficiary/Advocate Calls are now once monthly:

CCC Calls for Beneficiaries & their Advocates

The Second Friday of each month at 10am

Dial-In Information: 1-866-842-5779

Pass Code: 6657847797#

Adult Day providers are now joining the 2pm Home and Community-Based Services (HCBS) call each Monday:

Monday Provider Calls (LTSS)		Friday Provider Calls	
ADHC, Personal Care, Home Health & Service Facilitators Weekly	2-2:30p Conference Line 866-842-5779 Conference code 8047864114	Hospitals & Medical Practices The Second and Fourth Friday of each month	11-11:30am Conference Line 866-842-5779 Conference code 8047864114
Nursing Facilities Weekly	2:30-3p Conference Line 866-842-5779 Conference code 7143869205	Behavioral Health Weekly	11:30am-12pm Conference Line 866-842-5779 Conference code 8047864114

*If you would like to be added to the email distribution list to receive notifications and Q&A Logs from the calls, please email us at CCC@dmas.virginia.gov and indicate which call(s) you are interested in.

NEXT STAKEHOLDER ADVISORY COMMITTEE MEETING:

April 15, 2015 (This is a Change)

1:00 to 3:00 pm

Conference Room 7A&B

Department of Medical Assistance Services

600 East Broad Street

Richmond, VA 23219