Commonwealth Coordinated Care Update – September 2014

Beginning September 1, 2014, there are 20,824 individuals currently enrolled in the Commonwealth Coordinated Care (CCC) program. This includes 3,266 individuals who have opted in to the CCC program across the five CCC regions. Approximately 10,00 individuals are scheduled to auto-enroll in CCC on October 1, 2014 in the Charlottesville and Roanoke regions.

Program Updates

Several updates went out to Stakeholders in August. As a reminder, this information is also included in this monthly update:

1. Medicare-Medicaid Plan (MMP) participation has been updated for the following localities:
    a. Roanoke Region
        i. City of Radford is now open to automatic assignment. Eligible beneficiaries in this locality received their automatic assignment letters September 1, 2014 and their automatic coverage will begin November 1, 2014.
        ii. Henry County and City of Martinsville are now available for eligible beneficiaries to opt-in to CCC.
2. The following localities have **1 MMP approved**: Eligible beneficiaries in these localities can opt-in to CCC but will not be automatically assigned while there is only one plan available. Automatic assignment will occur once two plans are approved in those localities. Stakeholders will be notified when this occurs.

Western/Charlottesville Region	Northern Virginia Region
City of Harrisonburg	City of Alexandria
City of Staunton	Arlington
	Fairfax County and City
	City of Falls Church
	Fauquier
	Loudoun
	Manassas Park City

Please Note: In Northern Virginia-Culpeper, Prince William and City of Manassas have **at least two MMPs available and will move forward with automatic assignment with coverage beginning November 1, 2014.

3. The Department of Medical Assistance Services (DMAS) posted links to the MMP Provider Directories on the "Service Provider" page of the DMAS website: http://www.dmas.virginia.gov/Content_pgs/mmfa-isp.aspx

4. Notice to individuals in Fairfax County: CCC eligible beneficiaries in Fairfax County were automatically assigned for CCC enrollment in error for a November 1, 2014 effective date. As stated in an earlier stakeholder update, Fairfax County is currently not eligible for automatic assignment as there is only one MMP approved in this locality. The incorrect auto-assignments occurred due to a system error that has been corrected. The assignment has been canceled and Fairfax beneficiaries will remain active with their current Medicare and Medicaid benefits with no break in coverage. The Centers for Medicare and Medicaid Services (CMS) and DMAS do not anticipate any disruption in beneficiary health plan services. Beneficiaries with questions or concerns may call the enrollment broker, MAXIMUS, at 1-855-889-5243.

5. Notice to beneficiaries regarding Medicare Prescription Drug Plan: If a member starts receiving services through a MMP and then dis-enrolls from the CCC program, the member will need to actively re-enroll into a new Medicare prescription drug plan following dis-enrollment from CCC. To re-enroll, the member must call 1-800-MEDICARE, or (1-800-633-4227). To ensure there is no lapse in coverage, this must be done prior to the end of the month in which the member dis-enrolled from CCC. For questions about Virginia Medicaid coverage once the member has dis-enrolled from the CCC program please refer the member to call 804-786-6145. Beneficiaries who opt out of the CCC program prior to the effective date of enrollment with a MMP will have their coverage maintained with their current Medicare and Medicaid plans, including their Medicare prescription drug plan.

Information for Providers

DMAS is pleased to announce that system enhancements have been made to the Medi-Cal system. Now, when providers call Medi-Cal to inquire on the eligibility status of Medicaid beneficiaries, it will announce the beneficiaries who are enrolled with CCC and the name of the MMP in which the beneficiary is enrolled.

Success Stories from the Field:

The MMPs continue to receive feedback from their members and contracted providers communicating positive outcomes that have resulted from participation with CCC. Below are a few of these stories:

Humana

We have an 84 year-old member who was struggling in the community, was in an unsafe physical environment and had a recent hospitalization. On top of this, the member's caregiver was failing and having her own health and personal issues impacting her ability to provide care for the member. This member also had mental health issues which enhanced her significant level of distrust with *all whom she came in contact.*

The Humana Care Coordinator had been visiting weekly and was able to establish a solid rapport and trust with the member by showing genuine interest in their health concerns and discussing shared interests. Additionally, the Care Coordinator was communicating to both the caregiver and the Power Of Attorney twice every week regarding status and recommendations. After exhausting natural supports and community resources it was determined the best course of action to meet the member's needs was to locate a facility and *aid in the admission process.*

The Care Coordinator immediately assisted with the admission process and the member was placed successfully in a facility meeting her care needs. The member continues to be followed twice monthly during this transition and at last visit is happy, thriving socially in her new environment and her physical functioning has improved. Her caregiver continues to recuperate and the member hopes to return home once her caregiver is fully recovered. The member has been enjoying her new environment and the physical and emotional support provided to her by staff.

Virginia Premier

One of our Members with behavioral health and substance abuse issues was resistant to having a physical exam even though it has been years since he has had one. Our Case Manager began working with him and the Member advised his Case Manager that he was being moved to a new hotel, because the hotel he was living in was in need of repairs. His new rent was going to be $400 more each month. Our Behavioral Health Manager arranged for the Member to work with "Daily Planet" to help him find a better housing option. The Member is also working with a Case Worker at VA Rehab Services to help him find employment. He told our Case Manager that he never had someone care this much about him. After the Interdisciplinary Care Team meeting, the Member's therapist followed up with our Case Manager stating the Member is very grateful that our Care Manager is following up with him weekly regarding his well-being. He truly appreciates the contact and looks forward to future communications. We have also advised his Case Worker that if the Member has any medical needs to follow up directly with his Case Manager.

Anthem Healthkeepers

An Anthem Care Manager met with a member in her home to complete the initial CCC assessment. The Member lives in a rural area with minimal access to home care agencies and her home is in disrepair. The flooring in the kitchen is falling through into the crawl space under the house, so she is unable to safely prepare meals for herself or her spouse. The flooring in the bathroom is also falling through the floor surrounding the commode. The Member uses a bedside commode and has difficulty emptying it because she cannot get close enough to the existing commode.

The Care Manager searched with great effort to find a personal care company that would agree to go to the Member's home, and also located an in-network provider for a PERS (Personal Emergency Response System). The Service Coordinator then researched several companies to facilitate food delivery for the Member, also accommodating her diabetic diet. The Care Manager contacted the local Area Agency on Aging (AAA) for help. Together, the AAA and Care Manager arranged for food delivery and identified a home improvement grant.

Today, the Member is awaiting a call to schedule the home renovations and a personal care worker is supporting the member 5 days a week. The Member states she loves her personal care worker who helps with bathing and dressing. The Member graciously thanked the Care Manager several times for getting her the help she needed. Until the Anthem team, became involved, this Member was at risk daily. She was unable to clean and dress herself, and she was trying to do tasks that also put her at risk for falls. She now has a personal care worker to help her and she has access to healthy meal choices. The Care Manager reports the Member, "had **joy in her voice** the last time we spoke."

Evaluation Update

During August, the evaluation team observed its third encounter between a CCC enrollee and a care manager and continued working on the second *Notes from the Field* update focusing on DMAS' implementation of the CCC Program. (Information from the team's first evaluation report was included in the Kaiser Family Foundation's *Policy Insights* that was released on August 13, 2014). The evaluation team also continued working on its plan for partnering with the Virginia Association of Centers for Independent Living to conduct a series of enrollee focus groups around the state. Finally, DMAS would like to invite a CCC enrollee and/or their caregiver to participate in the evaluation by serving on the evaluation advisory committee! If you know of a CCC enrollee or their caregiver who might be interested in participating, please contact Gerald A. Craver (DMAS lead evaluator: gerald.craver@dmas.virginia.gov).

CCC Quality

DMAS continues to seek dual eligible beneficiaries who have enrolled in CCC and their caregivers to participate and share their CCC experience with our Quality Collaborative! If you know of a CCC enrollee or their caregiver who might be interested in participating, please email Fuwei Guo at (fuwei.guo@dmas.virginia.gov).

Outreach and Education

September is a busy and exciting month for outreach and education. As a result of automatic coverage taking effect in several regions during the Fall of 2014, DMAS, the MMPs and Virginia Insurance Counseling and Assistance Program are working hard to arrange additional in-person trainings across the Commonwealth. Below is the agenda and listings for each of the upcoming trainings.

CCC Townhall Agenda

Morning Session

8:30-9:00am	Provider Session Registration
9:30-11: 30am	CCC Overview-All Provider Types followed by Q&A
11:30am-12:00pm	Additional information for Nursing Facility Providers

Afternoon Session

1:00-1:30pm	Beneficiary Session Registration
1:30-3:00pm	CCC Overview for Beneficiaries and their advocates followed by Q&A

FALL 2014 Townhall Agenda

Region	Date	Location
Northern Virginia	September 10, 2014	Springhill Suites by Fairfax Fair Oaks 11191 Waples Mill Road Fairfax, VA 22030
Charlottesville	September 11, 2014	Courtyard Marriott Charlottesville North 638 Hillsdale Drive Charlottesville, VA 22901
Roanoke	September 24, 2014	Sheraton Roanoke Hotel and Conference Center 2801 Hershberger Road Roanoke, VA 24017
Central Virginia	September 30, 2014	John Randolph Medical Center 411 West Randolph Road Hopewell VA 23860

DMAS and the MMPs continue to host weekly calls for providers. Providers can email CCC@dmas.virginia.gov to be added to the email distribution lists to receive the weekly Q&A logs. The schedule of calls & call information is below:

Monday Provider Calls (LTSS)		**Friday Provider Calls**	
Adult Day Services	1:30-2p Conference Line 866-842-5779 Conference code 7143869205	Hospitals and Medical Practices	11-11:30am Conference Line 866-842-5779 Conference code 8047864114
Personal Care, Home Health & Service Facilitators	2-2:30p Conference Line 866-842-5779 Conference code 8047864114	Behavioral Health	11:30am-12pm Conference Line 866-842-5779 Conference code 8047864114
Nursing Facilities	2:30-3p Conference Line 866-842-5779 Conference code 7143869205		

Community outreach efforts continue with ongoing presentations to stakeholder groups and regular conference calls with Enrollee/Advocate groups. As a reminder, calls for Beneficiaries and their advocates are held as follows:

CCC Conference Calls for Beneficiaries & their Advocates
Tuesdays at 12:30pm & Fridays at 10am
Dial-In Information: 1-866-842-5779
Pass Code: 6657847797#

If you would like to invite the CCC Outreach Team to provide your group with a CCC overview presentation, please let us know by contacting us at: CCC@dmas.virginia.gov.

Contact information for the MMPs is updated on the DMAS website monthly. Providers and other stakeholders may visit the DMAS website http://www.dmas.virginia.gov/Content_pgs/mmfa-isp.aspx to find MMP contacts for their regional care coordination leads, plus lead staff for behavioral health, billing, authorizations, and more.

NEXT STAKEHOLDER ADVISORY COMMITTEE MEETING:

Medicare/Medicaid Financial Alignment Demonstration Advisory Committee

October 22, 2014

1:00 to 3:00 pm

Conference Room 7A&B

Department of Medical Assistance Services

600 East Broad Street

Richmond, VA 23219