VIRGINIA MEDICAID MANAGED CARE

Cheryl Roberts, Deputy Director of Programs
Dan Plain, Health Care Services Division Director
Myra Shook, Dental Program Manager
Whitney Davis, Contracts & Administrative Services Manager
Todd Clark, Member & Provider Solutions Manager
<table>
<thead>
<tr>
<th></th>
<th>Youth</th>
<th>Therapy</th>
<th>Key</th>
<th>SIX</th>
<th>Teens</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster</td>
<td>BABIES</td>
<td>Plans</td>
<td>Community</td>
<td>Adoption</td>
<td></td>
</tr>
<tr>
<td>Virginia</td>
<td>Members</td>
<td>Network</td>
<td>Women</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>Medicaid</td>
<td>Births</td>
<td>CARE</td>
<td>Dental</td>
<td></td>
</tr>
<tr>
<td>Adults</td>
<td>MEDALLION</td>
<td>Coverage</td>
<td>Quality</td>
<td>Complex</td>
<td></td>
</tr>
</tbody>
</table>
Agenda Slide

- Virginia Medicaid Managed Care
- Network Adequacy
- Medallion 4.0 Overview
- Managed Care Enrollment
- Population Focus
- New Health Coverage for Virginia Adults
- Quality
- Dental Program
- Questions & Answers
Managed Care Advantages

• Focuses on quality of care for individuals
• Offers a network of high quality providers
• Health plans offer enhanced benefits
• Health plans provide comprehensive health coverage and focus on prevention
• Assistance with food, stable housing and other community resources
• Focuses on well check-up, dental, vision and hearing
Managed Care Health Plans

- Aetna Better Health® of Virginia
- Anthem HealthKeeper Plus
- Magellan Complete Care
- Optima Health Family Care
- UnitedHealthcare Community Plan
- Virginia Premier

Powered by VCU Health
1 in 3 Births covered in Virginia

275K Adults are newly covered by Virginia Medicaid

1 in 7 Virginians rely on Medicaid

96.3% of Virginia Children receive an annual dental visit

50% of Medicaid beneficiaries are children

Virginia Medicaid Managed Care covers 600K children
Managed Care Regions

Statewide Access
Network Adequacy

- All major health systems in Virginia participate with the Managed Care Organizations.
- This allows members significant choice hospitals and provider groups.

- DMAS requested an independent review to ensure members have easy access to the provider(s) of their choice.
- All six health plans met or exceeded the requirements.
Key program focus on:

- Maternity care including early prenatal care, case management and postpartum care
- Care for infants and children including Early Intervention services, immunizations, screening and preventive care
- Wellness, behavioral health, community mental health services, behavioral therapy, family planning and chronic disease support for adults
- Medicaid expansion eligible adults ages 19-64

Managed Care Helpline: 1-800-643-2273 TTY: 1-800-817-6608
Website: https://www.virginiamanagedcare.com/
Health Plan Added Benefits

• All six (6) health plans offer enhanced benefits to members, including, but not limited to:
  ▪ Adult dental
  ▪ Vision for adults
  ▪ Cell phone
  ▪ Centering pregnancy program
  ▪ GED for Foster Care
  ▪ Sports physicals at no cost (under age 21)
  ▪ Swimming lessons for members six (6) years and younger
  ▪ Boys and Girls Club membership (6-18 years old)
  ▪ Free meal delivery after inpatient hospital stays

• Note: Not all health plans offer all of the same enhanced benefits.
Medallion 4.0 members can now choose a health plan and find a provider on their Android or iPhone using a new app

- To download the app, search for Virginia Medallion on Google Play or the App Store.
- You can use the App to find which health plans work with your doctors. Use the App to locate doctors all year long!

You may change your health plan the following ways:

- Click on the MEDALLION App. Use your Medicaid ID and Date of Birth to login.
- Call the Managed Care Helpline at 1-800-643-2273 (TTY: 1-800-817-6608). We are open Monday through Friday, 8:30 a.m. to 6:00 p.m. Interpreter services are free.
Managed Care Website

Virginia’s Medicaid Managed Care program is here to help you choose the best health plans and providers for you and your family.

Learn →
Learn about Virginia’s Medicaid Managed Care program

Choose →
Find health plans and providers

Enroll
Join a health plan

Open Enrollment
Medallion 4.0 Expansion Members
Medallion 4.0 Expansion Members receive yellow letters.
Open enrollment is November

Get the mobile app
Enroll on your Android or iPhone in 3 easy steps!
Choose a health plan and find a provider.
To get the app, search for

COVER Virginia
Applying Now is easy!

Questions?
Contact our Managed Care HelpLine. We can help!
Toll-free number: 1-800-643-2273
TTY: 1-800-817-9608
Hours of operation: Monday

13
## Medallion 4.0 Population by Region

<table>
<thead>
<tr>
<th>Date Launched</th>
<th>Region of Virginia</th>
<th>Current Population (April)</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 1, 2018</td>
<td>Tidewater</td>
<td>228,032</td>
</tr>
<tr>
<td>September 1, 2018</td>
<td>Central</td>
<td>244,411</td>
</tr>
<tr>
<td>October 1, 2018</td>
<td>Northern/Winchester</td>
<td>232,405</td>
</tr>
<tr>
<td>November 1, 2018</td>
<td>Charlottesville/Western</td>
<td>116,005</td>
</tr>
<tr>
<td>December 1, 2018</td>
<td>Roanoke/Alleghany</td>
<td>94,926</td>
</tr>
<tr>
<td>December 1, 2018</td>
<td>Southwest</td>
<td>61,217</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>976,996</strong></td>
</tr>
</tbody>
</table>
Treating the Whole Member

Physical Health

Education System

Family

Mental Health

Community
Medallion 4.0 Population Focus

- Pregnant Women
- Infants
- Children/Teens
- Adults

- Foster Care & Adoption Assistance
Pregnant Women

✓ Expanded Case Management
✓ Lower C-Section Rate
✓ Increase Family Planning
✓ Substance abuse treatment through the Addiction and Recovery Treatment Services (ARTS) program
✓ Comprehensive dental services
✓ Dedicated Maternal and Child Health DMAS Staff
Infants (0 to 3 years)

- Newborn Enrollment
- Promoting Safe Sleep
- Increase Fluoride Varnish
- Substance exposed Infants
- Cover Early Intervention (EI) services
- Increasing well visits and immunizations
Children

- Increase
  - ✓ Oral Health Utilization
  - ✓ Vision Screenings
- Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)
  - Access to alternative treatment and services
- Mental health services
- Lead testing
- Prevent and/or reduce obesity, asthma, and other chronic conditions
✓ Increase Well Visits

- Increase
  ✓ Oral Health Utilization
  ✓ Vision Screenings

✓ Expanded Vision Care and Access

✓ Focus on Messaging to Adolescents
Foster Care & Adoption Assistance

- Trauma Informed Care and Resilience
- Seamless transitioning of children to new status:
  - Fostering Futures
  - Former Foster Care
- Focus on Transition to Adulthood
- Assisting Foster Care and Adoptive Parents
Adults

- Wellness and Prevention
- Expanded Chronic Case Management and Disease Management
- Enhanced Services
- Behavioral Health Services
- Family Planning
- Assistance with food, stable housing, and community resources
- Decrease Emergency Department Use
### Who is Eligible?

**Income Eligibility Guidelines**

Adults may be eligible if they make less than:

<table>
<thead>
<tr>
<th>Family Size</th>
<th>Monthly</th>
<th>Yearly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Adult</td>
<td>$1,438</td>
<td>$17,237</td>
</tr>
<tr>
<td>Two Adults</td>
<td>$1,946</td>
<td>$23,337</td>
</tr>
<tr>
<td>Three Adults</td>
<td>$2,454</td>
<td>$29,436</td>
</tr>
<tr>
<td>Four Adults</td>
<td>$2,962</td>
<td>$35,536</td>
</tr>
<tr>
<td>Five Adults</td>
<td>$3,470</td>
<td>$41,636</td>
</tr>
<tr>
<td>Six Adults</td>
<td>$3,979</td>
<td>$47,735</td>
</tr>
<tr>
<td>Seven Adults</td>
<td>$4,487</td>
<td>$53,835</td>
</tr>
<tr>
<td>Eight Adults</td>
<td>$4,995</td>
<td>$59,934</td>
</tr>
<tr>
<td>Each Additional Member</td>
<td>$509</td>
<td>$6,100</td>
</tr>
</tbody>
</table>
What Services are Covered?

New enrollees will receive all services available to current members including evidence-based, preventive services

- Doctor, hospital and emergency services, including primary and specialty care
- Prescription drugs
- Laboratory and X-ray services
- Maternity and newborn care
- Home health services
- Behavioral health services, including Addiction & Recovery Treatment Services (ARTS)
- Rehabilitative services, including physical, occupational and speech therapies
- Family planning services
- Medical equipment and supplies
- Preventive and wellness services, including annual wellness exams, immunizations, smoking cessation and nutritional counseling
- Managed Care Organization case management/care coordination services
- Transportation to Medicaid-covered services when no alternatives are available
- And more
QUALITY
Consumer Decision Support Tool

VIRGINIA MEDICAID MANAGED CARE QUALITY
CONSUMER DECISION SUPPORT TOOL 2018–2019

Comparing Virginia Medicaid Managed Care Organizations
Choosing a managed care organization (MCO) that works best for you and your family is important. This tool is designed to help eligible members choose a Medicaid MCO. This tool shows how well the different MCOs provide care and services in various performance areas. The ratings for each area summarize how the MCO performs on a number of related standards.

<table>
<thead>
<tr>
<th>MCO</th>
<th>Accreditation Level</th>
<th>Doctors’ Communication</th>
<th>Getting Care</th>
<th>Keeping Kids Healthy</th>
<th>Living With Illness</th>
<th>Taking Care of Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna</td>
<td>Accredited</td>
<td>★★★★★★</td>
<td>★★★</td>
<td>★★★★★</td>
<td>★★★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Anthem</td>
<td>Accredited</td>
<td>★★★★★★</td>
<td>★★★</td>
<td>★★★★★</td>
<td>★★★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Optima</td>
<td>Accredited</td>
<td>★★★★★★</td>
<td>★★★</td>
<td>★★★★★</td>
<td>★★★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>UnitedHealthcare*</td>
<td>Accredited</td>
<td>★★★★★★</td>
<td>★★★</td>
<td>★★★★★</td>
<td>★★★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>VA Premier</td>
<td>Commendable</td>
<td>★★★★★★</td>
<td>★★★</td>
<td>★★★★★</td>
<td>★★★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Magellan</td>
<td>**New</td>
<td>**New</td>
<td>**New</td>
<td>**New</td>
<td>**New</td>
<td>**New</td>
</tr>
</tbody>
</table>

*Formerly INTAL.
**Due to Magellan being a new plan in 2018, data does not allow for comparisons to other plans. Magellan will be included in future tools.

What is Measured in Each Performance Area?

Doctors’ Communication
- Doctors explain things well to members

Getting Care
- Members get the care they need, when they need it

Keeping Kids Healthy
- Children get regular checkups and important shots that help protect them against serious illness

Living With Illness
- Members with asthma, diabetes, high blood pressure, and depression get the care they need by getting tests, checkups, and the right medicine

Taking Care of Women
- Women get tests for breast and cervical cancer to help find these diseases early
- Moms get care before and after their baby is born to help keep mom and baby healthy
96.9 percent of children 12-24 months received a PCP visit

96.3 percent of the members, ages 2 – 20 years, had at least one dental visit

91.9 percent of the members accessed treatment for comprehensive diabetes care
Dental

Smiles For Children
Improving Dental Care Across Virginia
Smiles For Children Card

Virginia’s Medicaid Smiles For Children Program

Virginia’s Smiles For Children (SFC) Medicaid dental program is recognized as one of the top oral health programs in the country. Children, 20 years of age and younger, enrolled in SFC receive comprehensive dental benefits. Expanded dental benefits are also provided to adult pregnant women enrolled in Medicaid and FAMIS MOMS. Limited dental benefits are provided for Medicaid members over age 21. DentacQuest serves as the Dental Benefits Administrator for the Smiles For Children program.

Virginia’s Smiles For Children program offers benefits to over 950,000 Virginians

15,000+ pregnant women received needed dental care.

Percent Medicaid & CHIP Enrollees Ages 2-21 Who Received a Dental Visit in 2016

90th Percentile 66.86%
Virginia Average 66.30%
National Average 52.86%

Comparison of the utilization of dental services by SFC members to the utilization of dental services by state employees.

Children under age 3 receiving fluoride varnish by non-dental providers

↑ 19%
↑ 30%

36% of the state’s practicing dentists participate in the Smiles for Children network (2,000 dentists)

MEMBER SATISFACTION
Satisfaction continued to be very high with the dental, dental care received, and the Smiles For Children program.
- 85% have seen an improvement in their/their child’s oral health in the past year.
- 98% felt the dentist/staff did everything they could to make them feel comfortable.

PROVIDER SATISFACTION
Providers continue to rate the Smiles For Children highly.
- 94% of providers plan to continue participating in the Smiles For Children program network next year.
- 95% believed DentacQuest, the dental benefits administrator, was as good as or better than competitor dental insurance carriers.
Services Provided in the *Smiles For Children* Program

- Comprehensive dental services (cleanings, fillings, braces, crowns, etc) for all *Smiles For Children* members through 20 years of age.

- Medically necessary dental services are the only covered services for adults (21 years and older) under the *Smiles For Children* program, with the exception of dental services for pregnant women.
Pregnant Women Dental Benefits

**FAMIS MOMS**

Pregnant women in Medicaid and FAMIS MOMS who are 21 years of age and older are eligible to receive benefits (excluding braces) through Virginia’s *Smiles For Children* Program.

**Pregnant Women**

Dental benefits for pregnant women who are 21 years of age and older are discontinued at the end of the month following their 60th day postpartum.
Depending on the health plan, adults may receive services such as:

- A routine dental exam
- Cleaning(s)
- X-rays
- Fluoride treatment
- Fillings

Check with your health plan for details of dental services.
How to Find a Dentist

• For individuals with
  *Smiles For Children*
  (Medicaid, FAMIS or FAMIS Plus)

• [www.DentaQuest.com](http://www.DentaQuest.com)

• 1-888-912-3456
Questions?

• managedcarehelp@dmas.virginia.gov