Alabama Medicaid Transformation: Health Homes and RCOs

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II. Health Homes – Services Provided
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Medicaid – Current Environment

Section 1
Medicaid Cost Drivers

• **Enrollment** – nearly 300,000 increase since 2007
• **Inflation** – overall and medical inflation
• **Benefit Package** – Alabama’s “bare bones”
• **Federal Match Rate (FMAP)** – federally issued rate based on economy
• *Alabama Medicaid has little, if any, control over these factors*
• Even so, Alabama has one of the lowest costs per member (recipient)
Alabama’s Per Member Cost

Kaiser Foundation 2011 Data

Mississippi

Alabama is 3rd Lowest in Country

Georgia – 2nd

Kaiser Foundation 2011 Data
Medicaid: Critical to Alabama

- Medicaid provides coverage for:
  - 53% of all Alabama deliveries
  - 43% of all Alabama children
  - 60% of nursing home residents
Health Home Program - Building Blocks for Medicaid Transformation
A Medicaid State Plan Option to integrate and coordinate primary, acute, behavioral health and long-term services across the lifespan for beneficiaries with chronic conditions.

2011 – Patient Care Networks (PCN) Established

2012 – Approval of Health Homes through PCNs in Piloted Areas

2015 – Health Homes Statewide
Care Coordination for Complex Patients

Health Homes provide quality-driven, cost effective, culturally appropriate, and person- and family-centered health home services for Patient 1st recipients with:

- Asthma
- Diabetes
- Cancer
- COPD
- HIV
- Mental Health Conditions
- Cardiovascular Disease
- Substance Use Disorders
- Transplants
- Sickle Cell
- Heart Disease
- Obesity
  - BMI ≥ 25
- Hepatitis C
Qualifications

To qualify for Health Home services, a recipient must:
• Have two chronic conditions, or
• One chronic condition and at risk for another, or
• A behavioral health diagnosis.
## Health Home Program Services and Benefits

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Care Coordination</th>
<th>Transitional Care</th>
<th>Behavioral Health</th>
<th>Pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provided by</td>
<td>BSNs Licensed Social Workers</td>
<td>BSNs Licensed Social Workers</td>
<td>RNs</td>
<td>Pharmacists</td>
</tr>
</tbody>
</table>
| Services to Include | • Assessments to determine strengths and needs  
• Referral for needed resources such as transportation, financial, medical supplies  
• Providing education and support in managing their care | • Assist patients transitioning from one level of care to another  
• Partnering with medical facilities to develop discharge plans  
• Medication reconciliation  
• Education and support services in managing chronic conditions | • Linking recipient to behavioral health services  
• Integrating medical and behavioral health services | • Medication reconciliation  
• Education to recipients regarding medication management |
Health Home Program Services and Benefits

Multi Disciplinary Care Team

• Required for all medium and high risk recipients.
• Must be person-centered, built on the recipient’s preferences and needs.
• Consist of the following:
  • Recipient
  • Care Coordinator
  • Transitional Care Nurse
  • Behavioral Health Nurse (as appropriate)
  • Physician
  • Pharmacist
  • All community agencies involved, including schools
Coordination of Care with Sister Agencies

Health Home Programs have traditionally collaborated with multiple community agencies including:

- Community Mental Health Centers
- Department of Public Health
- Children’s Rehabilitation Services
- Community Food Banks
- Schools
Health Home Programs receive referrals from community agencies in addition to making referrals for resources.

- Referrals should be made to the Probationary RCO operating the Health Home (see Medicaid’s website)

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**Information Required for Referral**

- Address
- Date of Birth
- Diagnosis
- Family Contact Information (if applicable)
- Medicaid ID Number
- Phone Number
- Reason for Referral
Community Agencies may contact the Probationary RCOs in any region for referrals or more information.

- More contacts can be found on Medicaid’s website

<table>
<thead>
<tr>
<th>Region</th>
<th>Probationary RCOs</th>
<th>Contact Name</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Alabama Community Care – Region A</td>
<td>Dana Garrard</td>
<td>(256) 382-2366</td>
</tr>
<tr>
<td></td>
<td>My Care Alabama</td>
<td>Stacy Copeland</td>
<td>(256) 713-9461</td>
</tr>
<tr>
<td>B</td>
<td>Alabama Care Plan</td>
<td>Michael Battle</td>
<td>(205) 558-7645</td>
</tr>
<tr>
<td>C</td>
<td>Alabama Community Care – Region C</td>
<td>LaShaunda Lark-Darien</td>
<td>(205) 764-1214</td>
</tr>
<tr>
<td>D</td>
<td>Care Network of Alabama</td>
<td>Kim Eason</td>
<td>(334) 528-5867</td>
</tr>
<tr>
<td>E</td>
<td>Gulf Coast Regional Care Organization</td>
<td>Sylvia Brown</td>
<td>(251) 380-8440</td>
</tr>
</tbody>
</table>
How Can Health Home Care Coordination Benefit Recipients?

• Assistance with medical supplies, such as glucometers, inhalers, DME.
• Nutritional Counseling (offered with some Health Homes)
• Education regarding chronic condition, including medical management and medications.
• Assist with scheduling medical appointments.
• Accompany recipients to appointments.
• Community resources including financial, transportation, food.
• Linkage to Behavioral Health services as needed.
Next Step – Regional Care Organizations

Section 2
RCOs are locally-led managed care organizations that will provide services for Medicaid enrollees at an established cost when the program is implemented.

Certified RCOs will assume the risk of managing the full cost of covered Medicaid services and care coordination for most Medicaid recipients.
RCO Covered Populations by Eligibility Category

- SOBRA Children and Adults (Pregnant Women): 61.3%
- Aged, Blind, and Disabled: 15.4%
- MLIF Children and Adults: 16.9%
- CHIP and other: 6.4%
Carved Out Populations

- Medicare/Dual Eligibles: 64%
- Plan 1st: 30%
- Other: 6%
Covered Services

Medicaid covered services to be provided by RCOs include, but are not limited to:

- Hospital inpatient and outpatient care
- Emergency Room
- Primary and Specialty Care
- FQHCs/RHCs
- Lab/Radiology
- Mental/Behavioral Health
- Eye Care
- Maternity

Recipients will receive medically necessary covered services available under the Medicaid State Plan, the same as other Medicaid recipients; RCOs may add services or benefits but will not receive additional capitation payments.
Services carved out of the RCOs include:

• Pharmacy
• Long term care
• Dental services
• Substance abuse services
• Specialty clinics such as Children’s Rehabilitation Services
Alabama Medicaid
Probationary Regional Care Organizations and Contributing Entities

**REGION A**
- Alabama Community Care - Region A
  - Sentara
  - Huntsville Hospital System
- Alabama Healthcare Advantage North
  - Envolve, Inc. (Wholly owned by Centene)
  - Individual Investors
- My Care Alabama
  - Healthcare Business Solutions, LLC (Wholly-owned by BCBS)
  - North Alabama RCO Holding Co, LLC

**REGION B**
- Alabama Healthcare Advantage East
  - Envolve, Inc. (Wholly-owned by Centene)
  - Ball Health Services
  - Anniston EMS
  - Individual Investors
  - WellDyneRX

**REGION C**
- Alabama Community Care - Region C
  - Sentara
  - Huntsville Hospital System
  - DCH Health System
  - Mental Health Retardation Board of Bibb, Pickens and Tuscaloosa Counties
- Alabama Healthcare Advantage West
  - Envolve, Inc. (Wholly-owned by Centene)
  - WellDyneRX
  - Individual Investors

**REGION D**
- Alabama Healthcare Advantage
  - Envolve, Inc. (Wholly-owned by Centene)
  - Jackson Hospital
  - Individual Investors
  - WellDyneRX

**REGION E**
- Alabama Healthcare Advantage South
  - Envolve, Inc. (Wholly-owned by Centene), WellDyneRX, Individual Investors
Care Coordination Services Provided by RCOs

Care Coordination Services Provided:
- Health Homes
- General Care Coordination
- Maternity

Referral Process:
- Identify assigned RCO (recipient will have an RCO identification card)
- Follow procedures listed within Health Home section
Questions?

Resources/Questions:
RCOPortal@Medicaid.Alabama.gov
www.Medicaid.Alabama.gov > Newsroom>Regional Care Organizations