



Alabama Medicaid Transformation: Health Homes and RCOs

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November 15, 2016

Agenda



- I. Medicaid – Current Environment
- II. Health Homes – Services Provided
- III. Regional Care Organizations
- IV. Your Questions

Medicaid – Current Environment

Section 1

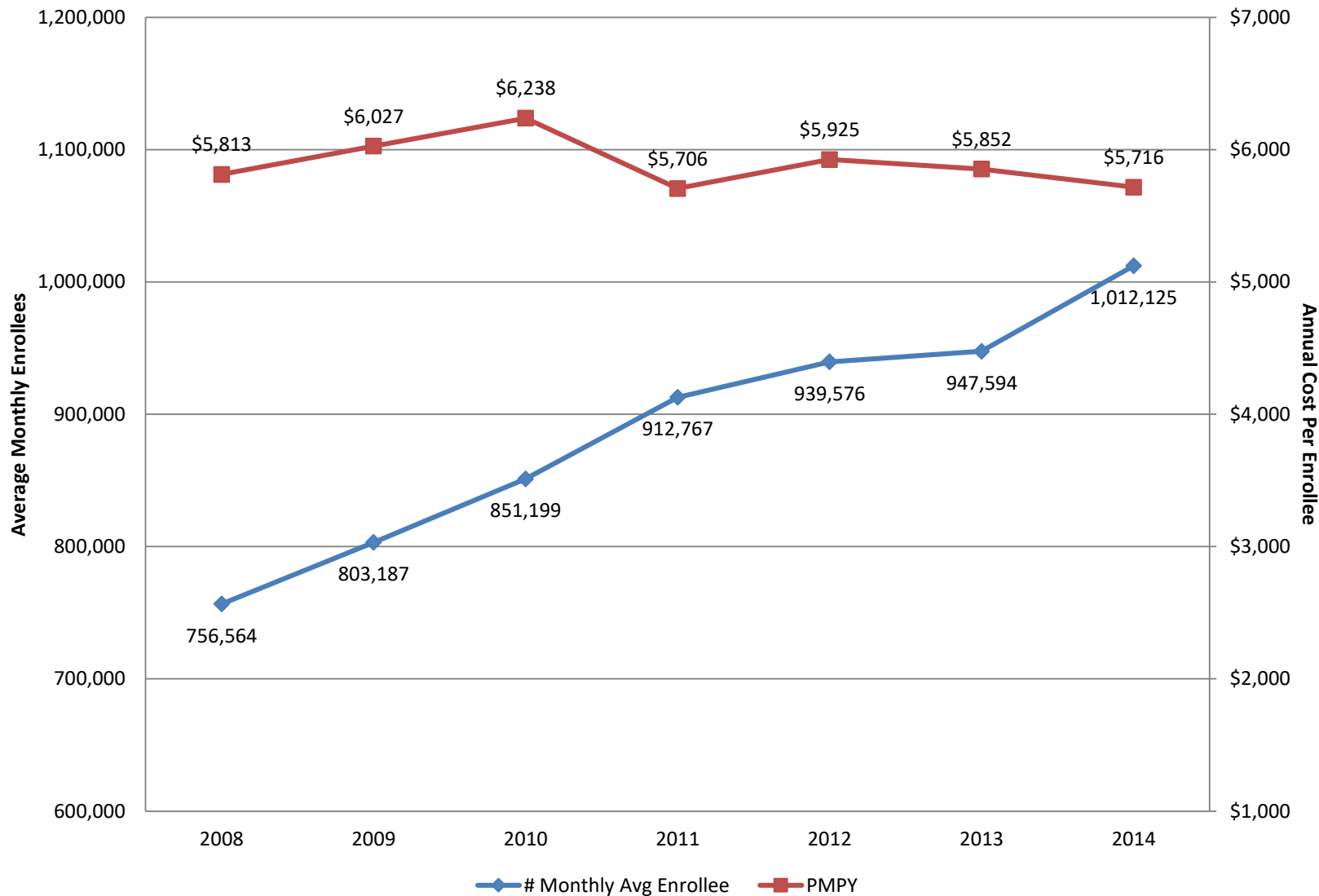




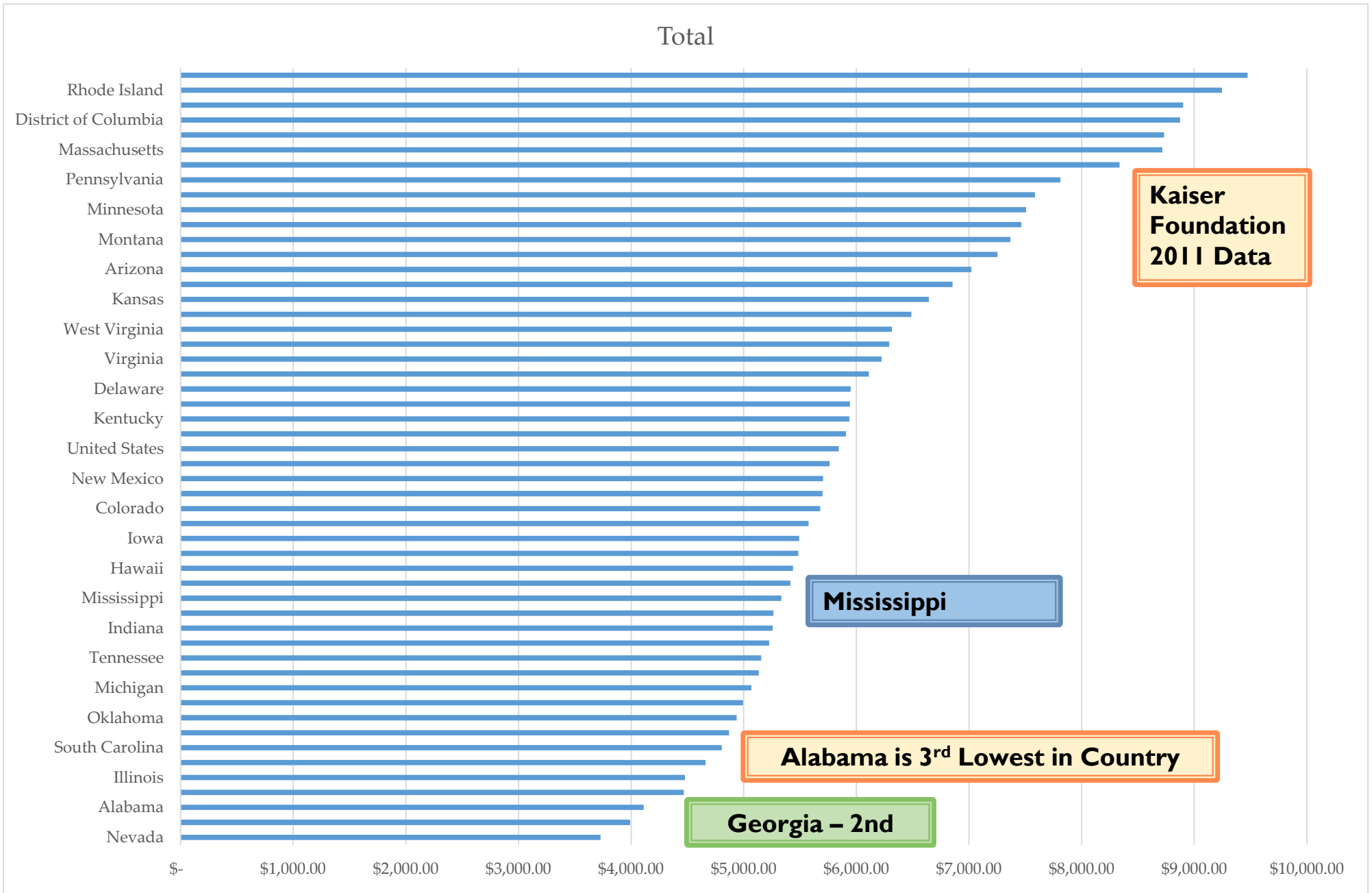
Medicaid Cost Drivers

- **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)

Eligibility and Annual Cost Per Enrollee 2008-2014



Alabama's Per Member Cost



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





Health Home Program Overview

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.



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 \geq 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

Service Type	Care Coordination	Transitional Care	Behavioral Health	Pharmacy
Provided by	BSNs Licensed Social Workers	BSNs Licensed Social Workers	RNs	Pharmacists
Services to Include	<ul style="list-style-type: none"> Assessments to determine strengths and needs Referral for needed resources such as transportation, financial, medical supplies Providing education and support in managing their care 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Linking recipient to behavioral health services Integrating medical and behavioral health services 	<ul style="list-style-type: none"> 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



Referral Process

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](#)*)

Information Required for Referral

- Address
- Date of Birth
- Diagnosis
- Family Contact Information (if applicable)
- Medicaid ID Number
- Phone Number
- Reason for Referral



Contact Information: Probationary RCOs Contracted for the Health Home Program

Community Agencies may contact the Probationary RCOs in any region for referrals or more information.

- More contacts can be found on Medicaid’s website

Region	Probationary RCOs	Contact Name	Phone #
A	Alabama Community Care – Region A	Dana Garrard	(256) 382-2366
	My Care Alabama	Stacy Copeland	(256) 713-9461
B	Alabama Care Plan	Michael Battle	(205) 558-7645
C	Alabama Community Care – Region C	LaShaunda Lark-Darien	(205)764-1214
D	Care Network of Alabama	Kim Eason	(334) 528-5867
E	Gulf Coast Regional Care Organization	Sylvia Brown	(251) 380-8440



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

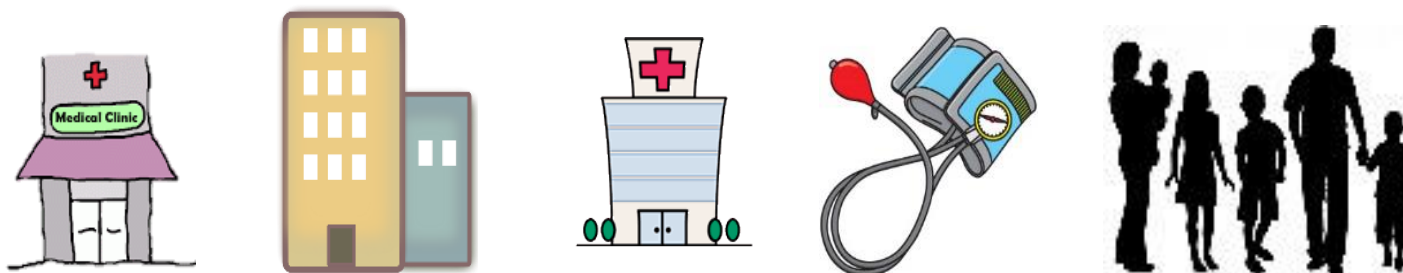
Section 2





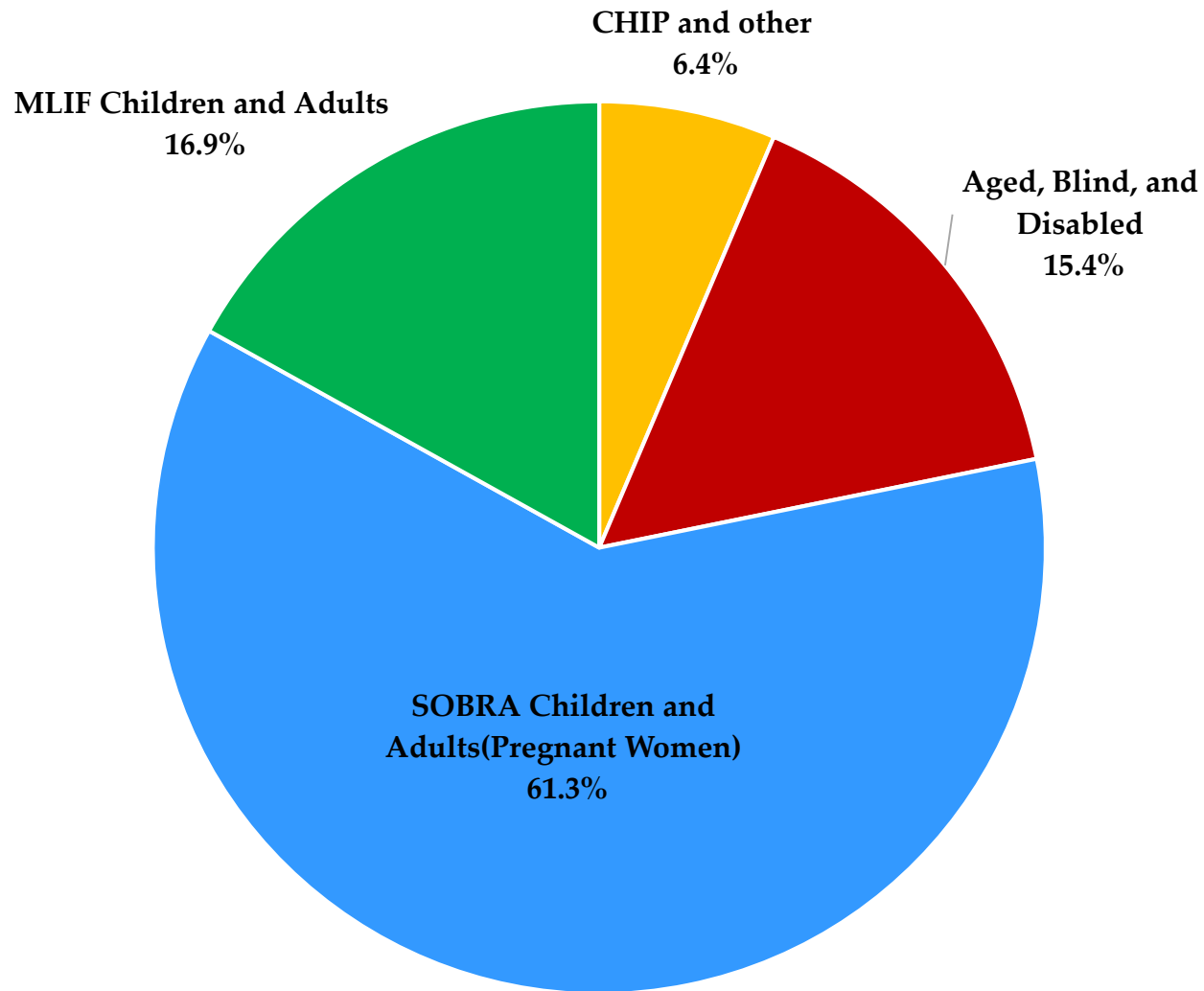
RCO Program Overview

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

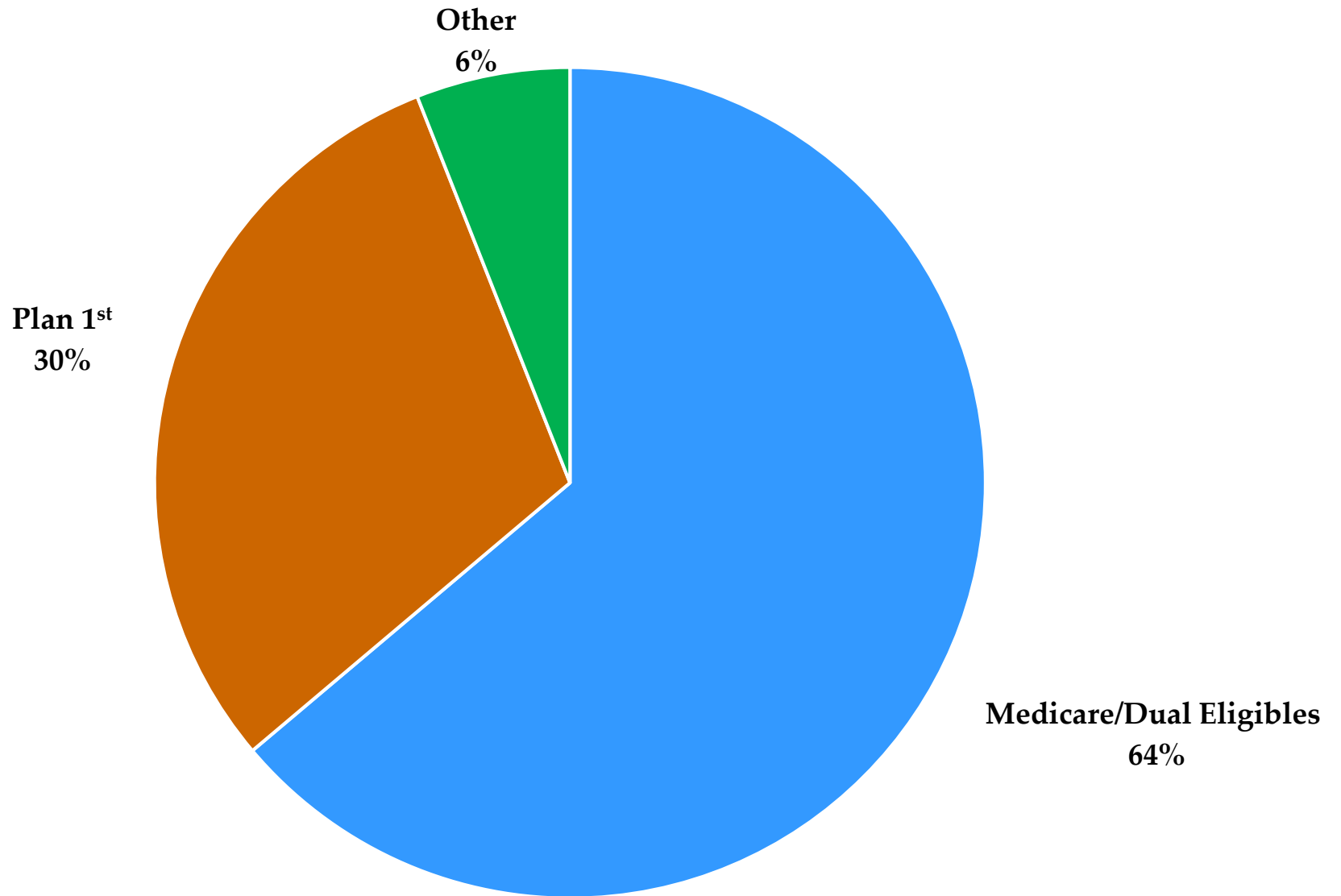


Certified RCOs will assume the risk of managing the full cost of covered Medicaid services and care coordination for most Medicaid recipients.

RCO Covered Populations by Eligibility Category



Carved Out Populations



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

Carved Out Services



Services carved out of the RCOs include:

- Pharmacy
- Long term care
- Dental services
- Substance abuse services
- Specialty clinics such as Children's Rehabilitation Services

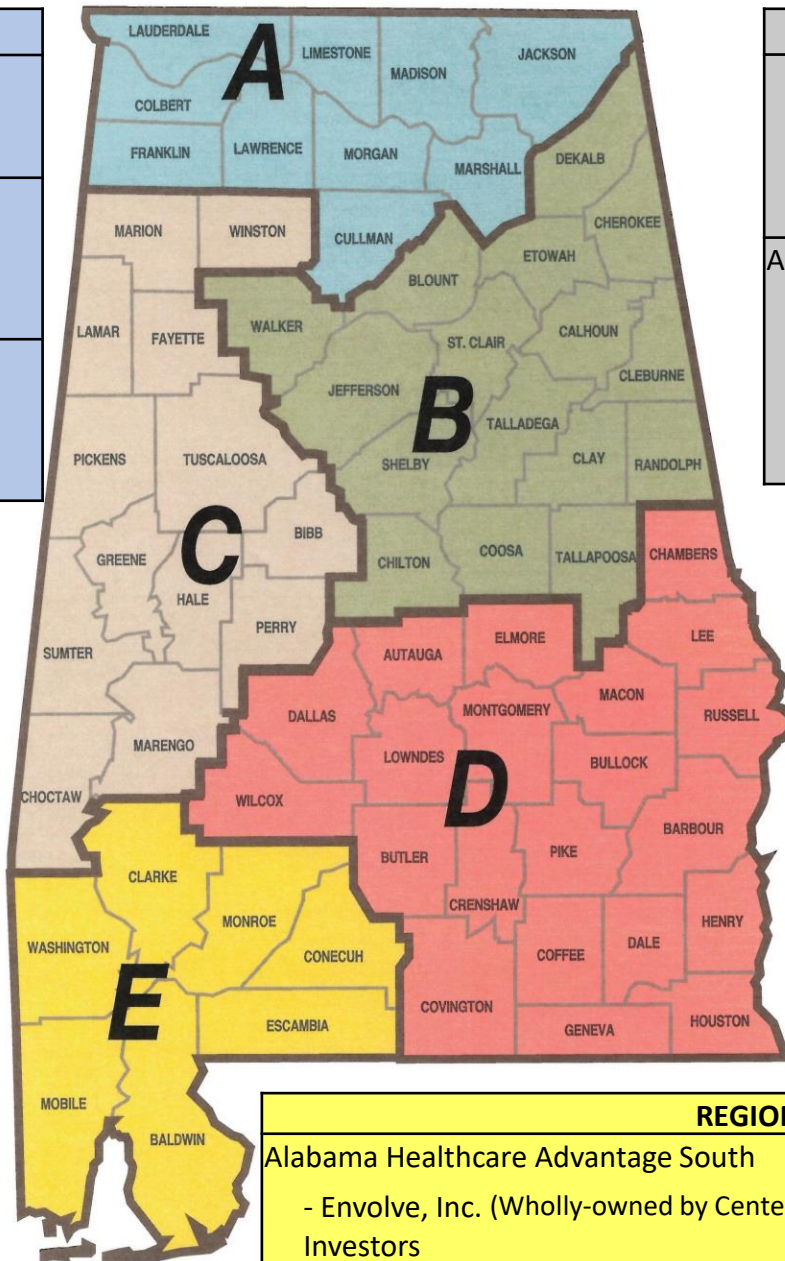


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Probationary Regional Care Organizations and Contributing Entities

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

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?



A screenshot of the Alabama Medicaid Agency website. The header includes the agency logo and the slogan "Together for Quality". A navigation menu lists: Home, Newsroom, Apply for Medicaid, Programs, Resources, Providers, Fraud/Abuse Prevention, Contact, Recipients, and Reference. On the left side, there is a search bar and buttons for "Recipients, Applicants, Sponsors" and "Providers". Below these are sections for "News", "Alerts", and "Calendar". The "News" section contains three items: "Medicaid Pharmacy Commission submits final report to Governor", "New rules proposed to support move to RCOs, comply with state law", and "Agency contracts with vendor for RCO implementation support". A red arrow points to the "Regional Care Organizations" icon in the bottom left corner of the page. The main content area features a "Welcome" message and a "Welcome" heading. To the right, there are logos for "My MEDICAID", "Patient 1st", "One Health Record", and "Alabama VOTES". The footer contains links for "MIS Login", "ACE Email Login", "Home", "Statements & Policies", "Alabama.gov", "Online Services", "Media", and "Top".

Resources/Questions:

RCOPortal@Medicaid.Alabama.gov

www.Medicaid.Alabama.gov > Newsroom>Regional Care Organizations