



NSCLC

National Senior Citizens Law Center

Protecting the Rights of Low-Income Older Adults

DECEMBER 3, 2014

DUAL ELIGIBLE DEMONSTRATIONS

An Update for Advocates

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The National Senior Citizens Law Center is a non-profit organization whose principal mission is to protect the rights of low-income older adults. Through advocacy, litigation, and the education and counseling of local advocates, we seek to ensure the health and economic security of those with limited income and resources, and access to the courts for all. For more information, visit our Web site at www.NSCLC.org.

Presentation Goal

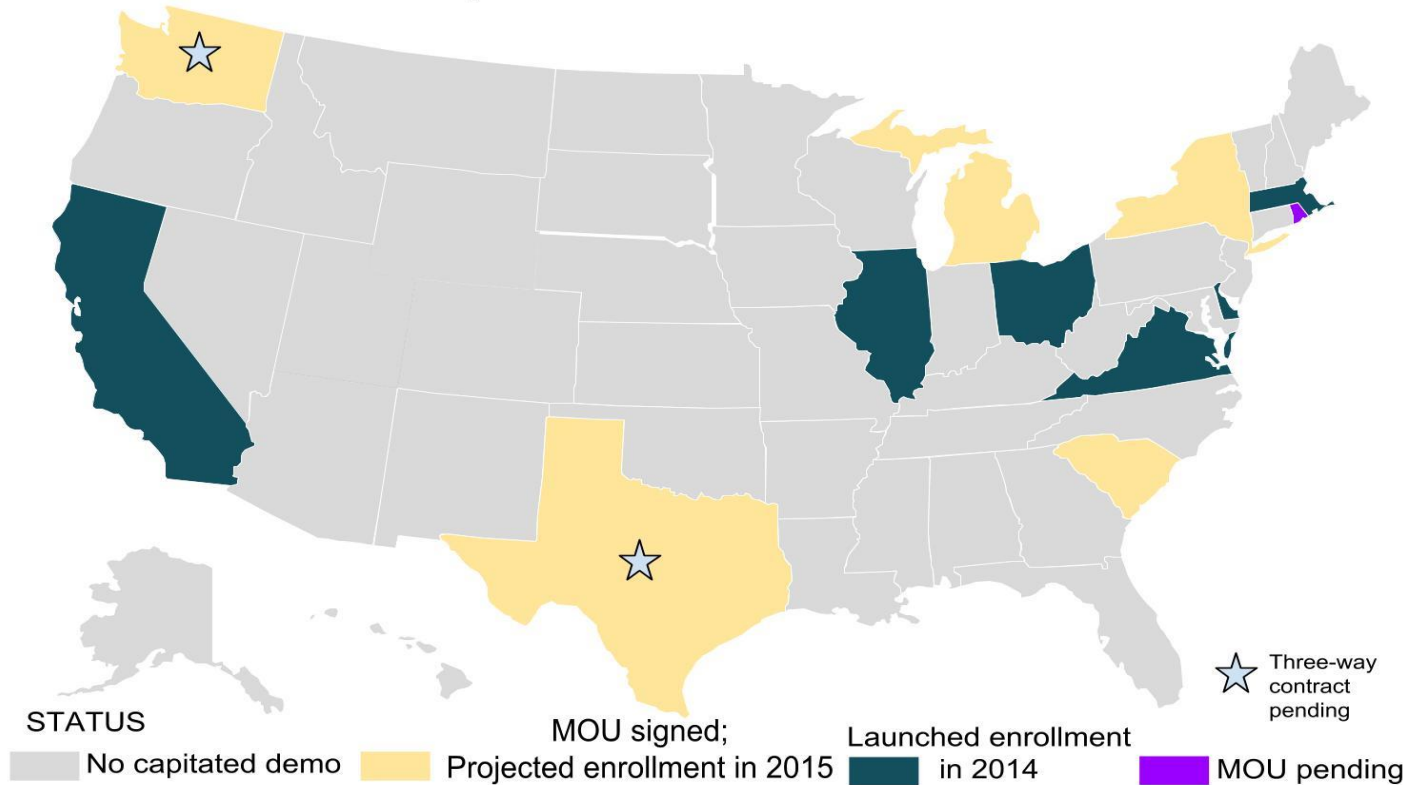
- Update on demonstration
- Overview of common themes in implementation
- Advocacy strategies

Status Update

Photo: <http://instagram.com/usinterior>

Duals Demo Status Map

Dual Eligible Demonstration States Capitated States-Current as of November 2014



Updated Enrollment Numbers

STATE	NUMBER ENROLLED	SOURCE
California	51,527	Cal MediConnect Monthly Enrollment Dashboard (November 1, 2014): http://www.calduals.org/wp-content/uploads/2014/11/CMC-Enrollment-Dashboard-Nov-2014-Final.pdf .
Illinois	49,060	Enrollment for Medicare Medicaid Alignment Initiative (October, 2014): https://www2.illinois.gov/hfs/publicinvolvement/cc/pages/mmaienrollment.aspx .
Ohio (Medicaid only)	100,341	MyCare Ohio Implementation Update (October 30, 2014): http://www.healthtransformation.ohio.gov/LinkClick.aspx?fileticket=_OKyGAF3yyM%3d&tabid=105 .
Massachusetts	17,465	Massachusetts October 2014 Enrollment Report: http://www.mass.gov/eohhs/docs/masshealth/ocare/enrollment-reports/enrollment-report-october2014.pdf .
Virginia	26,795	Commonwealth Coordinated Care Update (October, 2014): http://www.dmas.virginia.gov/Content_atchs/altc/October%20Stakeholder%20Update.pdf .

2015 Enrollment-Important Dates

States	Important Date	Notes
California	January 1, 2015: 106,211	<ul style="list-style-type: none"> • 2014 and 2015 Part D reassignees • Duals in D-SNPs • January birthdays
Ohio	January 1, 2015: 90,000	<ul style="list-style-type: none"> • Passive enrollment for <i>Medicare</i> begins; already in for Medicaid
New York	December, 2015 (voluntary) January 1, 2015 (passive notices) April 1, 2015 (passive begins)	<ul style="list-style-type: none"> • Voluntary enrollment begins New York and Nassau County. • Passive is phased beginning in April.
Texas	March 1, 2015: 165,574	<ul style="list-style-type: none"> • <i>Medicare</i> passive enrollment for duals in MCOs.
Michigan	Late January 1, 2015 (notice sent) May 1, 2015 (passive begins)	<ul style="list-style-type: none"> • Notices in late January for May 1 passive

More info: <http://dualsdemoadvocacy.org/wp-content/uploads/2014/10/Cal-MediConnect-January-Enrollment.pdf>;
<http://uhcanohio.org/blog/passiveenrollmentinmedicareformycareohioshouldbepostponed>;
https://www.health.ny.gov/health_care/medicaid/redesign/mrt_101.htm; <http://www.hhsc.state.tx.us/medicaid/managed-care/dual-eligible>.

Recent MMCO Guidance to check out

- Evaluation Design Plans:
 - Currently available for all participating states, except Texas
- Updated Marketing Guidance:
 - NY, SC
- Provider FAQs:
 - IL, TX
- Continuity of Care Guidance
 - VA
- Coordination of Part D Disenrollment, Revised Chapter 3 of Medicare Manual

A photograph of a dirt path winding through a forest during autumn. The trees are covered in vibrant red, orange, and yellow leaves, with some green still visible. The path is covered in fallen leaves and leads into the distance. The text "Common Challenges Across Implementing States" is overlaid in white, centered on the image.

Common Challenges Across Implementing States

State Capacity

Core challenge: States need dedicated staff and infrastructure for demonstration preparation and oversight

- Coordination with rolling out Medicaid managed care
- Launching demonstration before policies and programs are in place

Data Transmission

Core challenge: Data transmission issues highlight the need for rigorous testing

- Enrollee list transmission, from state to plan
- Enrollment miscoding resulting in unprocessed opt-outs

Enrollment preparation

Core challenge: Enrollment is complex and should be mapped out, coordinated, and tested

- Notice confusion
- Part D disenrollment
- Excluded from enrollment yet received notices
- Opted-out, yet passively enrolled
- Disenrolled from Medicaid when opted out

Provider outreach

Core challenge: Preparing providers for new billing and managed care systems

- Independent providers unable to bill MCOs
- Provider misunderstanding about beneficiary enrollment status

Continuity of Care

Core challenge: Making the continuity of care protections meaningful

- Provider misunderstanding about beneficiary enrollment status
- Beneficiary misunderstanding on care continuity rights
- Enrollment broker providing inaccurate care continuity information

Ombudsman Outreach

Core challenge: Informing beneficiaries about the availability of ombudsman services

- Few dedicated websites with ombudsman information
- No ombudsman contact information on notices
- Lack of clarity on coordination with existing consumer assistance organizations

Appeals

Core challenge: Ensuring an appeal path that is clear, easy to navigate, and does not shortchange existing rights

- Clear notices
- Overlap services
- Aid paid pending
- Appeal routes for all contract rights

Data Transparency

Core challenge: Timely sharing of relevant data with stakeholders

- Short term needs v. longer term evaluation
- Mid-course correction
- Consumer as evaluator

Tips for advocates



TIP 1

Ensure advocates have timely information

Create a listserv, host calls with advocates focused on the demonstration



October 15, 2014

The CCI Advocates Alert is a biweekly summary of changes, on-the-ground reports, advocacy tips, and resources regarding California's Coordinated Care Initiative.

This Issue

- [Announcements](#)
 - [News on Notices](#)
 - [On-the-Ground Reports and Advocacy Tips](#)
 - [Upcoming Events and Trainings](#)
 - [Resources and Other Materials](#)
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Announcements

Consumer Experiences with MyCare Ohio Feedback Conference Call



Ohio Consumer Voice for Integrated Care

Voice for Ohioans who qualify for Medicare and Medicaid

RSVP for Consumer Experiences with MyCare Ohio Feedback Conference Call

Please join this FREE, CONSUMER ONLY conference call to share your or the person you care for's experiences with MyCare Ohio.

TIP 2

Stay in contact with CMS, state and ombudsman

Have a central point of contact for advocates to share on-the-ground reports and concerns with state, CMS and ombudsman.

Ensure this contact has up-to-date information on demonstration developments.

Keep messages clear with complete and accurate information.

TIP 3

Clearly document problems, keep it specific

Example: NSCLC Fix List

- List of problems brought to the attention of the organization during implementation.
- List summarizes remedial steps CMS and state took in response to each issue.
- List is updated to for changes.
- Available at: <http://dualsdemoadvocacy.org/wp-content/uploads/2014/06/CCI-Fix-List-06.10.14.pdf>.

TIP 4

Be prepared and ready to inform providers and consumers

For example, issue of Balance Billing:

The screenshot shows the CalDuals.org website. At the top right, there is a "Contact Us" button with a Twitter icon and a search bar. Below the header, a navigation menu includes: Home, About, News, Beneficiaries, Enrollment Materials, Calendar, CCI Counties, Implementation, and Providers. The main content area is divided into two columns. The left column features a section titled "Bringing Coordinated Care to Your Medicare & Medi-Cal Benefits" with two sub-sections: "Beneficiaries & Caregivers" and "Providers". The "Beneficiaries & Caregivers" section includes a list of counties: Alameda, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara. The "Providers" section includes a "Learn More" button. The right column contains a vertical list of buttons: "NSCLC Alert: End Balance Billing", "CCI Enrollment Information", "Updated Choice Form", "Participating Populations", and "Cal MediConnect Continuity of Care". Below these buttons is a section titled "CalDuals.org's Latest Updates" with two entries: "October Stakeholder Call on October 21st" and "Info in All Target Languages Posted; Resize Web Text More Easily".

TIP 5

Be prepared for advocacy to continue well into the future

Big enrollment bulges to come

Data, transparency and evaluation

Modifications in second and third years of demonstrations

Additional Resources

- NSCLC Duals Demo Website: www.dualsdemoadvocacy.org
- Presentation on Consumer Outreach: <http://www.nsclc.org/wp-content/uploads/2014/03/consumer-outreach-4-8-2014.pdf>
- CCI Fix List: <http://dualsdemoadvocacy.org/wp-content/uploads/2014/08/CCI-Fix-List-20140807.pdf>.
- Information on Balance Billing:
http://salsa4.salsalabs.com/o/50849/t/0/blastContent.jsp?email_blast_KEY=1246037.
- Issue Brief on Enrollment: <http://dualsdemoadvocacy.org/wp-content/uploads/2014/06/Designing-Enrollment-Notices-for-a-Dual-Eligible-Demonstration-Rollout.pdf>.



Questions?

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