



Commonwealth Coordinated Care Update – April 2014

March 1st brought CCC launch for voluntary enrollment in the Tidewater and Central Virginia Regions. April 1st begins CCC coverage for approximately 1400 individuals who voluntarily enrolled in CCC! The following are summaries of CCC progress in March 2014.

Program Implementation

The CCC Program began accepting voluntary opt-in enrollments from individuals living in the Central Virginia and Tidewater Virginia regions. We are excited to announce **1417 individuals voluntarily enrolled** in CCC in these two regions during the month of March! Coverage for those who enrolled prior to March 26th began April 1, 2014.

Enrollee medical history information was shared with each of the Medicare-Medicaid Plans (MMPs) and MMPs began reaching out to enrollees to set up the initial Health Risk Assessments. The MMPs have trained care coordination staff on board and were ready to begin care by April 1.

Also in March, DMAS and CMS began weekly Contract Monitoring Team (CMT) calls with the MMPs to continue close monitoring and adherence to the three way contract. These calls include review of enrollment, customer support calls, network updates, appeals and grievances and a review of claims processing. Weekly CMT marketing calls are also ongoing between CMS and DMAS to continue the review all marketing and outreach materials from the MMPs that are received by beneficiaries.

Enrollment Facilitator

The CCC enrollment broker, MAXIMUS, began taking opt-in and opt-out requests by phone Monday, March 3. MAXIMUS is also processing written enrollment applications and sends the appropriate CMS-approved letters to beneficiaries. Calls to MAXIMUS are reviewed by the DMAS enrollment broker Contract Monitor to ensure excellent customer service and provide ongoing CCC education as needed. The following information is tracked by MAXIMUS and reflects cumulative data available through the week ending March 29th.



Maximus Reporting Data*	
Address Changes Requested	51
Calls Received	3831
Calls Answered	3685
Abandon Rate	3.86%
Average Wait Time	36 seconds
Average Call Time	7 minutes 4 seconds
Opt-In Requests	1417
Opt-Out Requests	1329

*Data accurate through March 29, 2014.

The MAXIMUS customer service call center is available 8:30am to 6:00pm Monday through Friday. The MAXIMUS CCC customer service center number is **(855) 889-5243**(TTY number for the hearing impaired is (800)-817-6608). Finalized MMP comparison charts are available on the MAXIMUS website at www.virginiacc.com.

Ensuring Beneficiary Choice

Following this first month of voluntary CCC enrollment, DMAS has identified a need to highlight the significance of protecting beneficiary choice and protected health information (PHI). The decision to opt-in or opt-out of the CCC Program is solely that of the beneficiary and their authorized designee. CCC eligible individuals have the right to receive complete information on the CCC Program in a manner that is understandable to them. This will enable them to make an informed decision about what is best for them when it comes to their health care. Decisions to opt-in or opt-out of the CCC Program are only accepted from the CCC individual or their authorized designee. Opt-out decisions are only accepted by telephone



through the enrollment broker, MAXIMUS. Written opt-outs are not accepted to ensure the CCC eligible individual has received adequate information about the CCC Program and is experiencing no undue influence while making their choice. Providers who encourage their care recipients to opt-out of the CCC program because they have decided not to contract with the CCC MMPs are violating beneficiary choice and Federal Code 42 CFR 483.10(a) Exercise of Rights and 42 CFR 483.10(d) Free Choice. Providers and community advocates must continue to honor beneficiary right to privacy by considering necessity and risk before sharing PHI.

Beneficiary choice is a hallmark of CCC and woven into the core of the program structure. DMAS is working with the State Office of the Long Term Care Ombudsman to monitor and ensure beneficiary information and choice are protected and honored.

Evaluation

The DMAS/GMU evaluation team recently met with staff from CMS, RTI, and the Urban Institute to discuss the state-level evaluation of the CCC Program. The team is meeting with representatives of various stakeholder groups and providers as well as with care management staff at the health plans to collect data for the evaluation of the CCC Program. The team is also developing an enrollee survey questionnaire and is in the initial stages of planning to observe the health plans' care management training activities and to conduct enrollee focus groups.

Service Regions

A significant component of evaluation and monitoring during the development and implementation of CCC is evaluating MMP network adequacy with regard to provider access, time, and distance standards for both Medicare and Medicaid providers. DMAS and CMS receive regular updates on network adequacy for CCC service regions and network development is an ongoing process during CCC implementation. Initial evaluations identified Humana met network standards in the Mecklenburg area; therefore, initial letters were mailed to CCC eligible individuals in Mecklenburg offering opportunity to opt-in to CCC. Subsequent evaluations found the network was not as robust as originally identified and did not meet Medicare standards. As a result, implementation in the Mecklenburg region is delayed.

DMAS identified the individuals in the Mecklenburg area who had already contacted the enrollment broker and opted into the program. These individuals have been personally contacted and a letter was also sent explaining the delay for the CCC program in this area. The MMPs are continuing their network development in the Mecklenburg area and DMAS is hopeful CCC will be implemented in the Mecklenburg region in the near future.



Outreach and Education

Outreach efforts continue with ongoing presentations to stakeholder groups and regular conference calls for Enrollee/Advocate groups and Provider groups. Provider groups and enrollees/enrollee advocates have used the conference calls to discuss questions and concerns and share individual experiences related to CCC. The MMPs are also represented on these calls to respond to questions and concerns as they arise. Participation on both calls has been increasing weekly as April 1 approached. Calls for CCC Enrollees and their Advocates occur every Tuesday 12:30pm and Friday 10:00am. Calls for Healthcare Providers are held every Friday 11:00am. For more information or to participate in one of the calls, please email us at CCC@dmas.virginia.gov.

DMAS, the three MMPs and our VICAP Partner conducted two Townhall meetings in the Phase I regions of Virginia Beach on March 5th and Fredericksburg on March 25th. Future Townhalls are scheduled as follows:

- Richmond Area Townhall: Wednesday, April 30, 2014
10am-12pm Enrollee/Advocate Session
12pm-2pm Provider Session
Comfort Inn Conference Center
3200 West Broad Street
Richmond, VA 23230
- Northern VA Townhall: Thursday, May 15, 2014
10am-12pm Provider Session
1pm-3pm Enrollee/Advocate Session
Fairfax Government Center
12011 Government Center Pkwy
Fairfax, VA 22035
- Roanoke Region Townhall: Tuesday, May 20, 2014
11:30am-1pm Provider Session
1:30-3:30pm- Enrollee/Advocate Session
Carilion Stonewall Jackson Hospital
1 Health Circle



Lexington, VA 24450

Each of the Medicare-Medicaid Plans is posting their provider education opportunities on their websites:

Healthkeepers: <https://mediproviders.anthem.com/va/pages/providereducation.aspx>

Humana: <https://www.humana.com/provider/support/clinical/medicaid-materials/virginia>

Virginia Premier: <https://www.vapremier.com/providers/provider-resources/>

If your organization would like to collaborate with the CCC partnering organizations to offer a Town Hall meeting in your area, please contact us at CCC@dmas.virginia.gov.

If you are interested in inviting the CCC Outreach Team to speak to your group, please let us know by contacting us at CCC@dmas.virginia.gov.

NEXT ADVISORY COMMITTEE MEETING- June 2014