

September 11, 2013

# Coordinated Care Initiative (CCI) ADVANCED I: Benefit Package and Consumer Protections

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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](http://www.NSCLC.org).*

# Today's Discussion

Overview of  
CCI



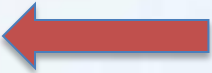
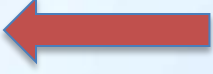
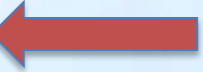

LTSS  
Integration

Benefit  
Package  
Summary



Consumer  
Protections

# Glossary

- Coordinated Care Initiative (CCI)
  - Cal MediConnect
- Dual Eligible (Dual) 
- Duals-Special Needs Plan (D-SNP) 
- Fee-for-Service (FFS)
- Long Term Support and Services (LTSS) 
  - In-Home Supportive Services (IHSS), Community Based Adult Services (CBAS), Multipurpose Senior Services Program (MSSP), Nursing Facility
- Medi-Cal Managed Care
- Program of All-Inclusive Care for the Elderly (PACE)
- Seniors and Persons with Disabilities (SPDs) 

# Implementation proposed to begin April 1, 2014

90 day  
notice  
1/1

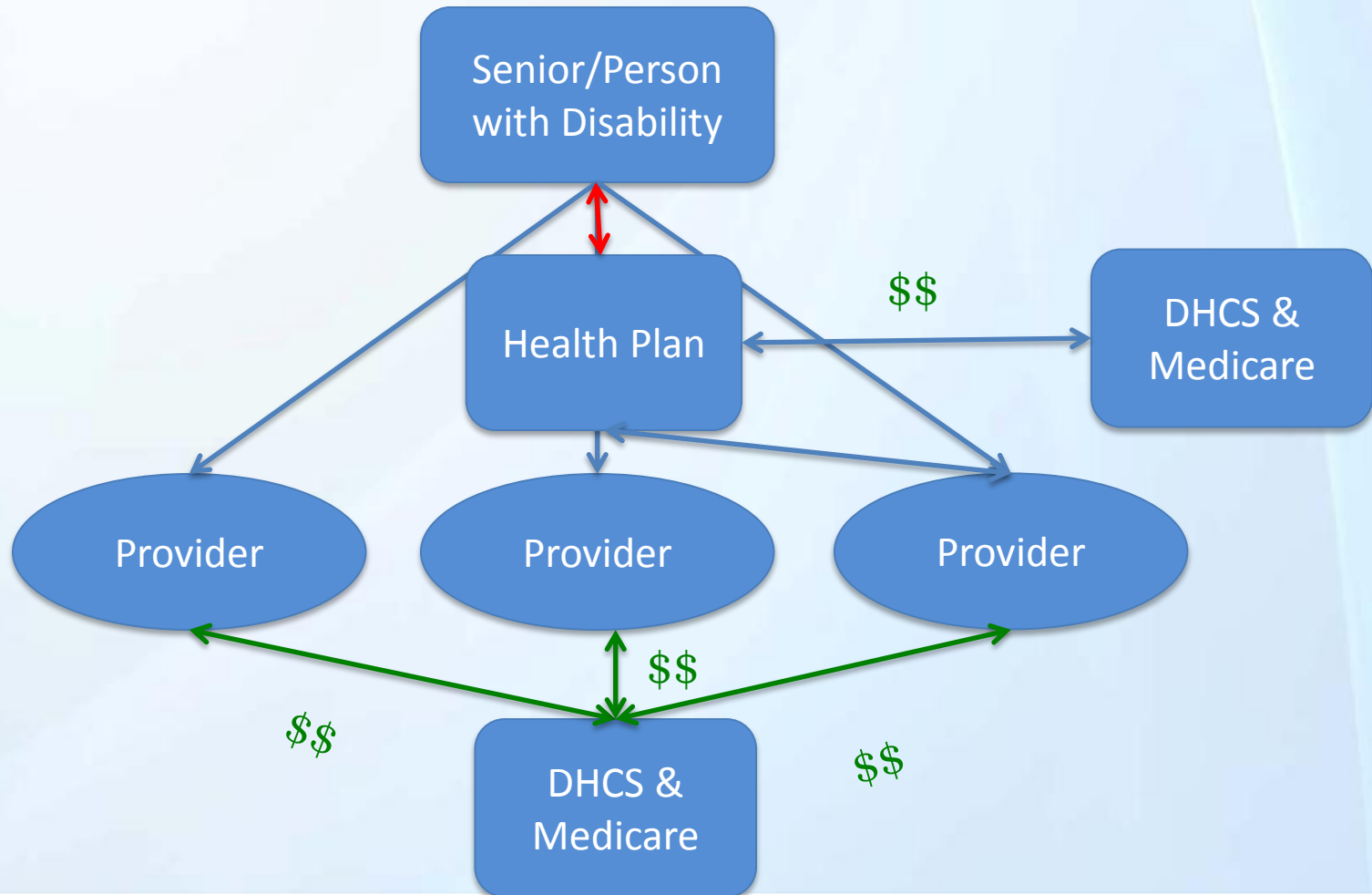
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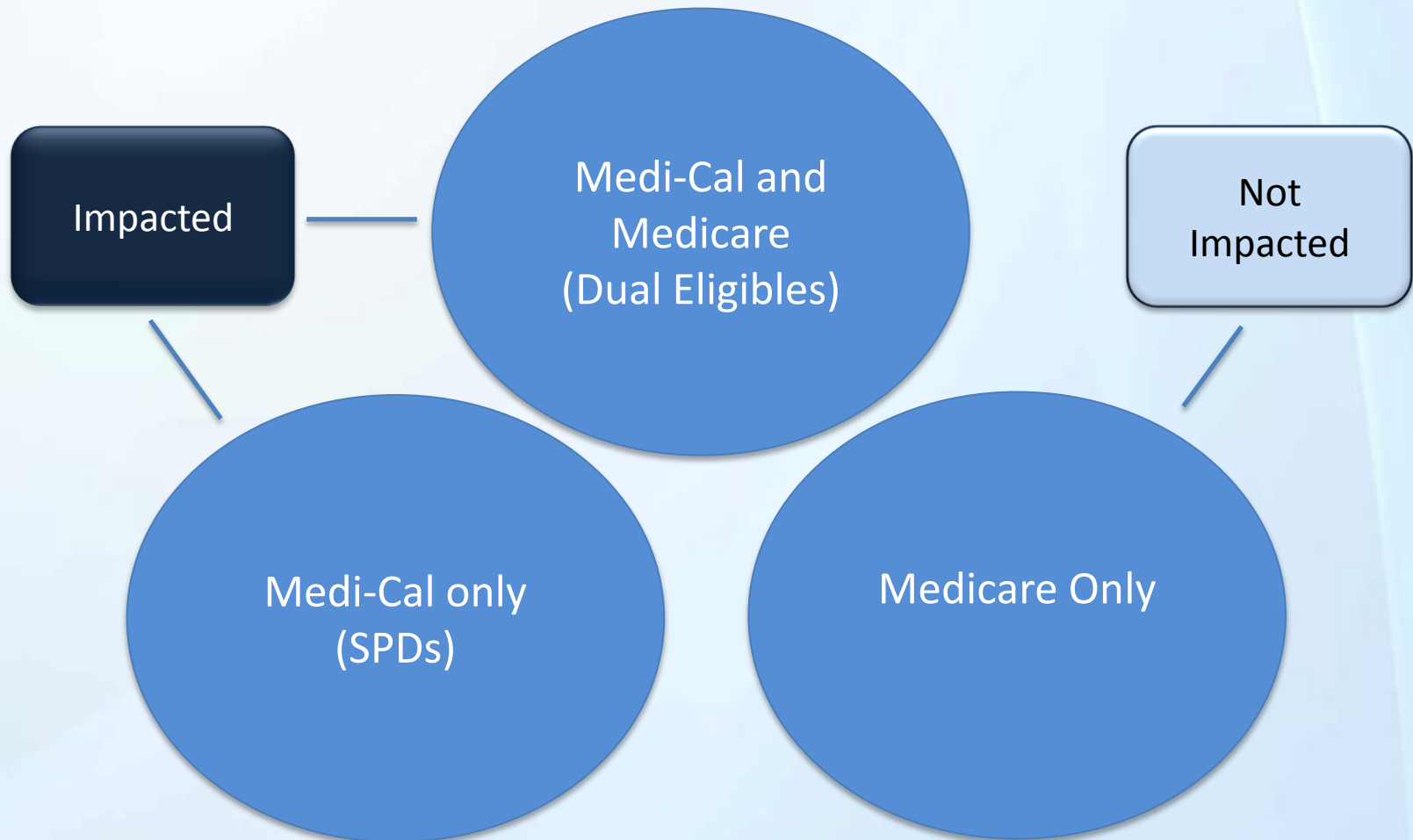
# CCI = three big changes

CCI Change	Description	Federal Approval
<b>Mandatory Medi-Cal Managed Care</b>	Duals and previously excluded SPDs must in enroll in Medi-Cal Managed Care	Pending
<b>LTSS Integration</b>	LTSS added to Medi-Cal Managed Care plan benefit package	Pending
<b>Medicare Integration (Cal MediConnect)</b>	For duals, integration of Medicare and Medi-Cal benefits into one managed care plan.	Approved

# Managed Care: Plans paid to provide covered services via network providers



# CCI impacts duals & seniors and persons with disabilities with Medi-Cal





# Different groups of duals and SPDs are affected differently

- SPDs that are already required to enroll in Medi-Cal managed care
- SPDs that will remain exempt from mandatory Medi-Cal managed care enrollment
- Dual eligibles that will be passively enrolled into Cal MediConnect
- Dual eligibles that can enroll into Cal MediConnect, but will not be passively enrolled
- Dual eligibles that cannot enroll in Cal MediConnect

# Cal MediConnect: Who is Impacted

## Duals Excluded from MediConnect

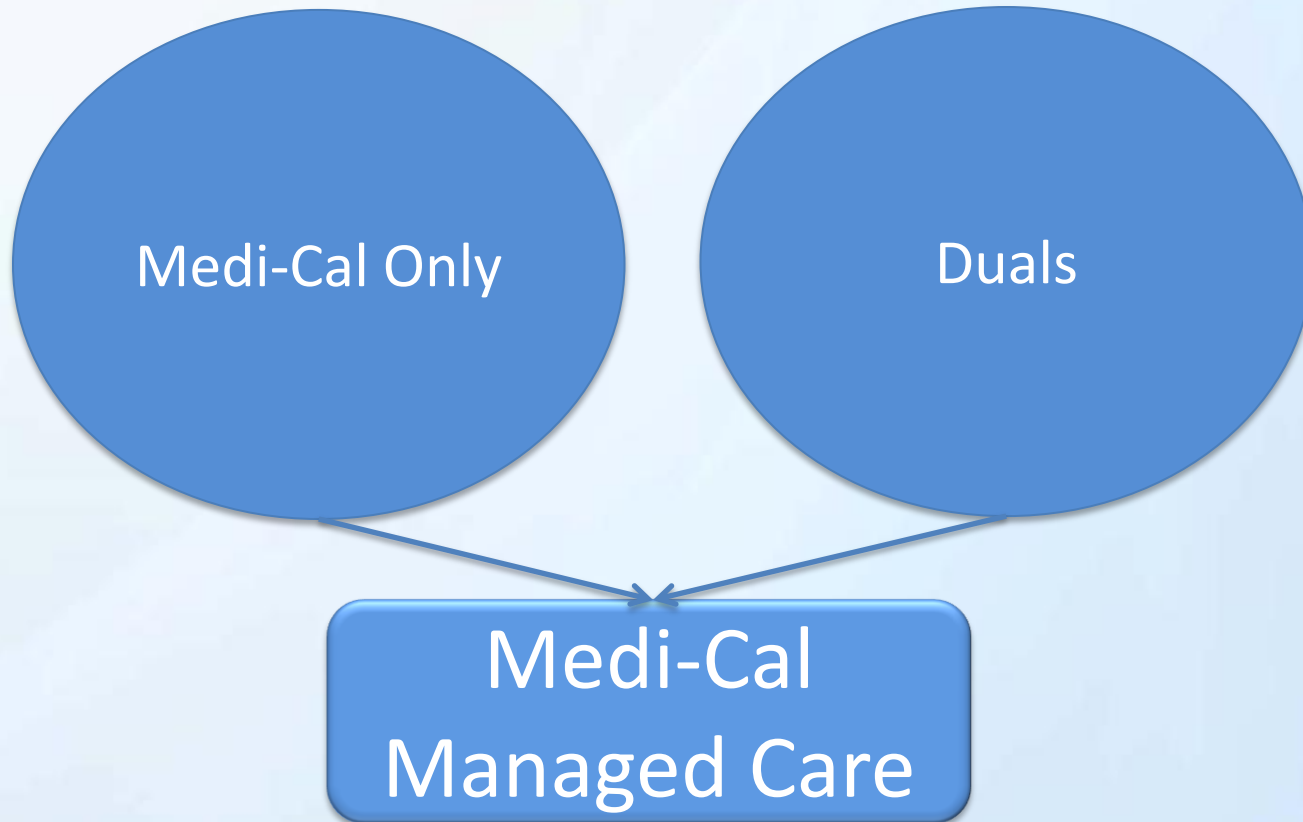
- End Stage Renal Disease (except COHS)
- Reside in certain LA County, Riverside, San Bernardino zip codes
- Resident of VA Home
- Resident of an ICF-DD
- Share of Cost not regularly met
- Other Health Insurance
- DDS waiver or receiving services from a regional or dev center

## Duals Who Can Participate but Will NOT be Passively Enrolled

- PACE Enrollees
- Enrolled in AIDS Healthcare Foundation
- Live in certain zip codes in San Bernardino County\*
- Enrolled in Kaiser
- Enrolled in NF/AH, HIV/AIDS, Assisted Living, IHO Waiver
- Enrolled in Medicare Advantage including D-SNPs (2014)
- \*Will receive notice of option to enroll

# Medi-Cal managed care is mandatory

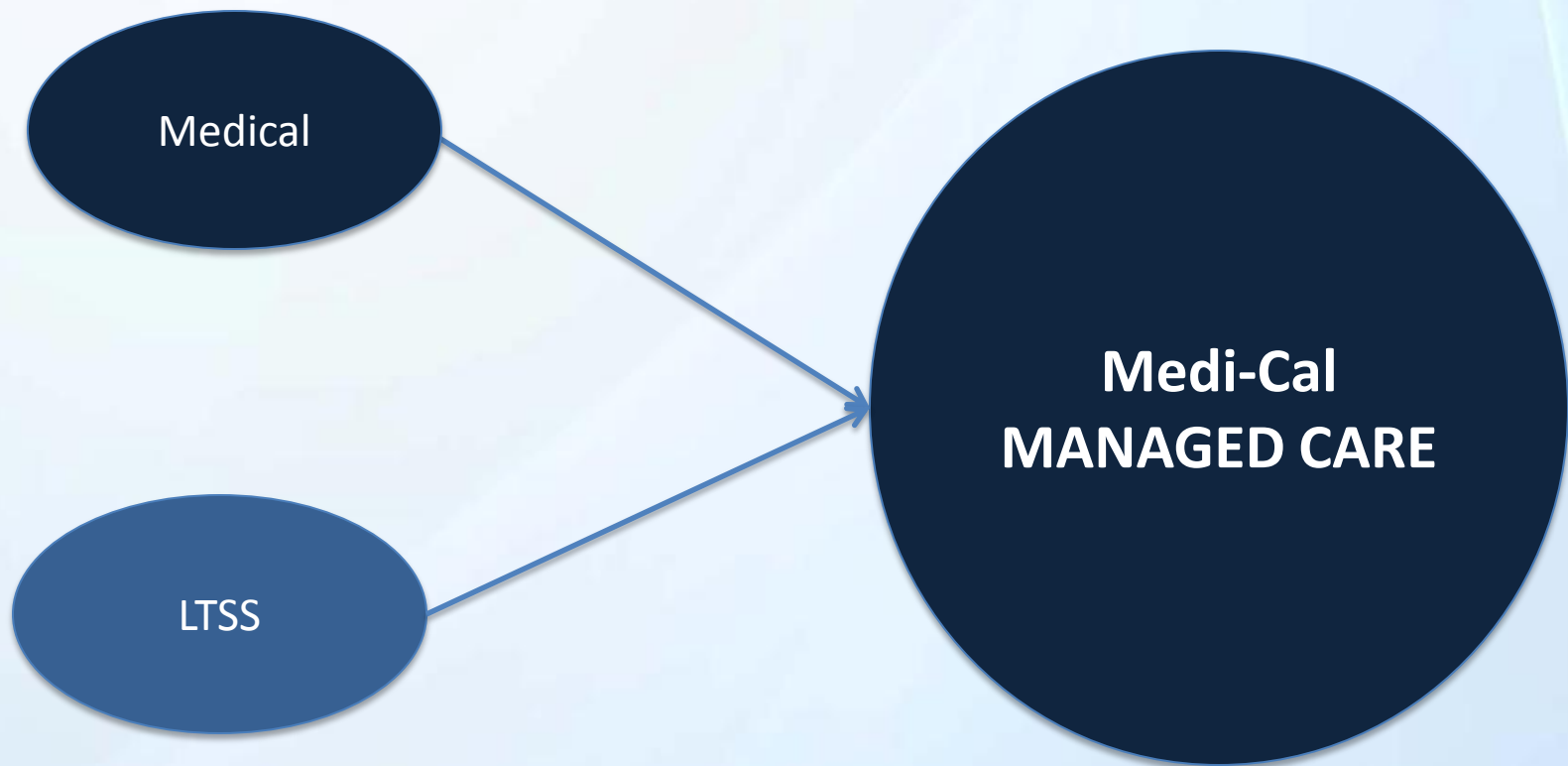
Even if a Dual Opt's Out of Cal MediConnect, must still enroll in Medi-Cal MC



# Total Impact: 1,010,000

County	Duals Subject to Passive Enrollment in Cal MediConnect (2014)	Medi-Cal MC Only
Alameda	25, 502	Unknown
Los Angeles	223,084 (200,000 cap)	Unknown
Orange	39,969	Unknown
Riverside	24,395	Unknown
San Bernardino	26,977	Unknown
San Diego	41,710	Unknown
San Mateo	3,701	Unknown
Santa Clara	32, 986	Unknown
<b>Totals</b>	<b>418,324 (395,204 with cap)</b>	<b>592,000</b>

# Medi-Cal Managed Care



# New Medi-Cal Benefits

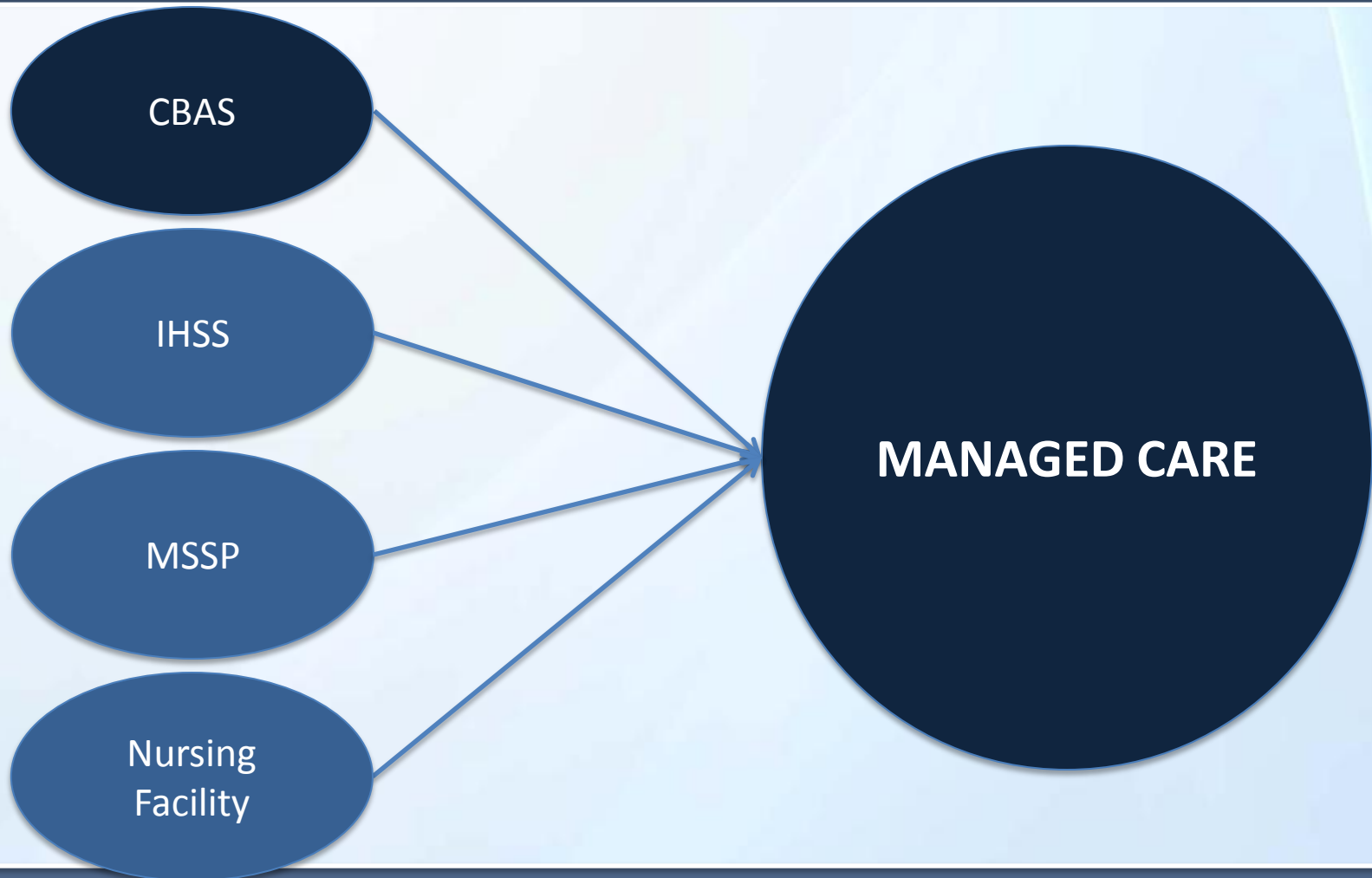
## Dental

**Dental benefits will be restored to all Medi-Cal recipients starting May 2014.**

## New Mental Health Benefit

**DHCS is creating a new mental health benefit which will be available to all Medi-Cal recipients.**

# LTSS and Managed Care



# HCBS Waivers

What About Individuals Enrolled in an HCBS Waiver?



**MEDI-CAL  
MANAGED  
CARE PLAN**





# Cal MediConnect Benefits

## Required Benefits

### Plans Required to Provide

- Medicare A, B, D
- Medi-Cal services including
  - New Mental Health benefit
  - Dental as of May 2014
  - LTSS: IHSS, CBAS, SNF, MSSP
- Vision
- Transportation
- Care Coordination

# Cal MediConnect Benefits Care Coordination

## Care Coordination

- Person-centered
- Focus on least restrictive setting
- Health Risk Assessment
- Individualized Care Plan
- Interdisciplinary Care Team

Available at: [www.calduals.org](http://www.calduals.org);

# Cal MediConnect Benefits Care Plan Option Services

## CPO Services

- HCBS-like supports and services
- Discretionary
- In addition to, not in lieu of required benefits
- Assessed during HRA
- Plan appeal process

Available at: [www.calduals.org](http://www.calduals.org); Summary available at: <http://dualsdemoadvocacy.org/california>

# Cal MediConnect Benefits

## Carved Out Benefits

## Carved Out Benefits

- County Administered and Financed
  - Specialty Medi-Cal Mental Health Benefits
    - Examples: intensive day treatment, portion of inpatient psychiatric services not covered by Medicare, day rehab, crisis intervention , adult residential treatment services
- Medi-Cal Drug Benefits
  - Examples: Methadone therapy, day care rehab, naltrexone for narcotic dependence

# Consumer Protections: Continuity of Care

## Cal MediConnect

- Keep seeing current providers and maintain service authorizations
  - Medicare = 6 months
  - Medi-Cal = 12 months
- Must have an “existing relationship”
  - Seen the provider at least twice within 12 months (from date of request)
- Provider must accept plan reimbursement rate or Medicare or Medi-Cal rate
- Provider must meet quality of care standards
- Continuity of care does not extend to durable medical equipment, medical supplies, transportation, or other ancillary services

# Consumer Protections: Continuity of Care

## Cal MediConnect

- Prescription Drugs
  - Plans must follow Part D rules
  - One-time fill – 1 30 day supply (even if not on plan's formulary)

# Consumer Protections: Continuity of Care

## Cal MediConnect

### **DISENROLL**

- A beneficiary can disenroll from Cal MediConnect at any time for any reason.
- Disenrollment is effective the first day of the following month
- Must stay in Medi-Cal managed care

# Consumer Protections: Continuity of Care

## Medi-Cal Managed Care

- 12 months - keep seeing current providers and maintain service authorizations and receive services that are set to occur within 180 days of enrollment.
- Must have an “existing relationship”
  - Seen the provider at least twice within 12 months (from date of plan enrollment)
- Provider must accept plan reimbursement rate or Medi-Cal rate
- Provider must meet quality of care standards
- Continuity of care does not extend to durable medical equipment, medical supplies, transportation, or other ancillary services
- Prescription drugs must be refilled until provider informed and new plan is agreed upon by the provider that is appropriate.



# Consumer Protections: Continuity of Care

## Medi-Cal Managed Care

- Medical Exemption Request (MER)
  - Available in two-plan or GMC Counties
  - Acts to avoid enrollment in managed care entirely for a certain amount of time
  - Available to individuals with complex medical conditions (e.g., cancer)
  - Decided by Health Care Options (enrollment broker)

# Consumer Protections: Cont.

## Other Consumer Protections

- Right to receive materials and services in their own language
  - Language, alternative formats
- Accessibility Rights
  - Reasonable modifications to enable people with disabilities to gain full and equal access to services
  - Physical accessibility where readily achievable
  - Plans required to receive training on disability discrimination and cultural competency

# Local advocates can help individuals

- HICAP  
1-800-434-0222
- Health Consumer Alliance  
[www.healthconsumer.org/index.php?id=partners](http://www.healthconsumer.org/index.php?id=partners)
- Disability Rights California  
[www.disabilityrightsca.org/](http://www.disabilityrightsca.org/)

# Want to know more?

- NSCLC Duals Website
  - Advocate's Guide
  - News
  - Sign up for alerts

<http://dualsdemoadvocacy.org/>
- CCI Basics– 9/18/13 2:00 p.m.
- Contact us:
  - Amber Cutler – [acutler@nsclc.org](mailto:acutler@nsclc.org)
- DREDF
  - [www.dredf.org](http://www.dredf.org)
- Department of Healthcare Services
  - [www.calduals.org](http://www.calduals.org)