Q: Need to understand what an authorized rep does. The MCP can speak with Auth Reps and Primary Info Person?

A: The MCP can speak with both the Auth Rep(s) and Primary Info Person and vice versa. For example: The agency's Primary Info Person is who the managed care plan will contact to initiate the coordination care and the authorized reps can contact the MCP on behalf of the child. For instance, the authorized reps can contact the MCP's 24 hour nurse hotline on behalf of the child.

Q: If listed as an authorized rep, what rights does this give you? Does this give you the right to change managed care plans for the child?

A: The authorized representative is permitted to speak with the managed care plan, and make plan decisions on behalf of the child. The worker with the appropriate security (MCP Coordinator) will be able to change the managed care plan in SACWIS.

Q: can you also show us what a GH or CRC placement looks like too?

A: If time permits to do so.

Q: Can a placement facility be added as an Authorized Representative?

A: No. An individual can only be listed as an authorized rep, not a general entity like a placement facility or entire agency.

Q: Will you be able to add another authorized representative after one of the two is end dated?

A: Yes. There can only be a maximum of two authorized reps at one time. Once one has been end dated, a new one can be added as long as the new date span does not overlap with a previous plan.

Q: Can more than one agency worker be given the role of agency information MCP Coordinator in SACWIS?

A: Yes

Q: Does the auth rep have to be an individual at an agency or the agency in general?

A: The authorized representative must be an individual at the agency, not a general contact number for multiple individuals at the agency. Providers can also be added as authorized representatives.

Q: Do the paper authorization forms need to be sent to the MCP or just kept in the case record ?

A: The paper authorization forms must go to the managed care plan so that a signature can be on file with them. You can keep a copy for your case record, too.

Q: Are we able to go ahead and do the MCPBulkflag or do we need to wait until 1/1/17

A: Once the MCPBulk flag is available in the system; you may select it.

Q: Each county may have only one Agency Information MCP Coordinator? That is the way we were hearing it.

A: The Agency Information MCP Coordinator can be whoever in the agency is given the security usergroup; so it can be more than one person.

Q: Will the actual medicaid cards be sent to the MCP Coordinator?

A: If the bulk flag is selected, the managed care card will be sent to the agency. If this flag is not selected, the cards will be sent to the child's placement medicaid mailing address.

Q: When I end date my foster care parent, and start another foster care parent, will the mcp send out another card?

A: Yes

Q: So if it is a CRC placmt, what name populates in sacwis?

A: Currently, the primary caseworker will be automatically selected as the Primary Information Person unless otherwise noted in the Agency Information area. For the Authorized Rep, the agency can also select an agency representative or rep from the CRC.

Q: Adding Authorized rep; what if their names are not in SACWIS when you do a person search. What do I do to add their name?

A: If the names are not in SACWIS, the person must be added to the system so that he or she can be selected.

Q: When an authorized representative is a foster parent and their placement move does not move the child from the actual placement but perhaps from foster to treatment foster in the same home, does the information have to be reentered?

A: No, it should not need reentered.

Q: What is the total number of MCP coordinators an agency can identify?

A: It's up to the agency; the MCP Coordinator is a security user group so it can be assigned to multiple workers in the agency

Q: Will all children be assigned new medicaid billing numbers that are different from their current SACWIS generated number ?

A: The SACWIS generated IV-E number or medicaid billing number will remain the same. The MCP will assign an additional MCP ID Number for their tracking purposes and you will be able to record this number on the MCP Enrollment screen for the child.

Q: If we need to end date one MCP and change to another MCP does it have to be the first of the month or can it change effective any date for new MCP to begin?

A: The MCP can change at any time, when it does the plan will automatically be effective the first day of the following month.

Q: If we do not put enrollment date as the MCP enrollment date, who will cover medical costs? Eg; custody date 11/27/1 but enrollment date 12/1/16 - who covers costs from 11/27 to 11/30?

A: It depends when the worker enrolled the child. If enrollment was completed in November in this situation, the child would be covered under the managed care plan for that month. If the worker entered the enrollment in December, the child would be fee for service for November. This will be the case until May, at which time retro enrollment can take place.

Q: What happens for those few days? From 11/27-11/30?

A: This will remain fee for service until May. At that time retroactive enrollments can occur in which case the enrollment effective date should match the Medicaid effective date.

Q: The child is fee for service if entered after cutoff and before enrollment? If so can these cards be printed from SACWIS?

A: The child is fee for service if the managed care plan enrollment is retroactive to the previous month. For that previous month, a fee for service card can be generated. This process will take place up until May 1st. Afterwards the managed care plan can be retroactive to the previous month if needed.

Q: Can we have an MCP and an Authorized Representative for each child

A: Yes. An MCP selection will be required starting 1/1/17. Up to two authorized representatives are permitted for each child in addition to the Primary Information Person.

Q: Will the children that we sent in on the spreadsheet in Sept show up in SACWIS as already enrolled? Or do we have to enter that info in SACWIS also?

A: Yes, the children should already show up as enrolled.

Q: Is there any way to get an overview of all five plans which includes their strong points so that we can tell which plan would be most beneficial for those needing a strong mental health service as opposed to a child that has more severe physical health issues, etc.?

A: Yes, you have several options available to help you select a plan: 1. visit the Medicaid Consumer Hotline website at www.ohiomh.com, 2. call the Medicaid Consumer Hotline toll free number (800) 324-8680 or 3. you can visit each plan’s website.

Q: Between January 1 and May, if a cutoff date is missed how are we able to get a child medical coverage day 1? Will they be on ffs until May?

A: If the managed care plan enrollment needs to be retroactive to the previous month, the medicaid would be fee for service for that month. This will end in May, at which time the enrollment in this situation would retro back for managed care plan purposes.

Q: When will we be able to access the step by step instructions on the knowledge base

A: The Managed Care Enrollment and Eligibility article is available on the Knowledge Base.

Q: Can the Authorized reps be a case worker and a foster parent?

A: Yes

Q: I assume that the eligibility screens are accessible to IV-E Courts?

A: Yes

Q: What if you fail to record a new enrollment after disenrollment? Similarly, what if you disenroll and re-enroll, but there is a gap between the new enrollment date and the preceding disenrollment date?

A: You must re-enroll after disenrollment. If you do not, a Medicaid span will not be sent from SACWIS to MITS (thus the child would not have an open Medicaid span). MCP enrollment is mandatory beginning 1/1/2017 for kids in care and adoptive kids. There should not be gaps in enrollment.

Q: If using the termination date will the coverage end at the end of the month or date of the termination?

A: This depends on the cutoff for that month. If the eligibility span is terminated prior to cutoff, it will end on the last day of that month. If the eligibility span is terminated after cutoff, the span will end on the last day of the next month. Regarding MCP enrollment, the exeptions are birth date and death date. The enrollment will begin and end on these days if applicable.

Q: What are the steps needed to give security to the designated MCP?

A: Not sure we understand; you're question reads, "what are the steps needed to give security tot he designated managed care plan (MCP)."

Q: If a youth has turned 18 and will not graduate before their 19th birthday will we still need to get coverage through ODJFS?

A: No. The child’s Medicaid would switch from IV-E to Non-IV-E in the system until custody ends.

Q: What does the system do for medical coverage once a child reaches 18 - how is their coverage handled if they are remaining in care or are adopted?

A: If the child remains in care and are not IV-E eligible/reimbursable the Medicaid type will be Non-IV-E. If the child is adopted the Medicaid will switch to either ADA or SAMS until the subsidy ends.

Q: What happens to all the Non IV-E Medicaid that we created in OIES/OBWP? Who gets to close or transfer those to SACWIS?

A: We will be working with ODM to make this transition as smooth as possible. We will provide them a list of children with no Medicaid established through SACWIS. ODM will determine which of these children is currently enrolled in a managed care plan. We will then create SACWIS Medicaid for these children and populate the managed care information in the system. These children’s existing spans created through OIES will be closed. We will attempt to automate as much as possible, but there may be some manual actions needed by workers such as entering enrollments for children not previously enrolled.

Q: When a child is born and an agency does not receive custody until several days after birth, how can we guarantee the child is covered at birth (i.e. child is not enrolled on MCP and JFS is not notified that child is born).

A: Medicaid coverage will retro back to the child's date of birth if he or she enters custody that month.

Q: Will the managed care plan id number that will be assigned for the child be available in Sacwis?

A: Yes

A: Clarification; the MCP Id number will not auto populate into SACWIS but there is a field available on the screen so that the number can be entered.

Q: How many days does have family have after adoption finalization to make an HMO selection?

A: ODM will send letters the day after the Medicaid span is opened to the adoptive parents informing them when they must enroll their children by. A reminder letter is mailed 11 days later. If a selection is not made by the parent, the child will be auto-enrolled 18 calendar days after the initial enrollment letter was sent.

Q: If a medical card is lost, how do we request a new one?

A: Contact the managed care plan directly to request a new card.

Q: Will the system provide a tickler or other warning if a managed care plan is not selected for a youth?

A: Currently there is no tickler or warning if a plan is not selected.

Q: Is this only for children who are not IV-Eligible or do we have to choose a MCP for all children in our custody?

A: A MCP Plan must be selected for all children in the custody of the agency.

Q: is the Agency Information MCP coordinator distinct from the MCP Coordinator?

A: Yes, the Agency Information MCP Coordinator will have the ability to utilize the Administrative Agency Info screen in SACWIS to identify who will be the agency's MCP contact person. (The MCP contact person will display as the Primary info Person for all children enrolled in a MCP when the Agency Info screen is utilized). The MCP Coordinator will be able to select the MCP for the child.

Q: Where is the citizenship requirement info pulling from in SACWIS?

A: The information is pulling from the child's Person Profile record, the Demographics tab; and this is where the information will need to be updated. The system will also look to see if citizenship has been verified in any historical IV-E eligibility determination.

Q: If effective dates are set by cutoff dates, does that mean a child taken into custody after the cutoff date will not have coverage until the effective date or does coverage start as of the date of custody?

A: It means the child will have fee for service Medicaid until the managed care plan is effective. This will be the case until May 2017. Effective May 1st, enrollments can be retroactive.

Q: Will there be a list of User Groups to add to case workers who will be choosing the MCPlan and be the child's Authorized Rep for Supervisors?

1. Only workers responsible for choosing the MCP will need to have the MCP Coordinator security profile.

Q: What is a Fee for service card?

A: The fee for service card is the monthly card that is currently received from the Ohio Department of Medicaid.

Q: On the citizenship requirement, what happens to a child who in not a US citizen but is qualified for Medicaid as a qualified alien?

A: The qualified alien information will need to be entered on the child's Person Profile record under the Demographics tab.

Q: Will we print the fee-for-service Medicaid cards from SACWIS for Behavioral Health services?

A: Once a child is enrolled in a MCP, you will receive a Managed Care Plan card from the MCP provider. You will no longer print a temporary fee for service card from SACWIS..

Q: With completing all Medicaid actions through SACWIS, will we still be required to complete the Healthchek and Medicaid application as directed in the IV-E rules?

A: The Medicaid eligibility components have been automated in SACWIS. Healthchek will be completed by the managed care plans.

Q: Is MCP a workgroup in SACWIS or are there other steps needed to set up a person as the MCP Coordinator?

A: The county security administrator will need to add the MCP Coordinator security usergroup to the profile fo any worker responsible for selecting a MCP for a child.

Q: When the child goes onto SAMS or AA medicaid how are changes/updates handled ? Does parent go through CPS worker or handle with MCP directly.

A: The adoptive parent will contact the MCP directly.

Q: if a child becomes ineligible, do I still need to complete an application for healthy start mediicad card.

A: If a child becomes no longer IV-E reimburseable and they remain in care, the system will end date the IVE Medicaid span and create a non-IV-E span.

Q: Please explain how SAMS medicaid will work now. Previously, SAMS parents had to apply for medical through public assistance. Is this changed?

A: Yes, this will change. The adoptive parent will get a notification from Medicaid on when to enroll for the MCP.

Q: So Kinship Placements with an active ODM status will be changed from a ODM case to a SACWIS Case?

A: No.

Q: SACWIS and ODM are going to work together to close out previous MCPs for Non-IV-E kids?

A: ODJFS will be working with ODM to transition children whose Medicaid is currently established through OIES. Over the next few months we will be identifying those children, opening their Medicaid in SACWIS, copying over any existing managed care enrollment information and working to get the OIES spans closed. This work should be complete by April 2017.

Q: We have had a few AA parents say they have been unable to complete their MCP enrollment on line according to instructions from the website and their paperwork received. Any info on this?

A: The adoptive parents should contact the MCP directly if they are experiencing issues with the MCP website.

Q: Are the new security levels for Agency Information MCP Coordinator & MCP Coordinator available today?

A: Yes, the new security levels are available.

Q: When the Non-IV-E children's Medicaid gets transferred, will they be given a new Medicaid number (beginning with 089) and will they need to be re-enrolled into a Managed Care Plan if they were currently on one. How will pre-authorized treatments like orthodontia be handled if the eligibility span is changed to a new number?

A: Yes, when the child’s medicaid transfers from Ohio Benefits to SACWIS, the Non-IV-E eligible child will be given a new medicaid number beginning with 089 and if the child is enrolled in a plan, that information will be populated in SACWIS

Q: Several of the SAMS do not live in Ohio. They apply for medical in the county and state where they live. How does this affect this?

A: This process will not change.

Q: About half of our kids are non-IV-E. Will you use our 9/30 spreadsheet to populate our plan choices for those kids, or must we enter them manually?

1. We will be working with ODM to automate the non-IV-E children’s spans in SACWIS. We will be bringing over any existing managed care plan and working to get their OIES spans ended.

Q: Where do we get the information authorization form that you said should be sent to the MCP, who signs this?

A: This form comes from the managed care plan.

Q: When a child is changing from FCM to ADA or SAMS will the MCP remain the same or will it convert to fee for service?

A: The plan will remain intact, unless the adoptive parent chooses to make a change at finalization.

Q: Will we need to redo the Medicaid/MCP enrollment process each time a youth goes to respite?

A: The plan selection will be up to the agency with placement and care responsibility. If the card is to be sent to an alternate address for a short period of time the child specific Medicaid mailing functionality may be used.

Q: When the child's name changes through adoption will the MCP send out a new card?

A: When the adoption is finalized, SACWIS ends the pre-adoptive child’s Medicaid span and creates a new span with a new number for the post-adoptive child. The adoptive family will receive a letter from Medicaid informing them they need to enroll the child in a managed care plan. We are looking into a future enhancement to auto-populate the managed care plans selection from the pre-adoptive child to the post-adoptive, but this is not currently in the system.

Q: Will Medicaid re-determinations be required on non-IV-E kids in SACWIS as they were previously in OIES?

A: No.

Q: Who is responsible for selecting a MCP when an adoption finalizes if after cut-off?

A: The adoptive parents will receive a notification from Medicaid that they need to select a plan.

Q: When did you say the new security profiles would be available to add this security to workers.

A. Security profiles are available now.

Q: Currently the adoption medicaid number changes - the FCM will not change but will the adoption change or remain the same as the FCM?

A: A child should retain the same IV-E Medicaid number unless an adoption is finalized in which case a new person record is created with a new Medicaid span for the post-adoptive child.

Q: Do you have to be an authorized rep to request a new medical card fomr the MCP.

1. Most likely, or the Primary Information Person. Please check with the managed care plan.

Q: if we contact MCP program to get a duplicate card do we need to provide court orders to show custody

1. You will need to check with the managed care plan.

Q: If the agency operates a children's home, can the home supervisor be a Primary Information Person? They would be both a placement worker, but also are agency employed.

1. Yes.