

# **Medicaid and Managed Care Plan Guidance**



**Knowledge Base Article**

# Medicaid and Managed Care Plan Guidance

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## Medicaid and Managed Care Plan Guidance

### ALL CHILDREN:

**IDENTIFIED PROBLEM:** The **SACWIS Medicaid Eligibility** span is erroneously terminated.

- **Resolution:**
  - Make certain there is a Stop Span.
    - If there is no end date on the Stop Span, edit the record to add an end date (the system will populate the current date in this field).
    - If a new Medicaid Eligibility span needs to be added, contact the OFC Medicaid TA Unit: [JFS Medicaid TA@jfs.ohio.gov](mailto:JFS_Medicaid_TA@jfs.ohio.gov).
  - If there is no Stop Span, contact the OFC Medicaid TA Unit: [JFS Medicaid TA@jfs.ohio.gov](mailto:JFS_Medicaid_TA@jfs.ohio.gov).
- **Long-term Resolution:**
  - The **Stop Span** is working as designed; however, exploration is underway to improve functionality.

**IDENTIFIED PROBLEM:** The **MITIS Medicaid Eligibility** span is erroneously terminated.

- **Resolution:**
  - Check to determine there is a Stop Span.
    - If there is no end date on the Stop Span, edit the record to add an end date (system will populate the current date in this field).
    - If a new Medicaid Eligibility span needs to be added, contact the OFC Medicaid TA Unit at [JFS Medicaid TA@jfs.ohio.gov](mailto:JFS_Medicaid_TA@jfs.ohio.gov).
  - Verify the information in SACWIS is accurate (Medicaid Eligibility span is open). If SACWIS is not accurate (Medicaid Eligibility span is terminated), see above.
  - Contact the OFC Medicaid TA Unit ([JFS Medicaid TA@jfs.ohio.gov](mailto:JFS_Medicaid_TA@jfs.ohio.gov)), to work with Ohio Department of Medicaid and SACWIS to ensure coverage.
- **Long-term Resolution:**
  - We are attempting to resolve these issues as they are identified.

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## TIPS: ALL CHILDREN:

If either an adoptive parent or a Title IV-E agency worker needs assistance **choosing an appropriate plan, or finding a provider who accepts a plan**, call the **Medicaid Hotline at 1-800-324-8680**.

If a **provider has issues with billing**, the provider should call **ODM's Provider Call Center (800) 686-1516** through the Interactive Voice Response System (IVR). The system provides 24 hours, 7 days a week access to **information regarding client eligibility, claim and payment status, and provider information**. Provider representatives are available via the IVR weekdays from 8:00 a.m. through 4:30 p.m. and can assist with billing concerns.

## **Adopted or Foster Care Children that Should Not Have SACWIS Generated Medicaid spans\* (end the Medicaid spans by using the Stop Span):**

- Children on Waivers
- Children that are placed out-of-state
- Children that are in a DYS facility
- SAMS Children not eligible for Medicaid
- Children placed in an ICF-IID bed (Identified by the Department of Developmental Disabilities)
- Children residing in a nursing facility for more than 3 months (typically identified by the nursing facility)

**\*Important:** Remember, when one of the above circumstances is changed (e.g., the child is no longer on a waiver; the child was placed back in Ohio; the child is no longer at a DYS facility), end-date the Stop Span.

## **FOSTER CARE CHILDREN:**

**IDENTIFIED PROBLEM:** There is a gap in the Medicaid Eligibility when the Medicaid Type changes from Non-IV-E to IV-E.

- **Why this occurs:**
  - When the Eligibility Month (entered in the child's Eligibility screen) is more than a month from the approval date (in SACWIS) of the Eligibility record.

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- **Resolution:**
  - Attempt to complete the Program Eligibility record within the same month as the child being IV-E Eligible (Eligibility Month)
  - If the Program Eligibility record cannot be completed within the Eligibility Month, contact the OFC Medicaid TA Unit ([JFS\\_Medicaid\\_TA@jfs.ohio.gov](mailto:JFS_Medicaid_TA@jfs.ohio.gov)). Ask the unit to back-date the IV-E Medicaid Eligibility span to the first of the month following the Non-IV-E being terminated. The unit worker will then flag the record to be transmitted back to MITS.
- **Long-term Resolution:**
  - The fix has been identified and will be in an upcoming build.

### TIPS: FOSTER CARE CHILDREN:

#### Non-IV-EFCM Required Fields (in order for the eligibility span to be transferred to MITS):

- Citizenship status must be: Yes.
- Placement must be entered in Completed Status and child must be placed in Ohio without an End Date.
- Legal Custody Episode must be entered without an End Date.
- Managed Care Plan must be selected.
- The child's First Name, Last Name, and Date of Birth must be entered.

#### IV-EFCM Required Fields (in order for the eligibility span to be transferred to MITS):

- Person First Name and Last Name
- Person DOB
- Eligibility record with a determination of IV-E Eligible
- Reimbursability record where the child is marked as reimbursable
- Managed Care Plan selected

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### How to Know When Enrollment in a Managed Care Plan Begins for Children in Custody:

#### 2018 Medicaid Cut-off Dates:

The following cut-off dates apply to the issuance of Monthly IV-E Medicaid Cards.

Data must be entered into SACWIS by midnight on the date specified to ensure that any changes are incorporated into the processing of Medicaid cards.

| MONTH     | MEDICAID |
|-----------|----------|
| January   | 01/21/18 |
| February  | 02/15/18 |
| March     | 03/20/18 |
| April     | 04/18/18 |
| May       | 05/20/18 |
| June      | 06/19/18 |
| July      | 07/19/18 |
| August    | 08/21/18 |
| September | 09/18/18 |
| October   | 10/21/18 |
| November  | 11/19/18 |
| December  | 12/17/18 |

#### 2018 Managed Care Plan Enrollment Dates:

Ohio Department of Medicaid has implemented Managed Care Day 1 as of January 1<sup>st</sup>, 2018. This will impact both children in custody and adopted children.

For children in custody, the Managed Care Plan Enrollment dates will be set by the Managed Care Enrollment Center. For the initial Managed Care Plan selection, the Enrollment Date will be the first of the month the Managed Care Plan is sent to the Managed Care Enrollment Center. For updates to Managed Care Plans, the ending plan will have a Disenrollment Date of the end of the month the Managed Care Enrollment Center received the disenrollment. The new plan's Enrollment Date will be the first of the following month.

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For adopted children, the Managed Care Enrollment Center will enroll the child in a managed care plan as of the first of the month the Managed Care Enrollment Center receives the Medicaid Eligibility. A letter will then go out to the adopted parent to inform them they can change the plan.

### ADOPTED CHILDREN:

**IDENTIFIED PROBLEM:** SACWIS and Medicaid Information Technology System (MITS) are currently only able to record one Primary Information Person. This is causing only one of the adopted parents to be sent to the Enrollment Center and Managed Care Plans.

- **Resolution:**
  - The adopted parent will need to contact the Medicaid Hotline at 1-800-324-8680 to verify the child's date of birth, SSN, and address. Once this information is verified, the Medicaid Hotline will allow the adopted parents to change the child's enrollment.
  - If after than initial enrollment period, the chosen Managed Care Plan refuses to speak with the adopted parents, the parent should call the Medicaid Hotline at 1-800-324-8680 to file a complaint.
- **Long-term Resolution:**
  - Changes to the SACWIS and MITS systems are being planned in 2018 to allow for the ability to capture multiple adoptive parents which will be transmitted to the Enrollment Center and Managed Care Plans.

**IDENTIFIED PROBLEM:** There is a gap in the Medicaid Eligibility when the Medicaid Type changes from an FCM Type to an ADA Type.

- **Why this occurs:**
  - When the Finalization Date (entered in the child's Finalization Information screen) is more than a month from when the Finalization is processed in SACWIS.
- **Resolution:**
  - Attempt to complete the adoption record within the same month as the child being finalized.
  - If it is not possible to complete the adoption record within the same month the child is being finalized, contact the OFC Medicaid TA Unit ([JFS Medicaid TA@jfs.ohio.gov](mailto:JFS_Medicaid_TA@jfs.ohio.gov)) to back date the adoption Medicaid eligibility span to the first of the month following the FCM being terminated and flag the record to be transmitted back to MITS.
- **Long-term Resolution:**
  - The fix has been identified and will be part of an upcoming build.

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**IDENTIFIED PROBLEM:** When an adopted child goes back into a IV-E Agency's custody, the Agency is unable to add Authorized Representatives or change the Managed Care Plan due to the child having a IV-EADA Medicaid Type.

- **Resolution:**
  - Contact the OFC Medicaid TA Unit ([JFS Medicaid TA@jfs.ohio.gov](mailto:JFS_Medicaid_TA@jfs.ohio.gov)) to complete the following:
    - Terminate the IV-EADA Medicaid Eligibility span as of the end of the month prior to the agency emailing.
    - Create the NonIV-EFCM Medicaid Eligibility span as of the first of the month the agency is emailing.
  - The **agency** will need to verify the four Non-IV-E Indicators are completed and that a Managed Care Plan is selected. If this step is not completed, the information will not be transmitted.
- **Long-term Resolution:**
  - The issue is on the enhancement list to be completed in 2018.

**IDENTIFIED PROBLEM:** All SAMS children have Medicaid Eligibility spans being created in SACWIS; however, not all SAMS children are eligible for Medicaid.

- **Resolution:**
  - Determine if the child is eligible for Medicaid through the Determination for Special Needs - Medical, Mental Health or Rehabilitation Care (JFS 01449). This is completed by the Agency entering the child's SAMS Adoption Subsidy.
  - If the child is not Medicaid Eligible, add a Stop Span to terminate the SAMS Medicaid Eligibility span.
- **Long-term Resolution:**
  - For the small number of children that are impacted, using the Stop Span will be the resolution.

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**IDENTIFIED PROBLEM:** An adopted child becomes Medicaid Fee for Service (regular Medicaid) for a month after finalization until the adopted parents select a Managed Care Plan. Or the child is auto-enrolled into a Managed Care Plan because the parents made no selection.

- **Resolution:**
  - If this causes problems with the child's services, the pre-adoptive parent or Title IV-E Agency should communicate the finalization information (date, new name, etc.) with the MCP Care Manager. If there is no Care Manager, one can be requested. After the child is finalized, contact the OFC Medicaid TA Unit ([JFS\\_Medicaid\\_TA@jfs.ohio.gov](mailto:JFS_Medicaid_TA@jfs.ohio.gov)) and indicate services may be disrupted due to adoption. Also, provide the Finalization Date.
- **Long-term Resolution:**
  - A resolution is being determined and is being slotted for 2018.

### TIPS: ADOPTED CHILDREN:

Adoptive parents should call the Medicaid Hotline 1-800-324-8680 (*not* the Managed Care plan).

- to enroll
- to change plans
- to get advice about choosing a plan that is right for their child
- for general questions about Medicaid
- to file a complaint or grievance against a plan

### ICAMA CHILDREN:

**IDENTIFIED PROBLEM:** The Managed Care Plan and the Medicaid Hotline will not talk with the ICAMA adopted parents.

- **Why this occurs:**
  - The Adopted Parents are not captured in the ICAMA record so children are listed as the Primary Information Person which is sent to the Medicaid Hotline and Managed Care Plan.
- **Resolution:**
  - When selecting a plan through Medicaid Hotline at 1-800-324-8680, the adopted parent will need to verify the child's date of birth, SSN, and address. Once this is verified, the Medicaid Hotline will allow the adopted parents to change the child's Managed Care Plan and add the adoptive parent(s) as a Personal Representative(s).
  - After child is enrolled in a Managed Care Plan:
    - If the above communication problems continue, the parent should call the Medicaid Hotline at 1-800-324-8680 to file a complaint.

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- **Long-term Resolution:**
  - Changes to the ICAMA record will need to be made to capture the adopted parents' information, which will then be sent from SACWIS to the Medicaid Hotline.

### **INSTRUCTIONAL INFORMATION:**

MCP and Medicaid Eligibility Functionality Webinar:

[Q&A MCP and Medicaid Eligibility Functionality in SACWIS](#)

Question and Answer Document:

[SACWIS Medicaid Eligibility and MC Enrollment Webinar Q&A](#)

### **How to Complete a Medicaid Eligibility and Managed Care Plan Selection Knowledge Base Article:**

[Completing a Medicaid Eligibility and Managed Care Plan Selection](#)