MEDICAID AND MANAGED CARE PLAN GUIDANCE

Knowledge Base Article

Medicaid and Managed Care Plan Guidance

Table of Contents

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.

  - If there is no Stop Span, contact the OFC Medicaid TA Unit: 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 **Medicaid Information Technology System (MITS) 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.
  - 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 at JFS_Medicaid_TA@jfs.ohio.gov, to work with the Ohio Department of Medicaid and SACWIS to ensure coverage.

- **Long-term Resolution:**
  - We are attempting to resolve these issues as they are identified.

Department of
Children & Youth

Last Revised: 04/11/2025

Medicaid and Managed Care Plan Guidance

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 hour, 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 Ohio SACWIS Generated Medicaid Eligibility spans:

- Children on Waivers.
    - Make sure the Ohio Benefits number is open before adding a Stop Span in Ohio SACWIS.
- Children who are placed out-of-state and are covered by the other state's Medicaid.
    - Make sure the other state has opened Medicaid before adding a Stop Span in Ohio SACWIS.
    - If the youth is not covered in the other state; no action is needed. The Managed Care Plan will terminate once the new placement is sent to MITS.
- SAMS Children not eligible for Medicaid.
    - To determine if the child is eligible for Medicaid, use the Determination for Special Needs – Medical, Mental Health or Rehabilitation Care Form (JFS 01449).
    - Children placed in an ICF-IID bed (Identified by the Department of Developmental Disabilities or the provider).
- Children residing in a nursing facility for more than 3 months (typically identified by the nursing facility).

For these situations **end the Medicaid Eligibility span** by using the **Stop Span** functionality. **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 nursing facility), end-date the Stop Span.

Department of Children & Youth

Medicaid and Managed Care Plan Guidance

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 Ohio SACWIS) of the Eligibility record.

- **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 at 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 (for the eligibility span to be transferred to MITS):
- Citizenship status must be: Yes
- Placement must be entered in Completed Status 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 (for the eligibility span to be transferred to MITS):
- Person First Name and Last Name
- Person DOB
- Completed Eligibility record with a determination of IV-E Eligible
- Completed Reimbursability record with a determination of IV-E Reimbursable
- Managed Care Plan must be selected

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

For the initial enrollment, Managed Care begins the first day of the month in which the child's Medicaid Eligibility span is sent to MITS (referred to as Day 1 Enrollment).

Ohio Department of Children & Youth

Medicaid and Managed Care Plan Guidance

For subsequent enrollments, Managed Care begins the first day of the next month in which the child's Medicaid Eligibility span is sent to MITS.

- If possible, check MITS the next day to verify transmission.

ADOPTED CHILDREN:

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) 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 Non-IV-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 Ohio 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.

Medicaid and Managed Care Plan Guidance

TIPS: ADOPTED CHILDREN:

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

- Enrollment
- Changing plans
- Obtaining advice about choosing a plan that is right for their child
- General questions about Medicaid
- Filing 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:**
  - Please contact JFS_Medicaid at TA@jfs.ohio.gov to resolve.
- **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

Medicaid Eligibility and Managed Care Plan Selection Knowledge Base Article:

SACWIS Knowledge Base - Viewing Medicaid Eligibility and Selecting a Managed Care Plan

If you have additional questions pertaining to this Deployment Communication, please contact the Customer Care Center.

Department of Children & Youth