

Medicaid Managed Care Weekly

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Communication with County Departments of Job and Family Services (CDJFS)

As January 2007 nears, managed care enrollment for Covered Families and Children (CFC) will increase quickly to include the remaining 500,000 CFC consumers who still receive Medicaid fee for service coverage. Because CFC consumers have an established relationship with their CDJFS, managers and caseworkers at all CDJFS offices are a key part of the ODJFS communication strategy. ODJFS works with CDJFS offices to answer questions and address complicated issues regarding enrollment and is anticipating additional concerns as the CFC enrollment process nears its year-end deadline. The following information relates to county communication, technical assistance and training:

Premium Administration and Membership Services Section (PAMSS)

Within ODJFS, the Premium Administration and Membership Services Section (PAMSS) is responsible for oversight of all consumer enrollment activities, which includes managed care plan (MCP) mandatory enrollment notifications, enrollment or assignment to an MCP, and notification of membership and premium payment information sent to participating MCPs. PAMSS is also responsible for membership services to consumers who are exempt from mandatory enrollment and MCP members who request to change plans outside normal open selection periods.

Additionally, PAMSS provides continuous technical assistance to CDJFS personnel. CDJFS management and staff can seek answers to their questions about procedures, effective dates, mailings and materials sent to consumers, and all other questions by calling ODJFS or submitting questions via e-mail. Questions about the program in general or specific cases are both welcome. In an effort to continually update PAMSS' technical understanding, all questions and answers are shared among staff. Providing ongoing technical assistance to CDJFS caseworkers regarding the managed care expansion is a high priority for ODJFS.

Coordinating Services Between Counties and MCPs

In April 2006 PAMSS provided technical assistance sessions for representatives of all CDJFS offices to help coordinate certain services with managed care plans. The training was held in conjunction with the ODJFS unit that has lead responsibility for Healthcheck-Medicaid's child health benefit package- and Pregnancy Related Services. Consumer participation in these programs is highly valued because each seeks to prevent serious medical problems and subsequent medical costs; therefore, coordination between the counties and MCPs can help increase the amount of consumers who utilize both sets of benefits.

Managed Care Information for Consumers

Consumer education for the managed care program and managed care plan enrollment services is provided by an independent entity, Automated Health Systems (AHS). Approximately 96% of AHS consumer services are delivered by phone, and AHS receives about 15,000 calls per week. Consumers can call toll free 1-800-324-8680 (Monday through Friday from 8 a.m. - 8 p.m.); those consumers who do not get through to a representative right away have the option of leaving a phone number for a call back within 24 hours. AHS has expanded its staff and weekend hours to handle increasing weekly calls and consumer call backs. AHS does not answer Medicaid eligibility questions, but receives them often. All eligibility questions are referred back to the CDJFS caseworker. The Medicaid Consumer Hotline (1-800-324-8680) can also answer eligibility questions for managed care consumers.