

# Medicaid Managed Care Weekly

Issue 15

<http://jfs.ohio.gov/OHP/ODJFS/statemhc.stm>

September 28, 2006

## This Week: Medicaid Managed Care Enrollment

### Enrollment Assistance for Medicaid Managed Care Consumers

ODJFS uses a selection services vendor to provide managed care education and enrollment assistance to all Medicaid managed care consumers throughout Ohio. Automated Health Systems (AHS) is the current selection service center. ODJFS' contract with AHS was selected through a competitive bidding process.

Ohio Medicaid consumers may get help via telephone by calling AHS at 1-800-605-3040, Monday - Friday between 8 a.m. and 8 p.m. Consumers can get answers to general questions about managed care, including how managed care differs from Medicaid fee for service. They may also obtain information about the differences among the managed care plans (MCPs) serving their geographic region. Consumers who speak a language other than English may receive translation services by speaking with a bilingual staff member or through referral to AT&T's language translation service.

Currently, staff at the AHS selection service center field more than 70,000 calls per month from Medicaid consumers who are selecting MCPs. This is a 250 percent increase in the number of calls compared to the call volume before Ohio's Medicaid managed care expansion. Consumers who do not reach a phone representative right away can leave a voicemail message and request a call back within 24 hours.

Consumers can also get information about Medicaid managed care via AHS's [web site](#) specifically dedicated to Ohio's MCPs. The web site provides consumers with basic information about MCPs through a slide show and answers to frequently asked questions and information about the MCPs in their geographic area. Also included are a county by county listing of doctors and the plans with whom each doctor contracts, and links to each MCPs' web site. Consumers can enroll in an MCP on the Internet, or print, complete and mail-in their enrollment form.

### Rights and Responsibilities of Medicaid Managed Care Enrollees

Eligible Medicaid consumers whose health care is transitioning from a fee for service arrangement to MCPs are notified by mail when it is time for them to choose a plan. A sample of this consumer notice can be viewed on ODJFS' managed care [web site](#). The consumer notice informs the recipient (or in the case of a child, the child's parents) about:

- the impending change in their Medicaid health care arrangements,
- Medicaid managed care in general terms and how it will differ from their previous health care arrangements,
- whom managed care enrollment may be optional.

Finally, the notice instructs individuals to contact the AHS (see article above) at 1-800-605-3040 on weekdays between 8 a.m. and 8 p.m., for assistance in choosing the MCP that best meets their needs. The notice lists the date by which consumers must choose a plan. It advises consumers that if they do not select a managed care plan by that date they will be automatically assigned to an MCP. In total, consumers have approximately 30 days after they receive their first notice to select an MCP before being assigned to one.

### Assignment to a Managed Care Plan

Once a consumer's MCP enrollment deadline passes, a reminder letter is sent notifying the consumer of the MCP he or she will be enrolled in if he or she does not self-select as soon as possible. A consumer's use of certain primary care physicians and any previous MCP enrollment are considered before an MCP is assigned. If this information is unavailable, Medicaid consumers are auto-assigned in a manner that equally assigns consumers among the MCPs in a geographic area. ODJFS may limit the number of auto-assignments to a particular MCP if that plan has already enrolled a disproportionate percentage of Medicaid consumers. Managed care consumers can switch MCPs, via AHS, within the first three months and once a year during the region's open selection month. Consumers may also ask to change plans if they meet specific criteria, referred to as "Just Cause".