

Office of the Governor | Mississippi Division of Medicaid

# MississippiCAN & CHIP



**2015 Beneficiary Workshop**

# DOM Office of Coordinated Care

The DOM Office of Coordinated Care manages two statewide programs designed to improve beneficiary access to needed medical services, and to improve the quality of care.

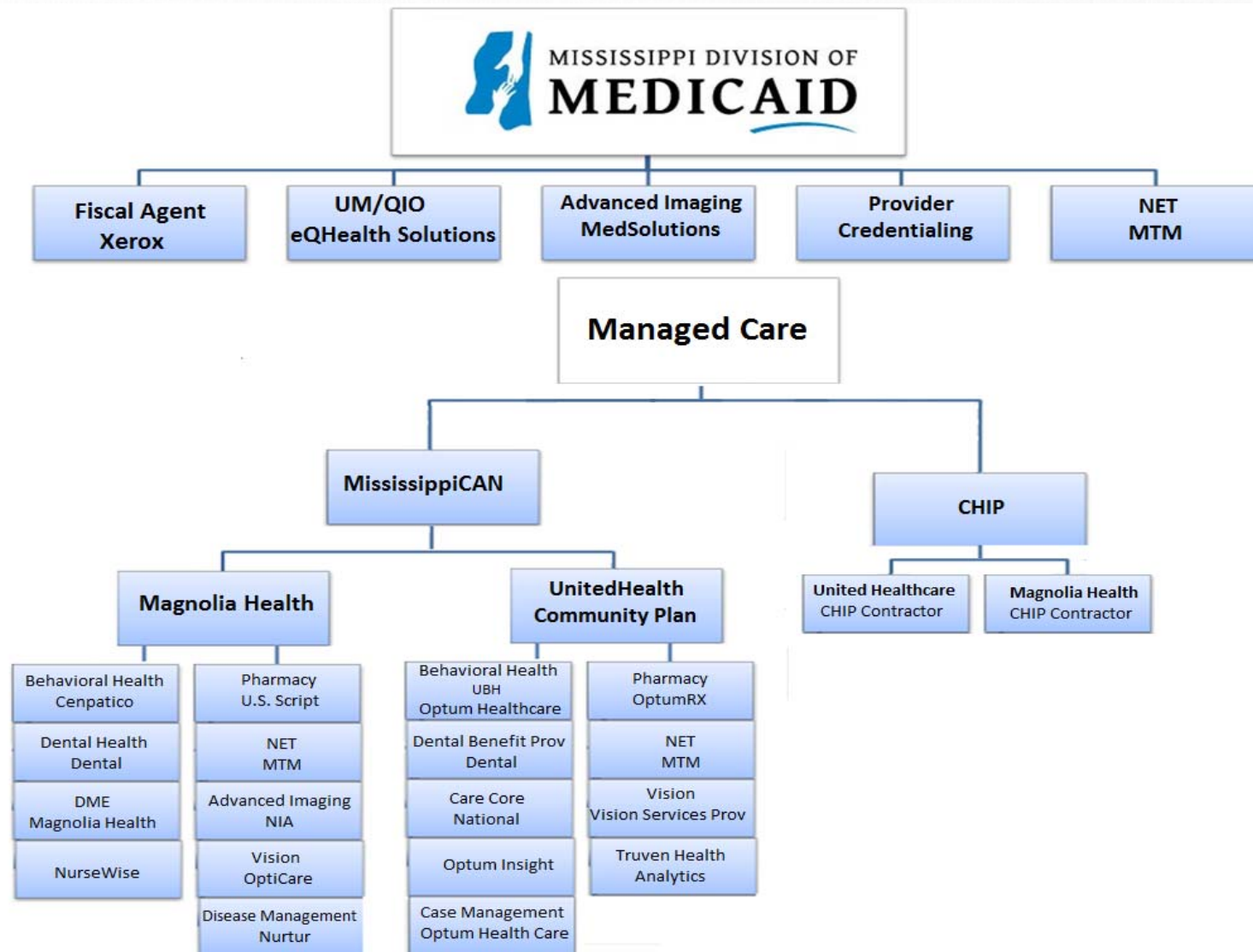
- Mississippi Coordinated Access Network (**MississippiCAN**)
- Children’s Health Insurance Program (**CHIP**)

There are two coordinated care organizations (CCOs) which provide services for MississippiCAN and CHIP are:

- **Magnolia Health**
- **UnitedHealthcare Community Plan**

For questions regarding MississippiCAN, call 601-359-3789 or email [MississippiCAN.Plan@medicaid.ms.gov](mailto:MississippiCAN.Plan@medicaid.ms.gov) or view the website at [www.medicaid.ms.gov](http://www.medicaid.ms.gov)

# Medicaid Organizational Chart



# Goals of MississippiCAN Program

Mississippi Coordinated Access Network (MississippiCAN) implemented on January 1, 2011 is a statewide care coordination program designed to:

- Improve beneficiary access to needed medical services;
- Improve the quality of care; and
- Improve program efficiencies as well as cost effectiveness

# MississippiCAN

## Optional Populations

Category of Eligibility	COE	New COE	Age
<b>SSI - Supplemental Security Income</b>	001	001	0 - 19
<b>Disabled Child Living at Home</b>	019	019	0 - 19
<b>DHS – Foster Care Children- IV-E</b>	003	003	0 - 19
<b>DHS – Foster Care Children- CWS</b>	026	026	0 - 19

Note: Always present both your **blue** Medicaid card and CCO card.

# MississippiCAN

## Mandatory Populations

Category of Eligibility	COE	New COE	Age
<b>SSI -Supplemental Security Income</b>	001	001	19 - 65
<b>Working Disabled</b>	025	025	19 - 65
<b>Breast and Cervical Cancer</b>	027	027	19 - 65
<b>Parents and Caretakers (TANF)</b>	085	075	19 - 65
<b>Pregnant Women (below 194% FPL)</b>	088	088	8 - 65
<b>Newborns (below 194% FPL)</b>	088	071	0 - 1
<b>Children (TANF)</b>	085	below	1 - 19
<b>Children (&lt; age 6) (&lt; 143% FPL)</b>	087, 085	072	1 - 5
<b>Children (&lt; age 19) (&lt;100% FPL)</b>	091, 085	073	6 - 19
<b>Quasi-CHIP (100%-133% FPL) (age 6- 19) (previously qualified for CHIP)</b>	099	074	6 - 19
<b>Children (Beginning SFY 2015)</b>	085 - 091	072 – 074	1 - 19***
<b>CHIP (age 0-19) (&lt;209% FPL)</b>	099	099	1 - 19

# Benefits for Members

- CCOs connect enrollees to a medical home
- CCOs implemented comprehensive care management programs which include coordinating services with mental health providers, social service agencies and out-of-state providers to improve care and quality outcomes
- CCOs were required to develop disease management programs which include, but are not limited to:
  - Diabetes
  - Organ Transplants
  - Hypertension
  - Hemophilia to 11-30-2012
  - Asthma
  - Obesity
  - Congestive Heart Disease

# Who Cannot be a part of *MississippiCAN*?

- Beneficiaries in any waiver programs:
  - Elderly and Disabled (E&D), Independent Living (IL), Traumatic Brain Injury/Spinal Cord Injury (TBI-SCI), Assisted Living (A&L), Intellectual Disabilities/Developmental Disabilities (IDDD), and Mississippi Youth Programs Around the Clock (MYPAC)
  
- Beneficiaries who have both Medicare and Medicaid
  
- Beneficiaries who are in institutions such as:
  - Nursing Facilities, Intermediate Care Facility for Individuals with Mental Retardation (ICF-MR), Psychiatric Residential Treatment Facility (PRTR), Correctional Facilities, and others



# Increased MississippiCAN Enrollment

- Between May 1 and July 31, 2015, Medicaid-eligible children up to the age of 19 are set to be transitioned from regular Medicaid to the managed care program, Mississippi Coordinated Access Network (MississippiCAN).
- With and exceptions of those children who are on Medicare, waivers or reside in institutions.
- For the children being transitioned, this does not change their coverage and there is no loss of benefits.

# Why is the transition happening?

- Of the nearly 800,000 Mississippians enrolled in Medicaid or the Children’s Health Insurance Program (CHIP), children are the largest population we serve. Authorized by the Mississippi Legislature in 2011, MississippiCAN was established to create more efficiency and provide better access to health services, making Mississippi one of at least 26 other states to adopt a managed-care approach.

<b>Transition Children (Beginning SFY 2015)</b>	<b>085 - 091</b>	<b>072 – 073</b>	<b>1 - 19***</b>
<b>Children (TANF)</b>	085	071 – 073	1 - 19
<b>Children (&lt; age 6) (&lt; 143% FPL)</b>	087, 085	072	1 - 5
<b>Children (&lt; age 19) (&lt;100% FPL)</b>	091, 085	073	6 - 19

# What changes have occurred?

## **Quasi-CHIP Population Transitioned to Medicaid MississippiCAN**

- December 1, 2014
- Children in families with income at or below 133% of the federal poverty level are now eligible for Medicaid rather than CHIP and will be moved from CHIP and enrolled in the MississippiCAN program.

## **CHIP**

- January 1, 2015
- Children enrolled in the CHIP program beginning CY2015 will receive services from the two Coordinated Care Organizations (CCOs) rather than one contracted vendor.

*Their CHIP coverage and services will remain the same.*

## **MississippiCAN Expansion - Children**

- May through July 2015
- Children ages 1 to 19 were enrolled in the MississippiCAN program, except those excluded as members on Medicare, on waivers, or in institutions.

# MississippiCAN Enrollment

## When can Beneficiaries enroll in MSCAN?

- Beneficiaries not already enrolled may enroll throughout the year.

## When are Newborns enrolled?

- Newborns born to a Medicaid mom who is currently enrolled in MississippiCAN will automatically be placed in the same plan as the mother.

## When is Enrollment effective?

- Enrollment is always effective at the beginning of the month and disenrollment is effective the last day of the month.
  - *The exception is when beneficiary is transferred to a nursing home or waiver program.*

## When can Members choose a CCO?

- After receiving initial notification letter, beneficiaries may choose a plan within 30 days, or they will be automatically assigned to a CCO. Members may be added each month to Medicaid and MississippiCAN.

## When can Members change CCOs?

- After initial enrollment with a CCO, every member will have a 90-day window to make changes
- During the 90-day window, mandatory members may only switch **once** between CCOs.
- During the 90-day window, optional members may switch **once** between the CCOs or return to regular Medicaid.
- The open enrollment period each year (October – December) to allow members to make changes.

*Changes go in effect January 1.*

# Choosing a Coordinated Care Organization (CCO) for MississippiCAN or MississippiCHIP

- **Initial Notification Letter (MSCAN-005 Mandatory or CHIP-002)**
  - The letter is mailed to beneficiaries advising them that they have 30 days to choose a CCO. Beneficiaries are recommended to ask their doctors with which CCO they are enrolled. Enrollment Form is on the back of the letter.
- **Auto-Assignment Letter (MSCAN-002 or CHIP-003)**
  - The letter is mailed to beneficiaries advising them that they did not choose a CCO, therefore, one has been assigned for them. However, beneficiaries may switch CCOs once within the initial 90 days. The next time that beneficiaries may switch CCOs is during Annual Open Enrollment from October 1 to December 15  
(effective January 1 of following year)
- **Selection Forms**
  - Beneficiaries may complete the form mailed to their home, or they may go online to the Envision web portal and select CCO.
    - <https://www.ms-medicaid.com/msenvision/mschipInfo.do>
  - Go to the DOM website and select form.
    - <http://www.medicaid.ms.gov/programs/mississippiican/mississippiican-enrollment/>
    - <http://www.medicaid.ms.gov/programs/mississippiican/chip-enrollment/>

# Mississippi Department Of Human Services (MDHS) Beneficiaries

- **Currently Foster Care children under MDHS custody are enrolled primarily with MississippiCAN – Magnolia Health**
- **Adoptive Assistance Parents may select their choice of MississippiCAN CCO, either Magnolia or UnitedHealthcare**  
*(therefore, case workers should always check eligibility)*
- **Now beginning May 1, 2015, children under age 19 will be mandatorily enrolled in MississippiCAN, except those not eligible for MississippiCAN.**

# Beneficiaries Not Eligible for MississippiCAN

## Who is not eligible for MississippiCAN

- **Waiver program enrollees** (ex. HCBS, TBI, ID/DD, IL, etc.)
- **Dually eligibles** (Medicare/Medicaid)
- **Institutionalized Residents** (ex. Nursing Facility, ICF-MR, Correctional Facilities, etc.)
- **Hemophilia diagnosis**
- **American Indians** (*They may choose to opt into the program*)
- **Beneficiaries currently with inpatient hospital stays**

# What services are covered by the Health Plan?

## The health plans will pay for the following:

All services currently covered by Medicaid are included but the limits may be different for some services.

- Physician Office Visits (more than what Medicaid provides)
- Durable Medical Equipment (DME)
- Vision (*more than what Medicaid provides*)
- Dental (*limited over 21*)
- Therapy Services
- Hospice Services
- Pharmacy Services
- Mental Health Services
- Outpatient hospital services (Chemotherapy, ER visits, x-rays, etc.)

**All MississippiCAN beneficiaries must always present your new health plan card and your Blue Medicaid card for all health plan services.**




# Is the primary care provider (PCP) on my MississippiCAN or CHIP card the only physician I am limited to see?

- No, the PCP on the member card is simply to direct you to an enrolled PCP, rather than seeking emergency treatment.
- Many members have their own PCPs, but they are not reflected in our records. Members should continue to be treated by their own PCPs, and call the CCO plans to update their record with their actual treating provider.
- Beneficiaries can contact the CCO plan and get an updated card with the PCP of their choice, as long as the PCP is in the CCO plans network.

# MississippiCAN CARDS



 **magnolia health.** Rx US Script  
BIN: 008013

Member Name: Jane Doe  
 Medicaid ID#: XXXXXXXXXX  
 PCP Name: John Doe  
 PCP Number: XXX-XXX-XXXX

If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Magnolia for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Magnolia NurseWise® toll-free at 1-866-912-6285 (TDD/TTY 1-877-725-7753 or Mississippi Relay Services at 711). NurseWise is open 24 hours a day.


**MEMBERS:**  
 Member Services line 1-866-912-6285  
 TDD/TTY 1-877-725-7753  
 Mississippi Relay Services 711  
 24/7 NurseWise 1-866-912-6285  
 Dental/Vision 1-866-912-6285  
 Transportation 1-866-912-6285

**PROVIDERS:**  
 IVR Eligibility inquiry - Prior Auth 1-866-912-6285  
 US Script Help Desk 1-800-460-8988  
 Behavioral Health 1-866-912-6285

**Medical claims:**  
 Magnolia  
 Attn: CLAIMS  
 PO Box 3090  
 Farmington, MO 63640-3825  
 Provider/claims information via the web: [MagnoliaHealthPlan.com](http://MagnoliaHealthPlan.com).

**Magnolia Address**  
 111 East Capitol Street  
 Suite 500  
 Jackson, MS 39201



 **UnitedHealthcare** | Community Plan  
 Health Plan (80840) 911-87726-04

Member ID: 999999999


Member:  
 SUBSCRIBER M BROWN

PCP Name:  
 PROVIDER BROWN

Payer ID  
 87726


Effective Date  
 99/99/9999

COPAY: Office / ER  
 \$0 / \$0

 **OPTUMRx**  
 Rx Bin: 610494  
 Rx Grp: ACUMS  
 Rx PCN: 9999

0501 UnitedHealthcare Community Plan Access  
 Administered by UnitedHealthcare of Mississippi, Inc.

796 Woodlands Parkway, Suite 301, Ridgeland, MS 39157 HMSA 042512



This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [www.uhcommunityplan.com](http://www.uhcommunityplan.com) or call.

For Members: 877-743-8731 TDD 711  
 NurseLine 24-7: 877-370-4009 TTY 711

In an emergency, care may be obtained from the closest medical care provider. Notify member services at 1-877-743-8731 within 48 hours of receiving such care.

For Providers: www.uhhealthcare-mississippi.com 877-743-8734  
 Medical Claim Address: P.O. Box 5032, Kingston, NY 12402-5032  
 For use of non-participating providers, prior authorization is required: 1-866-604-3267

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903  
 For Pharmacist: 877-305-8952

# How do I know I am a member?

If your address on file is correct, you will get:

- New member ID card from your health plan  
*(Please keep your original Blue Medicaid card)*
- New member welcome package
- New member welcome call

**If Medicaid does not have your current address and phone number, you may not find out you have *MississippiCAN* until you go to the doctor or pharmacy.**

# MississippiCHIP

## Children's Health Insurance Program

# Evolution of Children's Health Insurance Program (CHIP)

- Mississippi House Bill 1275 – 2014 Regular Session
- The CHIP program and contract for insurance services was transferred from School Employees Health Insurance Management Board (DFA) to the Division of Medicaid (DOM) as of January 1, 2013. 41-86-9
- The CHIP program is now authorized to operate under a managed care delivery system as of January 1, 2015. 43-13-117(H)

# The CHIP Program is not changing. “There are now 2 vendors.”

## What is changing?

- As of January 1, 2015, the MississippiCHIP program is managed by 2 vendors, instead of 1 vendor:
  - **UnitedHealthcare** and **Magnolia Health**

Effective January 1, 2014, CHIP income level begins at 133% instead of 100% of the Federal Poverty Level per ACA.

## What is the same?

- Same Benefits
- Same Co-Payments
- Providers must be enrolled as a CHIP provider to receive payment.

**Providers with CHIP children enrolled with both CCOs, must be enrolled with both CCOs to receive payment.**

# Who is eligible for CHIP?

- Uninsured children up to age 19 years old
- Children not eligible for Medicaid
- Children of families that meet the income requirements
- Children with no other primary insurance coverage (at the time of application)

Category of Eligibility	COE	New COE	Age
<b>CHIP</b>	<b>099</b>	<b>099</b>	<b>0 - 19**</b> (19 <sup>th</sup> year birth month)

# MississippiCAN

## Expansion-Children

### Primary questions during transition:

- **Member assignment to choice of CCO**
  - Members calling and visiting the Provider Offices or Regional Offices for assistance. Coordinated Care has advised ROs to direct calls to us and Xerox, and provided the transition information.
  - Members must submit change forms to Xerox within 90 days to switch CCOs for CHIP or MSCAN.
  - Members must ask their providers which programs (CHIP or MSCAN), and which CCOs (Magnolia or UnitedHealthcare) they are enrolled.
- **Physician and Pharmacy provider confusion**
    - Pharmacy notice to advise pharmacists that members may change CCOs. Please contact the appropriate CCO.
    - Physician education of verifying eligibility. Previously physicians and clinics were unable to view CHIP eligibility in Envision and urged to verify eligibility.
  - **Prior Authorizations**
    - Prior authorizations are being provided to CCOs for children assigned to them, with grace period of 90 days.
  - **CHIP providers**
    - Quasi-CHIP members are no longer in the CHIP program, but have been transferred to MSCAN.



# What is the difference between programs?

	Medicaid Fee-for-Service	MississippiCAN	CHIP
<b>Beneficiary Eligibility</b>	Beneficiaries qualify based on income, resources, age and/or medical disability.  Coverage for children, families, pregnant women, elderly and disabled persons.	Beneficiaries in certain Medicaid categories of eligibility (SSI, Disabled Children at Home, Working Disabled, Breast/Cervical, Newborns and Children)	Children ages 0-19 whose income exceeds Medicaid maximum, up to 209% Federal Poverty Level.
<b>Beneficiary Enrollment Site</b>	Division of Medicaid Regional Office	Division of Medicaid Regional Office	Division of Medicaid Regional Office
<b>Beneficiary Enrollment</b>	Members can only receive services from one program at a time, no overlap.	Members can only receive services from one program at a time, no overlap.	Members can only receive services from one program at a time, no overlap.
<b>Beneficiary Services</b>	Medicaid services MississippiCAN Inpatient Hospital	Medicaid services, plus additional services such as case management	CHIP services
<b>Provider Enrollment</b>	Enroll with Medicaid	Enroll with Medicaid and MSCAN vendor (Magnolia or UnitedHealthcare)	Enroll with CHIP vendor (UnitedHealthcare and/or Magnolia)
<b>File Claims</b>	Division of Medicaid Xerox	Vendors (Magnolia or UnitedHealthcare)	Vendors (UnitedHealthcare or Magnolia –DOS after 1-1-15)
<b>Website</b>	<a href="http://www.medicaid.ms.gov">www.medicaid.ms.gov</a> <a href="http://www.ms-medicaid.com">www.ms-medicaid.com</a>	<a href="http://www.medicaid.ms.gov/programs/mississippi-can">www.medicaid.ms.gov/programs/mississippi-can</a> <a href="http://magnoliahealthplan.com">magnoliahealthplan.com</a> <a href="http://uhcommunityplan.com">uhcommunityplan.com</a>	<a href="http://uhcommunityplan.com">uhcommunityplan.com</a> <a href="http://magnoliahealthplan.com">magnoliahealthplan.com</a>

# MississippiCHIP CARDS



**magnolia health.**  
*Mississippi Children's Health Insurance Program*

Member Name: Jane Doe  
CHIP ID#: XXXXXXXXXX  
PCP Name: John Doe  
PCP Number: XXX-XXX-XXXX  
Effective Date of Coverage: XX/XX/XXXX  
Out of Pocket Maximum: \$XXX

Rx US Script  
BIN: 008019  
PCN: MSCHIP

**Physicians Care**  
MEMBER

HEALTH LINK<sup>®</sup>

COPAY: Provider Visit / ER Visit  
(\$XX / \$XX)

If your child has an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Magnolia for an okay before your child gets emergency services. If you are not sure whether your child needs to go to the ER, call your child's PCP or Magnolia NurseWise<sup>®</sup> toll-free at 1-866-912-6285 (TDD/TTY 1-877-725-7753 or Mississippi Relay Services at 711). NurseWise is open 24 hours a day.

**MEMBERS:**  
Member Services line 1-866-912-6285  
TDD/TTY 1-877-725-7753  
Mississippi Relay Services 711  
24/7 NurseWise 1-866-912-6285  
Dental/Vision 1-866-912-6285

**PROVIDERS:**  
IVR Eligibility inquiry - Prior Auth 1-866-912-6285  
US Script Help Desk 1-800-460-8988  
Behavioral Health 1-866-912-6285  
Prior Authorization 1-866-912-6285

**Medical claims:**  
Magnolia  
Attn: CLAIMS  
PO Box 5040  
Farmington, MO 63640-3825  
Provider/claims information via the web: [MagnoliaHealthPlan.com](http://MagnoliaHealthPlan.com).

**Magnolia Address**  
111 East Capitol Street  
Suite 500  
Jackson, MS 39201



**UnitedHealthcare**  
Health Plan (80840) 911-95378-08

Member ID: 999999999

Member:  
SUBSCRIBER M BROWN

Payer ID  
95378

Effective Date  
99/99/9999

**OPTUMRx**  
Rx Bin: 810494  
Rx Grp: ACUMS  
Rx PCN: 9999

COPAY: Office / ER  
\$0 / \$0

MSCHP 01  
Administered by UnitedHealthcare Insurance Company

Printed: 04/23/12

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [www.uhcommunityplan.com](http://www.uhcommunityplan.com) or call.

**For Members:**  
NurseLine: 800-992-9940  
877-410-0184  
TDD 711  
TDD 800-855-2880

In an emergency, care may be obtained from the closest medical care provider. Notify member services at 1-800-992-9940 within 48 hours of receiving such care.

**For Providers:** [www.uhcommunityplan.com](http://www.uhcommunityplan.com) 800-557-9933  
Medical Claim Address: P.O. Box 5032, Kingston, NY 12402-5032  
For use of non-participating providers, prior authorization is required: 1-866-804-3267

UnitedHealthcare  
Choice Plus Network  
Multi-Plan  
Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903  
For Pharmacist: 888-306-3243

# Please complete open enrollment forms

## MISSISSIPPI COORDINATED CARE **OPTIONAL** ENROLLMENT FORM



Please complete all sections and return this form back to the Division of Medicaid (DOM) in the envelope included.  
\*Indicates required field

### Section 1 Personal Information

*BENEFICIARY MEDICAID NUMBER OR *SOCIAL SECURITY NUMBER		You must have Medicaid to participate in this program.	
*LAST NAME (Print)	*FIRST NAME (Print)	Middle Initial	
Address Where You Live	City	State	Zip Code County
*Mailing Address	City	State	Zip Code
Phone Number (If Available)	*Your Birthday (mm/dd/yyyy)	Age	Are You Pregnant (Check one)
What language is spoken in the home?			<input type="checkbox"/> Yes <input type="checkbox"/> No
English <input type="checkbox"/> Spanish <input type="checkbox"/> Other: _____			

### Section 2 Coordinated Care Organization (Please choose one)

\* Put a check mark by the Coordinated Care Organization (CCO) you want to take care of your health.

Magnolia Health  
 United Healthcare  
 Opt out (Regular Medicaid)

\*Do you have a regular primary care physician? Yes No  
 If yes, primary care physician name First \_\_\_\_\_ Last \_\_\_\_\_  
 City: \_\_\_\_\_ County: \_\_\_\_\_  
 Facility Name: \_\_\_\_\_ Telephone Number: ( ) \_\_\_\_\_

### Section 3 Your Signature

All information I gave on this form is true and correct. I know that if I get health care from a doctor not in my CCO that I will have to pay.

I have read and understand the information on this application.

\_\_\_\_\_  
 \*Your signature /or witness DATE

Information that you give is private. Your medical information can only be shared if needed to give medical services. If you get services under the CCO, you give the CCO right to give Medicaid information about your health.

Revised by:  
4/30/2014

## MISSISSIPPI COORDINATED CARE **MANDATORY** ENROLLMENT FORM



Please complete all sections and return this form back to the Division of Medicaid (DOM) in the envelope included.  
\*Indicates required field

### Section 1 Personal Information

*BENEFICIARY MEDICAID NUMBER OR *SOCIAL SECURITY NUMBER		You must have Medicaid to participate in this program.	
*LAST NAME (Print)	*FIRST NAME (Print)	Middle Initial	
Address Where You Live	City	State	Zip Code County
*Mailing Address	City	State	Zip Code
Phone Number (If Available)	*Your Birthday (mm/dd/yyyy)	Age	Are You Pregnant (Check one)
What language is spoken in the home?			<input type="checkbox"/> Yes <input type="checkbox"/> No
English <input type="checkbox"/> Spanish <input type="checkbox"/> Other: _____			

### Section 2 Coordinated Care Organization (Please choose one)

\* Put a check mark by the Coordinated Care Organization (CCO) you want to take care of your health.

Magnolia Health  
 United Healthcare

\*Do you have a regular primary care physician? Yes No  
 If yes, primary care physician name First \_\_\_\_\_ Last \_\_\_\_\_  
 City: \_\_\_\_\_ County: \_\_\_\_\_  
 Facility Name: \_\_\_\_\_ Telephone Number: ( ) \_\_\_\_\_

### Section 3 Your Signature

All information I gave on this form is true and correct. I know that if I get health care from a doctor not in my CCO that I will have to pay.

I have read and understand the information on this application.

\_\_\_\_\_  
 \*Your signature /or witness DATE

Information that you give is private. Your medical information can only be shared if needed to give medical services. If you get services under the CCO, you give the CCO right to give Medicaid information about your health.

Revised by:  
4/30/2014

# Contact Information

## MississippiCAN and MississippiCHIP

Mississippi Division of Medicaid	Phone: 601-359-3789 Toll-free: 1-800-421-2408 <a href="http://www.medicaid.ms.gov/programs/mississippican/">http://www.medicaid.ms.gov/programs/mississippican/</a>
Member Enrollment	MSCAN/MSCHIP 800-884-3222(*) <a href="http://www.ms-medicaid.com">www.ms-medicaid.com</a>
Magnolia Health Plan	MSCAN/MSCHIP 866-912-6285 <a href="http://www.magnoliahealthplan.com">www.magnoliahealthplan.com</a>
UnitedHealthcare	MSCAN 877-743-8731 MSCHIP 800-992-9940 <a href="http://www.uhcommunityplan.com">www.uhcommunityplan.com</a>



## Beneficiary Workshop

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8/26/2015

**2015**

Maggie wants you to know that you get....

**MORE with  
Magnolia!**



**Unlimited** PCP & Specialty Visits – **NO COPAYS!**

- **CHIP**



**6** Prescriptions Every Month – **NO COPAYS!**

- **Unlimited for CHIP**
- *EPSDT-eligible beneficiaries are eligible for more prescriptions if determined to be medically necessary.*



**2** Pair of Glasses Every Year for Children / **1** Pair for Adults

- *EPSDT-eligible beneficiaries are eligible for more services if determined to be medically necessary.*



CentAccount **REWARDS** Card for Healthy Behaviors



**FREE** cell phone for **qualified** “high risk” members



**24/7/365** Nurse Advice Line staffed with Registered Nurses



Local Call Center

# Great Things to Know



## Member Services (1-866-912-6285)

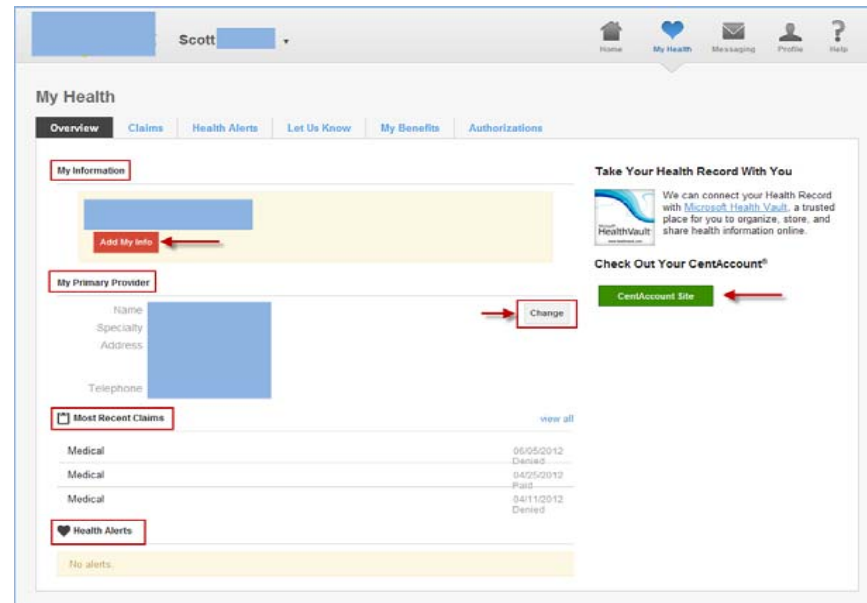
Our member services department will tell you how Magnolia works and how to get the care you need.

- Finding a PCP
- Scheduling an appointment
- Magnolia member ID cards
- Covered and non-covered benefits
- List of Providers
- Care management
- Emergency issues
- Transportation

## Secure Member Portal

On your secure member portal you can:

- Update address and telephone information
- View and change your PCP
- View recent claims and health alerts
- Link to the CentAccount site



## New Member Packet

When you become a Magnolia member you will receive your new member packet in the mail. In this packet you will receive some important information.

- Member Handbook
- Member ID Card
- Forms
  - Health Information Form, Notification of Pregnancy Form, PCP Change Form

# Programs



## CentAccount Program

Magnolia has a program to reward you for completing healthy behaviors. These healthy behaviors begin with completing the Health Information Form included in your welcome packet. New rewards are added to your CentAccount card once you complete each healthy behavior.

- Rewards may be used to assist with:
  - Baby care
  - Diabetes care
  - Eye care
  - Groceries
  - Over the counter medicine
  - Personal care items
  - Wellness items

Healthy Behavior	CentAccount Reward
Annual Child Well-Care Visit	\$20
All Diabetic Screenings	\$50
PCP Wellness Visit in 90 days	\$25



# Programs



## Care Management Program

Magnolia's Care Management team will assist you by coordinating services ( disease education/coaching, and assistance with community resources).

*Our Care Management team can help with:*

- Overview of Covered Benefits
- Access to Services
- Importance of, and how to obtain, preventive health services
- Appropriate use of preventive, urgent, and emergency care
- Transportation
- Behavioral Health Services
- Community Assistance
- Disease Management for chronic illnesses
- Complex Care Management for serious illnesses
- Home visits, as needed.



# Programs



## Disease Management Program

Magnolia has several programs to *improve* the health of our members through disease management.

- Asthma
- Diabetes
- High blood pressure
- Heart problems
- Weight management

Our programs are geared toward helping you understand and actively manage your health. We are here to help you with things like:

- How to take medicines
- What screening tests to get
- When to call the provider

# Programs



## Start Smart for Your Baby Program

Magnolia has a specialized Care Management program designed to decrease preterm delivery and improve maternal and child health outcomes.

To qualify, just complete the Notification of Pregnancy (NOP) Form

Benefits include:

- **90** day supply of prenatal vitamins
- Access to Magnolia's **Start Smart for Your Baby** Program
- Assistance with enrolling in **WIC**
- **Baby Showers** around the State for pregnant members and new moms where you will learn about the importance of post-partum care and newborn care
- **TEXT4BABY**- receive weekly text messages about pregnancy



Visit [www.StartSmartforyourBaby.com](http://www.StartSmartforyourBaby.com) for more information.

## Foster Care

Currently, Mississippi's Foster Care\* Children are enrolled with **Magnolia Health**. Available services include:

- Dedicated Foster Care Team- works closely with the Department of Human Services (DHS), Foster Care Resources and Foster Care Shelters/Group Homes.
- Foster Care Dedicated Phone Line: **1-888-869-7747**
- \*Adoptive parents may choose to enroll their children in either plan.

# Behavioral Health



## *Cenpatico*

- **Covered benefit for outpatient services**  
(Ex. Depression, Anxiety, Drug and Alcohol Abuse, and ADHD)
- **Care coordinators and case managers available to assist you with:**
  - Referrals to behavioral health providers and community resources
  - Collaboration with member, providers, family/significant others and support services to implement an individualized plan of care.
- Call **1-866-912-6285** to speak to a care coordinator or case manager.
- **Prior Authorization** required for:
  - Psychological Testing
  - Crisis Residential
  - Individualized Intensive Outpatient Program
  - Partial Hospitalization Program
  - Certain Injectable Medications
  - Electroconvulsive Therapy
- Community Mental Health Centers (CMHC) are **required** to get authorization for community support services.
- **NO** Authorization required **for participating providers** to provide psychotherapy services (Individual, Family or Group Therapy), due to mental health parity

# How to Find a Provider



- “Find a Provider” tool on our website at [www.MagnoliaHealthPlan.com](http://www.MagnoliaHealthPlan.com)
- Call Member Services at **1-866-912-6285** to request a print directory

To add your provider to the Magnolia network:

- Give your provider’s information to a **Member Services Representative** at **1-866-912-6285**
- Advise your provider to contact Magnolia’s **Provider Services Department** at **1-866-912-6285**

Be sure to make an appointment with your PCP within the first 90 days and annually after.

- If you have difficulty getting an appointment with or seeing your provider, please call member services at **1-866-912-6285**.
- **Providers can be:**
- **“In-network”** -provider is currently under contract to see Magnolia members.
- **“Out-of network”** -provider is not currently under contract to see Magnolia members.
  - Prior Authorization



# Important Screenings and Preventions



- See your provider regularly, no matter how old you are!
  - ✓ Infants and children– Well-Child and EPSDT visits
  - ✓ Children and teens – birthday check-up every year
  - ✓ Adults – wellness exam every year
- Get your shots on time
  - ✓ Babies and children – to prevent measles, polio, pertussis, and more
  - ✓ Everyone – flu shot every year
- An ounce of prevention!
  - ✓ Women – cervical cancer and breast cancer screenings
  - ✓ Men – colon cancer and prostate exams
  - ✓ ***Everyone – Magnolia will remind you when you are due for your screenings (by mail, phone, or automated call)***
- Call us at **1-866-912-6285** to complete your Health Risk Screening by telephone and receive **\$25**

# Urgent Care/ Transportation



You and your child deserves the best care, and we want to help!!

- ✓ **Don't wait for hours to see a doctor. If you or your child is sick, but it's Not an emergency, call us- **1-866-912-6285**. We'll get you in to see a doctor as soon as possible.**

## Urgent Care

When you need urgent care, follow these steps:

- ✓ Call your PCP.
- ✓ If it is after hours and you cannot reach your PCP, call NurseWise at 1-866-912-6285 (TDD/TTY 1-877-725-7753 or Mississippi Relay 711).

## ***Emergency rooms are for emergencies!***

### **Non-Emergency Transportation (NET)**

- NET is for people who need a ride to get to their healthcare appointments.
- 3 day notice required.
- You can schedule up to a month in advance

# Social Responsibility







# ***UnitedHealthcare***

*Helping People Live Healthier Lives*



# About UnitedHealthcare



- We are a Coordinated Care Organization (CCO).
- We provide health coverage for members of the Mississippi Coordinated Access Network (MississippiCAN) and Child Health Insurance Program (CHIP).
- We have a network of doctors, specialists, nurse practitioners, rural and federally qualified health centers and hospitals throughout Mississippi that will give you the care you need.
- Mission: *“Helping People Live Healthier Lives”*



# *Our Commitment to You*

- We treat you with Respect, Compassion, and Integrity.
- We value our Relationship with you and your doctor and work hard to keep your trust.
- We look for NEW WAYS to help you stay healthy.
- We work to get you **THE RIGHT CARE AT THE RIGHT PLACE AT THE RIGHT TIME.**



**Jocelyn Chisholm Carter**  
*CEO*

# New Member Experience

To help coordinate your care, new members get the following services:

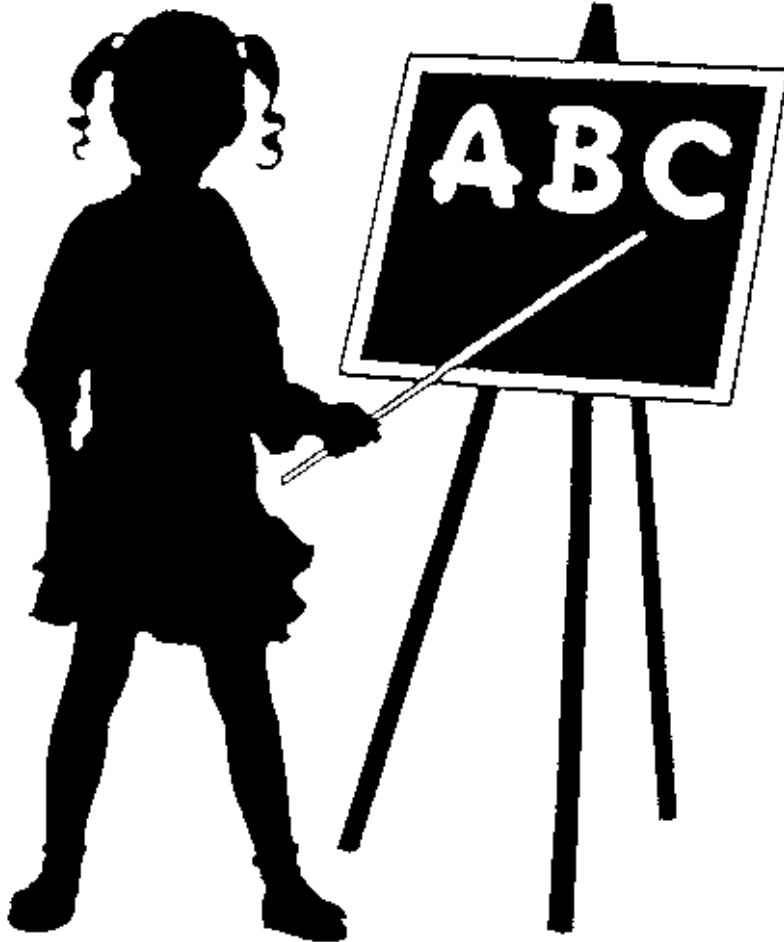
- [New Member Welcome Kit](#)
- [UnitedHealthcare Member ID Card](#)
- [Welcome Call](#)
- [Health Risk Assessment](#) . This assessment will help us determine your needs to ensure that you get the best care.
- [Personal Care Manager](#). Your PCM will be available to answer questions about your condition and help you control it. **This is not just for new members.** A Care Manager is available to you as long as you are with UnitedHealthcare. To speak with a Care Manager please call **1-877-743-8731**.
- [Access to a Nurse 24-7](#). MississippiCAN members can contact 1-877-370-4009. CHIP members can contact 1-877-410-0184.



Discover your plan online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)



# Your MississippiCAN Benefits



**It's your time to choose.  
Don't wait — act now.**

UnitedHealthcare® Community Plan connects your family to thousands of doctors, clinics and hospitals.



## We've got you covered.




-  Thousands of doctors, hospitals and clinics across Mississippi and in border states.
-  Visit your doctor as often as needed.
-  \$0 co-pay for doctor visits, specialists and pharmacy.
-  Dental care.
-  Eye exams and glasses.
-  Speak to a nurse day or night with our 24-hour NurseLine.<sup>SM</sup>

## Plus you get all of this.

-  Free prepaid reward card for completing various health screenings.
-  Free seasonal, farm-fresh vegetables.
-  Free cellphones for qualifying MississippiCAN members.
-  KidsHealth® website with articles and videos on everything from asthma, diabetes, nutrition, exercise and hundreds of other topics.
-  Care Managers to help you find care for long-term illnesses.
-  Transportation to doctor appointments.

## You have a limited time to join our community.

Here's how to choose UnitedHealthcare Community Plan as your family's health insurance for MississippiCAN.

-  Review the letter you received from the Mississippi Division of Medicaid about choosing a health insurance company.
-  To enroll or ask questions, call **1-800-884-3222** and press the \* key.
-  If you would like more information about benefits available through UnitedHealthcare Community Plan, call **1-877-743-8731** or visit [UHCCommunityPlan.com/ms](http://UHCCommunityPlan.com/ms).



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# Helping You Live Healthier



- **Farm To Fork Program:** **FREE** bags of farm-fresh vegetables are available at sites across the state to our Community Plan Members May through September.
- **Cell Phone Referral Program:** Qualified MississippiCAN members can receive a **free** cell phone through SafeLink Wireless, with 250 free voice minutes each month and unlimited texting.
- **Wellness Rewards Program:** This rewards' program allows our members to receive a prepaid MasterCard for completing specific health screenings and wellness exams throughout the year.
- **Non-Emergency Transportation (NET):** Members are provided with **FREE** transportation to and from Medicaid covered services (request 3 business days before appointment).
- **Behavioral Health:** Members receive a Routine Initial Exam and are assisted with Outpatient Individual Services, Group and Family Therapy, Medication Management, and Case Management.
- **EPSDT (Early Periodic Screening Diagnosis Treatment):** Talk to your child's doctor about well-child check-ups for vision, hearing or physical problems
- **Healthy First Steps/Baby Blocks REWARDS PROGRAM:** This program is designed to guide expectant mothers and new mothers before, during and after pregnancy and rewarding prenatal and postnatal doctor visits.
- **KidsHealth Online Resource Center** – This online resource center has 200+ videos and 10,000+ pieces of written content for the web, ranging from condition-specific (e.g., asthma, diabetes, obesity, sickle cell) to wellness (e.g., nutrition, physical activity, safety, mental health), provided to meet individual needs by age, language, and learning style.



# Choosing a Primary Care Provider

- **Your Primary Care Provider is your personal doctor**
- **You and any family member enrolled can choose a PCP from United Healthcare Community Plan network of doctors**
- **Some PCPs may have residents, Nurse Practitioners, midwives and physician assistants who give care under the direction of your PCP**
- **All our providers have agreed to take care of our members**
- **You can change your PCP. Just call Member Services at 1-877-743-8731 and they will help you find another PCP.**



# ***Your Care Manager***

UnitedHealthcare will provide a free Practice Care Manager (PCM) for members who have multiple, serious health problems or ongoing conditions.

## **Your Care Manager can:**

- Give you a health assessment so we can better understand your needs
- Answer questions about your condition and help you control it
- Work with your doctor to help meet your needs including finding a specialist
- Help you get the supplies you need
- Call you and visit you at home if needed
- Help you get home health care and find community resources
- Help members with disabilities find programs and services that will allow them to live at home
- Help with medical transportation and keeping appointments
- Help you find education classes and resources to help you manage your condition
- Remind you about tests and treatments you might need



# *You Have A “United Nurse” In Your Doctor’s Office*



- Members have a Practice Care Manager (PCM) to monitor their healthcare needs at these locations:
  - **North Mississippi Medical Center, Tupelo** - Melissa Cox, RN
  - **Family Health Center FQHC, Brandon** - Valerie Burnette, RN
  - **Coastal Family Health FQHC, Moss Point** - Alberta Thompson-Nettles, RN, MSN
  - **Jackson Hinds FQHC, Jackson** - Tonya Smith, RN
  - **Aaron E. Henry FQHC, Clarksdale** - Anna Jones, RN

**COMING SOON** to your Doctor’s Office:  
Hattiesburg, Southaven, Meridian



# About CHIP



## “CHIP”

### *(Children’s Health Insurance Program)*

- Provides children with health coverage who are not covered through a commercial insurance plan, but family income exceeds Medicaid income eligibility limits.
  - Covers nearly 8 million children in the United States.
- Signed into law in 1997, CHIP provides federal matching funds to states to provide this coverage.
- UnitedHealthcare Community Plan has successfully managed CHIP since 2010.



## **UnitedHealthcare Helps CHIP Work for You**



UnitedHealthcare currently insures over 35,000 CHIP members\*, and we have kept your family covered by:

- Improving children's health through outreach, health education and clinical programs.
- Expanding health care access.
- Influencing children's health program design through dialogue with state partners.



# *We Have Your Kids Covered!*



- **Benefits:** Children will have the best care available to them when they need it: Doctor visits, Hospitalization, Prescription, Dental and Vision Care, Hearing Services, Substance abuse and Mental Health Assistance.
- **PCPs:** Parents will have access to the largest network of doctors to assist with their child's care.
- **New Member Experience:** Each new member will receive orientation, an ID Card, a welcome call, and a health assessment.
- **Member Services:** Live operators to help members navigate their benefits, answer questions, find a doctor or specialist.
- **Community Partners and Resources:** We help you find the resources that you need to help your child live a healthy life: Human Resource Agencies, Community Action Agencies, Faith-based Organizations, Food Distribution Centers, Transportation Providers, Disability Resource and Advocacy Groups.
- **Online Access:** Parents and kids have access to a trustworthy website with complete online tools for assistance and wellness.

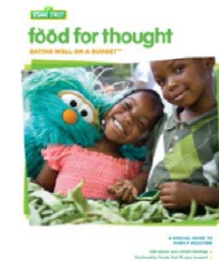


# MississippiCHIP in Action

**UnitedHealthcare distinguishes itself through child-specific initiatives that engage members and their communities, locally.**

## Member Engagement

- **KidsHealth Online Resource Center** – This online resource center has 200+ videos and 10,000+ pieces of written content for the web, ranging from condition-specific (e.g., asthma, diabetes, obesity, sickle cell) to wellness (e.g., nutrition, physical activity, safety, mental health), provided to meet individual needs by age, language, and learning style.
- **Dr. Health E. Hound** – The Community & State mascot encourages parents, teachers, and children to stay healthy by offering expert advice on diet, exercise, and hygiene.
- **Eat 4-Health** – UHC works in partnership with 4-H to provide parents, teachers, and children with tools and demonstrations that will help combat childhood obesity and its associated illness such as diabetes and hypertension.
- **Sesame Street** – UHC and Sesame Workshop have teamed up to develop *Food for Thought: Eating Well on a Budget*. This bilingual program helps families make food choices that are affordable, nutritional and set the foundation for lifelong healthy habits.



## Community Based Initiatives

- **Community Computers Donation Program** – This program provides community organizations with laptops to develop on-site labs that will assist UHC members.
- **Just Have A Ball** – This partnership between UHC, Subway and the Partnership for A Healthy Mississippi promotes physical activity and healthy eating to 6,000 school-aged children across the state in an effort to reduce childhood obesity.
- **Art of Living Smart** – UHC sponsors healthy snacks, health literature and resources for children and youth attending this yearlong afterschool program implemented by the B.B. King Museum and Delta Interpretive Center.



# In Your Community

Throughout the year, UnitedHealthcare Community Plan of Mississippi sponsors and participates in a number of community events to reach our members, including:

- March of Dimes Johnny Evans Telethon (Greenville, MS)
  - Zoo Day (Jackson, MS)
- Annual Eddie Lee Smith Health Fair (Holly Springs, MS)
- City of Moss Point Walk, Run, or Bike Fitness Campaign (Moss Point, MS)
- Hinds County School District Cool2Care 3K and Day of Play (Raymond, MS)
  - National Night Out Against Crime (Hattiesburg, MS)
- MLK Day of Service Health Fair & Blood Drive (Biloxi, MS)
- City of Jackson Disability Awareness Day (Jackson, MS)
  - Annual Kids Art Crawl (Meridian, MS)
  - Celebrate Babies (Laurel, MS)
  - And MORE!



# Find Information On the Web



[www.uhccommunityplan.com](http://www.uhccommunityplan.com)

The screenshot shows a Windows Internet Explorer browser window displaying the 'Mississippi - MississippiCAN - Plan Detail' page. The browser's address bar shows the URL <http://www.uhccommunityplan.com/ms/medicaid/mississippi.html>. The website header includes the UnitedHealthcare Community Plan logo, a search bar, and navigation links for 'For Health Care Professionals', 'For Community Organizations', and 'For Members'. A left-hand navigation menu lists various options: Plan Details, Benefits, Eligibility, Find A Provider, Find A Drug, Find A Pharmacy, How To Enroll, Frequently Asked Questions, Glossary, Links to Health Information, Member Information, and Contact Us. The main content area features a large photograph of a diverse group of people, including children and adults, engaged in a community activity like gardening. Below the photo is a section titled 'MississippiCAN' with a 'View other plans' link and a paragraph of text: 'You deserve nothing less than top-quality health care. Members of the Mississippi Coordinated Access Network (MississippiCAN) receive great Medicaid benefits and additional services through the UnitedHealthcare Community Plan, including unlimited visits to your Primary Care Provider and Specialists. There is NO COPAY for any service covered by UnitedHealthcare Community Plan. We look forward to helping you get the health care you deserve and need.' The browser's taskbar at the bottom shows the system tray with the date and time as 2:09 PM on 8/4/2014.

# Questions?

