



Introduction to Healthy Connections Prime for Providers

Background & Goals

Healthy Connection Prime is a demonstration designed to improve health care for dually eligible beneficiaries in South Carolina. Jointly administered by the Centers for Medicare & Medicaid Services (CMS) and the South Carolina Department of Health and Human Services (SCDHHS), the demonstration will allow eligible beneficiaries in South Carolina to receive their Medicare, Medicare Part D, and Medicaid benefits from a single Medicare-Medicaid Plan. By integrating and coordinating individuals' health care benefits, the demonstration aims to:

- Improve health outcomes,
- Reduce avoidable emergency department visits and hospital readmissions, and
- Delay the need for nursing facility care by offering better preventive care and increased access to home and community-based services.

Who is Eligible to Enroll

Healthy Connections Prime will be available to the 53,000 South Carolina residents who are:

- Age 65 years old or older and live in the community at the time of enrollment;
- Entitled to Medicare Part A and enrolled in Parts B and D;
- Eligible for full Medicaid benefits;
- Not currently in hospice or receiving treatment for End Stage Renal Disease;
- Not living in a nursing facility or in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID); and
- Not enrolled in a waiver other than the Community Choices Waiver, HIV/AIDS Waiver, or the Mechanical Ventilation Waiver.

Role of Providers

Providers of all specialties and localities are encouraged be part of this important initiative by joining one or more of the Medicare-Medicaid Plan networks. As a network provider, you will be able to provide care to new and existing patients while benefitting from simpler reimbursement systems and support for a team-based approach to care.

The attached *Frequently Asked Questions* document provides more details on the demonstration. You can also contact the representatives listed below to learn more about how you can become a Healthy Connections Prime network provider.

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What is the Healthy Connections Prime?

Healthy Connection Prime is a new option for South Carolina seniors 65 and older with Medicare and Medicaid. It is designed to integrate all the services of Medicare, Medicare Part D, and Medicaid into a single set of benefits fully managed by a Coordinated and Integrated Care Organization (CICO). Healthy Connections Prime is a demonstration project jointly administered by Centers for Medicare and Medicaid Services (CMS) and the South Carolina Department of Health and Human Services (SCDHHS).

Who is eligible for Healthy Connections Prime?

In general, individuals who meet all of the following criteria will be eligible for Healthy Connections Prime:

- Age 65 years old or older and live in the community at the time of enrollment;
- Are entitled to Medicare Part A and enrolled in Parts B and D;
- Are eligible for full Medicaid benefits;
- Are not currently in hospice or receiving treatment for End Stage Renal Disease;
- Do not live in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) or nursing facility; or
- Meeting the above criteria and enrolled in the Community Choices Waiver, HIV/AIDS Waiver and Mechanical Ventilation Waiver.

What is a Healthy Connections Prime Medicare-Medicaid Plan?

In South Carolina, CICOs offer insurance coverage through Healthy Connections Prime Medicare-Medicaid Plans. Medicare-Medicaid Plans combine all of a member's health care and prescription drug benefits under a single set of benefits.

How is this different from Medicare Advantage?

Medicare-Medicaid Plans offer a seamless experience for both enrollees and providers. Under Healthy Connections Prime there are no coinsurance fees for Medicare Part A and B related services. There are no traditional crossover claims; provider reimbursement from Medicare-Medicaid Plans constitute payment in full regardless of the type of service. CICOs are required to offer alternative payment methodologies to a certain percentage of contracted providers who offer services to Medicare-Medicaid Plan enrollees.

Overall Goals

- Improve health outcomes
- Delay the need for nursing facility care
- Reduce avoidable emergency department visits and hospital readmissions
- Increase access to home and community-based services

Target Population

- Full-benefit
- Age 65+
- Not in an institution (at the time of enrollment)
- Not enrolled in PACE
- Non-DDSN waiver
- Not enrolled in hospice (at the time of enrollment)
- Not receiving ESRD services

Covered Benefits

- Medicaid State Plan services including nursing facilities and behavioral health services
- Home and Community-Based Waiver Services
- Medicare services including primary and acute care, Part D, and skilled nursing facilities

State Demographics

- Total Full-Benefit Duals: 131,090
- Total Eligible for the Demonstration: 53,600

Implementation Schedule

- December 1, 2014 – May 31, 2015: Enrollment begins
- February 1, 2015: Earliest service effective date
- June 1, August 1, and October 1, 2015: Passive Enrollment Waves

Other

- Capitated Financial Model
- Targeting Statewide implementation

CICOs

- Absolute Total Care
- Advicare Advocate
- Molina Dual Option
- First Choice VIP Care PLUS

How can individuals enroll in Healthy Connections Prime?

Potential enrollees will receive notification about their enrollment options. Beginning on December 1, 2014, individuals may enroll in a Healthy Connections Prime and begin receiving services from a Medicare-Medicaid Plan as early as February 1, 2015.

Individuals can also apply over the telephone. They can contact the South Carolina Healthy Connections Choices Customer Service Center at (877) 552-4642 to speak with an enrollment counselor.

If an eligible enrollee does not choose a particular Medicare-Medicaid plan, SCDHHS will automatically enroll eligible individuals into a Medicare-Medicaid Plan that has the individual's most frequently used providers within its provider network. This passive enrollment process will begin June 1, 2015 and will be conducted in three enrollment waves beginning in the Upstate.

What is covered?

Participating members will receive all of their Medicare, Medicare Part D and South Carolina Healthy Connections Medicaid coverage from a new plan type called a Medicare-Medicaid Plan.

Members will still have access to current services like:

- Doctors' visits,
- Hospital care,
- Prescription drugs, Medicaid over-the-counter drugs,
- Adult Dental,*
- Durable Medical Equipment (DME),
- Emergency and Medicaid Transportation Services,* and
- Nursing Home and Community Long-Term Care (CLTC)

** Adult dental and Medicaid transportation are still covered and are available for members under Healthy Connections Medicaid.*

Members will also have new benefits like:

- One health plan,
- One health care card,
- One number to call,
- No insurance premiums, no copays for Medicare Part A and B services,
- A care team,
- A personalized care plan that fits the member's needs,
- Help transitioning home from the hospital or nursing home, and
- The right care, at the right time, in the right place.

Is enrollment in Healthy Connections Prime mandatory?

Healthy Connections Prime is a voluntary program. Individuals can opt-out of the program at any time and receive their Medicare and Medicaid benefits the same as they do today. Individuals who opt-out or disenroll from Healthy Connections Prime will continue to receive Medicaid services through Healthy Connections Medicaid, and they will continue to have a choice of Original Medicare or Medicare Advantage and a prescription drug plan.

Why should I participate in Healthy Connections Prime as a contracted provider?

Healthy Connections Prime aligns with South Carolina's overall efforts to support the Triple Aim and offers:

- Better care through a clinically integrated, person-centered care model
- Better value by supporting reimbursement models that focus on quality, not quantity, through financial incentives to providers
- Better health for the individual through flexible benefits aimed at providing the right care, at the right time, in the right place

How do I join a Healthy Connections Prime provider network?

Providers are encouraged to join the multiple Healthy Connections Prime networks in order to provide continuous care to existing patients and to be part of this important initiative to coordinate care. Please contact the representatives listed below to learn more about how you can become a Healthy Connections Prime network provider.

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Can I continue to see my patients who join Healthy Connections Prime even if I am not participating?

Yes, you may continue seeing your Healthy Connections Prime enrolled patients as a non-participating provider for up to 180 days. This generous continuity of care provision is offered to all individuals newly enrolled in a Medicare-Medicaid Plan. During the transition period, the Medicare-Medicaid Plan will also offer a contract or single case agreement to non-participating providers. After the 180-days, the Medicare-Medicaid Plan will work with the member to identify an appropriate provider within its network.

During the transition period, enrollees may continue their course of treatment with their current provider(s), at existing service authorization levels. Service authorization levels must be maintained for all direct care home and community based service providers during the transition period, unless a significant change has occurred and is documented in the Long Term Care Assessment and/or reassessment.

How can my patients get help understanding their coverage options under Healthy Connections Prime?

Help with understanding coverage options is available for all potential enrollees. Please visit www.scdhhs.gov/prime for more information or call SC Thrive at (800) 726-8774 to schedule an in-person education session.

Who do I contact if I have other questions about the Healthy Connections Prime?

Please visit www.scdhhs.gov/prime or email prime@scdhhs.gov for help with a specific question or concern.