



## **Office of Alcoholism and Substance Abuse Services**

# **Medicaid Managed Care Enrollment Process Overview: OASAS Designated Title 14 NYCRR Part 820 Residential Treatment Programs**

**May 11, 2018**

# OASAS Title 14 NYCRR Part 820 Residential Treatment Programs.

The webinar will discuss:

1. Use of the General Medicaid Choice Enrollment Number; and,
2. Implementation of an expedited Medicaid managed care plan enrollment process. Including a detailed overview of the policy, the effective date, and the release of the associated guidance document.

The webinar should be viewed by staff from:

- Title 14 NYCRR Part 820 Residential Treatment programs
- Title 14 NYCRR 816.9 Medically Monitored Programs
- Title 14 NYCRR 819 Chemical Dependence programs

## Background:

### Certification Changes for OASAS Residential Programs:

- The State Office of Alcoholism and Substance Abuse Services (OASAS) is in the process of redesigning all OASAS certified residential programs.
- As part of the redesign, upon OASAS approval, all residential programs will be re-designated from Title 14 NYCRR Part 819 and Title 14 NYCRR Part 816.9 to Title 14 NYCRR Part 820 programs.

From	To
Title 14 NYCRR Part 819 - Residential Program	→ Title 14 NYCRR Part 820 Residential Program
Title 14 NYCRR Part 816.9 - Medically Monitored Program	→ Title 14 NYCRR Part 820 Residential Program

## Impact on Coverage by Managed Care Plans:

- The transition to Part 820 designation status impacts both: plan coverage; and, enrollment policies. See summary table below:

Program Type	Plan Coverage	Contract Section	Service Recipient Enrollment Policy
Title 14 NYCRR Part 819 Residential Program	Not Covered	N/A	Individual Exempt while Part 819 services
Title 14 NYCRR Part 816.9 - Medically Monitored Program	Not Covered	N/A	Non-exempt
Title 14 NYCRR Part 820 Residential Program	Covered. Required benefit package service.	<a href="#">21.19 b) ii) H) and APP. K</a>	Non-Exempt

## Expedited Medicaid Managed Care Enrollment / Plan Selection and Enrollment:

- For Medicaid recipients Part 820 programs **are reimbursed through the Medicaid managed Care** plans and **NOT** through Medicaid fee-for-service.,
- As such, to facilitate access to, and coverage of the Part 820 Programs in addition to the general enrollment process **a targeted expedited enrollment process has been established** to ensure Medicaid recipients are able to enroll in plans and facilitate Part 820 coverage.

**Effective June 1, 2018,** to facilitate access to, and coverage of the OASAS Designated Title 14 NYCRR Part 820 Programs an expedited enrollment process has been established to assist Medicaid recipients to select and enroll in Medicaid managed plan.

**! CRITICAL:** This facilitated expedited enrollment process / phone number **IS ONLY FOR** consumers asking to be enrolled in a plan after the regular enrollment processing cut-off, which is the third Thursday of each month. Complete Instructions are below

**! CRITICAL** Requests for enrollment prior to the 3<sup>rd</sup> Thursday of the month should be directed to the regular helpline number 1-800-505-5678. These enrollments will go through the regular processing channels and plan enrollment will be effective on the first of the next month.

**! This expedited enrollment process ONLY applies to individuals already determined eligible for Medicaid, with an assigned Medicaid Client Identification Number (MA CIN).**

Part 820 Program staff may assist service recipients in accessing the expedited Medicaid Managed Care enrollment process and speaking with Consumer Service Representative (CSR) about the expedited enrollment process

# Enrollment HelpLine Call Numbers

## Summary of which helpline to call based on date of enrollment request

Timing of Request	Call the:	Phone Number:
Enrollment Request prior to 3 <sup>rd</sup> Thursday of the month	General Enrollment Number: Information about: Medicaid Managed Care; Enrollment; Dis-enrollments; Transfers; Exemptions & Exclusions	1-800-505-5678
Enrollment requests after the 3 <sup>rd</sup> Thursday of the month and before the start of next month	Dedicated Expedited Enrollment Number	1-888-939-3678



## Three Steps Part 820 Program Process for Using the Dedicated Expedited Enrollment Number

### Step One: Part 820 Program staff speak to the Part 820 service recipient about the enrollment process

Prior to placing the call to NYMC , the Part 820 program staff person will speak with the Part 820 Program service recipient about the availability of the expedited Medicaid Managed Care enrollment process. The Part 820 program staff person will advise the service recipient that:

- a) An expedited process is available to help educate them about Medicaid managed care enrollment and select a Medicaid managed care plan.
- b) The Part 820 Program staff will work with the consumer directly, or their LDSS representative to call the Maximus phone number (see below); and,
- c) During this call the Part 820 Program Staff will inform the Maximus representative that they are seeking an expedited enrollment of a Part 820 service recipient.



**Step Two: Prior to placing the call , Part 820 program staff will collect required information:**

**The Part 820 Staff person must have the following information available to share with the CSR:**

1) Medicaid Client Identification Number (MA CIN – eight digits)

2) Part 820 Program Name and Address

3) List of Medicaid Managed Care Plans that the Part 820 program is contracted with.

NOTE: Programs should speak with their internal business office for this list. The CSR cannot provide this information

**Step Three: Part 820 program staff will place a conference call to the designated number tel. #: 1-888-939-3678 (1-888-9-EXEMPT).**

With the service recipient present, the Part 820 program representative will place a conference call to NYMC tel. #: 1-888-939-3678 (1-888-9-EXEMPT) and request an expedited enrollment to a Medicaid Managed Care (MMC) plan.

CSR will obtain verbal consent to have a consumer representative on the line and verify demographic information with the consumer.

The Part 820 facility representative will explain to the CSR the reason for their call / request access to the expedited enrollment process for a Part 820 service recipient.

The CSR will ask for the Part 820 facility name and address to confirm it is one of the applicable 820 facilities. Once facility is confirmed, CSR will ask facility which MMC plan(s) they accept or which MMC plan the consumer would like to join.

The Customer Service Representative (CSR) will then assist with enrollment to the MMC plan of choice and educate the consumer accordingly, including primary care provider (PCP) selection.

If the specified facility is not shown on the 820 list or reflected in the on-line OASAS certification directory available at: [https://www.oasas.ny.gov/legal/CertApp/directory/documents/Rpt\\_CertifiedProviderRegister4\\_yellow.pdf](https://www.oasas.ny.gov/legal/CertApp/directory/documents/Rpt_CertifiedProviderRegister4_yellow.pdf)

### **Timing of Expedited Enrollments:**

Generally, most expedited requests will be processed within a 24-hour turn-around time from the initiation of the transaction to the MAXIMUS call center.

This will include: translation into 834 managed care enrollment file, assignment to a plan, and reflection of plan enrollment on MEVS/ eMedny /MEVS eligibility screens.

Programs may verify plan assignment after the 24 hours by reviewing MEVS/ eMedny eligibility screens.

For calls received after the customary pulldown dates, CSR will utilize an override function to process the enrollment for the 1<sup>st</sup> of the next month.

This override process can be done until 12 noon on the last business day of the month.

# Resources

- OASAS Residential Redesign General Information:  
<https://www.oasas.ny.gov/ManCare/BHO/ResidentialRedesign.cfm>
- New York Medicaid Choice:  
<https://nymedicaidchoice.com>
- Questions Residential Redesign : [PICM@oasas.ny.gov](mailto:PICM@oasas.ny.gov)