

## Agency RCO outreach efforts expand to include more stakeholders

While Probationary RCOs take preparatory steps to become fully certified as RCOs, the Alabama Medicaid Agency is expanding its outreach efforts to involve a wider circle of stakeholders.

"One of the major issues is that providers' relationships with Medicaid will substantially change once RCOs are implemented," said Medicaid Chief Medical Officer Dr. Robert Moon. "Many of the policy decisions now made by Medicaid will be the responsibility of the RCOs in the future. It is our goal to help providers and recipients adjust to this new relationship by providing opportunities for meaningful dialogue."

Current outreach activities include informational sessions for providers and specific workgroups for primary care physicians and those serving special needs children and teens.

During February and March, more than 1200 individuals attended one of 17 Provider Forums held in 10 different locations. The sessions updated participants on the planned implementation, how Medicaid recipients will enroll in the program and provided an opportunity for questions from participants.

Additional information sessions are planned for later in the year.

Another Agency outreach effort involves two new workgroups - one for primary medical providers and another for providers serving children and youth with special health care needs -- that have been formed to identify and work through issues related to RCO implementation. The PMP workgroup began in November 2015 and includes pediatricians and family physicians as well as representatives from FQHCs, Rural Health Clinics and the probationary RCOs. The Special Needs group is comprised of representatives of state agencies serving special needs clients as well as the state Disabilities Coalition, Children's of Alabama, USA Women and Children's Hospital of Alabama, pediatricians and the probationary RCOs.

Topics of discussion to date have included selection and management of provider panels, care coordination, enrollment of recipients and issues unique to special needs children.

"Participants in these sessions have been actively engaged in exploring the details that directly relate to providing patient care in the new RCO environment," Dr. Moon said. "We look forward to their continued involvement and input so our program reflects the input of our providers, recipients and advocates and others."

