

Implementing Health Homes: Reaching Out to Community Agencies

May 20, 2015



Agenda

- I. Health Home Program Overview
- II. Role of Community Agencies in the Health Home Program
- III. Success Stories
- IV. Next Steps

Health Home Program Overview

Section 1



Health Home Program Overview

A Medicaid State Plan Option to integrate and coordinate primary, acute, behavioral health and long-term services across the lifespan for beneficiaries with chronic conditions.

- Statewide
- Previously known as Patient Care Networks
- Patient Care Networks program was modified to focus on Health Home eligible recipients in Patient 1st (in 2012)
- Primary Medical Providers* receive expanded case management fees for patients with chronic conditions of \$8.50 PMPM

*Excludes FQHCs / RHCs

Medicaid's Health Home Program is Changing



Alabama Medicaid's Health Home Program is an interim step toward implementation of full-risk Regional Care Organizations (RCOs).

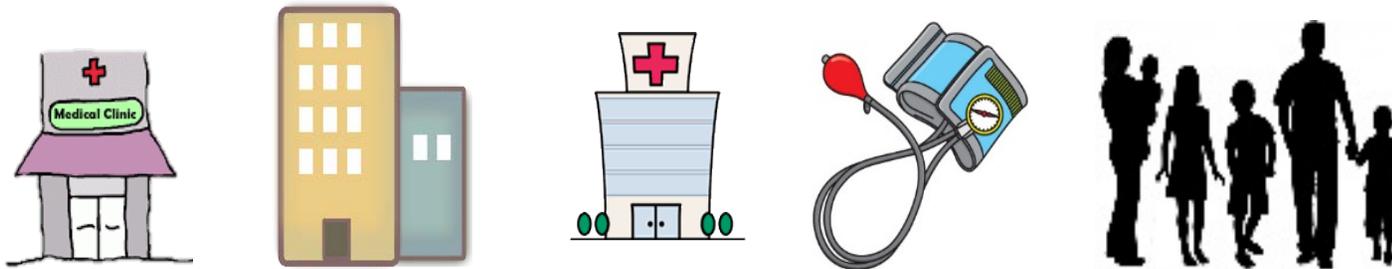
Why?

- Facilitation Network Development
- Provide Resources to Probationary RCOs
- Accelerate Probationary RCOs' Ability to Take Capitation
- Ensure Probationary RCOs' Ability to Manage Patients

Probationary RCOs are working towards becoming full-risk, certified RCOs.

RCO Program Overview

RCOs are locally-led managed care organizations that will provide services for Medicaid enrollees at an established cost when the program is implemented in October 2016.



Certified RCOs will assume the risk of managing the full cost of covered Medicaid services and care coordination for most Medicaid recipients.



The Health Home and RCO Programs

The Health Home Program:

- Expanded to statewide coverage on April 1, 2015
- Is managed by six of the 11 Probationary RCOs
- Covers the same regions as RCOs
- Will be absorbed into the RCO program on October 1, 2016
 - Full risk RCOs are expected to provide services to Health Home recipients

Role of Community Agencies in the Health Home Program

Section 2





Health Home Program Services and Benefits

Community Agencies provide critical support to the PMP and recipient

Service Type	Requires Community Agency Support
Care Coordination	
Psychosocial Needs Assessment	
Recipient Education	✓
Support Services Referrals	✓
Transitional Care	
Transition Assistance	✓
Discharge Planning	
Medication Reconciliation	
Recipient Education	✓
Support Services Referrals	✓
Medication Management	
Medication Reconciliation	
Recipient Education	✓

Qualifications for Health Home Program Recipients



Recipients are eligible for the Health Home Program if they have or are at risk for having:

- Asthma
- Diabetes
- Cancer
- COPD
- HIV
- Mental Health Conditions
- Cardiovascular Disease
- Substance Use Disorders
- Transplants
- Sickle Cell
- Heart Disease
- Obesity
 - BMI \geq 25
- Hepatitis C

Referrals are a critical element of proper care coordination of complex patients

Coordination of Care with Sister Agencies

Health Home Programs have traditionally collaborated with multiple community agencies including:



Referral Process

Health Home Programs receive referrals from community agencies in addition to making referrals for resources.

- Referrals should be made to the Probationary RCO operating the Health Home (*see Medicaid's [website](#)*)

Information Required for Referral

- Address
- Date of Birth
- Diagnosis
- Family Contact Information (if applicable)
- Medicaid ID Number
- Phone Number
- Reason for Referral

Success Stories

Section 3



Health Home Program Success Stories



Leah Washington, LBSW
Care Coordinator
Health Home
Region E



GULF COAST
Regional Care Organization



Cindy Gay, BSN, RN
Transitional Care Nurse
Health Home
Region E

Next Steps

Section 4



Contact Information: Probationary RCOs Contracted for the Health Home Program

Community Agencies may contact the Probationary RCOs in any region for referrals or more information.

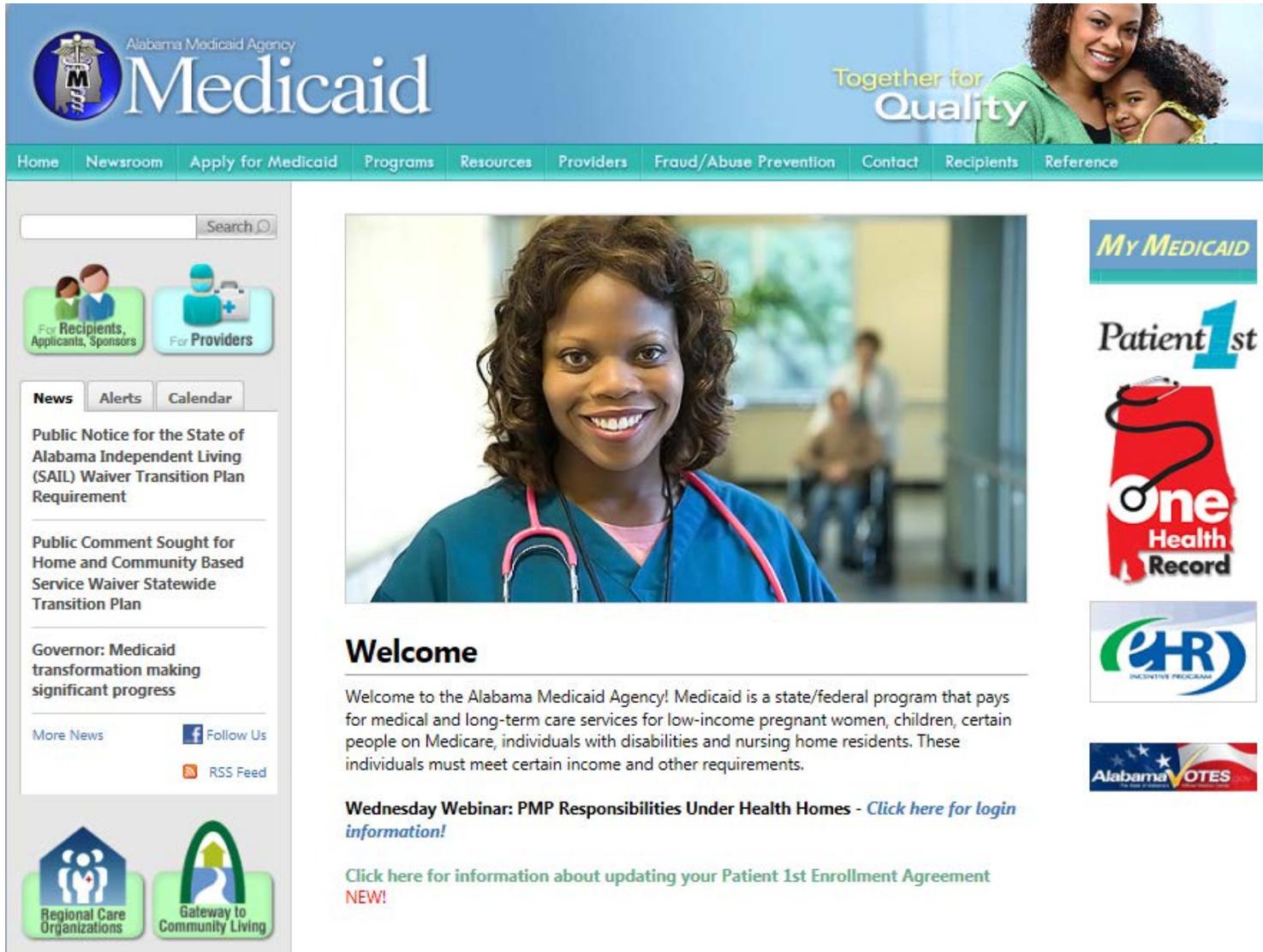
- More contacts can be found on Medicaid’s website

Region	Probationary RCOs	Contact Name	Phone #
A	Alabama Community Care – Region A	Dana Garrard	(256) 382-2366
	My Care Alabama	Stacy Copeland	(256) 713-9461
B	Alabama Care Plan	Michael Battle	(205) 558-7645
C	Alabama Community Care – Region C	Tina Stevenson	(205)553-4661
D	Care Network of Alabama	Kim Eason	(334) 528-5867
E	Gulf Coast Regional Care Organization	Sylvia Brown	(251) 380-8440



Questions?

The Agency wants to support you – *how can we help?*



The screenshot shows the Alabama Medicaid Agency website. At the top left is the agency logo with the text "Alabama Medicaid Agency" and "Medicaid". To the right is a banner image of a woman and child with the text "Together for Quality". Below the banner is a navigation menu with links: Home, Newsroom, Apply for Medicaid, Programs, Resources, Providers, Fraud/Abuse Prevention, Contact, Recipients, and Reference. On the left side, there is a search bar, buttons for "For Recipients, Applicants, Sponsors" and "For Providers", and sections for "News", "Alerts", and "Calendar". The "News" section contains several headlines, including "Public Notice for the State of Alabama Independent Living (SAIL) Waiver Transition Plan Requirement" and "Governor: Medicaid transformation making significant progress". At the bottom left are logos for "Regional Care Organizations" and "Gateway to Community Living". The main content area features a large photo of a smiling healthcare worker. Below the photo is a "Welcome" section with a paragraph of text: "Welcome to the Alabama Medicaid Agency! Medicaid is a state/federal program that pays for medical and long-term care services for low-income pregnant women, children, certain people on Medicare, individuals with disabilities and nursing home residents. These individuals must meet certain income and other requirements." Below this is a link for a "Wednesday Webinar: PMP Responsibilities Under Health Homes" and another link for "Patient 1st Enrollment Agreement". On the right side of the page, there are several logos: "MY MEDICAID", "Patient 1st", "One Health Record", "eHR INCENTIVE PROGRAM", and "Alabama VOTES".

Please Remember...

Next Webinar: *Health Information Exchange (HIE) and
Quality Initiatives at Medicaid*

- June **17** at noon

Contact Us:

- Submit Questions to the: RCOPortal@Medicaid.Alabama.gov
- PMP Assistance Center: 1-800-688-7989

www.Medicaid.Alabama.gov > Programs > Health Homes