

Indiana Medicaid: On the Road Again

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Agenda

1. *Return to Normal*
2. *Prior Authorization (PA) and Utilization Management (UM)
Vendor Transition*
3. *HIP Equalization Efforts*
4. *Indiana Pathways to Aging*
5. *Introductions of IHCP Partners and Top Initiatives*



Return to Normal



Medicaid Continuous Coverage Requirements

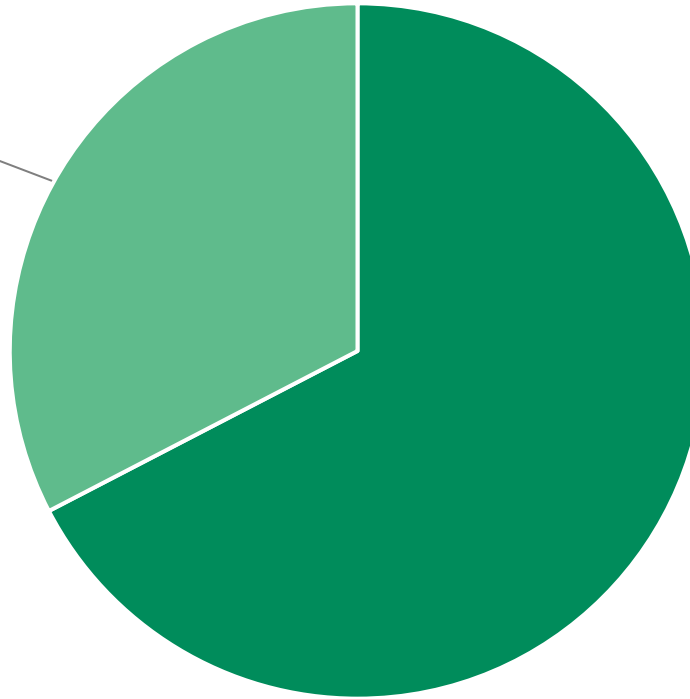
As a result of the Families First Coronavirus Response Act passed in early 2020, Medicaid agencies were eligible for additional federal funding during the COVID-19 public health emergency if they met the following criteria:

- Maintained Medicaid eligibility for existing members in current or better category
- Limited disenrollment to members who:
 1. Moved out of state
 2. Requested disenrollment
 3. Are deceased
 4. Aged out of CHIP



Hoosiers Receiving Medicaid in 2023

33% of Hoosiers are currently on Medicaid



Indiana Population¹:
6,805,985

Medicaid Enrollment²:
2,219,595

■ Medicaid Enrollment

1. <https://www.census.gov/quickfacts/IN>

2. March 2023 Medicaid Monthly Enrollment Report, <https://www.in.gov/fssa/ompp/forms-documents-and-tools2/medicaid-monthly-enrollment-reports/>



Medicaid Continuous Coverage Requirements

During the federal public health emergency:

- Indiana has continued all normal Medicaid eligibility processes, including annual redeterminations, during the federal PHE—but we did not disenroll the members who failed eligibility
- The state has kept track of which individuals are only eligible for their current Medicaid category because of the continuous coverage rules



Current Status

- As a result of the recently passed federal spending bill, the continuous enrollment provisions that Indiana Medicaid has been following since March 2020 ended as of March 31, 2023.
- These requirements are no longer tied to the federal public health emergency, so any further extension of the PHE itself will not impact the timing of returning to normal operations for Medicaid eligibility.
- This means that regular determinations of coverage will begin again and actions to adjust, reduce or eliminate coverage will be allowed beginning in April 2023.



Medicaid Eligibility Review Actions

Approximately 75% of total Indiana Medicaid membership:

- Continued to meet all eligibility requirements
 - Responded to ongoing verification requests
- Starting in April, individuals in this group who do not respond to requests for information or who are determined to no longer qualify for coverage can be disenrolled or moved to a lesser-coverage category

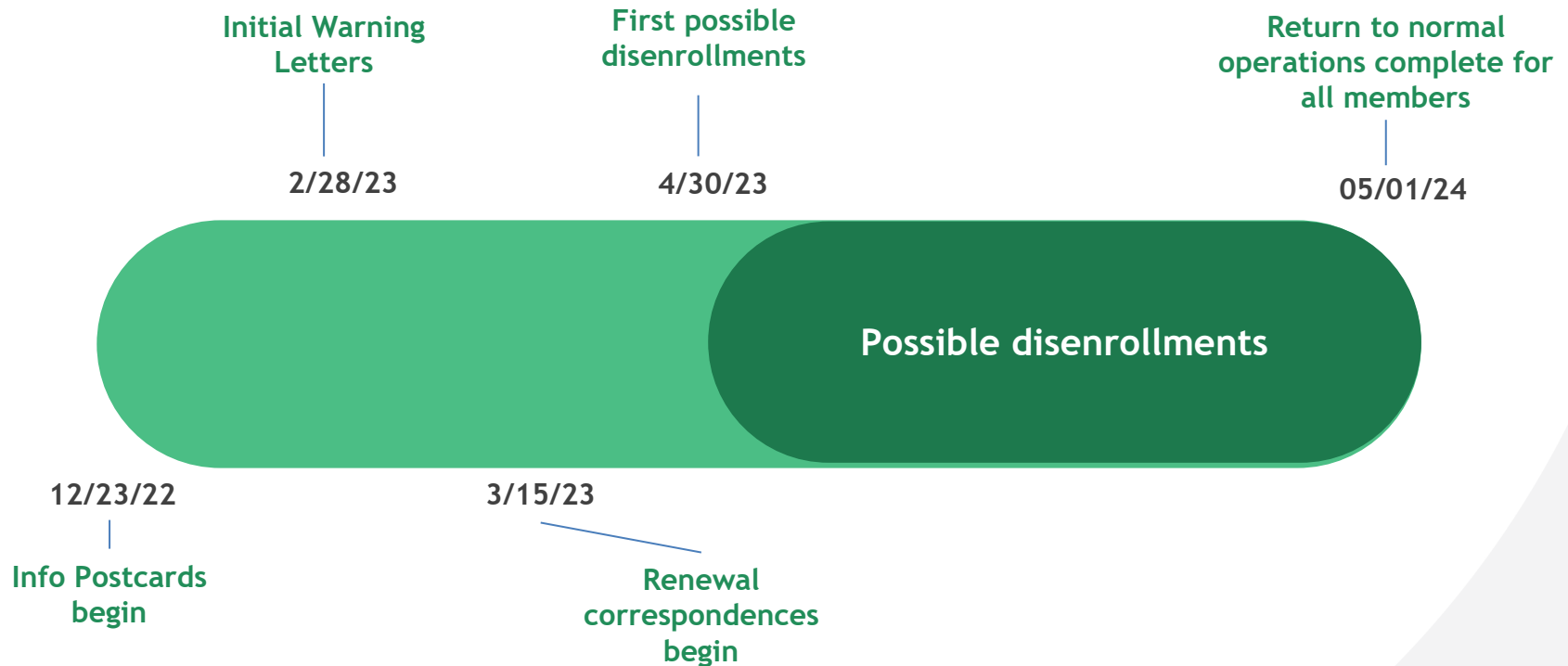
Remaining 25% of Indiana Medicaid membership:

- Remained open solely due to federal PHE maintenance of eligibility rules
- We will process roughly 1/12 of this group each month

Individuals in this group cannot be closed or moved to a lesser-coverage category before their full redetermination process is completed.



Redetermination Efforts



- Disenrolled members will have information transferred to federal Marketplace for Special Enrollment period (March 2023-July 2024)
- Members 65+ can look into Medicare coverage



Member Communications: IN.gov/Medicaid

The image shows a sequence of two browser screenshots illustrating a navigation path on the Indiana Medicaid website. The first screenshot is the homepage (IN.gov/Medicaid) with a green navigation bar. A green box highlights the link "How a return to normal will impact some Indiana Medicaid members" in the main content area. An orange callout box with an arrow points to this link, containing the text: "Click on 'How a return to normal will impact some Indiana Medicaid members'". The second screenshot shows the article page (IN.gov/medicaid/members/member-resources/How-a-return-to-normal-will-impact-some-Indiana-Medicaid-members/). The article title "How a return to normal will impact some Indiana Medicaid members" is prominently displayed. Below the title is a video player with a red play button and the text "Watch on YouTube". The video thumbnail features the text "CHECK YOUR COVERAGE" and "Keep your health. Keep your coverage." along with the Indiana State Family & Social Services Administration (FSA) logo.



Communication Tools: IN.gov/Medicaid

Tools available on web page:

- General information for members; including how to update their contact information or sign up for electronic notices, FSSA Benefits Portal “How to Navigate” flyer, special instructions for individuals experiencing homelessness
- Posters, postcards, and flyers (download and print, or option to order in bulk for free) in English, Spanish, Burmese, and large print
- Social media assets (Facebook, Instagram, Twitter), key message points and FAQs
- Stakeholder information; including slide decks and recordings of stakeholder meetings, information on the Agency Portal, and link to sign up for listserv
- Sample notices and copies of reports submitted to CMS

We will continue adding communication tools and information



Member Communications: Outreach Materials

Take action now to keep health care coverage!

Medicaid continuous coverage protections that were in place since 2020 have ended. This means that redetermination actions have resumed. Many Hoosiers could lose their benefits and now is the time to take action to help you stay covered. Is your address correct? What is your income? To help you have the right health coverage, Indiana Family and Social Services Administration needs all Medicaid members to take these steps to ensure we have current info.

- Go to FSSABenefits.IN.gov
- Scroll down to the blue "Manage Your Benefits" section
- Click on either "Sign in to my account" or "Create account"

Watch your mail! Be sure to respond with any info you're asked for. Need help updating your address? Call 800-403-0864.

Poster

Take action now to keep health care coverage!

Medicaid continuous coverage protections that were in place since 2020 have ended. This means that redetermination actions have resumed. Many Hoosiers could lose their benefits and now is the time to take action to help you stay covered. Is your address correct? What is your income? To help you have the right health coverage, Indiana Family and Social Services Administration needs all Medicaid members to take these steps to ensure we have current info.

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Flyer

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Postcard

Many Hoosiers are at risk of losing their Medicaid benefits because coverage protections from the federal public health emergency have ended. Taking action now could help you stay covered.

Large-print flyer

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Member Communications

Member handouts

- Take Action Now flyer
- Take Action Now flyer - Large print
- Take Action Now flyer - Burmese
- Take Action Now flyer - Spanish
- Benefits portal flyer
- Benefits portal flyer - Burmese
- Benefits portal flyer - Spanish

Outreach Materials

You can help by communicating to Hoosiers in your organization's network about how the recent coverage protection changes will affect Indiana Medicaid members in April. Below are some resources to help you.

[Click here to order outreach materials](#)

Posters

- PDF - English poster
- PDF - Burmese poster
- PDF - Spanish poster

Postcards

- PDF - English postcard
- PDF - Burmese postcard
- PDF - Spanish postcard

Social media assets

- JPG - Facebook
- JPG - Instagram
- JPG - Twitter

Other content

- Suggested messaging
- Help keep others informed. [Click here to download a button to add to your website](#)
- Protect your health. Protect your coverage - YouTube videos in English and Spanish
 - Protect your health. Protect your coverage (English 60-sec)
 - Protect your health. Protect your coverage (English 30-sec)
 - Protect your health. Protect your coverage (English 15-sec)
 - Protect your health. Protect your coverage (Spanish 60-sec)
 - Protect your health. Protect your coverage (Spanish 30-sec)
 - Protect your health. Protect your coverage (Spanish 15-sec)

IN.gov Search Home Directory Log In

Log in to store your form.

Outreach Materials Order Form

Mailing and Contact Information

Posters

Postcards

Flyers

Large-Print Flyers

Order Materials

Delete

Medicaid continuous coverage protections that were in place since 2020 have ended. You can help by communicating to Hoosiers in your organization's network about how this will affect Indiana Medicaid members. Below are some resources to help you.

If you have any questions, please contact Printing@fssa.in.gov.

Organization Name *

Doofenshmidt Evil Inc.

Mailing Recipient *

Dr. Heinz Doofenshmidt

Phone *

(123) 456-7890

Email *

h.doofenshmidt@lovemuffin.org

Address (we cannot deliver to P.O. boxes) *

9297 Polly Parkway

Suite A

Danville Indiana 46204

< Previous Save and Exit Next >



An important note for providers...

As a reminder, member eligibility for Medicaid needs to be verified prior to providing services. With normal eligibility rules resuming, some members who had remained eligible will lose coverage, and services will not be covered for these members when their coverage ends.

Qualified Presumptive Eligibility (PE) providers can submit a Presumptive Eligibility application to give temporary coverage to eligible individuals whose Medicaid coverage has ended.



What you can do...

- Watch for updates
- Talk to your clients, patients, and those you serve about how the return to normal operations could impact them
- Include content in your newsletters and any direct client/patient communications you do
- Print or request posters and postcards from our website to display and hand out
- Spread the word! Use our social media assets to help educate Hoosiers who may be at risk of losing coverage



PA/UM Vendor Transition



PA/UM Management Transition

Beginning July 1, 2023, Kepro will take over as the prior authorization (PA) and utilization management (UM) vendor for the IHCP. Kepro will work with current vendors to ensure PA/UM responsibilities are carried out seamlessly.

- Non emergency transportation PA will continue to be managed by Verida.
- Claim processing will continue to be managed by Gainwell.
- Pharmacy authorizations covered under the FFS pharmacy benefit will continue to be processed by OptumRx.



Provider Training Opportunities

Kepro has designed provider training programs to ensure that providers are able to embrace Kepro's policies, procedures, regulations, and statutes. Training opportunities and resources include the following:

- User Guides
- Quick Reference Guides
- Computer Based Trainings
- Individualized Training (as needed)

Provider trainings will cover a wide range of Atrezzo's functionality to ensure providers are able to navigate the portal with ease.



Training Objectives

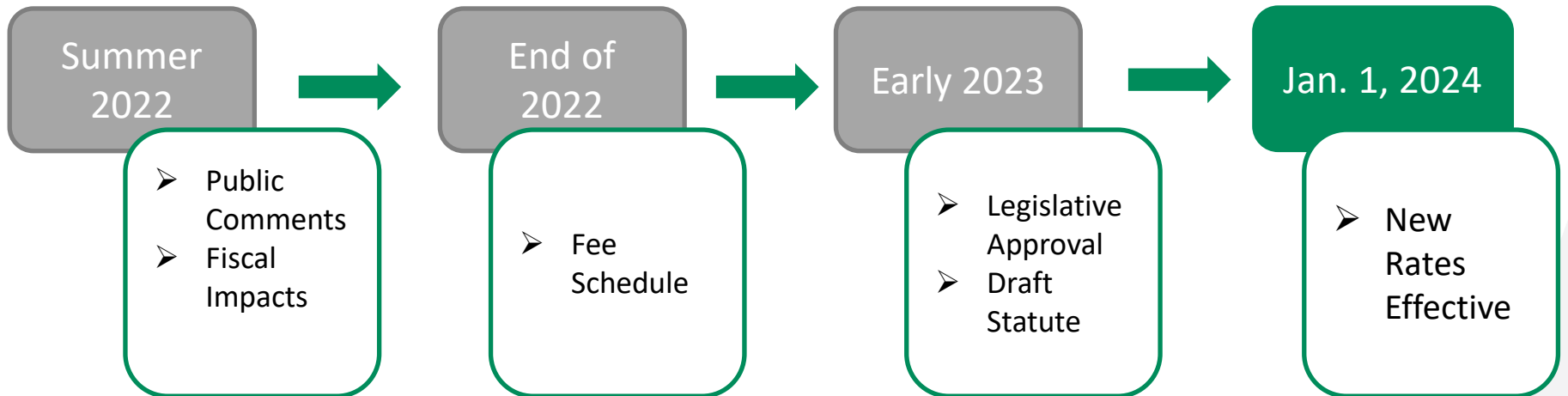
- **Portal Registration and Multifactor Authentication (MFA)**
 - Assists providers in understanding the information needed to complete registration, understanding how to complete a group account, understanding how to complete registration for additional NPI numbers and understanding system features for account management (adding/removing users, resetting passwords, etc.).
- **Provider Portal System Training**
 - Assists providers in understanding the Atrezzo portal login, how to submit new requests, how to view saved requests, how to upload supporting documentation, how to request administrative review, and how to navigate the secure messaging portal.
- **Benefit Specific Training**
 - Assists providers in having the knowledge to obtain service authorizations. Providers will have a comprehensive understanding of service definitions, submission protocols, and the administrative review processes.



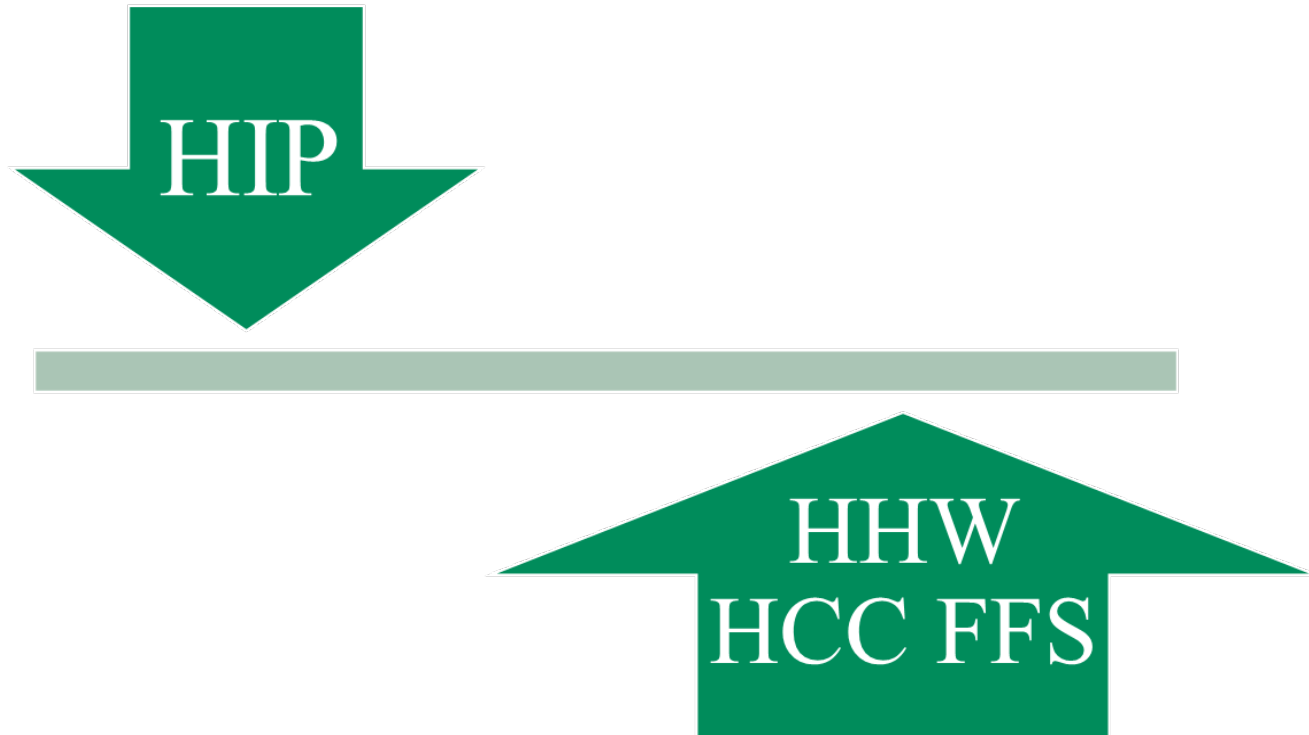
HIP Equalization Efforts



HIP Equalization Project



HIP Equalization Project



Indiana Pathways for Aging Updates



Indiana Pathways for Aging

The beginning of Indiana Pathways for Aging goes back to 2019:

- Plan was formed to reform the State's Managed Long-Term Services and Supports (MLTSS) program
- Indiana's new MLTSS program
 - Hoosiers over 60 can age at home
 - Eligible: Age, blindness, or disability
- What will Change?
 - Easier access to home and community based services (HCBS)
 - Starting managed long-term services and supports
 - Improving the quality of care
 - Improving the monitoring of the system
 - Recruiting, training, and keeping workers



Indiana Pathways for Aging

The Indiana Pathways for Aging program has three goals:

- Person-Centered Services and Supports – develop service plans and deliver services in a manner that is person-centered, member-driven, and holistic; involves caregivers; and addresses social determinants of health.
- Ensuring Smooth Transitions – ensure continuity of care and seamless experiences for members as they transition into the Pathways program or among providers, settings or coverage types.
- Access to Services (Member Choice) – assure timely access to appropriate services and supports to enable members to live in their setting of choice and promote their well-being and quality of life.



Indiana Pathways for Aging

The Indiana Family and Social Services Administration (FSSA) Office of Medicaid Policy and Planning (OMPP) announced the MCEs recommended for award to serve members in the Pathways program:

- Anthem Blue Cross and Blue Shield (Anthem)
- Humana Healthy Horizons in Indiana (Humana)
- Molina Healthcare of Indiana (Molina)
- United Healthcare Community Plan (UHC)



Indiana Pathways for Aging

- Member Enrollment Services Vendor = Maximus/Ascend
 - Determine nursing facility level of care
 - Conduct initial financial eligibility screening
- Member Enrollment Services Broker = Maximus
 - Help eligible members determine HCBS or nursing facility
 - Help eligible members select MCE
 - Perform warm handoff to MCE or Division of Disability and Rehabilitative Services

Indiana
Pathways
for Aging
Waiver
(60+)*

Health &
Wellness
Waiver
(59 and
under)*

Traumatic
Brain Injury
Waiver

Medicaid
State Plan
Nursing
Facility
Services



Indiana Pathways for Aging

What comes next?

- Pathways HCBS Provider Roundtable Events
 - Last two weeks of April & beginning of May
 - 1st week (4/17-4/21): Indianapolis, Terre Haute, Vincennes, Columbus
 - 2nd week (4/24-4/28): Muncie-Anderson, Fort Wayne, South Bend, Lafayette, Kokomo, Chesterton
 - 3rd week (5/3-5/5): Virtual options

Indiana Pathways for Aging will go live in summer of 2024

Need more info or have questions?

- INformIndiana.com
- Who at FSSA to contact:
 - Darcy Tower, Director of Provider Experience- Darcy.Tower@fssa.in.gov
 - Ashton Driscoll, LTSS Sr. Provider Relations Specialist- Ashton.Driscoll@fssa.in.gov



Contact Us

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Trevor Rhoad (Trevor.Rhoad@fssa.in.gov)

OMPPPviderRelations@fssa.in.gov

IHCPListens@fssa.in.gov



Questions?
Visit OMPP Provider Relations table



IHCP Partner Introductions and Highlighted Initiatives



Open House Discussion



IHCP Roadshow Survey

How was the Roadshow? Let us know. Take the survey!

