

# VIRGINIA MEDICAID MANAGED CARE

**2019 BPRO FALL CONFERENCE**

**OCTOBER 23, 2019**

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*Virginia Department of Medical Assistance Services*



# Agenda Slide

- ❑ Virginia Medicaid Managed Care
- ❑ Network Adequacy
- ❑ Medallion 4.0 Overview
- ❑ Managed Care Enrollment
- ❑ Population Focus
- ❑ New Health Coverage for Virginia Adults
- ❑ Quality
- ❑ Dental Program
- ❑ Questions & Answers

# Managed Care Advantages

- Focuses on **quality of care** for individuals
- Offers a network of **high quality providers**
- Health plans offer **enhanced benefits**
- Health plans provide **comprehensive** health coverage and focus on **prevention**
- Assistance with food, stable housing and other community resources
- Focuses on well check-up, dental, vision and hearing

# Managed Care Health Plans

**aetna**<sup>®</sup>

Aetna Better Health<sup>®</sup> of Virginia



**Anthem. HealthKeepers Plus**  
Offered by HealthKeepers, Inc.

**Magellan**  
COMPLETE CARE<sup>®</sup>

**OptimaHealth**<sup>®</sup>  
Family Care



**UnitedHealthcare**<sup>®</sup>  
Community Plan



**VirginiaPremier**<sup>™</sup>  
Powered by **VCU Health**



**1 in 3** Births covered in Virginia

**283K** Adults are newly covered by Virginia Medicaid

**1 in 7** Virginians rely on Medicaid

**96.3%** of Virginia Children receive an annual dental visit

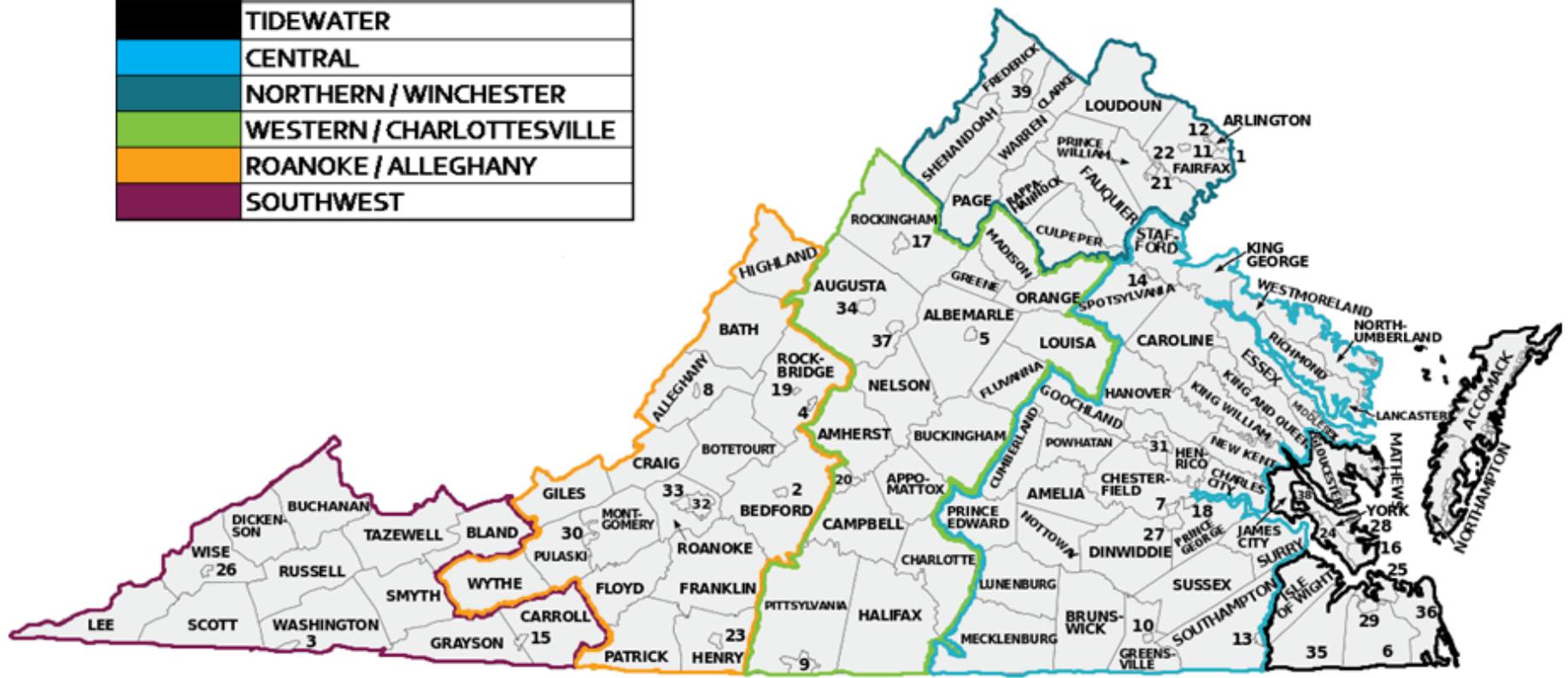
**50%** of Medicaid beneficiaries are children

Virginia Medicaid Managed Care covers **600K** children

# Managed Care Regions

## Statewide Access

REGIONS	
	TIDEWATER
	CENTRAL
	NORTHERN / WINCHESTER
	WESTERN / CHARLOTTESVILLE
	ROANOKE / ALLEGHANY
	SOUTHWEST



# Network Adequacy



- All major health systems in Virginia participate with the Managed Care Organizations.
- This allows members significant choice hospitals and provider groups.



- DMAS requested an independent review to ensure members have easy access to the provider(s) of their choice.
- All six health plans met or exceeded the requirements.



# MEDALLION 4.0

*Growing Strong*

# Medallion 4.0 Overview

## □ Key program focus on:

- Maternity care including early prenatal care, case management and postpartum care
- Care for infants and children including Early Intervention services, immunizations, screening and preventive care
- Wellness, behavioral health, community mental health services, behavioral therapy, family planning and chronic disease support for adults
- Medicaid expansion eligible adults ages 19-64

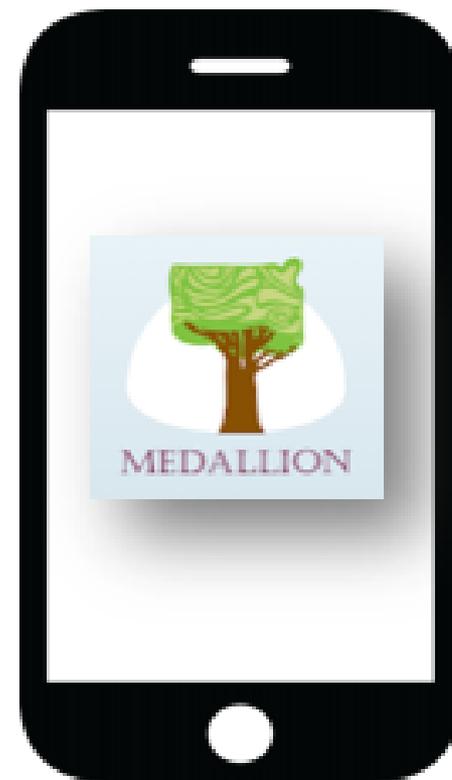
Managed Care Helpline: 1-800-643-2273 TTY: 1-800-817-6608  
Website: <https://www.virginiamanagedcare.com/>

# Health Plan Added Benefits

- All six (6) health plans offer enhanced benefits to members, including, but not limited to:
  - Adult dental
  - Vision for adults
  - Cell phone
  - Centering pregnancy program
  - GED for Foster Care
  - Sports physicals at no cost (under age 21)
  - Swimming lessons for members six (6) years and younger
  - Boys and Girls Club membership (6-18 years old)
  - Free meal delivery after inpatient hospital stays
- *Note: Not all health plans offer all of the same enhanced benefits.*

# Medallion 4.0 Medicaid Enrollment Updates

- ❑ Medallion 4.0 members can now choose a health plan and find a provider on their Android or iPhone using a new app
  - To download the app, search for **Virginia Medallion** on Google Play or the App Store.
  - You can use the App to find which health plans work with your doctors. Use the App to locate doctors all year long!
- ❑ You may change your health plan the following ways:
  - Click on the MEDALLION App. Use your Medicaid ID and Date of Birth to login.
  - Go to [www.VirginiaManagedCare.com](http://www.VirginiaManagedCare.com).
  - Call the **Managed Care Helpline** at 1-800-643-2273 (TTY: 1-800-817-6608). We are open Monday through Friday, 8:30 a.m. to 6:00 p.m. Interpreter services are free.



# Managed Care Website

**CHANGE TEXT SIZE** | **ENGLISH** **ESPAÑOL**

**Contact Us** **FAQs** **Health Plan Charts**

**Virginia's Medicaid Managed Care** program is here to help you choose the best health plans and providers for you and your family.

**Learn** *Learn about Virginia's Medicaid Managed Care program*

**Choose** *Find health plans and providers*

**Enroll** *Join a health plan*

**Open Enrollment**

**Medallion 4.0 Expansion Members**

*Medallion 4.0 Expansion Members receive yellow letters.*

Open enrollment is November

**Get the mobile app**

Enroll on your Android or iPhone in 3 easy steps!

Choose a health plan and find a provider.

To get the app, search for

**COVER Virginia**

Apply now! New law cost

**Questions?**

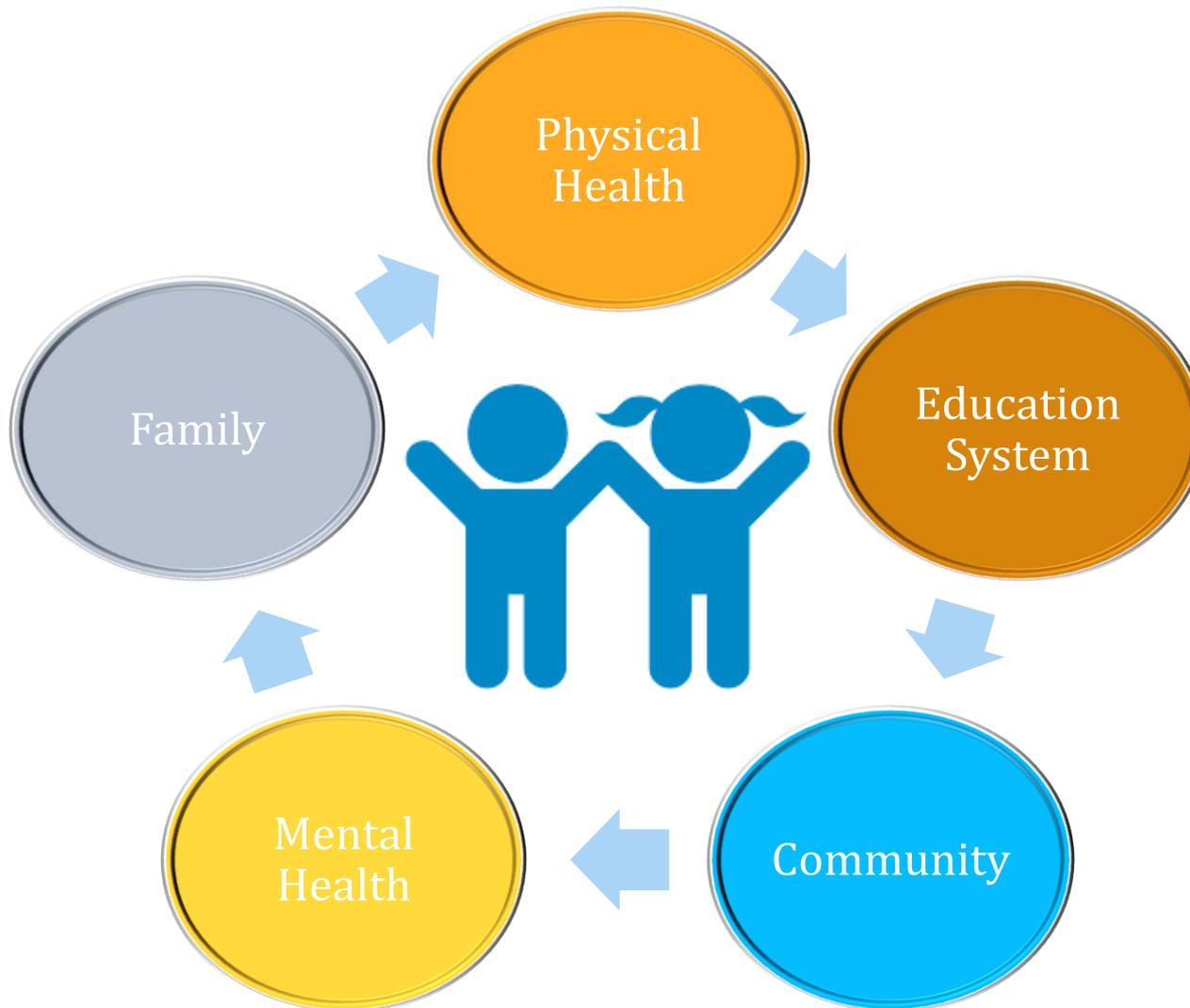
Contact our Managed Care HelpLine. We can help!

**Toll-free number:**  
1-800-643-2273  
**TTY:** 1-800-817-6608  
**Hours of operation:** Monday

# Medallion 4.0 Population by Region

Region	Population
Charlottesville	125,583
Central Virginia	264,254
Far Southwest Virginia	66,332
Northern Virginia/Winchester	244,977
Roanoke/Alleghany	103,038
Tidewater	245,158
<b><i>Total</i></b>	<b><i>1,049,342</i></b>

# Treating the Whole Member



# Medallion 4.0 Population Focus



- Pregnant Women
  - Infants
  - Children/Teens
  - Adults
- Foster Care & Adoption Assistance

# Pregnant Women



- ✓ Expanded Case Management
- ✓ Lower C-Section Rate
- ✓ Increase Family Planning
- ✓ Substance abuse treatment through the Addiction and Recovery Treatment Services (ARTS) program
- ✓ Comprehensive dental services
- ✓ Dedicated Maternal and Child Health DMAS Staff

# Infants (0 to 3 years)

- ✓ Newborn Enrollment
- ✓ Promoting Safe Sleep
- ✓ Increase Fluoride Varnish
- ✓ Substance exposed Infants
- ✓ Cover Early Intervention (EI) services
- ✓ Increasing well visits and immunizations



# Children



- Increase
  - ✓ Oral Health Utilization
  - ✓ Vision Screenings
- Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)
  - Access to alternative treatment and services
- Mental health services
- Lead testing
- Prevent and/or reduce obesity, asthma, and other chronic conditions



- ✓ Increase Well Visits
  - Increase
    - ✓ Oral Health Utilization
    - ✓ Vision Screenings
- ✓ Expanded Vision Care and Access
- ✓ Focus on Messaging to Adolescents

# Foster Care & Adoption Assistance



- ✓ Trauma Informed Care and Resilience
- ✓ Seamless transitioning of children to new status:
  - ✓ Fostering Futures
  - ✓ Former Foster Care
- ✓ Focus on Transition to Adulthood
- ✓ Assisting Foster Care and Adoptive Parents

# Adults



- ✓ Wellness and Prevention
- ✓ Expanded Chronic Case Management and Disease Management
- ✓ Enhanced Services
- ✓ Behavioral Health Services
- ✓ Family Planning
- ✓ Assistance with food, stable housing, and community resources
- ✓ Decrease Emergency Department Use

# Medicaid Expansion



**COVER VIRGINIA**

Connecting Virginians to Affordable Health Insurance



# Who is Eligible?

## Income Eligibility Guidelines

Adults may be eligible if they make less than:

Family Size	Monthly	Yearly
 	\$1,438	\$17,237
 	\$1,946	\$23,337
 	\$2,454	\$29,436
 	\$2,962	\$35,536
 	\$3,470	\$41,636
 	\$3,979	\$47,735
 	\$4,487	\$53,835
 	\$4,995	\$59,934
Each Additional Member 	\$509	\$6,100

# Medicaid Expansion Population by Region

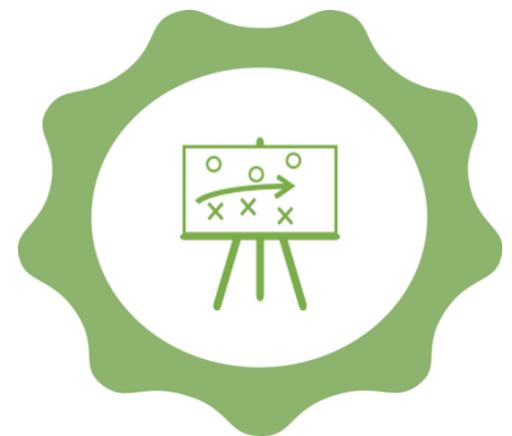
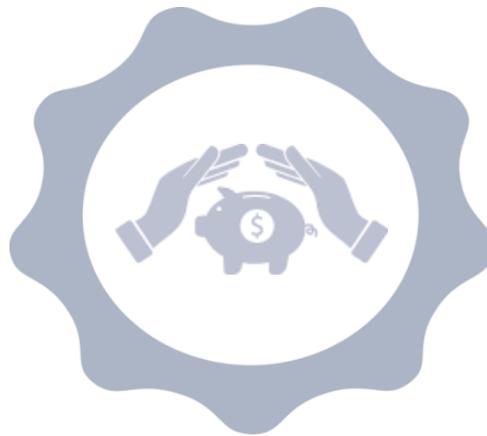
Region	Population
Charlottesville	36,224
Central Virginia	72,546
Far Southwest Virginia	20,934
Northern Virginia/Winchester	56,974
Roanoke/Alleghancy	29,799
Tidewater	67,104
<b><i>Total</i></b>	<b><i>283,581</i></b>

# What Services are Covered?

## New enrollees will receive all services available to current members including evidence-based, preventive services

- Doctor, hospital and emergency services, including primary and specialty care
- Prescription drugs
- Laboratory and X-ray services
- Maternity and newborn care
- Home health services
- Behavioral health services, including Addiction & Recovery Treatment Services (ARTS)
- Rehabilitative services, including physical, occupational and speech therapies
- Family planning services
- Medical equipment and supplies
- Preventive and wellness services, including annual wellness exams, immunizations, smoking cessation and nutritional counseling
- Managed Care Organization case management/care coordination services
- Transportation to Medicaid-covered services when no alternatives are available
- And more

# QUALITY



# Consumer Decision Support Tool

## VIRGINIA MEDICAID MANAGED CARE QUALITY

### CONSUMER DECISION SUPPORT TOOL 2018–2019

#### Comparing Virginia Medicaid Managed Care Organizations

Choosing a managed care organization (MCO) that works best for you and your family is important. This tool is designed to help eligible members choose a Medicaid MCO. This tool shows how well the different MCOs provide care and services in various performance areas. The ratings for each area summarize how the MCO performs on a number of related standards.

**Key**

- Highest Performance 
- High Performance 
- Average Performance 
- Low Performance 
- Lowest Performance 

MCO	Accreditation Level	Doctors' Communication	Getting Care	Keeping Kids Healthy	Living With Illness	Taking Care of Women
Aetna	Accredited	★★★★	★★★★	★★★★	★★	★★★★
Anthem	Accredited	★★★★★	★★★★	★★★★★	★★★★	★★★★★
Optima	Accredited	★★★★	★★★★	★★	★★	★★★★★
UnitedHealthcare*	Accredited	★	★★	★★★★	★	★
VA Premier	Commendable	★★★★	★★★★	★★★★	★★★★★	★★★★
Magellan	**New	**New	**New	**New	**New	**New

\*Formerly INTotal.

\*\*Due to Magellan being a new plan in 2018, data does not allow for comparisons to other plans. Magellan will be included in future tools.

#### What is Measured in Each Performance Area?

##### Doctors' Communication

- Doctors explain things well to members

##### Getting Care

- Members get the care they need, when they need it

##### Keeping Kids Healthy

- Children get regular checkups and important shots that help protect them against serious illness

##### Living With Illness

- Members with asthma, diabetes, high blood pressure, and depression get the care they need by getting tests, checkups, and the right medicine

##### Taking Care of Women

- Women get tests for breast and cervical cancer to help find these diseases early
- Moms get care before and after their baby is born to help keep mom and baby healthy

# Performance Monitoring



96.9 percent of children 12-24 months received a PCP visit



96.3 percent of the members, ages 2 – 20 years, had at least one dental visit



91.9 percent of the members accessed treatment for comprehensive diabetes care

# Dental



Smiles For Children<sup>SM</sup>

Improving Dental Care  
Across Virginia

# Smiles For Children Card

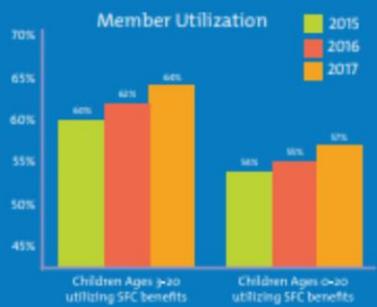
## Virginia's Medicaid Smiles For Children Program



Virginia's Smiles For Children (SFC) Medicaid dental program is recognized as one of the top oral health programs in the country. Children, 20 years of age and younger, enrolled in SFC receive comprehensive dental benefits. Expanded dental benefits are also provided to adult pregnant women enrolled in Medicaid and FAMIS MQMS. Limited dental benefits are provided for Medicaid members over age 21.

DentaQuest serves as the Dental Benefits Administrator for the Smiles For Children program.

Virginia's Smiles For Children program offers benefits to over **950,000** Virginians



### Percent Medicaid & CHIP Enrollees Ages 2-21 Who Received a Dental Visit in 2016



Data is in accordance with HEDIS technical specifications. HEDIS is a registered trademark of NCA.

Virginia continues to surpass the national average for children who receive a dental visit:

**15,000+** pregnant women received needed dental care.

	YEAR 1	YEAR 2	YEAR 3
Unique pregnant women with claims	4,200+	6,300+	6,800+
Claims paid	\$3M	\$5M	\$6.7M

**66.30%** Virginia Children

**52.66%** National Average

## Comparison of the utilization of dental services by SFC members to the utilization of dental services by state employees



Children under age 3 receiving fluoride varnish by non-dental providers **↑ 19%**

Number of non-dental providers administering fluoride varnish **↑ 30%**

### MEMBER SATISFACTION

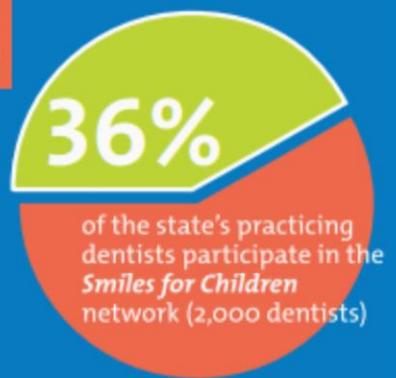
Satisfaction continued to be very high with the dentist, dental care received, and the Smiles For Children program.

- 85% have seen an improvement in their/their child's oral health in the past year.
- 98% felt the dentist/staff did everything they could to make them feel comfortable.

### PROVIDER SATISFACTION

Providers continue to rate the Smiles For Children highly.

- 94% of providers plan to continue participating in the Smiles For Children program network next year
- 95% believed DentaQuest, the dental benefits administrator, was as good as or better than competitor dental insurance carriers



# Services Provided in the *Smiles For Children* Program



Comprehensive dental services (cleanings, fillings, braces, crowns, etc) for all ***Smiles For Children*** members through 20 years of age.



Medically necessary dental services are the only covered services for adults (21 years and older) under the ***Smiles For Children*** program, with the exception of dental services for pregnant women.

# Pregnant Women Dental Benefits

## FAMIS MOMS

Pregnant women in Medicaid and FAMIS MOMS who are 21 years of age and older are eligible to receive benefits (excluding braces) through Virginia's ***Smiles For Children*** Program.



## Pregnant Women

Dental benefits for pregnant women who are 21 years of age and older are discontinued at the end of the month following their 60th day postpartum.

# Enhanced Services for Adults in Medallion 4.0 & CCC Plus

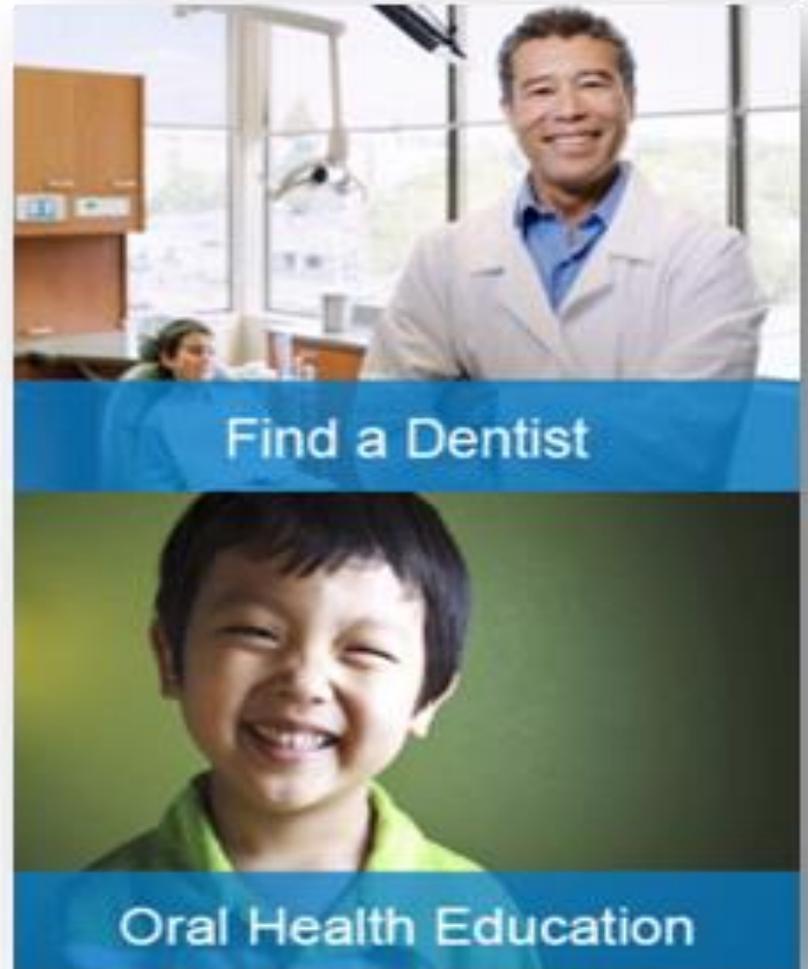
- Depending on the health plan, adults may receive services such as:
  - A routine dental exam
  - Cleaning(s)
  - X-rays
  - Fluoride treatment
  - Fillings



*Check with your health plan for details of dental services.*

# How to Find a Dentist

- For individuals with ***Smiles For Children*** (Medicaid, FAMIS or FAMIS Plus)
- [www.DentaQuest.com](http://www.DentaQuest.com)
- 1-888-912-3456



# Questions?



- [managedcarehelp@dmas.virginia.gov](mailto:managedcarehelp@dmas.virginia.gov)