



IAMHP Presents: ▶ MMAI Expansion

September 22, 2021

Who is IAMHP?

- As a member organization for the Medicaid managed care health plans, IAMHP works with the IL state government, legislators, advocacy groups, trade associations and Medicaid patients to invest in and provide high-quality health care focused on cost-effective, individualized care that helps the residents of Illinois live longer and healthier lives.

IAMHP Health Plans in 2021

HealthChoice Illinois

- Aetna Better Health
- Blue Cross Blue Shield Community Health Plans
- CountyCare
- MeridianHealth
- Molina

MMAI

- Aetna Better Health
- Blue Cross Blue Shield Community Health Plans
- Humana
- MeridianComplete
- Molina

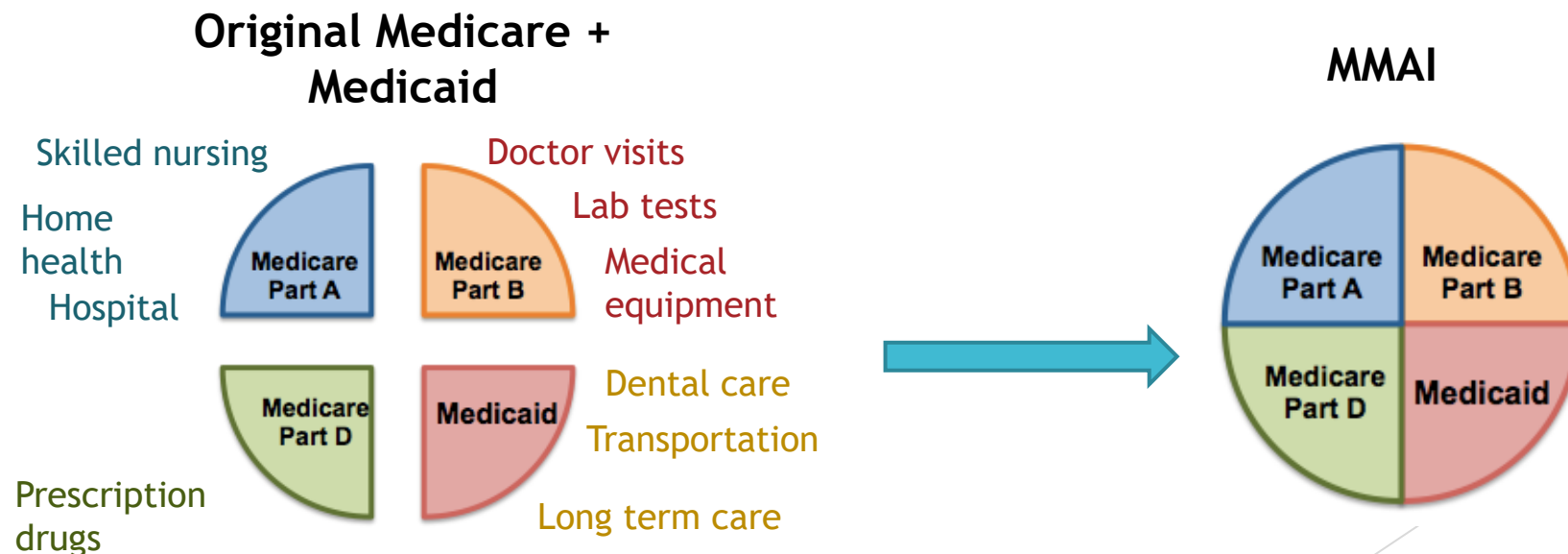
YouthCare

- Meridian (Name displays as YouthCare)

MMAI Overview

What is Medicare-Medicaid Alignment Initiative (MMAI)?

- ▶ MMAI is a three-way agreement between the Department of Healthcare and Family Services, Centers for Medicare & Medicaid Services (CMS) and the Medicaid Managed Care Organizations (MCOs) to deliver seamless coverage to Medicaid and Medicare eligible individuals (dual eligible).
- ▶ With MMAI, the Member receives all health benefits through one health plan and with just one card when they go to the doctor, hospital or pharmacy

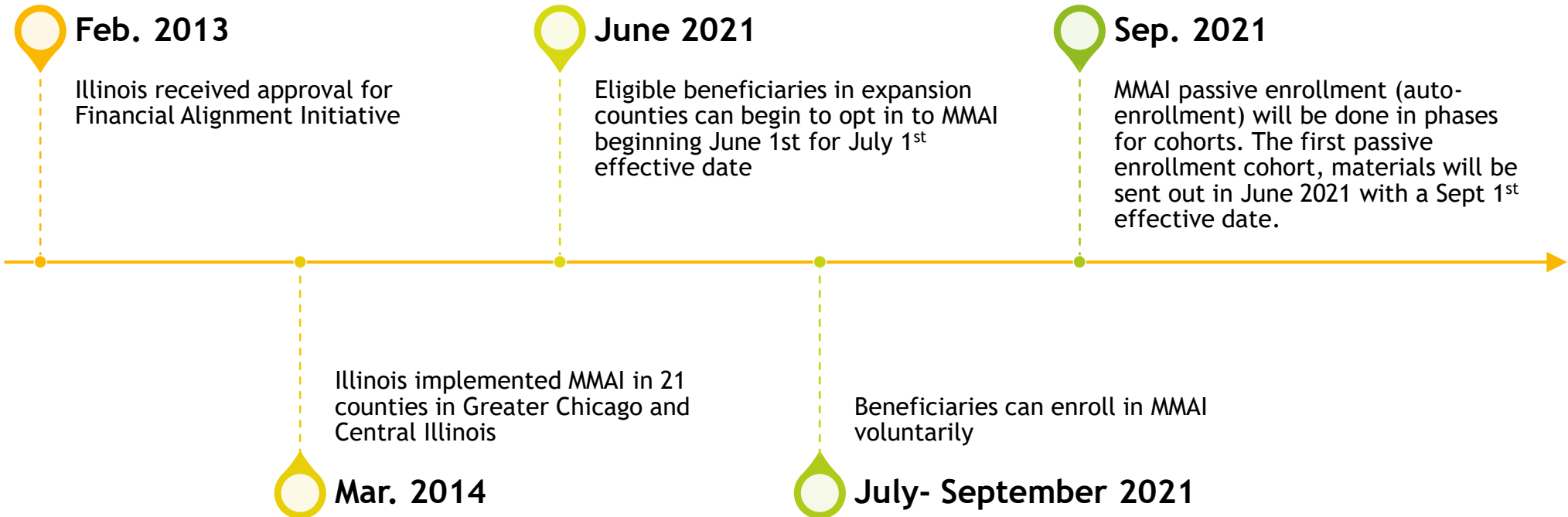


MMAI Covered Services

MMAI health plans **must cover all** of the services that Medicare and Medicaid cover, including:

- ▶ Doctor visits
- ▶ Hospital stays
- ▶ Home health
- ▶ Medical equipment
- ▶ Lab tests
- ▶ Ambulance
- ▶ Skilled nursing care
- ▶ Prescription drugs
- ▶ Hearing and vision services
- ▶ Mental/behavioral health and substance use services
- ▶ Transportation
- ▶ Dental
- ▶ Long term services and supports (LTSS) - *services provided in a nursing home, supportive living facility (SLF) or in your home through the Community Care Program or Department of Rehabilitative Services*

Important MMAI Expansion Dates



Helpful MMAI Expansion Links

- ▶ [MMAI Expansion Provider Notice](#)
- ▶ [MMAI Participating Plans By County](#)
- ▶ [MMAI Expansion Algorithm](#)

Providers and MMAI

- ▶ As a contracted provider for an MMAI health plan you:
 - ▶ Will be able to provide care to new and existing Medicaid-Medicaid beneficiaries
 - ▶ Participate in simpler reimbursement systems
 - ▶ Have access to a team-based approach to care

MMAI Member Enrollment

- ▶ The MMAI program conducts passive (automatic) enrollment:
 - ▶ Beneficiary will be sent an enrollment packet with a plan selected
 - ▶ Will have at least **60 days** before the effective date to choose their plan or to **opt-out** of MMAI completely
 - ▶ If no active choice is made by the individual, Client Enrollment Services will proceed with passive enrollment into the MMAI plan listed in the notice

MMAI Enrollment Transition Period

- ▶ MMAI has a 180 day “Transition Period” for brand new MMAI plan enrollees where the beneficiary can continue seeing out of network providers if they are receiving current ongoing treatment
- ▶ The Transition Period is 90 days for individuals switching in between MMAI plans
- ▶ Please note, the transition period is often referred to as the continuity of care period

MMAI LTC Billing

Contracting with Providers for MMAI

Enrollment with the Illinois Department of Healthcare and Family Services is required.

- ▶ <https://www.illinois.gov/hfs/impact/Pages/ProviderEnrollment.aspx>

Providers with general questions about IMPACT or provider enrollment should contact:

- ▶ Email: IMPACT.Help@Illinois.gov
- ▶ Phone: 1-877-782-5565 (select option #1)
- ▶ Contract directly with participating MCOs.

MMAI Network Representatives

<p>Aetna Better Health of Illinois Name: Gary Wagner Title: IL MMP Network Manager Email: WagnerG@aetna.com Phone: 331-223-2594</p>	<p>BlueCross BlueShield of Illinois Name: Rory Burke Title: Manager Divisional Strategy Email: Rory_Burke@bcbsil.com Phone: 312-653-2345</p>
<p>Humana Inc. Name: Erin Maday Title: Medicaid Consultant Email: esmith35@humana.com Phone: 847-736-9031</p>	<p>Meridian Complete Name: Alicia Landrum, MBA Title: Contract Negotiator III, Network Operations Email: alicia.landrum@centene.com Phone: 773-354-9544</p>
<p>Molina Health Plan Name: Natalie Kasper Title: Director, Provider Contracting Email: Natalie.Kasper@molinahealthcare.com Phone: 262-271-6525</p>	<p>CountyCare/MoreCare MMAI* Name: Ronald Michaelson Title: Director of Provider Contracting Email: CountyCareContracting@cookcountyhhs.org Phone: 312-466-2983</p>

MMAI Health Plan Contact Information for Providers



AETNA BETTER HEALTH® OF ILLINOIS

[Welcome to Aetna Better Health](#) Provider
Services: 1-866-600-2139



Blue Cross Community MMAI
(Medicare-Medicaid Plan)™

[Welcome to Blue Cross Blue Shield of Illinois](#)
Provider Services: 1-800-972-8088



[Welcome to Humana Health Plan](#) Provider
Services: 1-800-626-2741

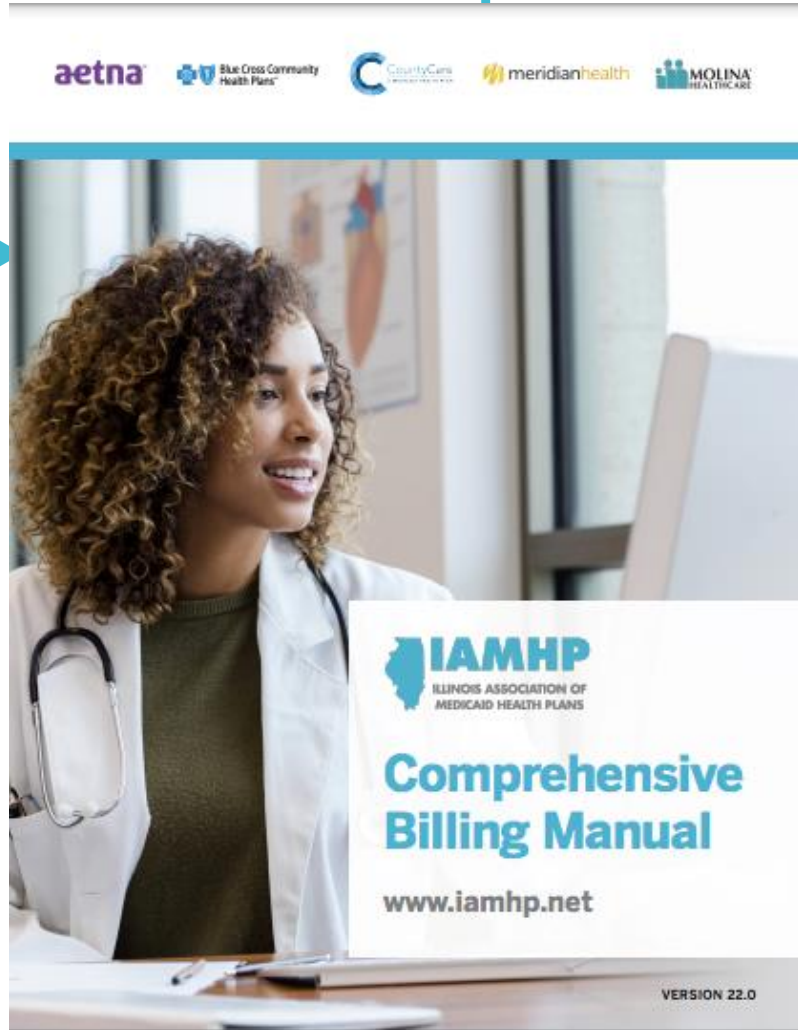


[Welcome to Meridian Complete](#) Provider
Services: 1-855-580-1689



[Welcome to Molina Healthcare](#) Provider
Services: 1-855-866-5462

IAMHP Comprehensive Billing Manual



- ▶ General claim submission guidelines
- ▶ Claim Disposition and Billing Errors
- ▶ Sections focused by provider type, including SNF, SLF, Hospice, Waiver services and more...

View online at:

[https://iamhp.net/resources/Documents/IAMHP_Billing-Manual_v22_4_21_21%20\(1\).pdf](https://iamhp.net/resources/Documents/IAMHP_Billing-Manual_v22_4_21_21%20(1).pdf)

Managed Care Provider Resolution Portal



- ▶ All providers are required to submit unresolved disputes with an MCO to HFS via the secure, web-based Provider Resolution portal.



- ▶ Issues that are submitted in the portal will be processed under the provider dispute resolution process.



- ▶ The goal of the portal is to encourage communication between the MCO and Provider and to ensure fair resolution of disputes in an electronic and secure format.

Submitting Disputes

All providers or designated billing staff/agents will be required to set up an account to register with the portal in order to access and submit disputes.

- ▶ **To Register please visit <https://ilhfspartner1.dynamics365portals.us/>**
 - ▶ Enter your Email, choose a Username and Password, and click Register
 - ▶ It may take up to 48 hours for your registration to be confirmed
 - ▶ For questions about registration on the portal please send email to HFS.Portalinquiries@illinois.gov
- ▶ **Provider Resolution Portal Overview and Tutorial Documents:**
 - ▶ Providers can visit <https://www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn200427a.aspx> for access to the following Provider Resolution Portal materials:
 - ▶ Individual and Multiple Facility Registration Instructions
 - ▶ Multiple Facility Registration Template
 - ▶ Provider Portal Overview PowerPoint
 - ▶ Provider Portal Tutorial (Reviews the Portal Screens and Required Data Fields)
 - ▶ Multiple Complaints/Claims Excel Spreadsheet

MCO Provider Dispute Process and Tracking ID/Reference Number Links

▶ **Aetna:**

- ▶ https://www.aetnabetterhealth.com/illinois/assets/pdf/providers/Aetna%20Better%20Health%20of%20IL_%20HFS%20Reference%20Number.pdf
- ▶ https://www.aetnabetterhealth.com/illinois/assets/pdf/providers/Provider%20communication%20v2_.pdf

▶ **Blue Cross Blue Shield:**

- ▶ https://www.bcbsil.com/provider/education/2020/2020_05_20v2.html

▶ **CountyCare:**

- ▶ Dispute User Guide: https://countycare.com/wp-content/uploads/CCR_Provider-Dispute-System-User-Guide_V2_12.2020.pdf
- ▶ Claim Review User Guide: https://countycare.com/wp-content/uploads/Provider-Claim-Review-User-Guide_V3.pdf
- ▶ Provider Resources/Training Materials:
<https://countycare.com/providers/provider-resources/>

MCO Provider Dispute Process and Tracking ID/Reference Number Links

- ▶ **Humana:**

- ▶ <https://docushare-web.apps.cf.humana.com/Marketing/docushare-app?file=3942328>

- ▶ **Meridian:**

- ▶ <https://corp.mhplan.com/ContentDocuments/default.aspx?x=xyVvVNUHf9FYCuJH9Dd8NTMq7QKWqmFpYsX8cjQoTU2M2h3Qf7kJpF++UbjXc/RULM/4fd5beyoyrhjzAPj7dw>

- ▶ **Molina:**

- ▶ <https://www.molinahealthcare.com/providers/il/PDF/Medicaid/provider-manual.pdf> -

- ▶ https://www.molinahealthcare.com/providers/il/PDF/Medicaid/Claims_Dispute_Request_Form.pdf

Questions & Answers



Provider Trainings

May 21

- 1:30 pm - 2:30 pm
- IAMHP & Humana Present: The MMAI Program & How Partnerships Benefit the Community

June 9

- 12:00 - 1:00 pm
- IAMHP Presents: MMAI LTC Billing Training

September 14

- 11:00 am - 12:00 pm
- IAMHP Presents: MMAI LTC Billing Training

May 25

- 9:00 - 10:00 am
- IAMHP Presents: MMAI LTC Billing Training

June 21

- 10:00 - 11:00 am
- IAMHP Presents: MMAI LTC Billing Training

October 6

- 1:00 - 2:00 pm
- IAMHP Presents: MMAI LTC Billing Training

IAMHP Contacts



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