

Integrated Managed Care Communication Workgroup

August 14, 2018

11:00 AM to 12:00 PM

Board Room at Tri-Cities Community Health; 800 W. Court St. Pasco, WA 99301

Meeting Minutes

1. Attendees: Brisa Guajarelo-CHPW, Cheri Snowwhite-Amerigroup, Dimita Warren-Blue Mountain Counseling, Jessica Diaz-HCA, Veronica Gutierrez-TCCH, Martin Sanchez-GCACH, Sam Werdel-GCACH, Jenna Shelton-GCACH, Diane Halo-GCACH, Megan Gillis-Molina, Karen Richardson-GCBHO, Jason Bergman-HCA, Angelina Thomas-YVFWC, David Escame-Amerigroup, Janis Lauaas-YVFWC, Joey Charlton-Coordinated Care, Courtney Ward-Amerigroup, Penny Bell-Ideal Balance

2. Go over Communications Plan



**Greater Columbia ACH -Integrated Managed Care Consumer Engagement Communications Plan
July – December, 2018**

Consumer Engagement Communications Plan Objectives:				
1. Provide a clear, consistent, and audience-appropriate message for the purposes of informing and engaging consumers and providers on Integrated Managed Care in GCACH.				
2. Through audience communications, obtain feedback on concerns, suggestions, and ideas for GCACH during the transition to Integrated Managed Care.				
Strategy	Target Audience	Date	Lead(s)	Status/Notes
HCA Client Communications				
BHO Letter	Enrollees	10/1/18	HCA	To be sent by HCA to all beneficiaries
Booklet (with enrollment letter)	Enrollees	~12/1/18 Based on enrollment date	HCA	To be sent by HCA to all beneficiaries
Print Materials				
Postcard	Enrollees		HCA	Requested
¼ Page Client Sheet- postcard	Enrollees Health Homes Navigators Behavioral and Physical Health Providers Frontline provider staff Community Organizations Social Service Agencies	All Comments in by 8/24/18 Out by 9/14/18	HCA	Edits sent to HCA. Requested in English and Spanish
2 page provider sheet	Care Coordinators Navigators Health Homes Behavioral and Physical Health Providers Frontline provider staff Community Organizations Social Service Agencies Navigators	All Comments in by 8/24/18 Out by 9/14/18	HCA	Edits sent to HCA. Requested in English
PPT Presentation	Providers			5-15 minute presentation.
Media Outlets				
Public Service Announcement (Radio Script)	•			Update PSA
Facebook	Enrollees	2 posts: End of November, 2 nd week of December	HCA	



Websites	<ul style="list-style-type: none"> GCACH Community Choice HCA Behavioral Health Providers 			Update website to include information about IMC and links to more information.
News Release	<ul style="list-style-type: none"> 	Mid-December		
Events				

Languages for General Messaging

- English
- Spanish

Key Concepts:

- Whole person health for your health plan
- Medical Coupons
- Include website, social media, and email address on all print materials

Additional Requests:

- HCA to set up dedicated email address and hotline

Print Materials Requested:

- Postcard
 - English/Spanish
- ½ Page Client Sheet
 - English/Spanish
- 2 Page Provider Sheet
 - English/Spanish

- Review Documents- ½ page client sheet; 2-page provider sheet; ¼ page head’s up - HCA (Please do not share with anyone outside this group)

This is 2-pager is more provider focused, so we can explain to the providers what is happening that way they can help their clients. On the right it has a list of dates with items that will be sent out to the clients. The first being sent out in October 2018. HCA is required to let the clients know that the Behavioral Health benefit is changing for clients that needs to be sent out 90 days in advance. Northsound ACH recommended that we provide a postcard and this 2-pager for the providers, so that when the letter goes out to the clients the providers can help answer any questions the clients may have to try to mitigate some of the fear that people have with change.

On the back on the page it has a map of the regions. We may want to consider the dots to make them more noticeable. That way they can see what plans are going to be in each region.

Can we bold that they will be auto enrolled and add that they have option to change plans if they want?



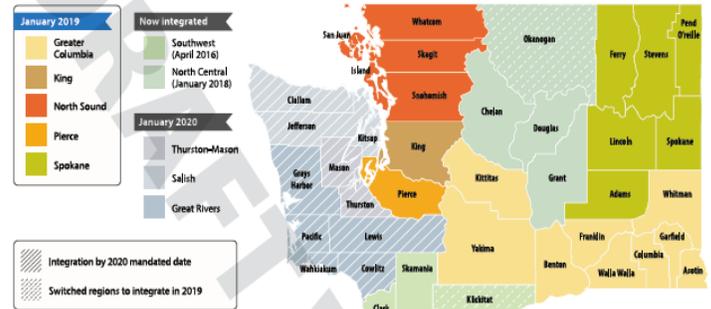
Washington Apple Health

Changes are coming to Washington Apple Health (Medicaid) in 2019 for the Greater Columbia Region

Counties: Asotin • Benton • Columbia • Franklin • Garfield • Kittitas
Walla Walla • Whitman • Yakima

The following map and table provides a brief overview you can use with your clients to explain which Integrated managed care plans will be available starting January 2019.

Integrated managed care regions



Managed care organizations by region

Managed care region	Amerigroup	Community Health Plan	Coordinated Care	Molina Healthcare	United Healthcare
Greater Columbia	●	●	●	●	
King	●	●	●	●	●
North Central	●		●	●	
North Sound	●	●	●	●	●
Pierce	●		●	●	●
Spokane	●	●		●	
Southwest	●	●		●	

Note: Apple Health Foster Care is a statewide program, provided through Apple Health Core Connections (Coordinated Care of Washington).

HCA complies with all applicable federal and Washington state civil rights laws and is committed to providing equal access to our services. If you need an accommodation or require documents in another format or language, please call 1-800-562-3022 (TRS: 711).

[Spanish] Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Llame al 1-800-562-3022 (TRS: 711).

[Russian] Языковая поддержка, в том числе услуги переводчиков и перевод печатных материалов, доступна бесплатно. Позвоните по номеру 1-800-562-3022 (TRS: 711).

We are making a shift to better care

Apple Health is shifting to whole-person care. This means care is coordinated so that people get the help they need, for physical and behavioral health (mental health and substance use disorder treatment).

As part of our commitment to deliver better care, managed care plans available in your county, may change beginning Jan. 1, 2019. We recognize change can be disruptive, but we have put in place resources so the transition is as smooth as possible. This change will not reduce any benefits. Apple Health clients will continue to receive all of the same services they currently receive.

Available plans

In 2019, Apple Health managed care plans, including Apple Health Core Connections which covers the statewide foster care program, will start to cover behavioral health treatment services, along with physical health services.*

Most clients will remain with the same health plan; however, there are a few places where plans will no longer be an available choice within a county (see the next page for more information). Clients will stay enrolled in their current plan, unless that plan will not be an option in 2019. In that case, HCA will auto-enroll clients to one of the offered plans.

*This change applies to Apple Health managed care programs. This does not apply to individuals receiving Apple Health coverage without a managed care plan. These individuals will continue to receive physical health services as they do today. For more information about access to behavioral health services for these individuals, view the BHSO fact sheet at www.wa.gov/assets/program/bhso-fact-sheet.pdf.

We will keep you informed

We will share information with clients and the wider community so that people are prepared for the change and clients have time to choose another plan if they want to.

Here are some key dates for clients:

October 1, 2018 – HCA sends a letter to Apple Health clients to summarize the changes to behavioral health services that start in January

November 20, 2018 – HCA begins enrollment process for Jan. 1, 2019

Late November, early December – HCA sends a letter with an online link to the benefits booklet to clients.

December 1, 2018 – HCA’s website and customer service phone lines will be available to assist clients

How to contact us

Phone: 1-800-562-3022

Email: askmedicaid@hca.wa.gov



This post card will be printed out and given to the providers. Can we change it to say in the upcoming months?



Important news coming soon!

Beginning **January 1, 2019** people with Washington Apple Health coverage in **your county** will have a managed care health plan that coordinates all of their care, including services for physical health, mental health, and drug and alcohol treatment.

Next month, the Health Care Authority, which administers Apple Health, will send a letter with more information.

Watch your mailbox!

HCA 19-0021 (8/18)

This half sheet is one for the client specifically and will be sent out to the client. These are the key points that that the clients need to know. Can we add that they don't need to anything if they are already on a current plan?



Things to know about changes to Washington Apple Health (Medicaid)

in Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, and Yakima counties

Changes are coming January 1, 2019 to Apple Health

This change will not reduce any benefits. Apple Health clients will continue to have access to all of the same services they currently do, but the state will pay for them differently.

What's changing

Four Apple Health plans will be available in your county:

- Amerigroup
- Community Health Plan of Washington
- Coordinated Care
- Molina Healthcare

These plans will also cover mental health and drug/alcohol treatment services.

Clients that are already enrolled in one of these plans don't need to do anything.

One plan will not be available:

- United Healthcare of Washington

Clients enrolled in United Healthcare will be switched to one of the four available plans. The change will be automatic so that no one loses coverage. You will have the option to change plans.

Learn more

Apple Health will send information about health plan enrollment before January 1. It will help you use your benefits and explain how you may change your health plan.



HCA 19-0005 (7/18)

This is the 90-day notification letter that is required to be sent out.



October 2018

Dear Washington Apple Health client:

On January 1, 2019, behavioral health coverage will change for Apple Health (Medicaid) clients living in many parts of Washington State, including the following counties:

Asotin	Kittitas
Benton	Klickitat
Columbia	Walla Walla
Franklin	Whitman
Garfield	Yakima

Your behavioral health coverage includes:

- Mental health services
- Drug and alcohol use disorder treatment

You will still get the same behavioral health benefits you get today. We are only changing how we approve and pay for them.

How will my coverage change?

The Greater Columbia Behavioral Health Organization will continue approving and paying for your behavioral health services through December 31, 2018. We will then transfer your behavioral health coverage to a health plan on January 1, 2019.

Where can I get more information?

We will send you a letter in December with the name of the health plan that will cover your behavioral health services beginning January 1. If you prefer another health plan, the letter will explain how you can change your plan.

Who do I contact with questions?

For questions about these changes, please contact us:

- Phone: 1-800-562-3022
- Online: https://fortress.wa.gov/hca/p1contactus/Client_WebForm

Thank you.

When will these materials be ready to be disturbed? HCA would like to have all these materials ready the second or third week of September 2018, so that we could get these materials out to the providers before the first letter goes out.

Please get any changes you feel that need to be change to Diane or Jessica by August 24, 2018. That way HCA can make the changes and then we can send out the changes for approval by September 14, 2018. Then after they get approved the HCA can send them out for them to be translated to Spanish.

4. Next Meeting September 11, 2018 at 11:00 am – 12:00 pm
5. Future meetings will be 2nd Tuesday of the month 11:00 am – 12:00 pm