

Illinois Association of Medicaid Health Plans

Welcome!



Agenda

- Who is IAMHP
- Managed Care Overview
- IAMHP Resources
- Provider Enrollment
- COVID- 19
- On the Horizon in 2021



Who is
IAMHHP?



Who We Are

- As a member organization for the Medicaid managed care health plans, IAMHP works with the IL state government, legislators, advocacy groups 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 Contacts

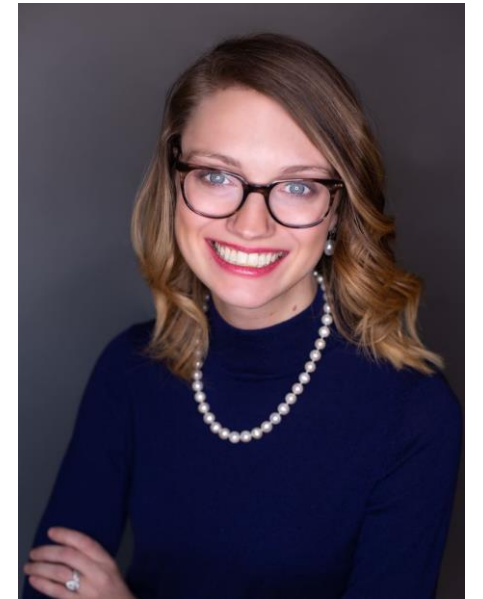


Samantha Olds Frey
Chief Executive Officer,
IAMHP

samantha@iamhpteam.org

Alaina Kennedy
Chief Operating Officer ,
IAMHP

alaina@iamhpteam.org





Managed Care Overview

What is Managed Care?

- Shift from fee-for-service to a managed care model of healthcare service deliver
- “Care coordination”, “managed care”, and “health plan” will be used interchangeably – it is all about managing the health of populations
- Create integrated delivery systems that provided increased quality of care and result in better health outcomes for Medicaid recipients at reduced costs to achieve the triple aim

IAMHP

ILLINOIS ASSOCIATION OF
MEDICAID HEALTH PLANS

HealthChoice Illinois

- Aetna
- Blue Cross Blue Shield
- CountyCare
- Meridian
- Molina

MMAI

- Aetna
- Blue Cross Blue Shield
- Humana
- Meridian
- Molina

YouthCare

- Meridian (Name displays as YouthCare)

Department of Healthcare & Family Services
HealthChoice Illinois
Your Health. Your Choice.





IAMHP Resources

To learn more about IAMHP

Home > Insights

Learn about the latest news & insights on Illinois Medicaid for healthcare providers, healthcare advocacy groups and Medicaid members.

Subscribe to IAMHP Quarterly

Your Name*


Organization*

Your Email Address*

Submit


ARTICLES/REPORTS QUARTERLY NEWSLETTER PODCAST SERIES VIDEO LIBRARY

FEATURED



COVID-19
Ensuring the safety of our members

ARTICLE



BRIDGING THE GAP:
Healthcare Disparities

VIDEO INTERVIEW

IAMHP Video Library

IAMHP Library

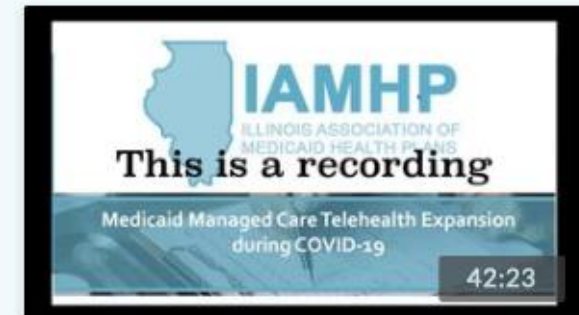
Thank you for visiting IAMHP's Library.
Please let us know if there are any specific
topics of interest that you would like to
have covered by our podcasts or webinars!

Featured Videos



5 MONTHS AGO

**Small Business Loans
Webinar**



5 MONTHS AGO

**IAMHP Telehealth COVID-19
Webinar**

IAMHP Resource Center



Resource Center

JANUARY 1, 2020 PHARMACY CHANGES

The Department of Healthcare and Family services has two new policies impacting pharmacy. The details and impact are outlined [HERE](#).

ARE YOU A CERTIFIED BEP / MINORITY OWNED BUSINESS?

If you are a certified BEP Minority Owned Business interested in collaborating with Medicaid health plan, please let IAMHP know and they will send that information on to the Medicaid health plans.

Complete the [Certified BEP/Minority Owned Business Submission Form](#) and IAMHP will send at least a weekly report to the plans with your information.

RESOURCE CENTER FOR PROVIDERS

[Billing Guidance for HCBS Providers](#)
(NOTE: effective 11/1/2020.)

[Billing Guidance for SUPR Providers](#)
(NOTE: HFS has postponed implementation to 9/1/2020.)

[HFS Dispute Link \(COMING SOON\)](#)

[IAMHP Blood Pressure Cuff Provider Notice](#)

[IAMHP Border Babies Memo](#)

[IAMHP Video Library](#)

[ICD-10 Links](#)

[Key Contact & Escalation Documents](#)

Provider Manuals

PROVIDER MANUALS:

Providers can find handbooks for each of the MCOs operating in Illinois. These handbooks will give you more information on:

- Member eligibility & benefits
- Quality improvement program
- Prior authorization & utilization management
- Rights & responsibilities
- Fraud, waste, abuse and critical incidents
- Provider complaints, member grievances



[Download Provider Manual](#)



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[Key Contact & Escalation Documents](#)

[MCO Mandated Training Material](#)

[Peer To Peer Review](#)

[Pre-Authorization Links](#)

[Provider Manuals](#)

[Standardized Roster Material](#)

[Tubal Ligation Form and Memo](#)

[Universal IAMHP Roster Template](#)

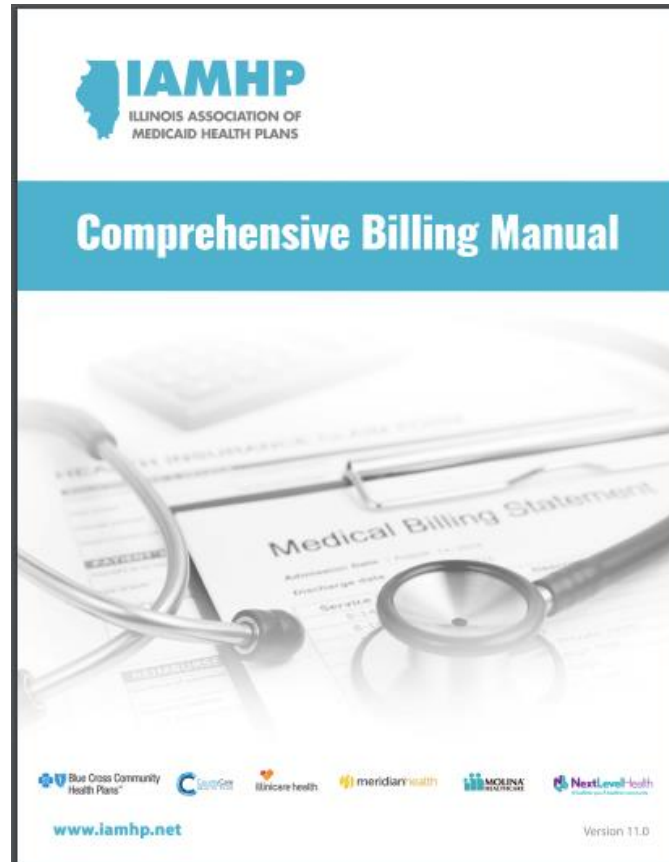
LONG-TERM CARE PROVIDERS

[Q&A](#)

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Comprehensive Billing Guide



- General billing guides for:
 - General claim submission information
 - Claim disposition
 - Hospital Outpatient / Inpatient
 - Supportive living facility (SLF)
 - Long-term care/skilled nursing
 - Community Behavioral Services
 - Ordering, Referring and Prescribing Rule
 - Hospice
 - Custom orthotic, prosthetic and pedorthic services
 - Transportation
 - FQHC's
 - Pediatric Services and MORE!

Find online at iamhp.net/providers

Applicable
Providers &
Members

Applies to contracted providers for
HealthChoice Illinois only

- May differ from traditional commercial billing
- Billing for MMAI services may follow different guidance

Don't worry.
There is help!

Don't panic!!!

- If you are still having issues, there are multiple ways to address it

First:

- Reach out to your MCO Provider Representative

Second:

- Visit our escalation document in our Resource Center

Third:

- If issue is not resolved, you can submit to the HFS provider complaint portal

Fourth:

- Let your trade association know about issues to be included in bi-weekly HFS/MCO/provider meetings

Why yes, I do enjoy navigating through multiple phone menus before talking to a person who can actually help me.



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Provider Enrollment



What is IMPACT?

- **I**llinois **M**edicaid **P**rogram **A**dvanced **C**loud **T**echnology
 - Web-based system replacing Illinois' Medicaid Managed Information System (MMIS)
 - Provider enrollment was the first component of IMPACT to go-live in 2015
 - All Medicaid providers seeking reimbursement must be enrolled in IMPACT
 - IMPACT serves as the credentialing agent for all Medicaid Payers.

Registering in IMPACT

Registration in IMPACT will directly affect how a provider is reimbursed by a health plan

- <https://www.illinois.gov/hfs/impact/Pages/ProviderEnrollment.aspx>
- Submit all applicable provider type(s) and specialties
- Taxonomy number(s) and NPI(s) must match the ones listed on claims and rosters to ensure payment.
- Multiple provider types need to register separately with separate and unique NPIs



Provider Enrollment Resources



HFS Provider Enrollment
Homepage:

<https://www.illinois.gov/hfs/impact/Pages/PresentationsAndMaterials.aspx>



HFS Provider Handbooks:

<https://www.illinois.gov/hfs/MedicalProviders/Handbooks/Pages/default.aspx>



General questions about IMPACT
or provider enrollment, contact:

Email: IMPACT.Help@Illinois.gov
Phone: 1-877-782-5565 (select option #1)



IMPACT log-in issues, contact:

Email: IMPACT.Login@Illinois.gov
Phone: 1-888-618-8078



COVID-19 Update

Medicaid & COVID-19

- Federal Flexibilities – SPA, 1135 Waiver, 1115 Waiver, Eligibility & Enrollment Changes, Appendix K
- Federal Provider Relief Funding
- MCO COVID Projects – Annual P4P Funds
- Allowed early refill overrides and extended authorization for maintenance medications
- Partnered with health centers
- Extended previously issued prior authorizations
- Advising on ways to ensure timely billing payments for providers
- Telehealth Expansion

COVID-19 Resources

- State of Illinois Coronavirus Response Site
 - <https://coronavirus.illinois.gov/s/>
- CARES Funding for Medicaid Providers
 - <https://www.illinois.gov/hfs/Pages/CAREUpdatePage.aspx>
- HFS Coronavirus Updates:
 - <https://www.illinois.gov/hfs/Pages/coronavirus.aspx>
- Provider Notice – Applying for Medical Benefits during COVID-19
 - <https://www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn200407b.aspx>

IAMHP's Telehealth Basics



IAMHP has created a telehealth billing guide that can be found here: <https://iamhp.net/providers>



All services billed and provided via telehealth must be clinically appropriate to provide via telehealth.



Telehealth services may generate 2 claims: 1 for the originating site (where the member is located) and 1 for the Distant site (where the clinician is located.)



Distant sites providers will use the GT modifier and the 02 place of service.

Equipment you need to provide telehealth



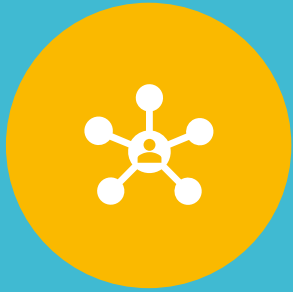
Visual and audio is preferred via Skype, FaceTime, Zoom, etc.



Telephone only is accepted when appropriate.



Full telehealth equipment or coordination between the originating site and distant site may provide a more comprehensive appointment.



You no longer need to have an existing relationship with a member to provide telehealth services.



Medicaid now covers virtual check-ins, portal/ E-visits, and remote evaluations.




PT, OT, ST, Dentists, and BH providers are now able to provide telehealth services.



Members can now receive telehealth services while they are located at home

Chang



On the Horizon in 2021

On the horizon

- Integrated Health Homes (IHHs)
- NB Consent Decree
- Immigrant 65+ population
- MMAI expansion July 2021
- Budget Pressure
 - Significant Revenue Reduction
 - Medicaid Enrollment Increases
- Uncertainty of COVID-19
 - Spikes in Cases
 - Cold/Flu Season
 - Federal Public Health Emergency Period
- Healthcare Concerns IAMHP is Tracking

- According to the CDC, since the onset of the COVID-19 pandemic, there has been a decline in routine vaccinations for children aged 24 months or under.
- The alarming decline in routine childhood vaccinations could result in vaccine-preventable outbreaks.
- For example, if measles vaccination coverage of 90%–95% (the level needed to establish herd immunity) is not achieved, measles outbreaks can occur.
- Illinois Medicaid MCOs are well situated to address immunization rates in Illinois

Immunizations

- Health disparities are differences in the incidence, prevalence, mortality, burden of diseases, and other adverse health conditions or outcomes that exist among specific population groups in the United States.
- Health disparities can affect population groups based on race/ethnicity, gender, age, socioeconomic status, geography, sexual orientation, disability, or special health care needs.
- Given the demographics of Medicaid Members, IAMHP and MCOs are well situated to quality of care and health disparities

Healthcare Disparities

- Improving the health and overall well-being of mothers, babies and families is important to improve the health of Illinois
- Pregnancy and early life are critical times to ensure healthy development, support families to ensure they thrive and prevent future problems for women and their children
- Research shows to improve birth care experiences it is important to address provider biases

Maternal Health

Questions and Answers