

Department of Social and Health Services

Olympia, Washington

Social Services Manual

Revision # 62

Category / Incapacity – Managed Care

http://www.dshs.wa.gov/manuals/socialservices/sections/incap_g_ManagedCare_KingPierce.shtml

Issued **October 15, 2009**

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Summary

The Incapacity – Managed Care section was updated to reflect statewide managed care.

Incapacity - Managed ~~Ceare –King and Pierce Counties~~

Revised ~~April 22, 2009~~October 15, 2009

Purpose: Beginning November 1, 2009, most General Assistance-Unemployable (GA-U) recipients will access Medical Care Services (MCS) benefits through Community Health Plan of Washington (CHP). Documents all actions in ICMS

- [Managed Care – GAU Managed Care Statewide Expansion Pilot Project in King and Pierce Counties](#)

- [Transferring Cases](#)
- [Change of Program \(to or from GAX\)](#)
- [Nursing Home Admission or Discharge](#)
- [Substance Abuse Treatment](#)
- [Links](#)

Statewide Managed Care ~~Expansion Pilot Project in King and Pierce Counties~~

1. Enrollment:

- ~~Most GA-U recipients clients in King and Pierce Counties will be are required to choose and~~ enrolled in managed care ~~with the at a~~ Community Health Plan of Washington (CHP) ~~clinic. The CHP clinic is is~~ responsible for providing primary medical care and pharmacy services ~~and. The clinic is responsible~~ for coordinating the delivery of specialty services, by referring the person to other medical providers.
- GA-U recipients enrolled in managed care must choose a clinic and Primary Care Provider (PCP) with CHP or they will be assigned to one based on their zip code.
- ~~c. General Assistance recipients who are eligible for Medicaid coverage are not eligible for managed care and will continue receiving their healthcare paid by HRSA as fee-for-service (GA-X, GA-D, GA-A, GA-B, GA-R and GA-I). Native American and Alaska Natives are not enrolled but may choose to enroll by calling 1-800-562-3022. ADATSA recipients, legal aliens, and recipients with other insurance are also not enrolled.~~

~~General Assistance recipients who are eligible for Medicaid coverage are not included in the pilot and will continue getting their health care paid by HRSA as fee-for-service, e.g., GAX or Aged cases. Native American or Alaska Natives are not enrolled but may choose to enroll by calling 1-800-562-3022. ADATSA clients, aliens, and clients with other insurance are also not enrolled.~~

- A person may be exempted from managed care if ~~she or he~~:
 - ~~Is The person is~~ receiving care in a nursing home under certain circumstances.
 - CHP is unable to provide continuity of care. GA-U recipients may call the MACSC line at 1-800-562-3022 to request a medical needs exemption.
 - ~~Could have his or her life or health or ability to attain, maintain, or regain maximum function jeopardized by an interruption, or if someone is in the middle of time limited treatment plan (e.g. physical therapy or scheduled surgery). In these cases, the client or the social worker should call Medical Assistance at 1-800-562-3022 or email Becky McAninch Drake with details. This exemption will be approved on a case-by-case basis only.~~

3. ~~For new applicants:~~

- a. ~~Obtain a Consent form (14-012) for communicating with CHP, and give a copy to CHP when coordinating services.~~
 - b. ~~When possible, obtain a medical evaluation form completed by CHP if there is no treating physician. Giving background medical information to the clinic assists in completing the medical evaluation and ongoing treatment.~~
- e.3. ~~If GA-U is approved, send the person-managed care welcome letter attachment with the 14-249 case plan notice of managed care. An attachment is available in ICMS that adds information to the GA Case Plan that tells the person that s/he will be in managed care, must call CHP to choose a clinic, and that s/he will be getting more detailed information in the mail.~~

NOTE: When calling CHP (1-800-440-1561) or CHP clinic, let the client know they need to identify themselves as a **new** GAU client to expedite care. New GA-U clients are not yet enrolled in the managed care system generally until the month following case opening.

- ~~i. ICMS will generate an attachment^(b1) for the DSHS 14-249 GA Case Plan that includes additional information (such as how to ask for an exemption to not be enrolled into managed care). Note: clients who wish to request an exemption must call DSHS 1-800-562-3022. Their medical situation will be evaluated to determine if they should not go into managed care.~~
- a. ~~ICMS will generate an attachment^(b2) for the DSHS 14-249 GA Case Plan that includes additional information ii. HRSA will mail out a detailed letter to the client within a week or so explaining coverage, exemptions, and how to use managed care.~~
 - b. ~~HRSA will mail out a detailed letter to the client within a week or so explaining coverage, exemptions, and how to use managed care.~~
 - c. ~~iii. MMIS/ProviderOne will use ACES information to automatically enroll any nonexempt GA-U client recipient into managed care the next month, or if it is after deadline, the following month, based on the client's residential zip code. (See appendix 1 of the Managed Care chapter in the EA-Z manual for a list of zip codes in King and Pierce County). The information from ACES will not identify the clients who are in a nursing facility. Staff will have to be aware of the living arrangement for possible exemptions.~~
 - ~~iv. The client recipient will have fee-for-service (“open”) coverage for his or her medical needs until s/he is enrolled in managed care.~~
 - d. ~~4. It is important to advise a person who will be enrolled in Managed Care that the CHP clinic may remove them from enrollment if they are abusive, aggressive or threatening toward clinic staff. Also inform the person that they could lose benefits because we will consider such behavior or losing enrollment as failing to cooperate with required treatment.~~

Transferring Cases

1. ~~Transfer-Out Cases: Persons who are enrolled in managed care are required to get authorization from their primary care provider for all care, except true emergencies, even if they are out of the area. Medical premium payments are made for an entire month, even if a client moves out of the pilot areas. The change of address needs to be entered into ACES as soon as possible to avoid making any additional managed care payments and ensure the person gets changed to fee for service medical assistance coverage for the following month. CHP will be responsible to treat the person until the system shows they are not enrolled.~~
2. ~~If the person wants to be exempted from managed care, the person must call HRSA at 1-800-562-3022. If approved, the fee for service coverage will be changed by HRSA.~~
3. ~~Once new ACES information is passed to the HRSA system (MMIS/ProviderOne), the new address will trigger MMIS/ProviderOne to take the person out of (disenroll) managed care for the following month.~~
4. ~~Transfer-In Cases: MMIS/ProviderOne will automatically enroll the person in managed care based on the new address and send out a letter with detailed information.~~
 - a. ~~Most persons will be enrolled into managed care the beginning of the following month. If the address or eligibility changes during the last seven working days of the month, it will take an additional month to enroll/disenroll the client into or out of managed care.~~
 - b. ~~The Social Worker sends out a new DSHS 14-249 with the managed care information attachment. The Social Worker urges these persons to call CHP at 1-800-440-1561 right away to choose a clinic or CHP will assign a clinic for them.~~
 - c. ~~If the person is going into a nursing home, the HCS financial worker should notify Becky McAninch Drake to exempt the case from managed care by providing the person's name, ACES CLID, facility name, admission date, and estimated discharge date (if known).~~

4. Change of Medical Program

~~(to or from GAX)~~

- a. ~~If a person changes from is approved for Medicaid (GA-U to GA-A, GA-D, or GA-X) GAU to GAX, MMIS/ProviderOne will automatically disenroll the person from managed care at the beginning of the following month based on the new program code. No CSO action will be necessary. CHP will be responsible for the person's care until the person is disenrolled.~~

~~and receives a fee for service MAID.~~

b. If a person changes from ~~GAX-Medicaid~~ to GAU:

- 1.i. MMIS/ProviderOne will enroll the person based on the new program code and send out a letter with detailed information.
- ii. The social worker must send out a ~~managed care welcome letter~~new DSHS- 14-249 ~~and attachment~~ to tell the person about managed care.

~~2.~~

5. Nursing Home Admission or Discharge

Once eligibility is determined for a GA-U recipient, who is residing in, or being admitted to, a nursing facility:

- a. The HCS financial worker will notify Becky McAninch-Dake by email at mcanibj@dshs.wa.gov to exempt the individual from managed care.
- b. The email will include the person's name, ACES CLID or PIC code, facility name, admission date, and estimated discharge date.
- c. If the recipient has been enrolled in GAU Managed Care, and is admitted to a nursing home, the nursing home must coordinate the member's care with CHP to provide medical services.
- d. The CSO Social Worker should notify the HCS worker to remove any managed care exemptions once a GA-U recipient is discharged from a nursing home and the case is transferred to the CSO.

~~Nursing Home Admission or Discharge~~

- ~~1. For persons who are admitted to nursing homes, once eligibility is determined:~~
- ~~2. If the person has been on GAU long enough to be enrolled in managed care, CHP will have to work with an HCS social worker to place the person in a nursing facility. (NOTE: The person is enrolled if the MAID shows "CHPG" in the HMO column.) The nursing home will coordinate with CHP to provide medical services.~~
- ~~3. If the person is not on GAU and is applying for nursing home care, he or she should be exempted from managed care.~~
- ~~4. The HCS financial worker should notify Becky McAninch-Drake so the case can be exempted from managed care and will not be enrolled.~~
- ~~5. Send an email with the person's name, ACES CLID, facility name, admission date, and estimated discharge date (if known).~~

~~6. The CSO Social Worker should notify the HCS worker to remove any managed care exemptions once a GAU person is discharged from a nursing home and the case is transferred to the CSO.~~

6. Substance Abuse Treatment

~~The Social Worker or CHP will coordinate treatment with DBHR, to obtain substance abuse assessment or treatment for GAU persons in managed care.~~

~~Substance Abuse Treatment~~

~~The Social Worker or CHP will coordinate treatment with DASA, as needed, to obtain substance abuse assessment or treatment for GAU persons in managed care.~~

Links

[GA Managed Care Website](#)

~~[Client Materials](#)[Client Materials](#)[Client Materials](#) for GA Managed Care~~
~~[Managed Care Provider Information](#)~~

~~[GAU](#)~~

~~[ESA Policy Review Page \(Blue Page\)](#)~~

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Email [Melissa Mathson](#) with comments or questions about the content of the GAU Managed Care section of the Social Services Manual. For problems with the website, see info below.

[▲ BACK TO TOP](#)

Modification Date: April 22, 2009

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