

SelectCommunity: A Health Plan for Individuals with Intellectual Disabilities



Discussion Objectives



Objectives for Today's Discussion

- Learn about **SelectCommunity**
 - What is **SelectCommunity**?
 - Who qualifies to enroll?
 - The benefits of participation
 - Roles and responsibilities of Nurse Care Managers and Independent Support Coordinators
 - How to enroll



Introduction to TennCare Health Plans



Introduction:

Assignment to a TennCare health plan (MCO or Managed Care Organization)

- Every person on TennCare (including each person enrolled in an HCBS waiver program) is enrolled in a TennCare health plan (also called an MCO or Managed Care Organization).
- MCOs are responsible for the delivery of physical and behavioral health care services to Medicaid-eligible individuals enrolled in their health plan, and for quality management/improvement activities pertaining to those services.



Introduction:

Assignment to a TennCare health plan (MCO or Managed Care Organization)

- There are three “main” TennCare health plans:
 - Amerigroup
 - BlueCare
 - UnitedHealthcare Community Plan
- Starting January 1, 2015, all 3 of these TennCare health plans operate statewide.



TennCare Select

- In addition to 3 statewide MCOs, TennCare has a contract with Blue Cross Blue Shield of Tennessee to operate **TennCare Select**.
- **TennCare Select** is a special statewide health plan that serves certain special populations:
 - Children under age 21 who receive SSI (Supplemental Security Income)
 - Children under age 21 in State custody and children who have left State custody for six months post-custody as long as the children remain eligible
 - Children under age 21 receiving long-term services and supports
 - TennCare members living in areas where there is insufficient capacity to serve them
 - TennCare members temporarily living out of state



What is SelectCommunity?

- **SelectCommunity** is a special TennCare health plan for certain individuals with intellectual disabilities.
- It is operated by Blue Cross Blue Shield of Tennessee under the TennCare Select contract.



Who can enroll in SelectCommunity?

- **SelectCommunity** serves ONLY:
 - Members of the former Arlington class
 - People enrolled in one of the State's HCBS (Home and Community Based Services) waivers for people with intellectual disabilities. This includes the Arlington Waiver (to be renamed the Comprehensive Aggregate Cap or "CAC" Waiver), the Statewide Waiver, and the Self-Determination Waiver



Who can enroll in SelectCommunity?

- Clover Bottom class members who move out of Clover Bottom or Greene Valley Developmental Centers and choose to enroll in an HCBS waiver will be eligible for **SelectCommunity**.
- Clover Bottom class members who move out of Clover Bottom or Greene Valley Developmental Centers and choose services in another ICF/IID (instead of enrolling in an HCBS waiver) **cannot** enroll in **SelectCommunity**.
 - This is because most of the health care services they will receive are part of the ICF/IID benefit or coordinated by the ICF/IID.



SelectCommunity Enrollment

- Total as of July 1, 2014, nearly 2,100 members in **SelectCommunity** statewide, including:
 - ~800 Arlington class members
 - ~300 Clover Bottom class members enrolled in an HCBS waiver (a few in both classes)
 - 975 Other (non class-member) waiver participants



SelectCommunity Member Satisfaction

- **Member/Conservator satisfaction is high and continues to increase every year**
- **On a scale of 1 to 10 where 1 means Completely Dissatisfied and 10 means Completely Satisfied:**
 - 2014: Average satisfaction **9.43**
(1st three quarters)
 - 2013: Average satisfaction **9.33**
 - 2012: Average satisfaction **9.28**
 - 2011; Average satisfaction **9.15**
 - 2010: Average satisfaction **8.99**



Benefits of Participation in SelectCommunity



Nurse Care Managers

- Each person enrolled in **SelectCommunity** must, *as a condition of enrollment*, receive Nurse Care Management. **SelectCommunity** members who refuse Nurse Care Management will not be permitted to remain enrolled in the program.
- Every **SelectCommunity** member has an assigned Nurse Care Manager (NCM).
- The NCM is the leader of a Care Management Support Team.
 - Team members working with the NCM include social workers, behavioral health care managers, support staff and Medical Directors.



Nurse Care Managers

- Conduct comprehensive face-to-face assessment of physical and behavioral health needs, including:
 - Comprehensive physical, behavioral, developmental, social history
 - Identification of physical or behavioral health conditions or symptoms, treatments and interventions, including currently administered prescription and over-the-counter medications
 - Assessment of the current status of preventive care
 - Review of relevant physiological needs, including but not limited to gastrointestinal function, skin integrity, seizure disorders, bowel and bladder function, and nutrition and/or weight-related concerns
 - Assessment of any Durable Medical Equipment (DME) needs, including whether DME items are in good working condition and appropriate for member's needs— in terms of fit and functionality
 - Identification of key physical and behavioral health-related risks



Nurse Care Managers

- Conduct at least annual re-assessment or within 10 days of a significant change in physical/behavioral health status, including:
 - Hospital admission or Emergency Department utilization
 - A newly diagnosed physical or behavioral health condition
 - A significant change in an existing physical or behavioral health condition
 - A significant decline in functional status, such as loss of mobility
 - Behavioral destabilization, including new or increased self-injurious behaviors, property destruction, etc.



Nurse Care Managers

- Work with the member and his/her family, guardian or conservator (as applicable), the Primary Care Practitioner (PCP), and members of the Circle of Support, to develop and implement an **Individualized Plan of Health Care** (distinct from the Individual Support Plan or ISP) for each member to identify the full array of covered physical and behavioral health services the member needs across programs, payers and service settings



Nurse Care Managers

- Collaborate between providers and payers of physical and behavioral health services, including physicians and other physical and behavioral health care providers, TennCare, DIDD, and SelectCommunity (i.e., BCBST) to:
 - facilitate timely access to and provision, coordination and monitoring of covered physical and behavioral health services
 - maximize health outcomes
- Help facilitate care transitions (determine physical and behavioral health services needed upon discharge/transition and help ensure services are timely arranged/provided)
 - discharge from an acute or psychiatric hospital
 - transition from an Institutional to HCBS setting
 - transitions between Institutional settings
 - transitions between community residential providers



Nurse Care Managers

- Contact members based on their needs (as specified in their IPHC) or minimally, as follows:
 - Members with **complex unstable** physical or behavioral health needs must be visited in their residence **face-to-face** by their NCM at least **monthly**.
 - Members with **complex stable** physical or behavioral health needs must be contacted by their NCM at least **monthly** either **in person or by telephone**, and shall be visited in their residence **face-to-face** by their NCM at least **quarterly**.
 - Members with **no** complex physical or behavioral health needs must be contacted by their NCM at least **quarterly** either **in person or by telephone**, and visited in their residence **face-to-face** by their NCM at least **semi-annually**.



TENNCARE

Nurse Care Managers

- All **SelectCommunity** NCMs have special training that helps them better understand the needs of people with intellectual and developmental disabilities.
 - **SelectCommunity** NCMs who have met eligibility requirements (including 2 years “in the field”) are certified by the Developmental Disability Nurses Association (DDNA) as Certified Developmental Disability Nurses (CDDNs).
 - Right now, this is the **only** TennCare health plan that is required to provide NCMs with this special training.
- Like ISCs, NCMs are located across the State—to be accessible to members and providers.



Program Awards and Recognition

- **2014 Dorland Health Care *Case In Point* Platinum Awards**
 - Recognizes the most successful and innovative case management programs working to improve healthcare across the care continuum
 - Sets the standard for programs that deliver sustained success across a variety of disciplines and settings in the overarching continuum of care coordination
 - **SelectCommunity:**
 - ❖ Managed Care program winner
 - ❖ Case/Care Manager—Patient Outreach winner
- **Additional program recognitions:**
 - BlueCross National Association
 - Case Management Society of America



The TennCare SelectCommunity Primary Care Network

- The **SelectCommunity** Primary Care Network is composed of Primary Care Physicians (PCPs) who have made a commitment to serving individuals with intellectual disabilities (ID), take advantage of continuing education opportunities focusing on ID, actively participate in care planning, and utilize resources to support them in working with individuals with ID.
- **SelectCommunity** PCPs are responsible for continuous comprehensive primary care and coordination of medical information and specialized physical and behavioral health care services, including specialty referrals.



The TennCare SelectCommunity Primary Care Network

- When joining the **SelectCommunity** Primary Care Network, a provider accepts certain roles and responsibilities. In exchange for the fulfillment of these roles and responsibilities, an enhanced care management fee is paid for each **SelectCommunity** member who is assigned to their practice.
- Currently, 805 PCPs receive this enhanced case management fee to serve **SelectCommunity** members.



Help for ISCs and Waiver providers

- The NCM serves as the primary point of contact for members in the coordination of physical and behavioral health services.
- The NCM will assist the PCP and other providers in the coordination of physical and behavioral health services for **SelectCommunity** members by helping to obtain medical records, linking PCPs with specialists, and providing access to ID experts for consultations, information support and resource identification.



How ISCs and SelectCommunity Nurse Care Managers Work Together to Coordinate Physical and Behavioral Health Services and Long-Term Services and Supports

- **ISCs** are responsible for the **Individual Support Plan (ISP)** and for planning, implementing and helping to monitor the delivery of **waiver services**.
 - Under the new federal person-centered planning rule, they must also address *clinical* as well as support needs in the person-centered planning process.



How ISCs and SelectCommunity Nurse Care Managers Work Together to Coordinate Physical and Behavioral Health Services and Long-Term Services and Supports

- **Nurse Care Managers (NCMs)** are responsible for the **Individualized Plan of Health Care** and for planning, implementing and helping to monitor the delivery of **physical and behavioral health services covered by TennCare.**
 - NCMs can help ISCs in addressing clinical needs.



How ISCs and SelectCommunity Nurse Care Managers Work Together to Coordinate Physical and Behavioral Health Services and Long-Term Services and Supports

- ISCs and Nurse Care Managers must work *together* to ensure that **all** of the person's needs are met.
 - This includes physical and behavioral health service needs and long-term services and supports.



Deciding Whether to Enroll in SelectCommunity



SelectCommunity Enrollment Considerations

Are the person's doctors, hospitals, and health care providers enrolled as SelectCommunity providers?

- **Before** a person enrolls in **SelectCommunity**, they should ask their doctors, hospitals, and health care providers if they're in **SelectCommunity**.
- The BCBST website <http://bluecare.bcbst.com/> can be used to see if a provider is in the **SelectCommunity** network:
 - Go to "Find a doctor"
 - Choose "**SelectCommunity**" network
 - Search by the provider's name
 - Generate a complete listing of providers by type



SelectCommunity Enrollment Considerations

Are the person's doctors, hospitals, and health care providers enrolled as SelectCommunity providers?

- What if the person's doctors, hospitals, and health care providers are not in **SelectCommunity**?
 - The person or his/her family/conservator can ask them if they are willing to join.
- What if they are not willing to join **SelectCommunity**?
 - Then, to keep the same doctors, hospitals, and health care providers, the person may want to stay in the health plan they have now.
 - Or, if the person enrolls in **SelectCommunity**, their NCM will help them choose new providers.



SelectCommunity Enrollment Considerations

Are the person's doctors, hospitals, and health care providers enrolled as SelectCommunity providers?

- Is TennCare Select or BlueCare the person's current health plan?
 - Then if they sign up with **SelectCommunity**, they may not have to change doctors or healthcare providers. Doctors, hospitals, and healthcare providers who take TennCare Select or BlueCare are already part of **SelectCommunity**. The person or his/her family/conservator may still want to ask them if they plan to stay in the network.



SelectCommunity Enrollment Considerations

If the person has Medicare AND TennCare (Medicaid), will enrolling in SelectCommunity affect their Medicare benefits?

- **No.** Enrolling in **SelectCommunity** will not change the person's Medicare benefits or Medicare providers.
 - This is true whether the person has “original Medicare” (Parts A and/or B) or a “Medicare Advantage” (Part C) health plan.
 - A Medicare Advantage health plan helps members get the care they need.
 - They may also give extra benefits that members will not get with original Medicare.



SelectCommunity Enrollment Considerations

However, if the person has a Medicare Advantage (Part C) health plan (or wants to sign up for Medicare Advantage), there are important advantages to choosing the **same plan** for Medicare and Medicaid benefits.

- There are special kinds of Medicare Advantage health plans just for people who have both Medicare **and** TennCare.
 - They are specifically designed to help members who have both Medicare and Medicaid use their benefits from both programs to get the care they need.
 - They may also give extra benefits that members will not get with original Medicare.
- If an individual already has the **same** health plan for Medicare **and** TennCare, they *may not* want to join **SelectCommunity**. They may want to keep the health plan they have now. It may be easier for them to have the **same** health plan for their Medicare **and** TennCare benefits.



SelectCommunity Enrollment Considerations

- **Signing up for the Same Health Plan for Medicare and TennCare**
 - If a person with intellectual disabilities who qualifies to enroll in **SelectCommunity** decides to sign up for **SelectCommunity**, they can also choose the Medicare plan operated by Blue Cross Blue Shield. It is only for people who have TennCare **and** Medicare; it's called BlueCare Plus.
 - How does a person choosing **SelectCommunity** for their TennCare health plan **and** BlueCare Plus for their Medicare health plan help?
 - Their NCM will be their “care coordinator” for both health plans and help with their Medicare **and** TennCare benefits.



How to Enroll in SelectCommunity



How to Enroll in SelectCommunity

- The person must be in one of the groups that can enroll in **SelectCommunity**:
 - Members of the former Arlington class
 - People enrolled in one of the State's HCBS (Home and Community Based Services) waivers for people with intellectual disabilities. This includes the Arlington Waiver (to be renamed the Comprehensive Aggregate Cap or "CAC" Waiver), the Statewide Waiver, and the Self-Determination Waiver



Special Mailing to Clover Bottom Class Members Enrolled in a Waiver

- If an agreed plan to exit from the Clover Bottom lawsuit is approved by the Court, a special mailing will be sent to members of the Clover Bottom lawsuit class who are enrolled in an HCBS waiver for people with intellectual disabilities.
- The special mailing will include:
 - A letter inviting them to join **SelectCommunity**
 - Educational materials about **SelectCommunity**
 - A form they can use to sign up for **SelectCommunity**
- They can complete that form and mail it to TennCare in order to sign up for **SelectCommunity**.



How can you help?

- Understand the benefits of **SelectCommunity** enrollment for the people you support.
- Don't discourage people in the waiver from signing up for **SelectCommunity**.
 - It won't change their waiver (including ISC) services.
 - It offers *extra* help in coordinating health care needs.
- Answer questions that you can using these materials, or direct the person to TennCare or DIDD for additional assistance.
 - Lauren Percy, TennCare, 615-687-4762
 - Denise Kirk, DIDD-West, 901-745-7701
 - Caira Garcia, DIDD-East, 865-594-9336
 - Sandra Wise, DIDD-Middle, 615-884-1915



How to Enroll in SelectCommunity

- **What if the person doesn't return the form to sign up for SelectCommunity?**
 - If the person decides not to sign up for **SelectCommunity**, their TennCare MCO will still take care of their covered physical and mental health care.
 - But, if they don't sign up for **SelectCommunity**, they **won't have one of these nurse care managers.**



How to Enroll in SelectCommunity

- What if the person decides later that they want to sign up for SelectCommunity?
- Or what if a person in an HCBS waiver isn't a class member (and won't get the letter)?
 - They can still sign up at any time by calling the TennCare Solutions Unit for free at **1-800-878-3192**.



How to Enroll in SelectCommunity

- If a person enrolls in **SelectCommunity** outside the “special mailing” process:
 - Their enrollment in **SelectCommunity** will become effective 10 days after their request is processed.
 - A notice will be mailed, telling them the effective date of their enrollment into **SelectCommunity**.
 - They will also receive a welcome letter and other information from **SelectCommunity**.
 - Until then, they will still be covered by their current MCO.
- Once they’re enrolled in **SelectCommunity**, their NCM will begin working with them to help them get the care they need.



Questions?

