



Florida Medicaid Reform and Florida Senior Care

Thomas W. Arnold
Deputy Secretary for Medicaid

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Florida Medicaid Reform

Key Elements of Reform

- Choice Counseling.
- Outreach Efforts.
- Delivery System:
 - Coordinated Systems of Care (Health Maintenance Organizations and Provider Service Networks).
- New Options / Choice:
 - Customized Plans.
 - Enhanced Benefits.
 - Opt-Out.
- Financing:
 - Premium Based.
 - Risk-Adjusted Premium.
 - Comprehensive and Catastrophic Component.
- Low Income Pool (LIP).

Reform Timeline ~ Year One

- May 2005: Reform authorized by Florida Legislature in Senate Bill 838.
- October 2005: Waiver request submitted to and approved by the federal Centers for Medicare and Medicaid Services.
- December 2005: Waiver approved by the Legislature in House Bill 03B.
- July 2006: Choice counseling began in Duval and Broward Counties.
- September 2006: Enrollment began in Duval and Broward Counties.
- December 2006: First Quarterly Progress Report Filed with Centers for Medicare and Medicaid Services and the Legislature.

Choice Counseling

- A free service to help beneficiaries understand their plan choices and make a choice that best fits their health care needs.
- Certified Choice Counselors.
 - Florida has the only certified program in the nation.
 - On-line 10 module course.
 - Comprehensive written exam.
 - Oral examination with live scenarios.
- 60 Certified Choice Counselors (44 call center, 16 field counselors).
 - The call center staff serve both Broward and Duval.
 - 10 field counselors in Broward.
 - 6 field counselors in Duval.

Call Center Statistics

(July 24 through December 18, 2006)

- No blocked calls since Call Center began Choice Counseling
- Total Calls received 87,797
- Total outbound calls 22,144
- Total Calls abandoned 1,266
- Average call wait time 165.1 seconds
- Average talk time 7.1 minutes

Outreach to Plans, Providers, Beneficiaries and Advocates

- Outreach
 - Prior to passage of reform, during development stage;
 - Prior to implementation of first phase;
 - Follow up after implementation of first phase;
 - Prior to implementation of second phase;
 - Ongoing.
- Targeted outreach to potential health care plans, Medicaid providers, beneficiaries, advocates, agencies and elected officials/community leaders.
- Training sessions held, specific to provider audiences such as MediPass Providers, Pharmacy Providers, Behavioral Health Providers, and other Specialty Providers.
- Articles Published in The Florida Medicaid Provider Bulletin.

Total Reform Enrollment: Broward and Duval Counties

➤ Transition period:

▪ September 1, 2006:	7,604
▪ October 1, 2006:	47,520
▪ November 1, 2006:	79,724
▪ December 1, 2006:	106,873
▪ January 1, 2007:	129,073

Total: 129,073

▪ Broward :	77,594
▪ Duval:	51,479

- Remaining population to be phased in through March, 2007.
- Enrollment of new eligibles continues from that point forward.

Enrollment by Plan as of January 1st
*Broward: 10 Health Maintenance Organizations + 5
 Provider Service Networks*

Health Maintenance Organizations	Enrollment
HealthEase	9,410
Humana Family	6,494
Preferred Medical Plan, Inc.	1,426
Staywell	14,901
Total Health Choice	862
United Health Care	3,284
Vista Healthplan of South Florida	1,690
Amerigroup Community Care	6,241
Buena Vista	4,012
Universal Health Plan: NOTE: Mandatory Enrollments beginning in February 2007	
Broward Health Maintenance Organization enrollment Total as of Jan. 1st	48,320

Provider Service Networks	Enrollment
Florida NetPASS	5,173
South Florida Community Care Network	7,128
Access Health Solutions (PhyTrust)	4,511
Pediatric Associates	10,559
CMS	1,903
Broward Provider Service Network Enrollment Total as of Jan. 1st	29,274

Enrollment by Plan as of January 1st
*Duval: 4 Health Maintenance Organizations + 2
 Provider Service Networks*

Health Maintenance Organizations	Enrollment
Staywell	1,489
United Healthcare	5,582
Healthease	23,050
Universal Health Plan: NOTE: Mandatory Enrollments beginning in February 2007	2
Duval Health Maintenance Organization Enrollment Total as of Jan. 1 st	30,123

Provider Service Networks	Enrollment
First Coast Advantage (Shands Jax)	14,270
Access Health Solutions (Phytrust)	7,086
Duval Provider Services Network Enrollment Total as of Jan. 1 st	21,356

Enhanced Benefits

- Beneficiaries began earning credits September 1, 2006
- First healthy behaviors were reported by Plans October 10, 2006.
- First credits were posted to accounts November 1, 2006.
- Enhanced Benefits call center went live, November 1, 2006.
- First account statements sent to beneficiaries (who have reported approved healthy behaviors) November 6, 2006
- Over 11,000 beneficiaries have received credits, totaling \$333,132 in credit dollars, for healthy behaviors to date. (For healthy behaviors recorded by Plans through November 30, 2006, reported to the Agency by December 10, 2006.)
- Beneficiaries have made purchases with earned credits.

Risk Adjustment

- Effective September 1, 2006, the Agency began risk adjusting plan premiums in accordance with Statute.
- Initially the Agency is using the Medicaid Rx model to risk adjust rates.
- Risk scores are run for each Medicaid beneficiary. These risk scores are updated every quarter using new pharmaceutical claims and encounter experiences.
- Higher variation across plan factors are more likely to occur with small numbers of enrollees (occurred in the first month of enrollment in Reform plans.)
- Variation across plan factors is expected to decrease as plan enrollment increases (occurred in second month of enrollment in Reform plans.)

Reform Timeline ~ Year Two

Authorized to expand into Baker, Clay, and Nassau Counties within 1 year after the Duval County program becomes operational.

- **October 2006:** Targeted Outreach to beneficiaries in Baker, Clay and Nassau Counties begins.
- **November 2006:** Letter sent to health plans inviting them to submit their (non-binding) letter of intent to the Agency to participate in Medicaid Reform expansion.
- **December 2006:** Application for Reform Plans in Baker, Clay and Nassau Counties available.

Reform Timeline ~ Year Two

- February 2007: Brochures and Area Office Training Schedule flyers mailed to beneficiaries.
- May 2007: Second mailing of brochures and Area Office Training Schedule to beneficiaries.
- July 2007: Choice Counseling hotline available for beneficiaries in Baker, Clay and Nassau Counties.
- September 2007: Enrollment to begin in Baker, Clay and Nassau Counties.

Letters of Intent

- Letters of Intent have been received for Baker, Clay and Nassau from the following:
 - Florida NetPass, LLC (PSN)
 - PhyTrust of Florida LLC, d/b/a Access Health Solutions (PSN)
 - Better Health, LLC (PSN)
 - United Healthcare of Florida, Inc. (HMO)
 - Wellcare of Florida Inc. d/b/a/ Staywell Health Plan of Florida (HMO)
 - HealthEase Health Plans of Florida, Inc. (HMO)
 - Citrus Health Plan (HMO)
 - USMD, LLC/ FLMD, LLC (PSN)
 - Universal Health Care, Inc. (HMO)
 - Children's Medical Services (Specialty PSN)

Florida Senior Care

Florida Senior Care Timeline

- Senate Bill 0838 passed May 2005.
- Waiver applications submitted to Centers for Medicare and Medicaid Services (CMS) on January 25, 2006.
- Centers for Medicare and Medicaid Services sent formal questions April 26, 2006.
- Agency responded to Centers for Medicare and Medicaid Services questions June 21, 2006.
- Federal approval of the waivers granted September 13, 2006.
- Pending Legislative authority to implement.

What is Florida Senior Care

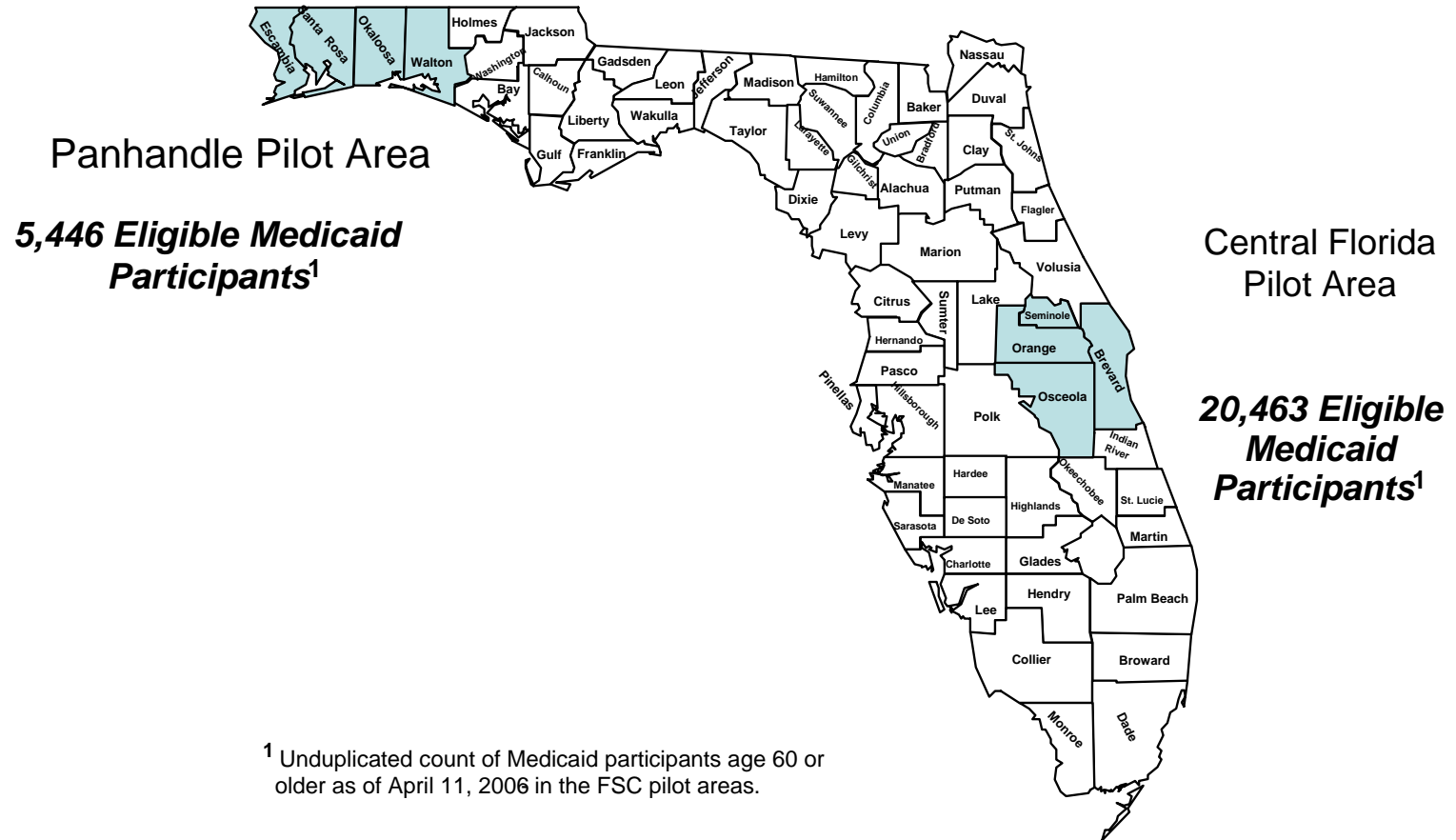
- A proposed comprehensive health and long-term care system that will provide care management to better serve Florida Medicaid seniors in their community.
- Section 409.912(5), Florida Statutes ...the Agency for Health Care Administration, in partnership with the Department of Elder Affairs, shall create an integrated, fixed-payment delivery system for Medicaid beneficiaries who are 60 years of age or older.
- To begin in 2 pilot areas.

Agency for Health Care Administration and Department of Elder Affairs Partnership

- Agency for Health Care Administration role:
 - Single state Medicaid agency
 - Oversees managed care

- Department of Elder Affairs role:
 - Administers human service programs that serve the elderly and develop long term care policy

PILOT AREAS



Florida Senior Care Will:

- Coordinate all Medicaid health and long-term care services :
 - One organization accountable for service delivery.
 - Provides a single point of access to services.
- Combine programs and funding for Medicaid services:
 - A system that is easier to navigate.
 - Improved care coordination.
- Emphasize community-based alternatives to nursing home care:
 - Allow seniors to stay independent longer.

Florida Senior Care Program Enhancements

- Participant Direction
 - Provides an opportunity for enrollees who live at home or in the home of a family member to hire and manage qualified providers (including family members) for services such as:
 - Attendant Care;
 - Chore Services;
 - Homemaker;
 - Personal Care;
 - Respite.

Who Can Provide Services Under Florida Senior Care?

- Health plans will be chosen through a competitive selection process.
 - Minimum of two (2) plans per pilot area
- Provider types eligible to participate as a health plan include:
 - Managed care organizations
 - Community Care for the Elderly (CCE) Lead Agencies
 - Other qualified providers such as assisted living facilities and home health agencies
 - State certified Community Service Networks

Florida Senior Care Health Plan Requirements

- Health plans will be encouraged to work with aging services providers that are currently serving Medicaid beneficiaries.
- Health plans must have a comprehensive network of providers that are able to provide quality services.
- Health plans must have providers that are within a certain drive time or distance from enrollee's residence.
- Enrollees will be able to choose from any available provider within the health plan's provider network.

Florida Senior Care Next Steps

- Ongoing Outreach in Pilot Counties.
- Upon Legislative Approval:
 - Issue Competitive Procurement
 - Review Proposals and Award Contracts ~ 3 months from receipt of proposals.
 - Phase-in Enrollment ~ 3-6 months from certification of Plan Readiness.

Questions?