SSI Managed Care
Have you heard....

• Effective April 1, 2014 Care Wisconsin became a certified provider of Medicaid SSI. We are offering a managed care option for Dane County Residents who are enrolled in the Medicaid SSI Program.

• Beginning October 1, 2014 we will offer SSI Managed Care for Dodge, Jefferson, Columbia and Sauk counties.

• Our expected rollout to additional counties including; Waukesha, Ozaukee, and Rock is 11/1/14 and 12/1/14.
What this means for you...

• Care Wisconsin now has 3 programs offered; Family Care, Family Care Partnership, and Medicaid SSI.

• You may see Care Wisconsin Medicaid SSI when checking member eligibility on the ForwardHealth Portal.
Enrollment

- Automated Health Systems, Inc. is contracted with DHS to provide SSI Managed Care enrollment
- Members receive an enrollment packet that invites them to make an enrollment choice to use the Care Wisconsin HMO
- Members choose to enroll by sending in their Enrollment Choice form or by calling the Enrollment Specialist and making a choice via telephone
- If no choice is made and there are at least two HMO’s offering this program in a county members will be auto-assigned. Members will receive a notice regarding which HMO they have been enrolled in and the effective date of the enrollment.
- Care Wisconsin will be a part of the auto-assignment for enrollments that will be effective on October 1, 2014 for Columbia, Dodge, and Jefferson counties.
Care Wisconsin Enrollment

• When a member enrolls with Care Wisconsin Medicaid SSI, we send a welcome packet.
• Members are not provided a Care Wisconsin ID card
  – Members use their ForwardHealth card as proof of coverage.
• Please verify eligibility using the ForwardHealth Portal at each appointment.
• ForwardHealth Portal specifically states that the member is in Care Wisconsin SSI Managed Care and will provide real-time member enrollment information.

www.ForwardHealth.wi.gov/
## SSI Managed Care

### Benefit Plan

<table>
<thead>
<tr>
<th>Payer</th>
<th>Benefit Plan</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEDICAID</td>
<td>Medicaid for SSI</td>
<td>01/01/2014</td>
<td>05/30/2014</td>
</tr>
<tr>
<td>MEDICAID</td>
<td>Medicaid</td>
<td>01/01/2014</td>
<td>01/31/2014</td>
</tr>
<tr>
<td>MEDICAID</td>
<td>Wisconsin Well Woman Medicaid (No Copay)</td>
<td>01/01/2014</td>
<td>04/30/2014</td>
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</table>

### Managed Care Enrollment

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>MC Program</th>
<th>Telephone Number</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARE WISCONSIN HEALTH PLAN INC</td>
<td>SSI - Milw - Medical</td>
<td>(855)463-0026</td>
<td>04/01/2014</td>
<td>05/30/2014</td>
</tr>
</tbody>
</table>

### Non-Emergency Transportation Services Enrollment

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEDICAL TRANSPORTATION MANAGEMENT INC</td>
<td>01/01/2014</td>
<td>05/30/2014</td>
</tr>
</tbody>
</table>
# Family Care Partnership

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<th>End Date</th>
</tr>
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<tbody>
<tr>
<td>MEDICAID</td>
<td>Medicaid (HPSA Recipient)</td>
<td>01/01/2014</td>
<td>05/30/2014</td>
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</thead>
<tbody>
<tr>
<td>CARE WI PARTNERSHIP - COLUMBIA-DODGE-JEFFERSON</td>
<td>PACE/Partnership</td>
<td>(800)963-0035</td>
<td>01/01/2014</td>
<td>05/30/2014</td>
</tr>
</tbody>
</table>

## Medicare

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Medicare Coverage Start Date</th>
<th>Medicare Coverage End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare Part A</td>
<td>01/01/2014</td>
<td>05/30/2014</td>
</tr>
<tr>
<td>Medicare Part B</td>
<td>01/01/2014</td>
<td>05/30/2014</td>
</tr>
<tr>
<td>Medicare Part D</td>
<td>01/01/2014</td>
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# Family Care

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<td>Medicaid for SSI (HPSA Recipient)</td>
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<tbody>
<tr>
<td>CARE WI FAMILY CARE- LAC-JA-MO-VE-TR-BUF-CL-PE</td>
<td>Family Care</td>
<td>(800)963-0035</td>
<td>05/07/2014</td>
<td>05/30/2014</td>
</tr>
</tbody>
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## Non-Emergency Transportation Services Enrollment

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<td>05/06/2014</td>
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Covered Services

• Benefits under the Care Wisconsin Medicaid SSI program remain the same as traditional Medicaid SSI benefits and differ somewhat from Family Care or Partnership.

• Most services are administered through the Care Wisconsin Provider Network.

• There are a few exceptions and these services are still covered through the ForwardHealth card.
### Medicaid SSI Benefits

<table>
<thead>
<tr>
<th>Care Wisconsin Covered</th>
<th>Card Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Doctor visits</td>
<td>• Chiropractic</td>
</tr>
<tr>
<td>• Hospital care</td>
<td>• Dental</td>
</tr>
<tr>
<td>• Eye care and eye glasses</td>
<td>• Prescription Drugs</td>
</tr>
<tr>
<td>• Outpatient care</td>
<td>• Transportation</td>
</tr>
<tr>
<td>• Emergency care</td>
<td></td>
</tr>
<tr>
<td>• Care when a member is pregnant</td>
<td></td>
</tr>
<tr>
<td>• Medical equipment and supplies</td>
<td></td>
</tr>
<tr>
<td>• Mental health services</td>
<td></td>
</tr>
<tr>
<td>• Hearing services and hearing aids</td>
<td></td>
</tr>
<tr>
<td>• Family planning services</td>
<td></td>
</tr>
<tr>
<td>• Home health care (including Personal Care)</td>
<td></td>
</tr>
<tr>
<td>• Physical and occupational therapy</td>
<td></td>
</tr>
<tr>
<td>• Alcohol and other drug abuse services</td>
<td></td>
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</tbody>
</table>
Role of Primary Care Provider Relationship

• The program goal for all members is to have an established Primary Care relationship within the Care Wisconsin network.

• Care Wisconsin staff will assist members without a Primary Care relationship in the identification of an appropriate network Provider.

• Care Wisconsin staff will work with members and their Providers to coordinate care and communicate identified needs.
Member Services

• Members have access to care coordination services through our team of Member Care Specialists and Nurse Care Managers.
• Services provided include care assessment, care planning and coordination of services.
• This includes designation and coordination with members Primary Care Provider.
What Can Members Expect From Care Wisconsin?

• Helping members stay healthy and manage their health needs.

• Care Coordinators and Nurse Care Managers help members get everything they can out of the program:
  – Care Assessment
  – Care Plan (this is developed based on needs identified during assessment)
  – Routine Care Reminders
  – Service Satisfaction Check
  – Health Information and Disease Management
  – 24-Hour Access to a Nurse
  – Care Transition Planning
Continuation of Services

• We honor existing authorizations provided through fee-for-service Medicaid for covered services for 60 days or until our assessment is completed, whichever is later. Extensions beyond the end date of a current Medicaid authorization will be reviewed on a case by case basis.

• We need to know about these services to provide approvals in our prior authorization system for claims payments.

• If you know of any such authorizations, please fax copies to 608-210-4050.

• Continue to use J&B for incontinence and urological supplies.
New Prior Authorization Requests

- Prior authorization guidelines are different for SSI Managed Care than they are for fee-for-service Medicaid or Family Care Partnership.
- Please review the Prior Authorization guidelines at: www.carewisc.org/providers/claims
- Forms on website are for our Medicaid SSI program only
SSI Prior Authorization Forms

Note: These forms are for SSI only. For other programs, see Partnership and Family Care Service Authorizations.

- Outpatient Behavioral Health Treatment and Services Notification/Prior Authorization
- Inpatient Admission Event Authorization Request
- Therapy/Cardiac Rehab Prior Authorization Request
- Procedure and DME/DMS Prior Authorization Request
- Out of Network Provider Referral Request
- Inpatient Behavioral Health Treatment and Services Notification
- Home Health Prior Authorization Request
Prior Authorization

• Prior Authorization is Needed for the Following:
  – Inpatient Admission
  – Therapy (occupational, physical, and speech)/Cardiac Rehabilitation
  – DME/DMS
  – Out-of-Network Provider Referral
  – Home Health
  – Select Outpatient Behavioral Health Services
  – Inpatient Behavioral Health Treatment and Services
• Please see the Provider Manual for details: www.carewisc.org/provider-manual-and-policies
Claims

• Claim submission and billing instructions are the same for SSI Managed Care and Family Care Partnership.
• You may use member’s Medicaid number for billing.
• In order to facilitate timely payment of claims, please utilize the appropriate claim forms and follow standard submission guidelines for your provider type.
• Claims should be sent to:
  Care Wisconsin
  PO Box 226897
  Dallas, TX 75222-6897
Billing Questions

• If you have specific eligibility or billing questions about SSI Managed Care, please contact the Provider Help Desk at 1-855-878-6699.
Disenrollment

• Members are automatically disenrolled if:
  - They lose SSI eligibility
  - They move out of the service area

• Members may also choose to disenroll

• Disenrollment is noted in ForwardHealth

• The state or receiving HMO will coordinate services
Contact Information

- [www.carewisc.org/medicaid-ssi](http://www.carewisc.org/medicaid-ssi)
  - Member Handbook
  - Complete Provider Directory
- Providers:
  - Questions about billing, claims submission, etc.
    - Provider Help Desk: 1-855-878-6699
  - Questions about Joining the Network
    - Deanna Weidner, Healthcare Contracting Manager, [weidnerd@carewisc.org](mailto:weidnerd@carewisc.org), 608-245-3472
- If a Member Has a Question:
  - Member Care Line: 1-855-463-0026
  - Case managers should call this line when calling on behalf of member, will need a signed Release of Information