



# Managed Care for Individuals with Intellectual or Developmental Disabilities

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# Discussion Topics

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- Managed Care Overview
- STAR+PLUS
- Intellectual and Developmental Disability (IDD) Transition
- Community First Choice (CFC)
- New Initiatives

# What is Managed Care?

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- Healthcare provided through a network of doctors, hospitals, and other healthcare providers responsible for managing and delivering quality, cost-effective care
- The Health and Human Services Commission (HHSC) pays a managed care organization (MCO) a capitated rate for each client enrolled, rather than paying for each unit of service provided

# Goals of Managed Care

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- Emphasize preventative care
- Improve access to care
- Ensure appropriate utilization of services
- Improve client and provider satisfaction
- Establish a medical home for Medicaid clients through a primary care provider (PCP)
- Improve health outcomes, quality of care, and cost effectiveness
- Promote care in least restrictive, most appropriate setting

# Managed Care Organizations

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- MCOs provide a medical home through a PCP and referrals for specialty services as needed.
  - Exception: Clients who receive both Medicare and Medicaid (dual eligibles) get acute care services through Medicare.
- MCOs may offer extra services, also called “value-added services” (e.g., respite, extra dental services, extra vision services, health and wellness services).

# Managed Care Organizations

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- Providers must contract and be credentialed with an MCO to provide Medicaid services in managed care
- Rates are negotiated between the provider and the MCO
- Processes such as authorization requirements and claims processing may be different between MCOs

# TEXAS Managed Care Service Areas

(Effective Fall 2016)

STAR Health (statewide) – Superior  
CHIP RSA (MRSA Service Areas + Hidalgo) – Molina, Superior

## LUBBOCK

STAR - Amerigroup, FirstCare, Superior  
STAR+PLUS - Amerigroup, Superior  
STAR Kids - Amerigroup, Superior  
CHIP - FirstCare, Superior

## MRSA WEST

STAR - Amerigroup, FirstCare, Superior  
STAR+PLUS - Amerigroup, Superior  
STAR Kids - Amerigroup, Superior

## EL PASO

STAR - El Paso First, Molina, Superior  
STAR+PLUS - Amerigroup, Molina  
STAR Kids - Amerigroup, Superior  
CHIP - El Paso First, Superior

## TRAVIS

STAR - Blue Cross and Blue Shield of Texas, Sendero, Seton, Superior  
STAR+PLUS - Amerigroup, United  
STAR Kids - Blue Cross and Blue Shield of Texas, Superior  
CHIP - Blue Cross and Blue Shield of Texas, Sendero, Seton, Superior

## BEXAR

STAR - Aetna, Amerigroup, Community First, Superior  
STAR+PLUS - Amerigroup, Molina, Superior  
STAR Kids - Community First, Superior  
CHIP - Aetna, Amerigroup, Community First, Superior

## HIDALGO

STAR - Driscoll, Molina, Superior, United  
STAR+PLUS - Cigna-HealthSpring, Molina, Superior  
STAR Kids - Driscoll, Superior, United

## TARRANT

STAR - Aetna, Amerigroup, Cook Children's  
STAR+PLUS - Amerigroup, Cigna-HealthSpring  
STAR Kids - Aetna, Cook Children's  
CHIP - Aetna, Amerigroup, Cook Children's

## DALLAS

STAR - Amerigroup, Molina, Parkland  
STAR+PLUS - Molina, Superior  
STAR Kids - Amerigroup, Children's Medical Center  
CHIP - Amerigroup, Molina, Parkland

## MRSA NORTHEAST

STAR - Amerigroup, Superior  
STAR+PLUS - Cigna-HealthSpring, United  
STAR Kids - Texas Children's, United

## MRSA CENTRAL

STAR - Amerigroup, Scott and White, Superior  
STAR+PLUS - Superior, United  
STAR Kids - Blue Cross and Blue Shield of Texas, United

## JEFFERSON

STAR - Amerigroup, Community Health Choice, Molina, Texas Children's, United  
STAR+PLUS - Amerigroup, Molina, United  
STAR Kids - Texas Children's, United  
CHIP - Amerigroup, Community Health Choice, Molina, Texas Children's, United

## HARRIS

STAR - Amerigroup, Community Health Choice, Molina, Texas Children's, United  
STAR+PLUS - Amerigroup, Molina, United  
STAR Kids - Amerigroup, Texas Children's, United  
CHIP - Amerigroup, Community Health Choice, Molina, Texas Children's, United

## NUECES

STAR - Christus, Driscoll, Superior  
STAR+PLUS - Superior, United  
STAR Kids - Driscoll, Superior  
CHIP - Christus, Driscoll, Superior

RSA: Rural Service Area  
MRSA: Medicaid Rural Service Area



Map Prepared by: Strategic Decision Support Department,  
Texas Health and Human Services Commission. MRL.  
October 1, 2015

# What is STAR+PLUS?

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- Integrates the delivery of acute care and long-term services and supports (LTSS) through a managed care system
- Main feature - service coordination
  - Specialized care management service available to all members and performed by an MCO service coordinator
- Available statewide as of September 1, 2014



# STAR+PLUS Populations

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- Medicaid populations who must participate in STAR+PLUS include:
  - Adults with a disability who qualify for Medicaid because of low income
  - Adults who qualify for Medicaid because they receive STAR+PLUS Home and Community Based Services (HCBS) waiver services
  - Non-dual eligible adults receiving services through one of the four DADS waiver programs for individuals with IDD must enroll in STAR+PLUS for acute care only
- Medicaid clients who may choose to participate in STAR+PLUS include:
  - Children 20 or younger who receive Supplemental Security Income (SSI) or SSI-related benefits
    - On November 1, 2016, these children will be enrolled in STAR Kids.

# STAR+PLUS Benefits

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- Traditional Medicaid benefits
- PCP
- Unlimited prescriptions
- Value-added services
- Long term services and supports
- Service coordination

# LTSS in STAR+PLUS

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- Personal Assistance Services (PAS)
- Day Activity and Health Services (DAHS)
- Nursing facility
- CFC
- STAR+PLUS HCBS Waiver
  - Assisted living
  - Adaptive aids
  - Minor home modifications
  - *Personal assistance services\**
  - *Respite care\**
  - Emergency response
  - *Transition assistance services\**
  - Home delivered meals
  - *Nursing services\**
  - Medical supplies
  - Adult foster care
  - Dental
  - *Therapies\**
  - Financial management services
  - *Cognitive Rehabilitation Therapy\**
  - *Supported Employment and Employment Assistance\**

*\*These services are available through the Consumer Directed Services (CDS) option*

# IDD Transition Overview

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- Senate Bill (S.B.) 7, 83<sup>rd</sup> Legislature, Regular Session, 2013, requires HHSC and DADS to jointly design and implement an acute care services and LTSS system for individuals with IDD through managed care.
- Implementation began in September 2014 and the full redesign will roll out gradually through 2021 for community-based Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IIDs) and the IDD 1915(c) waivers.

# Acute Care Carve-In

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On September 1, 2014 individuals in a community-based ICF/IID and individuals in IDD 1915(c) waivers began receiving their acute care services through STAR+PLUS.

# Acute Care Carve-In

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## Successes

- MCO service coordinator for their acute care needs
- Additional services through MCOs' value added services and case by case services

## Challenges

- Individuals who are dual eligible erroneously in STAR+PLUS
- Transitions from State Supported Living Centers into the community

# Community First Choice

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- S.B. 7 requires the most cost-effective approach to basic attendant and habilitation service delivery.
- HHSC met this requirement by implementing CFC services on June 1, 2015.
- CFC benefits are state plan benefits available to all Medicaid enrolled individuals who meet criteria.
  - Including individuals receiving services through managed care, fee for service and through DADS for individuals enrolled in 1915(c) IDD waivers.

# Community First Choice Eligibility

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- To be eligible for CFC services delivered in managed care, a member must:
  - Be enrolled in managed care through STAR+PLUS or STAR Health
  - Meet the institutional level of care for a hospital, an ICF/IID, nursing facility (NF), or Institution for Mental Disease (IMD)
- Due to a federal limitation, STAR+PLUS HCBS waiver members whose financial eligibility is established as Medical Assistance Only are excluded from CFC



# New Initiatives

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- STAR Kids
- IDD Managed Care Pilots

# New Initiative: STAR Kids

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- STAR Kids integrates the delivery of acute care, behavioral health, and LTSS benefits for children 20 and younger with disabilities
- Main features include service coordination, a comprehensive needs assessment, client-centered planning and service design, and transition planning
- STAR Kids will operate statewide beginning November 1, 2016
- Services will be delivered through MCOs under contract with HHSC

# STAR Kids Populations

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- Medicaid populations who must participate in STAR Kids include children and young adults 20 and younger who:
  - Receive Social Security Income (SSI) and SSI-related Medicaid
  - Receive SSI and Medicare
  - Receive Medically Dependent Children (MDCP) waiver services
  - Receive Youth Empowerment Services (YES) waiver services
    - State plan services and service coordination only: YES waiver services will continue to be provided through the YES waiver providers
  - Receive IDD waiver services (e.g., CLASS, DBMD, HCS, TxHmL)
    - State plan services and service coordination only: LTSS services will continue to be provided through the IDD waiver providers
  - Reside in a community-based ICF-IID or in a NF
    - State plan services and service coordination only: LTSS services will continue to be provided through the appropriate institution

# STAR Kids Benefits

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- Traditional Medicaid benefits for children, such as:
  - Personal Care Services (PCS)
  - Private Duty Nursing (PDN)
  - Therapies
  - Medical supplies and equipment
  - Behavioral health services
  - LTSS
- PCP
- Unlimited prescriptions
- Unlimited necessary days in a hospital
- Value-added services
- Service coordination

# STAR Kids LTSS

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- LTSS available under the State Plan for STAR Kids members includes:
  - Private duty nursing (PDN)
  - Personal care services (PCS)
  - CFC services\*
- MDCP waiver services, available to members who meet income, resource, and medical necessity requirements for nursing facility level of care, include:
  - Services unavailable under the State Plan, as a cost-effective alternative to living in a nursing facility

\*Children enrolled in IDD waivers will receive CFC through the waiver, not through STAR Kids

# STAR Kids MDCP Service Array

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- STAR Kids MDCP Waiver
  - Adaptive aids
  - *Employment Assistance*\*
  - *Flexible family support services* \*
  - Minor home modifications
  - *Respite services* \*
  - *Supported employment* \*
  - Transition assistance services

# STAR Kids

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- STAR Kids will implement on November 1, 2016
  - Differs from the acute care carve-in because members will receive state plan and LTSS in addition to acute care in through managed care.
- HHSC will hold information sessions at locations around the state in August and September of 2016 related to the transition of various Medicaid services to the STAR Kids managed care program.
  - Dates and times can be found on the STAR Kids website at [www.hhsc.state.tx.us/starkids](http://www.hhsc.state.tx.us/starkids)

# New Initiative: IDD Managed Care Pilots

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- S.B. 7 authorizes HHSC and DADS to develop and implement a pilot program to test one or more service delivery models involving a managed care strategy to deliver Medicaid LTSS to individuals with IDD.
- House Bill (H.B.) 3523, 84th Texas Legislature, Regular Session 2015, requires any such pilot to be implemented by September 1, 2017. The pilot may operate for up to 24 months.
- A draft RFP was posted from May 2-30, 2016. HHSC is working finalize the RFP and address feedback received.



# IDD Managed Care Pilots

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## Additional legislative direction:

- Participation in the pilots must be voluntary.
- Pilot participants may come from the following programs:
  - Community-based ICF/IIDs
  - Community Living and Support Services (CLASS)
  - Deaf-Blind Multiple Disabilities (DBMD)
  - Home and Community-based Services (HCS)
  - Texas Home Living (TxHmL) programs
- HHSC may contract with LTSS providers or MCOs to operate the pilots

# IDD Managed Care Pilot Goals

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- Legislation requires the pilot be designed to:
  - Increase access to LTSS
  - Improve quality of acute care services and LTSS
  - Promote meaningful outcomes by using person-centered planning, individualized budgeting, and self-determination, and promote community inclusion and customized, integrated, competitive employment
  - Promote integrated service coordination of acute care services and LTSS
  - Promote efficiency and the best use of funding
  - Promote the placement of an individual in housing that is the least restrictive setting appropriate to the individual's needs
  - Promote employment assistance and supported employment
  - Provide fair hearing and appeals processes in accordance with applicable federal law
  - Promote sufficient flexibility to achieve the goals through the pilot program

# HHSC Managed Care Website

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- Expansion activities and updates are provided on the HHSC website at:

<http://www.hhsc.state.tx.us/medicaid/managed-care/mmc.shtml>

- Webpage includes:
  - Managed care initiatives
  - Expansion descriptions
  - PowerPoint presentations
  - Frequently Asked Questions

# Questions?

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Email for general inquiries:

Managed\_Care\_Initiatives@hhsc.state.tx.us