

# Medicaid Managed Care

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<http://jfs.ohio.gov/ohp/bmhc/index.stm>

## **ODJFS Responds to Suggestions at Regional Listening Sessions**

As reported in the July and August editions of Managed Care Monthly, nearly 400 individuals attended regional "listening sessions" to offer suggestions to improve cost efficiency, consumer access and health care outcomes for the Medicaid managed care program. Future editions of Managed Care Newsletter will focus on status reports regarding suggestions made at the August 2008 listening sessions. This edition will focus on the topic of consumer access to services.

## **Consumer Access to Services – Adequacy of Provider Panels**

Concerns were raised regarding shortages of Medicaid providers in rural parts of Ohio. ODJFS notes that Medicaid managed care plans (MCPs) are required to meet all of the agency's access requirements and to establish and maintain minimum standards for their panels of health care providers. This includes network adequacy standards for primary care providers, dentists, specialty physicians and hospitals. ODJFS staff monitor compliance with these standards for all contracted MCPs and have found no situations that prevent consumers from accessing needed medical services.

## **Consumer Access to Services – Medical Transportation**

Concerns were raised in the managed care listening sessions that medical transportation may not always be available to managed care enrollees. ODJFS notes that MCPs are required to provide non-emergent transportation to any member requesting transportation when they must travel more than 30 miles for a medically necessary Medicaid-covered service. All of the MCPs voluntarily offer a limited number of trips to medical appointments, WIC appointments and CDJFS re-determination appointments. These trips are free for their members, and ODJFS does not reimburse MCPs for these trips. This service is over and above that offered to Medicaid consumers enrolled in traditional fee-for-service arrangements. In addition, all Medicaid consumers (regardless of whether they are enrolled in managed care or fee-for-service delivery systems) can also receive non-emergency transportation services through their county department of job and family services (CDJFS.)

## **Consumer Access to Services – Timely Prior Authorization of Medical Services**

Concerns were raised at the regional listening sessions that some prior authorizations for medical services were not being approved in a timely way. ODJFS staff have researched this issue and now require each MCP to report prior authorization statistics quarterly. Review of this data shows that MCPs are exceeding expectations for timely processing of prior authorizations, on average processing pharmacy requests within 11 hours and non-pharmacy requests within 3.6 days.

## **Consumer Access to Services – Incentives for Good Customer Service**

In addition to more closely monitoring the timeliness of prior authorizations, ODJFS has added incentives for MCPs that meet or exceed performance standards for their consumer call centers, provider call centers, prompt payment of claims and prior authorization timeframes. The highest-ranking MCPs are rewarded with a greater number of "auto-assigned" Medicaid members who have not voluntarily selected a managed care plan.

Future editions of the Managed Care Monthly will provide status updates on other areas discussed at the August 2008 listening sessions.

## **Request for Applications Released for Service to Elderly and Disabled Consumers in NE and NW Ohio**

On February 12th, the ODJFS Office of Ohio Health Plans released a request for applications (RFA) to identify qualified managed care plans to provide health care services to the aged, blind or disabled (ABD) population in the northeast and northwest regions of the state. The statewide mandatory managed care program in Ohio requires that Medicaid recipients have a choice of at least two managed care plans. Once ODJFS has selected and contracted with managed care plans in those regions, recipients will be required to select one of the two contracted plans.

These applications are due on April 6th. ODJFS anticipates that plan selection, readiness review and member enrollment will be completed by Sept. 1st. The RFA is available at the following link: <http://jfs.ohio.gov/rfp/R89078016/R89078016.stm>.