

ILLINOIS DEPARTMENT ON AGING (IDoA)
DIVISION OF HOME AND COMMUNITY SERVICES

Title: Transitioning CCP clients to MCOs	CREATED: By: J. Jimenez	
	ELECTRONIC FILE NAME: CCP to MCO transitions 01.01.18	
	EFFECTIVE DATE: January 1, 2018	
OPERATIONS POLICY: IDoA will implement policy and procedure for transferring CCP participants to MCOs.	Last Revisions: 03.01.15	By: J. Reif
	Approved By: J. Jimenez	Date: 01.01.18
Search Word(s): Participant Transfers Managed Care Organization MCO Eligibility Annual Determination of Eligibility	Pertains to: <input checked="" type="checkbox"/> CCU <input type="checkbox"/> In-Home Service <input type="checkbox"/> Adult Day Service <input type="checkbox"/> Emergency Home Response Service <input checked="" type="checkbox"/> Other: Managed Care Organizations (MCOs)	
REQUIREMENT: Each Care Coordination Unit and MCO will follow IDoA's policy and procedure for transferring CCP participants to MCOs.	RULE REFERENCE:	
	OTHER REFERENCE(S):	
	Rescinds Previous IDoA Policy:	
	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Yes
	Title: Transferring Current CCP participants to MCOs	Date: 03.07.13 & 07.23.13 & 03.01.15

PURPOSE:

The purpose of this policy is to notify Care Coordination Units (CCUs) and Managed Care Organizations (MCOs) of the procedure for transferring Community Care Program (CCP) participants to the State of Illinois' MCO program. Effective January 1, 2018, the State's Managed Care Initiative, HealthChoice Illinois, will expand to include the entire State. CCP participants throughout the State who are enrolled in MCOs will begin receiving their Home and Community Based waiver services (In-Home, Adult Day, Case

Management, and Emergency Home Response services, etc.) through the MCOs.

POLICY:

Current CCP participants who are now enrolled in an MCO will have their Home and Community Based waiver services provided by the MCO. CCUs will be notified of participants and their enrollment dates into the MCO as they transfer to MCOs. CCUs are required to complete the following procedures within the timeframes outlined below.

PROCEDURE:

The CCU, MCO and provider(s) shall work together to ensure that no disruption in services occur during the transition period. Effective communication is essential between all agencies as our focus is on the participant. Transfers from CCP to MCOs can only occur at the beginning of the month. Once a participant enrolls in an MCO they are enrolled for the whole month. They cannot enroll or disenroll mid-month.

The following procedures will be utilized by Care Coordinators and MCO Case Managers regarding transferring current CCP participants to an MCO for home and community based waiver services.

Transfer Procedures:

- 1) The CCU shall provide IDoA's Benefits, Eligibility, Assistance and Monitoring (BEAM) division with a specific email address where all MCO notifications, documents and communication should be sent. It is the CCUs responsibility to ensure that the Department has a valid current email address to use. IDoA requires that agencies establish a generic agency-specific email address where all communication can be sent.
- 2) The CCU will receive notification by email from IDoA's BEAM division that a CCP participant is enrolled in an MCO and their case management functions will now be provided by the MCO. CCU case managers should complete **NO** care plans, nor authorize any services for any MCO participants (even clients requiring interim services).
- 3) The BEAM division will send an email to the CCU with the participant Recipient Identification Number (RIN), the enrollment date into the MCO, and the name of the MCO provider the participant has chosen. This email will be password protected using the Department established password.
- 4) For each participant, the CCU must ensure all information in the Department's electronic CCP Information System (eCCPIS) is accurate by ensuring that all Case Authorization Transactions (CATs) are inputted. MCOs will be using eCCPIS to obtain Determination of Need (DON) scores, provider hours of service, and names of provider agencies. MCO Status Forms do not need to be sent to the MCOs when a participant transfers to

an MCO since this information is available in eCCPIS. CCUs should send additional information, as applicable, such as Memorandums of Understanding (MOUs) or other pertinent documentation to help facilitate communication regarding the participant's current situation to the MCO since the MCO will now be responsible for case management functions. MCO Status Forms are required to be sent to the MCOs for annual reassessments, terminations of services, interims and new referrals to alert the MCOs of new DONs or new participants.

- 5) In order for CCU's Case Management Information System (CMIS) to stay in synch with eCCPIS, CCUs will be required to enter a Program Type 15 (MCO Authorization) 10/012 CAT with a 000 billing code to transfer a participant from CCP to an MCO. The date of the enrollment into the MCO should be used as the Eligibility Determination Date (EDD) on the CAT (This is always the first of the month). CCUs must terminate all CCP services and authorize the MCO contract (MCO1800018) using the service type 15 for 1 unit of service. All transfer CATs will authorize the same generic MCO contract number (MCO1800018) established by the Department. **CCUs do not need to process 10/017 transfer CATs when a participant switches from one MCO to another MCO.**
- 6) Once a member has been transferred to an MCO, IDoA's computer system will block Program Type 11 CATs with EDDs during the time the member is enrolled in the MCO from entering eCCPIS. CCUs will receive a CAT reject message indicating the participant is enrolled in an MCO. CCUs should resubmit the CAT with a Program Type 15 and with the appropriate Type Action/Action Reason (TA/AR) and billing codes included. **This reject code is related to the EDD on the CAT, so CCUs should ensure they are using the correct EDD for each CAT.** If the EDD is during a time the client is in an MCO, the CCU should use a program type 15. If they are not in an MCO during the time of the EDD then the CCU should use a program type 11.
- 7) CCUs are required to enter and transmit all transfer CATs within 15 calendar days of notification from the BEAM division.
- 8) CCUs are required to notify all CCP providers of the participants transfer to an MCO using the Provider Notification of MCO Transfer Form [IL 402-1159 (5/14)]. This ensures the provider agencies know where to submit billings and which agency to contact if an issue arises with the participant.
- 9) If a MCO member becomes disenrolled in a MCO and transfers back to traditional CCP services, the CCU should follow the procedures outlined in the policy entitled: "Transitioning MCO participants to a CCU for services".

Annual Determinations of Eligibility and Redeterminations Requested by MCO

- 1) Annual determinations of eligibility (DOEs) are still required for all MCO participants. The DOE consists of completing the Mini Mental Status Exam (MMSE)/Determination of Need (DON) and the MCO Status form.
- 2) **It is not acceptable for an MCO to request a new DOE just to increase or decrease services to a member.** MCOs can authorize services even if they exceed the Service Cost Maximums (SCMs) level of the member's current DON score. **When an MCO's service plan exceeds the SCMs for a participant's DON score, the MCOs are required to inform participants in writing that their care plans exceed the allowable services in the CCP and that upon returning to the CCP their services may be reduced.**
- 3) The MCO may request that a redetermination of eligibility be completed only when the member's eligibility for waiver services is in question. For example, if a member has improved and the MCO no longer thinks they are eligible for services or if a member's health has deteriorated to the point they feel nursing home placement is necessary, then a redetermination of eligibility may be requested. If a redetermination of eligibility is required:
 - a) MCOs should not contact the CCUs directly to request a reassessment. The MCO must contact BEAM and request a redetermination be completed. The BEAM division will notify the CCU by email.
 - b) The CCU is required to complete the DOE within 15 calendar days from notification. This DOE will consist of completing the MMSE/DON and the MCO Status form. The MCO Status Form with the new DON score included should be sent to the MCO via password protected email within 7 calendar days.
- 4) BEAM will not notify CCUs of a participant's annual assessment. These assessments will continue to be tracked and authorized by the CCUs within their CMIS system. If a DOE is completed mid-year, then an annual redetermination of eligibility shall occur within 12 months from that date.
- 5) For any redetermination of eligibility whether annual or mid-year, the CCU shall submit a CAT with the appropriate action reason code (Type Action 10) and a billing code of 050, under Program Type 15. CCUs are required to enter and transmit the redetermination CAT within 15 calendar days of completion.

Transfers from One MCO to Another MCO

- 1) BEAM will send CCUs the information related to MCO to MCO transfers so that the CCU is aware of the participant's MCO change, but no CAT transmittal is required. This information should be documented in the participant's file.

- 2) It is the responsibility of the current MCO to provide the new MCO with the current service authorization and care plans for the member and to notify the service providers of the participant's transfer to the new MCO.