2018 ORAL HEALTH SUMMIT

MEDICAID EXPANSION IN VIRGINIA

NOVEMBER 8, 2018

JENNIFER LEE, MD

DIRECTOR,
DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
Agenda

- Medicaid Expansion Overview
- Medallion 4.0 / Smiles for Children
As of November 1, the rules have changed. More Virginians will be eligible for coverage beginning **January 1, 2019**.

- Close to 400,000 more low-income Virginia adults will enroll in quality, low- and no-cost health coverage
- People working in retail, construction, childcare, landscaping, food service or other jobs that do not offer health insurance may be eligible

Applications for new adult coverage are now being accepted!
Who Qualified for Virginia Medicaid Before Expansion?

Not all low-income Virginians are eligible

<table>
<thead>
<tr>
<th>Category</th>
<th>Eligibility Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children 0-18 (family of 3)</td>
<td>205% FPL ($42,599)</td>
</tr>
<tr>
<td>Pregnant Women (family of 3)</td>
<td>205% FPL ($42,599)</td>
</tr>
<tr>
<td>Person With Disability</td>
<td>80% FPL ($9,712)</td>
</tr>
<tr>
<td>Parents (Family of 3)</td>
<td>33% FPL ($6,924)</td>
</tr>
<tr>
<td>Childless Adults</td>
<td>Not Eligible</td>
</tr>
</tbody>
</table>

*Percent income may vary by locality*
Who Qualifies for Virginia Medicaid Under Expansion?

- **Children 0-18 (family of 3)**: 205% FPL ($42,599)
- **Pregnant Women (family of 3)**: 205% FPL ($42,599)
- **Person With Disability**: 80% FPL ($9,712) 138% FPL ($16,750)
- **Parents (Family of 3)**: 33% FPL ($6,924) 138% FPL ($28,700)
- **Childless Adults**: 138% FPL ($16,750)

*Percent income may vary by locality*
Recent focus groups with uninsured adults in Virginia who have incomes below 138% FPL offered key findings:

- Cost has been the main barrier to coverage as well as working in jobs or for employers that do not offer coverage.
- Most have been putting off getting health care services, paying out of pocket at a clinic when sick, or going to ERs when they become seriously ill.
- The new adult population has a strong interest in enrolling in Medicaid and many say they will apply.
- Most are unaware that Virginia will expand Medicaid.
- Many fear “rejection” if they apply, as they have been unsuccessful in the past.
Overview of Medicaid Expansion Requirements

The 2018 Appropriations Act directs DMAS to implement new coverage for adults and transform coverage.

State Plan Amendments, contracts, or other policy changes

- Implement new coverage for adults with incomes up to 138% FPL and implement early reforms for newly eligible individuals

§ 1115 Demonstration Waiver

- Implement required reforms that transform the Medicaid program for certain individuals

DMAS is working in parallel and will submit a § 1115 Waiver while awaiting CMS approval of State Plan Amendments.
Coverage will be provided for 96% of Medicaid enrollees through the Medallion 4.0 and Commonwealth Coordinated Care Plus (CCC Plus) managed care programs.

**Medicaid Delivery Systems**

- **Commonwealth Coordinated Care Plus (CCC Plus)** will serve populations who are *medically complex* (individuals with a complex behavioral or medical condition and functional impairment).

- **Medallion 4.0** will serve populations other than those who are medically complex.

- **Fee for Service** will serve populations until they are enrolled in an MCO and the populations and services that are excluded from managed care.

**6 Health Plans Contracted Statewide**

1. Aetna Better Health of Virginia
2. Anthem HealthKeepers Plus
3. Magellan Complete Care of Virginia
4. Optima Health
5. United Healthcare
6. Virginia Premier Health Plan
What Services are Covered?

New enrollees will receive coverage for all Medicaid covered services including evidence-based, preventive services

- Doctor, hospital and emergency services, including primary and specialty care
- Prescription drugs
- Laboratory and X-ray services
- Maternity and newborn care
- Home health services
- Behavioral health services, including addiction & recovery treatment services (ARTS)
- Rehabilitative services, including physical, occupational and speech therapies
- Family planning services
- Medical equipment and supplies
- Preventive and wellness services, including annual wellness exams, immunizations, smoking cessation and nutritional counseling
- Managed Care Organization case management/care coordination services
- Transportation to Medicaid-covered services when no alternatives are available
- And more
What About Adult Dental Services?

• Adults ages 21 and older receive dental services limited to medically necessary procedures (i.e. extractions and associated services such as x-rays) through Virginia’s Medicaid Smiles For Children (SFC) program.

• However, there is an exception for pregnant women:
  • The SFC program DOES cover comprehensive dental benefits, with the exception of orthodontia, for pregnant women enrolled in Medicaid & FAMIS MOMs.
  • The coverage extends through the end of the month of the 60th day post-partum.

• Adults ages 21 and older in the Medallion 4.0 or CCC Plus managed care programs may receive varying enhanced benefits, including dental services, offered through the health plans.
The new adult population will enroll in coverage through a variety of enrollment pathways, including streamlined enrollment processes.

<table>
<thead>
<tr>
<th>Enrollment Pathways</th>
<th>Details</th>
</tr>
</thead>
</table>
| **Auto-Transition to Full Benefit Medicaid**             | **GAP (Governor’s Access Plan)** Adults 21 to 64 years of age with Serious Mental Illness (SMI)  
**Plan First** Family planning services ≤ 138% FPL       |
| **Express Application**                                 | **SNAP beneficiaries** Supplemental Nutrition Assistance Program formerly know as Food Stamps  
**Parents of Child(ren) enrolled in Medicaid**            |
| **Transition from HealthCare.gov to Virginia Medicaid** | **Individuals currently enrolled in a qualified health plan (QHP)** from the Federally-facilitated Exchange (FFE), also known as the Marketplace or Healthcare.gov |
| **Priority Populations**                                | **Uninsured individuals served through other systems of care**                                                                                  |
| **General Public**                                      | **Newly eligible adults not captured in Streamlined Enrollment groups**                                                                        |
DMAS will use a targeted approach to support enrollment of uninsured populations served through other systems of care.

<table>
<thead>
<tr>
<th>POPULATION</th>
<th>TARGETED APPROACH</th>
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</table>
| Community Service Boards (CSBs)                 | • Targeted training on Common Help for application submission  
• Potential data share agreement for targeted assistance  
• DMAS and CSB Executives will have a series of meetings, including one meeting with health plans  
• Designated DMAS Contact for CSB questions: Donna Boyce, donna.boyce@dmas.virginia.gov |
| Department of Corrections (DOC) and local and regional jails | • Centralized Cover Virginia Unit for DOC Case Management and local and regional jails  
• Begin telephonic applications 11/1/2018 |
| Virginia Department of Health- Ryan White Grantees | • Targeted training on streamlined enrollment and QHP transition  
• Potential data share agreement for targeted assistance |
| Hospital Indigent Care Programs                 | • Targeted training on streamlined enrollment |

Targeted training and coordination with other entities supports enrollment of these priority populations.
Applicant receives notification by mail if enrolled in new adult coverage.

**If enrolled by 12/18, members will receive their Medicaid ID and Managed care health plan ID before January 1, 2019.

**Revised 9-4-18; subject to additional changes**
# Summary of Streamlined Enrollment Letters

<table>
<thead>
<tr>
<th>Group</th>
<th>Letter Description</th>
<th>Action Needed to Expedite Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>GAP Members</td>
<td></td>
<td><strong>Auto-Transition to Full Benefit Medicaid</strong></td>
</tr>
<tr>
<td>Plan First Members</td>
<td></td>
<td><strong>Auto-Transition to Full Benefit Medicaid</strong></td>
</tr>
<tr>
<td>SNAP Beneficiaries</td>
<td></td>
<td><strong>Submit Express Application</strong> (via phone, mail, or online) by 01/04/19 for expedited enrollment</td>
</tr>
<tr>
<td>Parents of Enrolled Children</td>
<td></td>
<td><strong>Submit Express Application</strong> (via phone, mail, or online) by 01/04/19 for expedited enrollment</td>
</tr>
<tr>
<td>Marketplace Plan Member</td>
<td>Notice from HealthCare.gov</td>
<td><strong>Transition from HealthCare.gov to Virginia Medicaid</strong></td>
</tr>
</tbody>
</table>

If you have questions about streamlined enrollment processes for an individual: Call Cover Virginia at 1-855-242-8282 (TDD: 1-888-221-1590), go online to www.commonhelp.virginia.gov, or visit your local Department of Social Services.
Help Support the Streamlined Enrollment Process

Encourage members to look out for the YELLOW envelope mailing from DMAS or Virginia Medicaid

Help members complete and submit Express Applications by January 4, 2019 through any of these methods:

- Mail in the enclosed, pre-paid envelope
- Call Cover Virginia: 1-855-242-8282 (TDD: 1-888-221-1590)
- Go online to Common Help: https://commonhelp.virginia.gov/

What if an individual believes he/she received a letter, but may have lost it?

- CALL COVER VIRGINIA (1-855-242-8282) to verify
- Recipients of Express Applications (i.e. SNAP & Parents of Child(ren) Enrolled in Medicaid) are selected based on eligibility requirements
Newly eligible adults not captured in the streamlined enrollment groups may still apply for Medicaid coverage, including the new adult coverage, through any of the following:

- Call the Cover Virginia Call Center at 1-855-242-8282 (TDD: 1-888-221-1590)
- Complete an online application at Common Help: www.commonhelp.virginia.gov
- Complete an online application at The Health Insurance Marketplace: www.healthcare.gov
- Mail or drop off a paper application to your local Department of Social Services (mailing may take longer than other methods of applying.)
  Find your nearest local Department of Social Services by visiting: http://www.dss.virginia.gov/localagency/index.cgi
- Call the Virginia Department of Social Services Enterprise Call Center at 1-855-635-4370 (if you also want to apply for other benefits)

Applications for new adult coverage are now being accepted!
Outreach and Communications
Strategic Communications Plan

A comprehensive strategic communications plan drives stakeholder engagement

<table>
<thead>
<tr>
<th>KEY STAKEHOLDER ENGAGEMENT ACTIVITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall Advertising Campaign</strong></td>
</tr>
<tr>
<td>Providing information about the new adult coverage through out-of-home, radio, and digital advertisements</td>
</tr>
<tr>
<td><strong>Provider Events, including “Medicaid Expansion: What Providers Need to Know”</strong></td>
</tr>
<tr>
<td>Engage with providers through a series of provider outreach events in regions across Virginia</td>
</tr>
<tr>
<td><strong>State Agency Workshops, Live Webinars, and Speakers Bureau</strong></td>
</tr>
<tr>
<td>Supporting intensive, continuing outreach to state agencies, newly eligible adults, and other stakeholders</td>
</tr>
</tbody>
</table>

Visit www.coverva.org to access advocate resources, information on provider outreach events, a recorded webinar, and more!
Outreach and Communications

Fall Advertising Campaign

What About You?
Digital Banner 300x600

Digital banners are just one of many mediums for reaching the newly eligible adults this fall.

You've got his back.

Who's got yours?

The rules around Medicaid have changed.

The rules around Medicaid have changed.

Learn more >

CoverVA.org
Visit the DMAS Website to access the Medicaid Expansion Webpage for Providers, which offers a Provider Toolkit and other resources. For direct access, visit dmas.virginia.gov/#/medex
Outreach and Communications
How Can I Help People Apply?

- Participate in *SignUpNow*
  - *SignUpNow* is a 4+ hour training for people interested in helping individuals and families apply for Medicaid and FAMIS, including new coverage for adults.
  - Trainings will be offered throughout the state, starting in November 2018.
  - To receive workshop dates and locations, please sign up at [http://tinyurl.com/sunworkshops](http://tinyurl.com/sunworkshops)
Visit the Cover VA Website at www.coverva.org or Call 1-855-242-8282 for information and regular updates.

Coming Soon: New Health Coverage for Adults

Beginning January 1, 2019, more adults living in Virginia will have access to quality, low-cost health coverage. Get more information at coverva.org

Applications for new adult coverage are now being accepted!
Sign up on the Cover Virginia Website to Receive Updates!

www.coverva.org
Agenda

✔ Medicaid Expansion Overview

☐ Medallion 4.0 / Smiles for Children
INTRODUCING

MEDALLION 4.0 / SMILES FOR CHILDREN

NOVEMBER 8, 2018

TODD CLARK

MANAGER, MEMBER & PROVIDER SOLUTIONS
DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
Agenda

- Background
- Populations
- Medallion 4.0 Health Plans
- Outreach and Training Efforts
- Medallion 4.0 Implementation
- Value-Added Benefits
- Adult Dental Benefits
- Questions
Medallion 4.0

- Medallion 4.0 is a program that will cover the basic Medallion 3.0 and FAMIS populations. The Medallion program began in 1996. This will be the 3\textsuperscript{rd} iteration of the Medallion program.

- Will cover approximately 740,000 Medicaid and FAMIS members effective August 1, 2018. Members will have a choice of \textbf{six (6)} plans in each region.

- New carved in populations and services:
  - Early Intervention (EI) Services
  - Third Party Liability (TPL)
  - Community Mental Health and Rehabilitation Services (CMHRS)
Population Focus

- Pregnant Women
- Infants
- Children/Teens
- Adults
- Foster Care & Adoption Assistance
## Managed Care Programs

96% of Medicaid members now in managed care

<table>
<thead>
<tr>
<th>Commonwealth Coordinated Care Plus (CCC Plus)</th>
<th>Medallion 4.0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Covered Groups</strong></td>
<td><strong>Covered Groups</strong></td>
</tr>
<tr>
<td>▪ Serving older adults and disabled</td>
<td>▪ Serving infants, children, pregnant women, and caretaker adults</td>
</tr>
<tr>
<td>▪ Medicaid-Medicare eligible</td>
<td></td>
</tr>
<tr>
<td><strong>Covered Benefits</strong></td>
<td><strong>Covered Benefits</strong></td>
</tr>
<tr>
<td>▪ Long-term services and supports in the community and facility-based, acute care, pharmacy</td>
<td>▪ Births, vaccinations, well visits, sick visits, acute care, pharmacy</td>
</tr>
<tr>
<td>▪ Incorporating community mental health</td>
<td>▪ Incorporating community mental health</td>
</tr>
</tbody>
</table>
Medallion 4.0 Health Plans

- Aetna Better Health® of Virginia
- Anthem HealthKeepers Plus
  Offered by HealthKeepers, Inc.
- Magellan Complete Care
- Optima Health
- UnitedHealthcare
  Community Plan
- Virginia Premier
  Powered by VCU Health
Outreach and Communication

- From May 2018 to October 2018, Health Care Services (HCS) staff conducted state-wide outreach and training to members, providers and stakeholders.

- Outreach Efforts:
  - 13 member town halls
  - 12 member conference calls
  - 13 provider/stakeholder town halls
  - 12 provider/stakeholder webinars
  - 9 vendor trainings
  - 8 stakeholder presentations
Implementation by Region

The Medallion 4.0 program began implementation by region on August 1, 2018

<table>
<thead>
<tr>
<th>Anticipated Launch Date</th>
<th>Region of Virginia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug. 1, 2018</td>
<td>Tidewater</td>
</tr>
<tr>
<td>Sept. 1, 2018</td>
<td>Central</td>
</tr>
<tr>
<td>Oct. 1, 2018</td>
<td>Northern/Winchester</td>
</tr>
<tr>
<td>Nov. 1, 2018</td>
<td>Charlottesville/Western</td>
</tr>
<tr>
<td>Dec. 1, 2018</td>
<td>Roanoke/Alleghany</td>
</tr>
<tr>
<td>Dec. 1, 2018</td>
<td>Southwest</td>
</tr>
</tbody>
</table>

Medallion 4.0 will be fully implemented by the time the new health coverage for adults begins on January 1, 2019, meaning new managed care enrollees will be served by the same six health plans, regardless of delivery system (CCC Plus or Medallion 4.0)
## Population by Region

<table>
<thead>
<tr>
<th>Anticipated Launch Date</th>
<th>Region of Virginia</th>
<th>Regional Launch Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 1, 2018</td>
<td>Tidewater</td>
<td>161,421</td>
</tr>
<tr>
<td>September 1, 2018</td>
<td>Central</td>
<td>189,438</td>
</tr>
<tr>
<td>October 1, 2018</td>
<td>Northern/Winchester</td>
<td>178,416</td>
</tr>
<tr>
<td>November 1, 2018</td>
<td>Charlottesville/Western</td>
<td>88,486</td>
</tr>
<tr>
<td>December 1, 2018</td>
<td>Roanoke/Alleghany</td>
<td>72,827</td>
</tr>
<tr>
<td>December 1, 2018</td>
<td>Southwest</td>
<td>46,558</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>737,146</strong></td>
</tr>
</tbody>
</table>
Medallion 4.0 Implementation

• All regional implementations have gone smoothly thus far

• No major claim or network access issues

• Health Care Services (HCS) management staff meets daily to discuss and address any concerns that arise

• HCS management staff meets weekly with all Medallion 4.0 health plans to address issues and concerns and answer questions

• Maximus, the Education and Enrollment Broker, is developing a telephone APP for both iPhone and Android. The APP will be available by January 1, 2019.
Health Plan Added Benefits

• All six (6) health plans will offer enhanced benefits to members, including, but not limited to:
  ▪ Adult dental
  ▪ Vision for adults
  ▪ Cell phone
  ▪ Centering pregnancy program
  ▪ GED for Foster Care
  ▪ Sports physicals at no cost (under age 21)
  ▪ Swimming lessons for members six (6) years and younger
  ▪ Boys and Girls Club membership (6-18 years old)
  ▪ Free meal delivery after inpatient hospital stays

• Note: Not all health plans will offer all of the same enhanced benefits.
<table>
<thead>
<tr>
<th>Aetna</th>
<th>Anthem</th>
<th>Magellan</th>
<th>Optima Health</th>
<th>United Healthcare</th>
<th>Virginia Premier</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-855-652-8249 TTY 711</td>
<td>1-855-323-4687 TTY 711</td>
<td>1-800-424-4524 TTY 711</td>
<td>1-888-512-3171 or 1-757-552-8360 TTY 711</td>
<td>1-866-622-7982 TTY 711</td>
<td>1-877-719-7358 TTY 711</td>
</tr>
<tr>
<td>• 2 exams and cleanings and 1 set of x-rays each year, plus fillings, extractions, root canal and dentures (up to $525 each year)</td>
<td>• 2 exams and cleanings and 1 set of x-rays each year</td>
<td>Max benefit of $1,500 includes • 2 exams and cleanings and 1 set of x-rays each year • Fluoride treatment • Treatment for periodontal disease • Sedation for routine procedures* • Limited restorative</td>
<td>• 1 exam, cleaning and set of x-rays each year</td>
<td>• 2 exams and cleanings and 1 set of x-rays each year</td>
<td>• 1 exam, cleaning and set of bitewing x-rays each year • Dental Sedation for above services for those who could not have dental care without sedation</td>
</tr>
</tbody>
</table>

*Each health plan may have additional limitations that vary by health plan. Contact the health plan for further details.
## Medallion 4.0 – Enhanced Benefits
### Dental Services for Adults Ages 21 and Older*

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Contact Information</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna</td>
<td>1-800-279-1878 TTY 711 <a href="https://www.aetnabetterhealth.com/virginia">Website</a></td>
<td>• 2 dental exams and cleanings and 1 set of x-rays each year, plus fillings and extractions</td>
</tr>
<tr>
<td><strong>Anthem</strong></td>
<td>1-800-901-0020 TTY 711 <a href="https://www.anthem.com/vamedicaid">Website</a></td>
<td>• No enhanced dental benefits</td>
</tr>
<tr>
<td><strong>Magellan</strong></td>
<td>1-800-424-4518 TTY 711 <a href="https://www.MCCofVA.com">Website</a></td>
<td>Up to $1,500 per year for: • Two cleanings and oral exams each year</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• One set of x-rays per year</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Treatment for gum disease</td>
</tr>
<tr>
<td><strong>Optima Health</strong></td>
<td>1-800-881-2166 TTY 711 <a href="https://www.optimahealth.com/familycare">Website</a></td>
<td>• 1 dental cleaning and 1 set of x-rays each year</td>
</tr>
<tr>
<td><strong>United Healthcare</strong></td>
<td>1-844-752-9434 TTY 711 <a href="https://www.uhccommunityplan.com/va">Website</a></td>
<td>• No enhanced dental benefits</td>
</tr>
<tr>
<td><strong>Virginia Premier</strong></td>
<td><strong>Northern Virginia Members with Kaiser Permanente:</strong> 1-855-249-5025</td>
<td>• 1 dental exam, cleaning and set of bite wing x-rays each year</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Bridge the Gap: Full dental coverage for members in foster care ages 21-26</td>
</tr>
</tbody>
</table>

*Each health plan may have additional limitations that vary by health plan. Contact the health plan for further details.
Virginia’s Medicaid Smiles For Children Program

Virginia’s Smiles For Children (SFC) Medicaid dental program is recognized as one of the top oral health programs in the country. Children, 20 years of age and younger, enrolled in SFC receive comprehensive dental benefits. Expanded dental benefits are also provided to adult pregnant women enrolled in Medicaid and FAMS. Athers. Limited dental benefits are provided for Medicaid members (over age 20). Dentatus serves as the Dental Benefits Administrator for the SFC program.

Virginia’s Smiles For Children program offers benefits to over 950,000 Virginians.

- Member Utilization:
  - 2015: 64%
  - 2016: 65%
  - 2017: 66%

- Percent Medicaid & CHIP Enrollees Ages 2-21 Who Received a Dental Visit in 2016:
  - 90th Percentile: 46.80%
  - Virginia Average: 66.30%
  - National Average: 52.84%

15,000+ pregnant women received needed dental care.

Children under age 3 receiving fluoride varnish by non-dental providers increased by 19%.

Number of non-dental providers administering fluoride varnish increased by 30%.

- Member Satisfaction:
  - Satisfaction continues to be very high with the dentist.
  - 95% have seen an improvement in their child’s oral health in the past year.
  - 98% felt the dentist/office did everything they could to make them feel comfortable.

- Provider Satisfaction:
  - Providers continue to rate the Smiles For Children highly.
  - 94% of providers plan to continue participating in the program.
  - 95% of in-network providers plan to continue participating in the program.

36% of the state’s practicing dentists participate in the Smiles For Children network (2,000 dentists).
QUESTIONS?

M4.0Inquiry@dmas.virginia.gov