BAYOU HEALTH

Transformational Changes in Louisiana’s Medicaid Program

Advocacy Meeting for Public Interest Attorneys

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Louisiana Medicaid Managed Care Program
Overview of Presentation

• The Case for Medicaid Service Delivery Change
• Guiding Principles in Design and Development
• Who Will (and Will Not) Be Impacted
• What Will (and Will Not) Be Impacted
• “So what does it mean for me me?????”
Our Medicaid “Burning Platform”

- Care coordination is fragmented
- Overall poor quality and minimal accountability
- Quantity is rewarded over quality care
- Access is limited for specialists
- Inefficient utilization of services
- Lack of flexibility in Medicaid fee-for-service model
- Infrastructure for major expansion in 2014
BAYOU HEALTH is First and Foremost About Our Enrollees

- Better quality and improved health outcomes
  - More focus on prevention
  - Better coordination of care (specialists, dental, behavioral health)
  - Interventions to actively manage chronic illnesses
  - Comprehensive patient-centered medical home

- Increased access
  - Enforceable time and distance requirements
  - Rates can be negotiated with specialists
  - Prepaid plans can contract with providers not willing to enroll in LA Medicaid

- Allows additional benefits for enrollees
  - Expanded benefits (Prepaid only)
  - Incentives for compliance with care recommendations
  - Incentives for healthy behaviors
Objective # 1 in Designing BAYOU HEALTH

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BAYOU HEALTH Compared to Traditional Medicaid

- Reduction in avoidable hospitalizations
- Reduction in hospital readmissions
- Reduction in preterm births and neonatal cost
- Reduction in emergency room costs
- Reduction in duplicative services
- Improved outcomes through early detection and treatment
People Will Have **Choices**

- Five statewide BAYOU HEALTH plans
  - Amerigroup
  - Community Health Solutions
  - LaCare [AmeriHealth Mercy]
  - La Healthcare Connections
  - UnitedHealthcare of La

- Differences in the five plans
  - Referral policies
  - Health management programs
  - Extra benefits offered
  - Network providers

- Choice of providers within the BAYOU HEALTH plan selected to the extent possible
Assuring Protections for Medicaid & LaCHIP Members

• Contracts require adherence to detailed grievance and appeals requirements
• Members have the right to appeal
  – To their BAYOU HEALTH plan (Prepaid plans)
  – To request a State fair hearing
• Monetary penalties for excessive reversals of plan decision as a result of a subsequent State fair hearing
• BAYOU HEALTH Consumer Ombudsman
• Marketing requirements and prior approval
• Rigorous monitoring of all complaints, grievances and appeals
“Upping the Ante” on Medicaid and CHIP Quality

- Expectation that quality will improve
- Incentives (and disincentives) tied to meeting quality goals
- Performance tracking for thirty seven quality measures
Fourteen Years of Outreach to Enroll Louisiana’s Uninsured

- Importance of simple written materials
- Need for consistent message from multiple sources
- If you build it, they may come
- Outreach and education efforts in Louisiana produce desired results!
What is BAYOU HEALTH?

“A health care delivery system that provides a continuum of evidence-based, quality-driven health care services in a cost effective manner.”
Which Medicaid Enrollees Will This Affect?
Mandatory Enrollees

Same groups as CommunityCARE, but also includes—

- Pregnant women
- Enrollees age 65 and older

Approximately 900,000 mandatory enrollees
Voluntary Enrollees

- **Children** receiving SSI or services through OPH Special Needs Clinics
- **Foster children and children** in State custody
- Native Americans who are members of a federally-recognized tribe
- We want them to receive the benefits of better care coordination and access to specialists
  - Will be included by default but may opt out
  - If they opt out of the CCN, they will be in traditional Medicaid
Excluded Enrollees

- Medicare dual eligibles
- *Chisholm* class members
- Persons in nursing and DD facilities
- HCBS waiver recipients, regardless of age or waiver
- Persons receiving hospice services
- Recipients enrolled in LaHIPP premium reimbursement

*If status of member changes to one of the above, they will revert to FFS effective the first day of following month.*
BAYOU HEALTH “Carve Outs”

- Pharmacy
- Dental
- Specialized Behavioral Health
- All Hospice
- Targeted Case Management
- PCS (EPSDT and LTC)
- All Nursing Facility Services
- IEP Services Billed Through School Districts

Carve outs will continue to be fee-for-service
It Really Will “Take a Village”

DHH State Office

Medicaid & LaCHIP Members

Advocates

DHH Field Offices

BAYOU HEALTH Contractors
Opportunities for Those Who Work with Medicaid Enrollees to Assist

- Training on BAYOU HEALTH changes
- Integration of BAYOU HEALTH awareness and education into existing operations
- Opportunities to assist with outreach and enrollment
BAYOU HEALTH’s Commitments

• Primary focus will, **first and foremost** be Medicaid and LaCHIP enrollees
• **Continuous** improvement
• Ongoing health plan rigorous monitoring and **accountability**
• Transparency

[Image of a pen writing on a paper with the word “impossible” crossed out]
Working Together, We Can Improve Health Outcomes & Quality of Life!

We highly value and need your perspective!
Please share your comments and concerns.

www.MakingMedicaidBetter.com